



Citizen's Charter

One of the first service improvement programmes for the Jamaica public service was the Citizen's Charter, which was launched in December 1994. Through the Charter, the Government aims to provide citizens with improved efficient services and good value for money.

The Office of the Services Commissions (OSC) launched its Citizen's Charter in 2002. This revised edition (4th) is testimony to our commitment to continuously improve our service delivery and to be recognised as a key partner in transforming the customer service landscape of Government Service.

Office of the Services Commissions, 2021

MESSAGE FROM THE CHIEF PERSONNEL OFFICER

The Office of the Services Commissions (OSC) is the Secretariat for four (4) Services Commissions: Public Service, Police Service, Judicial Service and Local Government Services. The key word in all the Commissions is *Service*. Jamaicans are becoming increasingly aware of their rights and are more expectant of the public services they receive. As such Government Agencies are obliged to respond professionally to citizens' demands for quality services.

At the core of the Citizen's Charter is a sense of duty by Public Officials, to consistently provide citizens with good Public Services, focusing specifically on their rights to expect high quality services, and to embed in all staff members, an ethos of good customer service delivery.

This fourth (4th) edition of our Citizen's Charter builds on previous Charters and continues to inform citizens about the standards of service they must expect from the Office of the Services Commissions. The Charter includes our Vision and Mission Statements; details of the services provided and service standards; our Values Framework – Fairness, Respect, Accountability, Merit, Equity, Integrity and Transparency (FRAME-IT); customer service principles and what we expect from the people we serve.

The Citizen's Charter expresses our commitment to maintain standards of quality, timeliness, improved service delivery, greater levels of responsiveness to the public's need for services, and greater satisfaction with the services provided. These commitments must be met in an environment of transparency and accountability, in keeping with the Government's Public Sector Reform efforts.

The Office of the Services Commissions is committed to provide customer service that meets and maintains quality, standards, value, accountability, transparency and good governance.

The Citizen's Charter is available at the OSC and on our website at **www.osc.gov.jm**.



Mrs. Jacqueline Mendez, JP
Chief Personnel Officer

OFFICE OF THE SERVICES COMMISSIONS

VISION

To be recognized and respected as the key partner in ensuring that merit becomes the cornerstone for Human Resource Management decisions in the Jamaica Government Service.

MISSION

To uphold the principle of merit in the appointment, development and discipline of public servants through processes that are transparent and fair.

SERVICES OF THE OSC

- A. Processing of applications/recommendations for the undermentioned:
 - 1. Applications for Employment
 - 2. Appointments
 - 3. Short Training Programmes
 - 4. Job Selection Tools
 - 5. Separation
 - 6. Private Work
 - 7. Disciplinary Action
 - 8. Appeals against disciplinary penalties
 - 9. Appeals against non-selection of appointment, transfers or any other outcome arising from a process, except for a disciplinary process
 - 10. Secondment
- B. HR Auditing and Monitoring of Entities granted Delegation of Functions
- C. Providing Stenotype Services
- D. Participating in Recruitment and Selection (Interviews)
- E. Conducting Policy (HR) Review
- F. Access to Information (ATI)
- G. Preparing and circulating job advertisement Circulars

SERVICE STANDARDS OF THE OSC

1. Employment Applications

- I. Respond to applications within seven (7) working days/ten (10) calendar days.
- II. For employment applications made in response to job advertisements via OSC Circulars, only shortlisted applicants will be contacted.

2. Appointments

I. Temporary Appointments/Employment

Process recommendations within ten (10) working days/fourteen (14) calendar days of receipt, provided that the relevant information has been submitted.

II. Confirmation in First Appointments

Confirm officers in their first appointments in the Government Service within ten (10) working days/fourteen (14) calendar days, upon the receipt of documentary proof that they have satisfactorily completed their probationary periods. (Only for officers who fall under the purview of Public Service Commission)

III. Permanent Appointments/Promotions

- a. The relevant information should be submitted fourteen (14) working days/twenty (20) calendar days prior to the meeting of the respective Service Commission/Appointments Committee, and officers should have been assessed by the relevant panels/boards where applicable.
- b. Process recommendations for permanent appointments/promotions within thirty-five (35) working days/forty-nine (49) calendar days of receipt for matters referred to the appropriate Service Commission, as well as to the Appointments Committee.

IV. Acting Appointments/Assignments

Process recommendations for acting appointments or assignments within ten (10) working days/fourteen (14) calendar days of receipt, provided that the relevant information has been submitted.

3. Short Training Programmes

I. Day Release

Process recommendations for Day Release within ten (10) working days/fourteen (14) calendar days of receipt, provided that the relevant information has been submitted. (Only for officers who fall under the purview of Public Service Commission)

II. Local/Overseas Training

Process applications for overseas training within twenty (20) working days/twenty-eight (28) calendar days of receipt, provided that the relevant information has been submitted fourteen (14) working days/twenty (20) calendar days prior to the meeting of the relevant Service Commission.

(For local training, Staff Orders for the Public Service (2004) Chapter 5.5 (ii) applies).

III. Annual Study Leave Programme

Process recommendations for annual Study Leave within ten (10) working days/fourteen (14) calendar days after the matter is considered by the relevant Service Commission, and/or after the decision of the Governor-General.

IV. Selection for Scholarships

Process applications for Scholarships within ten (10) working days/fourteen (14) calendar days after the matter is considered by the relevant Service Commission, and/or after the decision of the Governor-General.

V. Provision of Training

Requests for the OSC to provide training must be submitted no less than thirty (30) working days/forty-two (42) calendar days before the proposed event date(s). All relevant information should be submitted at the time the request is made. The OSC will respond to requests for training within three (3) working days/five (5) calendar days.

VI. Presentations at Induction/Orientation Programmes

Requests for the OSC to present at Induction/Orientation Programmes must be submitted no less than ten (10) working days/fourteen (14) calendar days before the proposed event date(s). All relevant information should be submitted at the time the request is made. The OSC will respond to requests to present at Induction/Orientation Programmes within three (3) working days/five (5) calendar days.

4. Job Selection Tools

- I. Process requests for designing Job Selection Tools and provide the instrument(s) within fifteen (15) working days/twenty-one (21) calendar days, provided that all relevant information to prepare the tool is submitted at the time of the request.

5. Separation

Provided that all the relevant documents have been submitted:

- I. Accept Resignations within seven (7) working days/ten (10) calendar days;
- II. Approve Mandatory Retirement within ten (10) working days/fourteen (14) calendar days, with the exception of officers who fall under the purview of the Local Government Services Commission;
- III. Prepare submissions for Early Retirement for the relevant Service Commission within twenty-five (25) working days/thirty-five (35) calendar days, if officer is eligible for Early Retirement in keeping with the Pensions (Public Service) Act, 2017. Once a decision is received from the Governor-General, the Ministry/Department will be notified within ten (10) working days/fourteen (14) calendar days;
- IV. Prepare Submissions for Retirement on Medical Grounds for the relevant Service Commission within twenty-five (25) working days/thirty-five (35) calendar days. Once a decision is received from the Governor-General, the Ministry/Department will be notified within ten (10) working days/fourteen (14) calendar days.

6. Private Work

- I. Prepare Submissions for Private Work to the relevant Service Commission within twenty-five (25) working days/thirty-five (35) calendar days provided that all the relevant documents have been submitted.
- II. Respond to Private Work applications within seven (7) working days/ten (10) calendar days of notification of the decision of the relevant Service Commission.

7. Disciplinary Action

- I. The nature of disciplinary matters varies. However, we will ensure that all disciplinary matters are treated expeditiously and with regard for due process, in keeping with the Public Service Regulations, 1961, Police Service Regulations, 1961, Judicial Service Regulations, 1961 and the Local Government (Unified Services and Employment) Regulations, 2017.

8. Appeals against disciplinary penalties

- I. Employees who have reasons to believe that the disciplinary penalties imposed on them were unfair or that the process was flawed, may appeal to the local Privy Council, through the Office of the Services Commissions, stating their grounds for appeal. The appeal must be made, in writing, within fourteen (14) calendar days of receipt of the decision.

The OSC shall:

- II. Provide formal acknowledgement of application within ten (10) working days/fourteen (14) calendar days of receipt;
- III. Inform Entity of officer's appeal and request all relevant documentation needed to process the appeal within ten (10) working days/fourteen (14) calendar days.
- IV. Prepare Privy Council Submission within thirty-five (35) working days/forty-nine (49) calendar days of receipt of all the relevant documents pertaining to the case.
- V. Communicate the final decision of the local Privy Council within fourteen (14) working days/twenty (20) calendar days after the decision has been conveyed to the OSC.

9. Appeals against non selection of appointment, transfers or any other outcome arising from a process, except for a disciplinary process

- I. Applicants who believe they were unfairly treated in a job selection exercise or any other process, except for the disciplinary process, may appeal to the Public Service Commission, through the Office of the Services Commissions, stating their grounds for appeal. The appeal must be made, in writing, within ten (10) working days of receipt of the decision for Ministries/Departments, and within five (5) working days of receipt of the decision for Executive Agencies.

The OSC shall:

- II. Provide formal acknowledgement of receipt of application within ten (10) working days/ fourteen (14) calendar days;
- III. Inform Entity of officer's appeal and request all relevant documentation needed to process the appeal within ten (10) working days/fourteen (14) calendar days.
- IV. Prepare Public Service Commission Submission within twenty-five (25) working days/thirty-five (35) calendar days of receipt of all the relevant documents pertaining to the case.
- V. After a decision has been made by the Public Service Commission, communicate the decision within fourteen (14) working days/twenty (20) calendar days.

10. Secondment

- I. Process recommendations for secondment within ten (10) working days/fourteen (14) calendar days of receipt, provided that the relevant information has been submitted.

11. HR Auditing and Monitoring of Entities granted Delegation of Functions

- I. Prepare Human Resource Audit Report within sixty (60) days after the completion of the audit. The final Audit Report will be sent to the Ministries, Departments and Executive Agencies within fourteen (14) days of receipt from the Public Service Commission.
- II. Monitor the implementation of Human Resource Audit findings/recommendations one (1) year after the submission of the Audit Report.

12. Providing Stenotype Services

- I. Stenotype assignments vary in length and complexity and from time to time require additional resources. Once the necessary resources are in place, we will ensure that all sessions are recorded accurately and notes delivered expeditiously and under confidential cover.
- II. Due to our limited staff, a notice period of ten (10) working days is required for incoming assignments. This will allow us to optimise our resources to provide the best possible service.

Services	Standards
Commissions of Enquiries	Produce verbatim notes within 10 working days/ 14 calendar days.
Tribunal Hearings	Produce verbatim notes within 10 working days/ 14 calendar days.
Conferences/Meetings	Produce verbatim notes within 10 working days/ 14 calendar days.
Disciplinary Enquiries	Produce verbatim notes within 14 working days/ 20 calendar days.
Gun Court Proceedings	Produce verbatim notes for dispatch within 30 working days/42 calendar days.

13. Participating in Recruitment and Selection (Interviews)

- I. To assist Ministries, Departments and Executive Agencies with recruitment and selection to ensure that interviews are conducted fairly in keeping with the Public Service Regulations, 1961, Police Service Regulations, 1961, Judicial Service Regulations, 1961, Local Government (Unified Services and Employment) Regulations, 2017, Staff Orders for the Public Service, 2004; and the Recruitment and Selection Procedures Manual, 2021 (consistent with the Values Framework).
- II. The OSC requires a notice period of at least five (5) working days/seven (7) calendar days to process all requests for officers to sit on interview panels.
- III. The OSC will respond to the Ministry/Department/Executive Agency within two (2) working days/four (4) calendar days of receipt of the request.

14. Conducting Policy (HR) Reviews

- I. Respond to requests to review HR policy documents and provide feedback within twenty-two (22) working days/thirty-one (31) calendar days.

15. Access to Information (ATI)

- I. Process an Access to Information application within thirty (30) working days/ forty-two (42) calendar days of receipt, in keeping with the provisions of the Access to Information Act, 2002.

16. Preparing and circulating job advertisement Circulars

- I. All requests for the preparation of job advertisement Circulars will be acknowledged within one (1) working day of receipt.
- II. If all the vital information has been provided by the Ministry/Department/Executive Agency, the job advertisement Circular will be prepared, circulated to HR practitioners in Ministries, Departments and Executive Agencies, and uploaded to the OSC's website within fourteen (14) working days/twenty (20) calendar days.

GENERAL INFORMATION

In keeping with the aforementioned service standards of the OSC, please note the following:

- I. The Public Service Commission meets on the 3rd Wednesday of each month.
- II. The Police and Judicial Services Commissions' meeting dates are set as required.
- III. The Local Government Services Commission meets monthly on the 2nd Thursday of each month, or as agreed by the members.

WHAT TO EXPECT FROM THE OSC

The OSC Values Framework - (FRAME-IT)

Fairness	Make decisions and take actions that are, and are seen to be fair and equitable, with due regard to the impact of such decisions/actions on current situations and their potential impact on future processes.
Respect	Ensure that all clients are treated with courtesy and respect.
Accountability	Be prepared to accept responsibility for decisions and actions, and to be held accountable.
Merit	Ensure that in the conduct of selection processes for appointments, the person best suited for the position is selected, using selection criteria that are relevant to the position. This means that positions ought to be filled on a competitive basis.
Equity	Ensure that all persons are treated equitably, consistent with prevailing human rights and gender considerations.
Integrity	Behave in such a manner that decisions and actions are transparent and can withstand the highest level of scrutiny.
Transparency	Ensure that there is adequate access to information for opportunities and that human resource decisions are made in keeping with established plans/strategies that are communicated to all concerned.

The OSC's Customer Service Principles

To ensure that citizens are provided with the best customer service, we will focus on:

- **Timeliness** – Responding to all concerns within the stated timelines.
- **Accuracy** – Ensuring that our responses, solutions and recommendations are correct, based on applicable laws, regulations and standards of practice.
- **Clarity** – Ensuring that how we communicate is simple, easy to understand, and in a manner that is familiar to the customer.
- **Accessibility** – Ensuring that citizens can contact us directly at our office address or by using the other means of communication.

▪ **Increased Client Satisfaction:**

- Cordial and courteous service;
- Pleasant and comfortable office environment; and
- Continual communication of the services offered and the respective service standards, as well as employees' rights and responsibilities.

▪ **Courtesy and Helpfulness:**

- Treatment of all clients with respect and in a professional manner in person, in written communication or over the phone;
- Sincere effort in satisfying the needs of all clients in a prompt, efficient and courteous manner;
- Provision of advice/consultation of the highest standard that is well researched and accurate;
- Subject matter experts who are readily available and accessible;
- Information and/or commendations may be emailed to communications@osc.gov.jm;
- A suggestion box is at the OSC to facilitate feedback on the quality of service received.

WHAT WE EXPECT FROM YOU (Customer Code of Conduct):

We will do our best to provide the services you need. In return, we ask that you:

- Participate in our periodic client service surveys;
- Provide us with complete and accurate information and documentation;
- Comment on, and give us suggestions on our service delivery;
- Display professionalism, honesty and integrity; and
- Treat our staff with respect and courtesy.

Please contact us about the status of your request if we have failed to meet our stated service standards.

If you are dissatisfied with the services provided, please inform us immediately.

- Use our in-house suggestion box if the problem is not very urgent.
- If the problem must be handled expeditiously, ask to see a Supervisor/Senior Officer.
- All complaints about an employee's conduct must include his/her name, the date and the issue that generated the complaint.
- All complaints will be acknowledged. Written complaints will be acknowledged within seven (7) working days/ten (10) calendar days; those received by email will be acknowledged within one to two (1-2) working days.
- Complaints will be taken, investigated and attempts made for resolution, where necessary. The timeframe for the resolution of complaints is fifteen (15) working days/twenty-one (21) calendar days, where possible.

- Complaints should be addressed to:

The Chief Personnel Officer
Office of the Services Commissions
Ministry of Finance and the Public Service Building
2nd Floor, Block G
30 National Heroes Circle
Kingston 4

Telephone: 876-922-8600 ext. 5153; Facsimile: 876-924-7464

Email: communications@osc.gov.jm

Website: www.osc.gov.jm

- Click [here](#) to ask a question, request services or send us your feedback.