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# Office of the Services Commissions Citizen's Charter

**5<sup>th</sup> Edition**



*The Office of the Services Commissions Citizen's Charter is a document which outlines the customer service principles and service standards which citizens can expect from the OSC. Additionally, it provides guidance to citizens on how communications and complaints will be handled where the Office fails to meet committed standards of service.*

*It also informs citizens of the OSC's role, mission, vision and further details on the services provided.*

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## Message From The Chief Personnel Officer



*Chief Personnel Officer  
Mrs. Jacqueline Mendez, JP*

The Office of the Services Commissions (OSC) is the Secretariat for four (4) Services Commissions namely: the Public Service Commission, the Police Service Commission, the Judicial Service Commission and the Local Government Services Commission.

Additionally, the OSC provides Stenotype Services, such as the capturing and production of verbatim notes for National Commissions of Enquiry, Disciplinary Enquiries and the Gun Court.

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 entities are obliged to respond professionally to citizens' demands for quality services.

The Citizen's Charter expresses our commitment to maintain standards of quality, timeliness, improved service delivery, increase levels of responsiveness to the public's need for services, and to leave citizens with a greater feeling of satisfaction with the services provided. These commitments must be met in an environment of transparency and accountability, in

## Citizen's Charter

keeping with the Government's Public Sector Reform efforts.

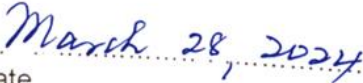
At the core of the Citizen's Charter is a sense of duty by Public Officials to consistently provide citizens with the need for services by the public services and to embed in all staff members an ethos of excellent customer service delivery.

This fifth (5<sup>th</sup>) 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 Citizen's Charter includes the OSC's vision and mission statements; details of the services provided and service standards; the Office's values framework; customer service principles and what we expect from the people we serve.

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

The Citizen's Charter is available on our website at [www.osc.gov.jm](http://www.osc.gov.jm).

  
.....  
Mrs Jacqueline Mendez, JP  
Chief Personnel Officer

  
.....  
Date

# Citizen's Charter Background

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) first launched its Citizen's Charter in 2002. This revised edition (5th) is testimony to the OSC's commitment to continuously improving its service delivery and to be recognised as a key partner in transforming the customer service landscape of the Government Service.

The Charter includes the OSC's Vision and Mission Statements; details of the services provided and service standards; and our core values; customer service principles and what they expect from the people they serve.

The Citizen's Charter expresses the Office's commitment to maintaining 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.

## Vision

To be recognised 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.



## The Services Commissions

The Office of the Services Commissions operates under the general direction of the Chief Personnel Officer. The OSC is the secretariat for the four (4) Services Commissions outlined below.

### The Public Service Commission

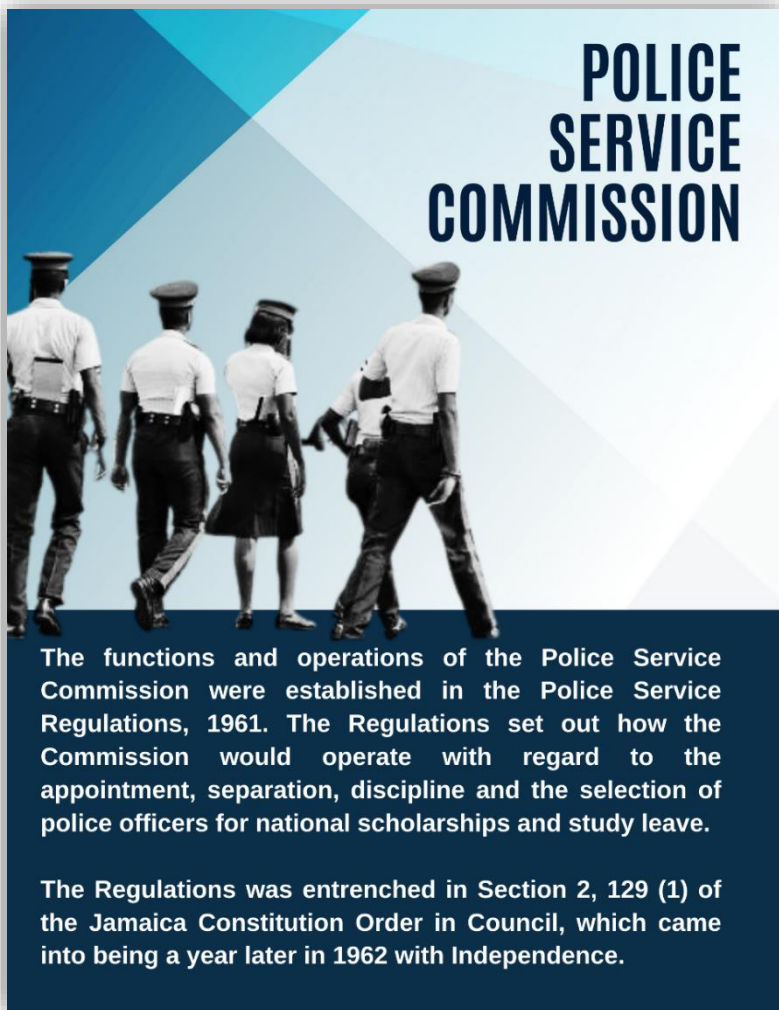


**PUBLIC  
SERVICE  
COMMISSION**


The functions and operations of the Public Service Commission were established in the Public Service Regulations, 1961. The Regulations set out how the Commission would operate with regard to the appointment, separation, discipline and the selection of public officers for national scholarships and study leave.

The Regulations was entrenched in Section 2, 124 (1) of the Jamaica Constitution Order in Council, which came into being a year later in 1962 with Independence.

## The Police Service Commission



## The Judicial Service Commission



**JUDICIAL  
SERVICE  
COMMISSION**

The functions and operations of the Judicial Service Commission were established in the Judicial Service Regulations, 1961 in the Constitution of Jamaica, Sections 111-113.

This Commission advises the Governor General on matters concerning appointment, separation, discipline, and study leave for Judicial Officers.

## The Local Government Services Commission



**The functions and operations of the Local Government Services Commission were established in Section 5 of the Local Government (Unified Service and Employment) Act, 2016.**

**The Commission is required to make recommendations to the Municipal Corporations in respect of unified service officers relative to recruitment, appointment, promotion, transfers, secondment, termination of appointment, disciplinary control, separation, awards for training and appeals.**


## Core Values


In support of the implementation of the Public Sector Learning Framework (PSLF), the OSC has adopted the five (5) core values approved by Cabinet for the public sector, in consultation with over 300 public sector professionals. Each value has been linked to facets which have been illustrated in Figure 1 below:


No.	Core Value	Facets of the Value
1	Accountability	Transparency, Ownership, Dedication, Responsibility
2	Innovation	Creative Thinking, Divergent Thinking, Transformational Thinking, Risk Taking, Critical Thinking
3	Inclusivity	Respect, Non-discrimination, Fairness, Tolerance, Equity, Teamwork
4	Integrity / Impartiality	Fairness, Honesty, Truthfulness, Political Neutrality
5	Service Excellence	Quality Service, Performance, Responsiveness, Customer Focused, Passion for Service

Figure 1 Core Values


Table 1 Showing Core Values and Value Statements


Core Value	Value Statement
<div>Accountability</div> <div></div>	<p>The OSC operates according to established policies, principles, codes of conduct and the standards of the Government of Jamaica.</p> <p>The Office opens itself to scrutiny at every level, accepts responsibility for the quality and timeliness of its deliverables in the most cost-effective manner, and takes appropriate actions to ensure obligations are met.</p> <p>The OSC takes ownership of their workspace and considers each action and the effect it has on citizenry, the environment and the larger economy.</p> <p>The OSC has a sincere and dedicated focus on the success of its value for taxpayers’ money.</p>

Core Value	Value Statement
<p data-bbox="285 256 501 297"><b>Innovation</b></p> 	<p data-bbox="572 256 873 472">The OSC is committed to developing fresh ideas that provide solutions and responding to the changing needs and demands of a diverse citizenry.</p> <p data-bbox="572 500 855 626">The OSC encourages new ideas and question conventional approaches.</p> <p data-bbox="572 654 870 927">The OSC will constantly strive to redefine the standard of excellence in everything that it does and believes that to stay relevant the OSC will have to be proactive in responding to emerging and existing challenges.</p>

Core Value	Value Statement
<p data-bbox="253 256 455 297"><b>Inclusivity</b></p> 	<p data-bbox="533 256 830 651">The OSC recognises the importance and value of treating all individuals and groups of individuals equally regardless of gender, religious belief, sexual orientation, age, status, qualification or experience, disability, individual qualities, talents, perspectives, and socio-economic status.</p> <p data-bbox="533 686 830 862">The OSC creates and sustains interdependent co-operations across all levels of the system to deliver on the priorities of Government.</p> <p data-bbox="533 898 777 1019">The OSC builds relationships of trust, shared authority and decision making.</p>



Core Value	Value Statement
<p><b>Integrity / Impartiality</b></p> 	<p>The OSC will be transparent, honest and consistent in all that it does.</p> <p>The Office will communicate clearly and directly in a respectful manner and value the professional and personal space of colleagues and customers.</p> <p>The OSC will act in accordance with the rules and regulations of the Government of Jamaica and hold itself accountable to the highest standards of professionalism and ethics.</p>

Core Value	Value Statement
<p data-bbox="253 256 455 337"><b>Service Excellence</b></p> 	<p data-bbox="533 256 833 440">The OSC will consistently challenge itself to execute flawlessly and deliver the highest quality of service to the citizens it serves.</p> <p data-bbox="533 472 820 773">To enable excellence, the OSC will seek the best talent, promote personal and professional development and aim to exceed goals and the expectations of customers, colleagues and stakeholders.</p> <p data-bbox="533 805 830 1382">The OSC values and honours each customer regardless of gender, religious belief, sexual orientation, age, status, qualification or experience, disability, individual qualities, talents, perspectives, and socio-economic status. The customers of the OSC take primacy and so the Office will provide efficient services and help them to solve problems, consistently focusing on the value they add to the Public Service.</p>

## Customer Service Principles

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

### **Responsiveness:**

- Responding to all concerns within the stated timelines.

### **Quality and Reliability:**

- Ensuring that responses, solutions and recommendations are correct, based on applicable laws, regulations and standards of practice.

### **Proactive Communication:**

- Ensuring that communication is simple, easy to understand, and in a manner that is familiar to the citizens.

### **Access:**










- Ensuring that citizens can contact the OSC directly at the office address or by using the other means of communication such as by means of the telephone, email and written correspondence.

**People Engagement:**

- Cordial and courteous service;
- Pleasant and comfortable office environment;
- Continual communication of the services offered and the respective service standards, as well as employees' rights and responsibilities.
- Treatment of all customers with respect and in a professional manner in person, in written communication or over the telephone;
- Information and/or commendations may be emailed to [communications@osc.gov.jm](mailto:communications@osc.gov.jm);
- A suggestion box is located in the West Wing Foyer at the OSC to facilitate feedback on the quality of service received.

## Core Services

The Office of the Services Commissions provides the following core services which are categorised as follows:

Services of the Office of the Services Commissions				
<b>1</b> 	<b>2</b> 	<b>3</b> 	<b>4</b> 	<b>5</b> 
<b>Process applications/ recommendations for the undermentioned:</b> <ol style="list-style-type: none"> <li>1. Applications for Employment</li> <li>2. Applications for Study Leave (Full Time)</li> <li>3. Applications for Day Release</li> <li>4. Appointments</li> <li>5. Transfers</li> <li>6. Assignments</li> <li>7. Secondment</li> <li>8. Separation</li> <li>9. Private Work</li> <li>10. Disciplinary Action</li> <li>11. Reference to the Privy Council against disciplinary penalties</li> </ol>	<b>Conduct HR Auditing and Monitoring of entities granted Delegation of Functions</b>	<b>Provide Stenotype Services</b>	<b>Participate in Recruitment and Selection (Interviews)</b>	<b>Develop Job Selection Tools</b>
	<b>6</b> 	<b>7</b> 	<b>8</b> 	<b>9</b> 
	<b>Conduct HR Policy Reviews</b>	<b>Provide Access to Information (ATI)</b>	<b>Prepare Job Advertisement Circulars</b>	<b>Facilitate Customised Training Programmes</b>

*Figure 2 Services of the Office of the Services Commissions*

# General Standards of Service

The Office of the Services Commissions is committed to meeting the needs of all its customers in a timely and professional manner. Customers should expect the following standards of service:

## Telephone Calls

When calling the OSC during working hours, the switchboard operator will:

- Politely identify him/herself and the organisation within three (3) rings;
- Respond courteously and politely when answering all calls and questions;
- Inform the customer of the unit to which they are being transferred;
- Keep the customer informed if they have been placed on hold.

All other employees will likewise answer calls within three (3) rings and state the name of their unit. Officers will respond courteously and politely when answering all calls and questions.

If the OSC is unable to assist, where possible, the customer will be directed to the appropriate entity.

## Written Correspondence

The OSC will acknowledge receipt within five (5) to seven (7) working days to written correspondence such as letters and emails addressed to the Office.

## Office Visits

The OSC will provide a pleasant, customer-friendly, and efficient receptionist service, which will guide the customer to the correct unit or officer who can best assist. The OSC will always treat customers professionally and courteously.

### **Our Office is opened:**

Mondays – Thursdays: 8:30 a.m. – 5:00. p.m.

Fridays: 8:30 a.m. – 4:00 p.m.

*(Excluding Weekends and Public Holidays)*

# Standards of Service

The services provided by the OSC are process-driven and are executed by the appropriately assigned officer in accordance with Government of Jamaica (GOJ) Laws and Regulations for the respective Commission.

*Table 1 Showing the Standards of Service for OSC Services*

No.	Service Type	Estimated Timeframe for Processing (Working days)	Responsible Service Commission
1.	Applications for Employment	10	All
2.	Applications for Study Leave (Full Time)	10-35	All
3.	Applications for Day Release	10-35	All
4.	Appointments Transfers and Assignments	7-35	All
5.	Secondment	10-35	All
6.	Training <ul style="list-style-type: none"><li>- Local/ Overseas Programmes</li><li>- Customised Training Programmes</li><li>- Presentations at Induction/ Orientation Sessions</li></ul>	10-35	All
7.	Job Selection Tools	15	Public Service Commission only



No.	Service Type	Estimated Timeframe for Processing (Working days)	Responsible Service Commission
8.	Separation	7-35	All
9.	Private Work	7-25	All
10.	Disciplinary Action	Varies and is in accordance with GOJ Regulations	All
11.	Reference to the Privy Council against disciplinary penalties	Varies	Privy Council/ Applicable Service Commission
12.	HR Audit of entities granted Delegation of Functions and Report Preparation	15-60	Public Service Commission only
13.	HR Monitoring of entities granted Delegation of Functions and Report Preparation	3-40	Public Service Commission only
14.	Access to Information (ATI) Requests	30-60	All

No.	Service Type	Estimated Timeframe for Processing (Working days)	Responsible Service Commission
15.	Stenotype Services: a) Commissions of Enquiries  b) Tribunal Hearings  c) Conferences / Meetings  d) Disciplinary Enquiries / Hearings  e) Gun Court Proceedings	a) 10-15  b) 10-15  c) 10-15  d) 10-20  e) 10-35	All
16.	Respond to Recruitment and Selection (Interviews) Requests	5-7	Public Service and Police Service only
17.	HR Policy Reviews	35	Public Service Commission only
18.	Prepare Job Advertisement Circulars	15	Public Service Commission and Local Government Services Commission

## Possible Limitations

The estimated timeframe for processing services is subject to change based on the following:

1. Availability of all relevant documents and resources;
2. Type of service;
3. Complexity of the activities to provide the service;
4. Availability of the relevant stakeholders.

## Services Commissions Meetings

In keeping with the agreed standards for the respective Commissions, the meeting dates are subject to change based on any extenuating circumstances. However, each Commission usually meets at least once per month.

## Expectations

### Office of the Services Commissions' Expectations of Citizens

Citizens are being asked to support the OSC in serving them better by:

- Participating in its periodic customer service surveys;
- Communicating and providing the OSC with complete and accurate information and documentation;
- Commenting on, and giving the Office suggestions on its service delivery;
- Displaying professionalism, honesty and integrity;
- Treating the OSC staff with respect and courtesy.

## Citizens' Expectations of the OSC

The OSC is committed to meeting citizens' expectation by:

- Executing its tasks in a professional and efficient manner;
- Demonstrating its commitment to the delivery of high standards of service to its customers and team members;
- Explaining how and where to obtain information and related services;
- Inviting comments and suggestions on the quality of service;
- Adhering to international best practices in human resources, training and development;
- Adhering to GOJ Laws and Regulations associated with the services provided by the OSC.

## Service Improvement Plan

The Office of Services Commissions aims to ensure compliance with the Service Excellence Policy and Programme being implemented by the Government of Jamaica. This is being done through the execution of the Service Improvement Plan (SIP). SIP maintains a focus on the quality of customer service and to ensure continuous improvement of the Office's operations.

The plan seeks to ensure that at any point of contact with the Office the customer's expectations will be met or exceeded where possible within existing guidelines. Consideration is also being given to accessibility by various means.

Staff will be continuously sensitised to the importance of service excellence to all customers.

## Commitment To Create Positive Employee Management Relations

The Office of the Services Commissions aims to maintain a positive, empowering, and harmonious work environment that encourages and highlights the process of accountability, respect, and transparency.

The OSC also commits to ensuring that management's decisions and actions are fair and equitable and are done based on merit.

# Complaints Procedure

The following guidelines should be observed:

- Complaints can be submitted either by email, telephone or via a written letter addressed to the Chief Personnel Officer.
- Complaints should be addressed as follows:

**The Chief Personnel Officer**

Office of the Services Commissions  
Ministry of Finance and the Public Service  
Complex  
2nd Floor, Block G  
30 National Heroes Circle  
Kingston 4

Telephone: 876-922-8600

Email: [communications@osc.gov.jm](mailto:communications@osc.gov.jm)

Website: [www.osc.gov.jm](http://www.osc.gov.jm)

- All complaints must include the name of the person lodging the complaint, the complainant's contact information, the date and the issue that generated the complaint.
- All complaints will be acknowledged within seven (7) working days.
- Complaints will be taken, reviewed and attempts made for resolution, where necessary in a timely manner.



References of complaints may also be addressed to the Public Defender as follows:

**The Public Defender**

78 Harbour Street Kingston

Tel: 876-922-7089 or 922-7109

Fax: 876-922-9830

Email: [publicdefender@mail.infochan.com](mailto:publicdefender@mail.infochan.com)

## Schedule of Applicable Statutes

The Access to Information Act, 2002

The Access to Information Regulations, 2003

The Civil Service Establishment Act

The Executive Agencies Act, 2002

The Executive Agencies Regulations, 2010

The Jamaica (Constitution) Order in Council, 1962

The Judicial Service Regulations, 1961

The Local Government (Unified Service and Employment) Act, 2016

The Local Government (Unified Service and Employment) Regulations, 2017

The Pensions (Public Service) Act, 2017

The Police Service Regulations, 1961

The Public Service Regulations, 1961

## Schedule of Applicable Policies

The Government of Jamaica Service Excellence Policy, 2022

The Staff Order for the Public Service, 2004



“Service”  
It is in our name.

# Notes

