

Message from the

PERMANENT SECRETARY



The mandate given by the Honourable Prime Minister to all public sector entities to consistently provide service in a courteous and effective manner must be fully supported. This dictate comes at an opportune time, as members of the public who are increasingly aware of global standards are demanding the same level of service, which they perceive to be commonplace in other territories.

This Citizens' Charter is documented proof on the part of the Ministry of Justice that we are committed to customer-oriented operations, as we strive to constantly improve our level of quality service and efficiency to the many sectors of the public with whom we do business – from the suppliers of goods and services through to the individuals who interact with our Agencies and Departments daily.

The Ministry has adopted this customer-driven focus, and has begun a process of re-orientation throughout all levels of the organization. For example, we have stipulated that as of this fiscal year, onwards, Customer Service will be further integrated into the training programmes for the members of the Judiciary administrative and clerical staff in our Courts. The training would also be incorporated into that to be done for other categories and agencies.

It must be emphasized that our customers' feedback is central to the Ministry's effort to achieve the objectives set out in the Charter.

I am fully supportive of our Citizens' Charter, and take this opportunity to thank all those who have assisted in its development.

Carol Palmer (Mrs.)
Permanent Secretary

OUR ROLE AND RESPONSIBILITY

Our aim is to ensure the delivery of justice through a sound legislative framework, fair judicial processes and the appropriate support mechanisms.

The main objectives of the Ministry are to:

- provide a modern, accessible, fair and efficient justice system
- ensure the effective delivery of justice; and
- educate citizens on their rights and responsibilities

OUR VISION STATEMENT

To provide an accessible system of Justice that engenders a high degree of public trust and confidence

OUR MISSION STATEMENT

In partnership with all other stakeholders

- Ensure that Jamaica is a just and law-abiding society with an accessible, efficient and fair system of justice for all
- Promote respect for rights and freedoms, the Law and the Constitution and create an awareness of the individual responsibilities and civil obligations

OUR COMMITMENT

We are committed to provide you, our customers, with high standards of service. In fulfilling the mandate we shall carry out our tasks with integrity, objectivity, transparency, understanding, promptness and efficiency. We are aware of your importance to us and we aim to deliver quality service by:

- helping citizens to better understand justice related issues so as to make informed decisions for themselves
- improving the quality of service to our customers
- providing increased information as regards plans and activities of the Ministry
- laying a foundation for the creation of a society in which citizens are empowered to access justice through a thorough understanding of the

- processes and procedures involved
- answering your letters quickly and clearly;
 - answering telephone calls promptly and ensuring that enquiries are dealt with courteously and efficiently
 - listening to comments about our services and ensuring that mistakes do not recur
 - seeing you within set times of your arrival at our offices
 - Ensuring that citizens receive services free from all forms of discrimination – racial, religious, disability, gender, marital status – allowing for equal opportunity

The Ministry is responsible for the following subjects:-

Administration of Justice

Coroners

Disputes Resolution

Enquiries into the causes of fires and accidents

Extraditions

Justices of the Peace

Legal Education

Legal Profession

Minister's Marriage Licences

Notaries Public

Protection of Human Rights

Trustee in Bankruptcy

Repatriation

Mutual Assistance in Criminal Matters

OUR UNITS AND DEPARTMENTS

The Central Ministry

Strategic Planning, Policy, Research and Evaluation

- provides objective research-based information in the formulation, development, implementation and evaluation of justice policies and issues
- monitors and evaluates programmes and projects of the Ministry of Justice, its Agencies and Departments.

Criminal and Civil Justice Administration

- Directs the formulation and implementation of policies relating to Criminal and Civil Justice in order to advise the Minister and Departments to better enable them to achieve policy objectives

Management Information Systems

- Manages and directs the strategic management information systems of the Ministry, its Departments and Agencies.

Human Resource Management and Administration

- Strengthens the capacity of the Ministry to effectively and efficiently achieve its mandate by delivering services of the highest quality, to satisfy the needs of both internal and external customers.

Property Management

- Plans and facilitates the provision and maintenance of requisite physical facilities, for the Ministry, its Agencies and Departments

Legal Services

- Provides efficient and accurate in-house legal services for the timely review, amendment or enactment of legislation.

Public Relations/Justice Education

- Facilitates the dissemination of information relating to all facets of the administration of justice in a holistic manner and provides up-to-date information on Human Rights and Justice.

Justice Training Institute

- Develops, designs, coordinates, and conducts training programmes in Justice Administration for all agencies within the Justice Sector

Departments, Agencies and Public entities that also fall under the Ministry

- Office of the Parliamentary Counsel
- Office of the Director of Public Prosecutions
- The Attorney General's Department
- The Courts
- Administrator General's Department
- Police Public Complaints Authority
- Legal Aid Council
- Commission for the Prevention of Corruption
- Office of the Trustee in Bankruptcy

OUR STANDARDS OF SERVICE

- Minister's Marriage Licence (same day)
- Certificate of No Impediment (same day)

- Hotel Spirit Licence (within 6 months)

- Expungement of Criminal Records (6 months)
- Permission to hold a Raffle/Bingo (3 months)
- Research in Justice matters (within 5 days)
Request is made in writing and delivered to the Justice Education Unit

- Advice on Human Rights and other related Justice issue (within 5 days).
Request is made at the Justice Education Unit

PRIVACY AND SECURITY

- We will treat your personal information in the strictest confidence

- We will ensure that details of your service are only discussed with you or your authorized representative

WHEN YOU VISIT US

- If you are invited to the office, or make an appointment to see us you will be provided in advance with:
 - name and extension number of the person you wish to see;
 - clear directions as to location on the building.

- If you visit us with an appointment you will be met promptly or within 10 minutes of your arrival/appointment time and you will be directed to the meeting venue.

- If you visit without an appointment, reception staff will contact an appropriate member of staff who will see you within 20 minutes of your arrival. Should it not be possible to address your enquiry on that visit, reception staff will provide you with an appropriate contact so that a formal appointment can be made.

When you write to us

Letters requiring a reply will be treated to a written response within a maximum of 7 working days of receipt. When this is not possible, acknowledgement, via telephone, e-mail or in writing, will be made explaining the reason for the delay in responding and indicating the time frame within which a full response is to be expected.

When we write to you we will be clear, concise and courteous. All outgoing correspondence will bear the signatory's name, date, full address and where applicable your reference number.

We will make every effort to keep the appointment at the time arranged. If we are compelled to cancel we will arrange a new appointment date for a mutually convenient time.

When you call us

When you call us during the normal office hours (8:30 AM – 5:00 PM , Mondays to Thursdays & Friday 8:30 AM – 4:00 PM, EXCEPT PUBLIC HOLIDAYS) we will:

- promptly and courteously answer telephones normally within 3 rings;
- give the name of the section within the Ministry;
- listen to your request;
- explain to you the action we will take;
- tell you the name and extension number of the person you are being transferred to if your call is to be transferred;
- inform you of the proceedings when your call is put on hold;
- arrange for the appropriate person to return your call should they be unable to address your enquiry at that time.

Upon making calls to you, we will:

- greet you courteously;
- give our name and section within the Ministry and; explain clearly and concisely the nature of the call

YOUR RESPONSIBILITY/ROLE

As a customer, you too have a role to play. Essentially, customers ought to help us to ensure that you receive quality service by:

- Providing accurate information
- Providing, where applicable, required document(s)
- Being properly attired to conduct business
- Conducting business in a disciplined manner
- Using the facilities with care
- Conforming to security procedure

- Being courteous and polite
- Arriving on time for appointments
- Providing feedback on our services

ACCESS TO INFORMATION

- Upon your request for information we will consider whether your request meets the requirements of the Access to Information Act or any other ministry/government norms/practices, which control the release of information.
- If it does, we will provide accurate information. If not our matter, then the matter will be referred to the relevant agency. Information regarding services provided, costs and person in charge will be provided upon request.

PUTTING THINGS RIGHT

We would like to put things right whenever they go wrong, so if you have a complaint we would love to hear from you by letter, telephone, facsimile, e-mail or in person if you feel that our service has fallen short of the standard we aim to achieve.

- If the member of staff to whom you speak first cannot deal with your complaint you will be directed to the Director in charge.
- If you still feel dissatisfied, you may write to the Permanent Secretary and have your complaint thoroughly investigated with a full response within 10 working days.
- Should this not be possible you will receive a letter explaining why and giving you the time frame within which you may expect a full reply.
- If you remain dissatisfied you may write to the Public Defender, the Official designated to preside over the Complaints Task Force that has been set up to review the complaints system throughout the Public Service.

If you have any questions regarding our services, let us know. When things go wrong, do not hesitate to contact us so that your problem can be addressed.

Complaints should be addressed to/or visit:

Customer Service Coordinator
Ministry of Justice
NCB Towers
2 Oxford Road
Kingston 5
Tel: 1 888 4-JUSTICE (1 888 4 5878423)
Email: customerservice@moj.gov.jm

If you are still not satisfied you can write to the:

Permanent Secretary
Ministry of Justice
NCB Towers
2 Oxford Road
Kingston 5

If you are still dissatisfied you can direct your complaint to the:

Senior Director
Standards and Monitoring Unit
Office of the Cabinet
2a Devon Road
Kingston 6
Tel: (876) 929-1423
Fax: (876) 929-6676

For further redress:

The Public Defender
78 Harbour Street
Kingston
Tele: (876) 922-7089-9
Fax: (876) 922-9830

How to contact us:

The Ministry of Justice is located at:

NCB Towers, 2 Oxford Road, Kingston 5, Jamaica

Our telephone numbers: 876-906-4908-31

Fax number: 876-906-1712/906-1713

E-Mail: jeu@moj.gov.jm

Web site: www.moj.gov.jm

**To access our services you may visit the Ground Floor West, North Tower,
at our Oxford Road Office**

Agencies/Departments	Telephone	Fax	email
Administrator General Department 12 Ocean Boulevard Kingston	(876) 922-1830-3	(876) 922-4201	admingen@cwjamaica.com
Police Public Complaints Authority 45-47 Barbados Avenue Kingston 5	(876) 920-2324 (876) 968-8875	(876) 960-4767	ppca@cwjamaica.com
Legal Aid Council NCB Towers, North Tower, 2 Oxford Road, Kingston 5	(876) 908-1983	(876) 754-4779	legaldon@moj.gov.jm
Justice Training Institute 4 South Camp Road Kingston 4	(876) 928-4624	(876) 928-5866	jti@moj.gov.jm
Commission for the Prevention of Corruption 45-47 Barbados Avenue Kingston 5	(876) 968-5300 (876) 968-6227	(876) 960-5617	corruptionprevention@yahoo.com
Dispute Resolution Foundation 5 Camp Road, Kingston 5	(876) 906-0291	(876) 754-9769	drf@mail.infochan.com

Office of the Trustee in Bankruptcy 52-60 Grenada Crescent, 3rd Floor Kingston 5	(876) 929-8332	(876) 926-9994	trustee@cwjamaica.com
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