



ANY REPLY OR SUBSEQUENT REFERENCE SHOULD BE ADDRESSED TO THE FINANCIAL SECRETARY AND THE FOLLOWING REFERENCE NUMBER QUOTED:-

Telephone No. 922-8600-16
Website: <http://www.mof.gov.jm>
Email: info@mof.gov.jm

MINISTRY OF FINANCE & THE PUBLIC SERVICE
30 NATIONAL HEROES CIRCLE
P.O. BOX 512
KINGSTON
JAMAICA

June 15, 2026

Circular No. 7

Cabinet Secretary Permanent Secretaries

Participation Request – GoJ Survey on Service Delivery Impact associated with Hurricane Melissa

Hurricane Melissa impacted many of the Government's normal public-facing services, affecting not only the ability of some entities to deliver services, but also the ability of citizens, businesses and communities to access them.

To better understand the variety of service delivery impacts, the Government is undertaking a brief, one-time survey across ministries, departments and agencies (MDAs). This survey will provide an opportunity for participating MDAs to see precisely which services were affected, where, how, and with what severity. The results will provide a comprehensive picture of service impact across the island with data that can help in planning and enhancing service delivery resilience and continuity.

The survey focuses on 'normal' services provided to individuals, businesses and communities. It is not an assessment of disaster-response functions. No personal information is asked for, and the survey does not evaluate organisational or individual performance.

Survey findings will be shared with Cabinet and the Permanent Secretaries' Board. Each Ministry will receive a 'portfolio' summary, and each participating entity will have access to the data specific to its services and a summary of consolidated findings.

Survey Details

Your Ministry is requested to participate along with some of your portfolio entities as indicated in Appendix A. You may choose to include additional portfolio entities.

The survey consists of five brief questions in an online form, with one survey to be completed per entity. It covers service delivery impact during the initial recovery period (30 October to 31 December 2025) and any continuing impact into 2026.

The survey differentiates impact on the service provider (e.g. the provider was prevented from delivering services due to damaged facilities), and impact on clients (e.g. prevented from accessing

The survey differentiates impact on the service provider (e.g. the provider was prevented from delivering services due to damaged facilities), and impact on clients (e.g. prevented from accessing service due to transport barriers) where the service may have been otherwise available. The survey asks each entity to identify:

- The public-facing service affected during the initial recovery period (30 October to 31 December 2025) and the parish/areas impacted.
- The severity of impact by area using a scale provided.
- Any temporary solutions or workarounds used to resume service delivery.
- Whether the service is still being impacted in 2026 (e.g. due to ongoing repairs).
- Any anticipated changes in service demand in 2026 and reasons for any increase or decrease in demand.
- General or specific suggestions on how to strengthen service resilience and continuity going forward.

Actions required and key survey dates:

1. Permanent Secretaries are asked to distribute this request to entities in Appendix A. Ministries may add entities to this list.
2. Each Ministry and participating portfolio entity is asked to:
 - a. Designate one (1) contact person to complete the survey on behalf of the organisation. The contact person should have knowledge of service delivery operations and the ability to compile input from relevant staff.
 - b. Provide the contact person's name and email to the TIU team at survey@gsd.gov.jm no later than Thursday, 18 June 2026.
 - c. A secure survey link will be sent directly to each contact person.
3. Ensure designated contact persons participate in a pre-survey online information session on Wednesday, 24 June or Thursday, 25 June 2026. Call in details will be sent directly to contact persons. Participation in the online information sessions will be open to anyone involved in survey completion.
4. Ensure that the survey is completed within the open window: 29 June to 10 July 2026.

Your participation in this important activity valued and your full support is anticipated. The Transformation Implementation Unit in the Ministry of Finance and the Public Service is coordinating the survey. For clarification or additional information, you may send an email to survey@gsd.gov.jm.



Darlene Morrison, CD
Financial Secretary

Attch.

Appendix A: SCHEDULE OF ENTITIES REQUESTED TO PARTICIPATE

Listed by parent Ministry; additional entities may be included at the Ministry's discretion

Portfolio Ministry	Schedule of Entities
The Ministry of Agriculture, Fisheries and Mining	• Banana Board • Banana Insurance Fund • Jamaica Agricultural Commodities Regulation Authority (JACRA) • National Fisheries Authority • Rural Agricultural Development Authority (RADA) • The Ministry of Agriculture, Fisheries and Mining covering the following suggested services: • Licensing and Registration of Fishers and Vessels • Plant Quarantine Produce Inspection • Analytic Lab Services (Mining) • Apiary Registration • Veterinary Disease Diagnostic Services
The Ministry of Culture, Gender, Entertainment and Sport	• Bureau of Gender Affairs (BGA) including: • Domestic Violence • Male Empowerment Unit • National Shelters • Sexual Harassment • Institute of Sports (INSPORTS) • Jamaica National Heritage Trust (JNHT) • The Ministry of Culture, Gender, Entertainment and Sport covering the following suggested services: • Jamaica Entertainers and Creatives Insurance Plan • Entertainment registry (E-registry) • Sport Registry
Ministry of Economic Growth and Infrastructure Development	• Kingston Container Terminal (KCT) • Port Authority of Jamaica (PAJ) • National Environment and Planning Agency (NEPA) (includes Natural Resources Conservation Authority, Town and Country Planning) • Housing Agency of Jamaica (HAJ) • Jamaica Mortgage Bank (JMB) • National Land Agency (NLA) • National Works Agency (NWA) • Ministry of Economic Growth and Infrastructure Development covering the following suggested services: • New social housing programme

Portfolio Ministry	Schedule of Entities
Ministry of Education, Skills, Youth and Information	• e-Learning Jamaica Company Limited (e-LJam) • National Education Inspectorate (NEI) • Human Employment and Resource Training/National Service Training Agency (HEART/NSTA) Trust • Child Protection and Family Services Agency (CPFSA) • Jamaica Information Service (JIS) • Ministry of Education, Skills, Youth and Information covering the following suggested services: • Scholarships (MOEY, JTEC and Scholarship Jamaica)
Ministry of Energy, Transport and Telecommunications	• Ministry of Energy, Transport and Telecommunications • Airports Authority of Jamaica (AAJ) • Island Traffic Authority (ITA) • Jamaica Civil Aviation Authority (JCAA) • Jamaica Urban Transport Company (JUTC) • Maritime Authority of Jamaica (MAJ) • Toll Authority • Urban and Rural Transport Boards
Ministry of Finance and the Public Service	• Ministry of Finance and the Public Service • Accountant General's Department • Jamaica Customs Agency • Public Procurement Commission (PPC) • Tax Administration Jamaica (TAJ)
Ministry of Foreign Affairs and Foreign Trade	• Ministry of Foreign Affairs and Foreign Trade covering the following suggested services: • Authentication and Legalisation of Documents
Ministry of Health and Wellness	• National Health Fund (NHF) • National Public Health Laboratory Services • Regional Health Authorities • Ministry of Health and Wellness covering the following suggested services: • Pharmaceutical Regulations (Product Registration, Import Permit Processing, Registration and Monitoring of Institutions and Facilities) • Product Registration (Food and Drug) • Import Permit (Food and Drug) • Registration and Monitoring of Institutions and Facilities

Portfolio Ministry	Schedule of Entities
Ministry of Industry, Investment and Commerce	• Ministry of Industry, Investment and Commerce • Bureau of Standards Jamaica (BSJ) • Consumer Affairs Commission (CAC) • Jamaica Promotions Corporation (JAMPRO) • National Export-Import Bank of Jamaica (EXIM Bank)
The Ministry of Justice and Constitutional Affairs	• The Ministry of Justice and Constitutional Affairs with a focus on the following services: • Victim Support • Child Diversion • Restorative Justice Centres
Ministry of Labour and Social Security	• Abilities Foundation • National Insurance Fund (NIF) • Ministry of Labour and Social Security covering the following suggested services: • Licences to operate private employment agencies • Health and Death benefits (migrant workers) • Farm and US Hospitality Applications • Work Permit • NIS Registration • Funeral Grants
Ministry of Local Government and Community Development	• Ministry of Local Government and Community Development • Kingston & St. Andrew Municipal Corporation (KSAMC) • Municipal Corporations (including Portmore) • National Solid Waste Management Authority (NSWMA)
Ministry of National Security and Peace	• Jamaica Constabulary Force (JCF) covering the following suggested service: ◦ Police Record Check • Passport, Immigration and Citizenship Agency (PICA) • Ministry of National Security and Peace covering the following suggested services: • Restricted Items Importation/Clearance
Ministry of Tourism	• Ministry of Tourism • Jamaica Tourist Board (JTB) • Tourism Product Development Company (TPDCo)
Ministry of Water, Environment and Climate Change	• Ministry of Water, Environment and Climate Change • National Water Commission (NWC) • Rural Water Supply Limited (RWSL) • Forestry Department

Portfolio Ministry	Schedule of Entities
	• Meteorological Services Branch
Office of the Cabinet	• Office of Utilities Regulation (OUR)
Office of the Prime Minister	• Culture, Health, Arts, Sports and Education (CHASE) Fund • National Housing Trust (NHT) • National Identification and Registration Authority (NIRA) • Information and Communications Technology Authority (JAMICTA) • Post and Telecommunications Department (PTD) • Postal Corporation of Jamaica (PostCorp)