



MINISTRY OF FINANCE AND THE PUBLIC SERVICE

"Because our citizens are
the center of our service."

CITIZEN CHARTER

2022



MOFPS

MINISTRY OF FINANCE AND THE PUBLIC SERVICE

**CITIZEN
CHARTER**
2022

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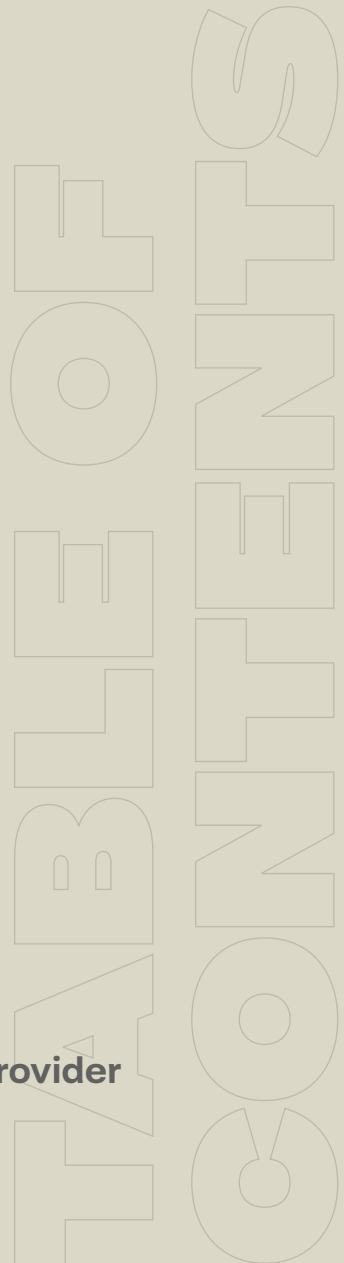
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INTRODUCTION

The Ministry of Finance and the Public Service has invested to ensure that the customer's experience is seamless. The Citizen's Charter is created to set and ensure that we meet our customers' expectations.

WHAT IS THE **CITIZENS CHARTER?**

The Ministry of Finance and the Public Service Citizens' Charter is a set of standards outlined to its customers detailing the types of services offered and the commitment to timeliness and quality of delivery.



MESSAGE FROM THE **MINISTER**

The Hon. Nigel Clarke, DPhil., MP

In 2022, the Government of Jamaica launched the Service Excellence Policy. Against this backdrop, the Customer Service Charter is being established to maintain a culture of service excellence across the Ministry of Finance and the Public Service (MOFPS), its Departments and Agencies to satisfy, as well as exceed the expectations of the public sector. This Charter is demonstrating the Ministry's commitment to Service Excellence which is at the core of our function and will provide institutional support for improving service delivery. It will hold us accountable to customer satisfaction so as to continuously improve the public sector procedures, systems and policies.

We are maintaining our culture of Service Excellence through our current thrust to digitise our services to allow for faster, easier and more efficient results for our customers. As these new digitised services gradually become mobilised, we encourage all our stakeholders to utilise the user-friendly platforms to have their queries or concerns fast-tracked within the standard time frame. The MOFPS is committed to upholding its mission and vision to develop the government's fiscal and economic policy framework for the benefit of all Jamaicans.

Under the Service Excellence Policy, the MOFPS Customer Service Charter provides a comprehensive framework within which customers' needs are satisfied by the Ministry. It will ensure that the public sector is competent and deserving and that responsible employees provide integrated, responsive and accessible services to meet the demands of customers.



MESSAGE FROM THE **FINANCIAL SECRETARY**

Miss Darlene Morrison, CD

Customer Service Excellence is integral to the daily operations of the Ministry of Finance and the Public Service (MOFPS). This fact has become more evident during the onset of the COVID-19 pandemic. The mandate of the Customer Service Branch is to improve service delivery between the Ministry and its clients; however, its role was further expanded to handling queries regarding the Ministry's social intervention programme (CARE Programme) as we sought to assist the most vulnerable citizens affected by the pandemic.

The Ministry of Finance and the Public Service's Customer Service Charter has been improved to meet our mandate, maintain a standard of accountability, and aid the Ministry in maintaining our culture of Service Excellence. This Charter is paving the way for other ministries to operate at the highest standard, acceptable to international best-practices.

Continuous training and improvements to customer service remains a focus of the Ministry as our Centre of Excellence tenets include having a Motivated Workforce, Efficient Service Delivery, Evidence-Based Policies and Programmes, while becoming Technology-Driven as we remain Customer-Centric.

The MOFPS is committed to upholding its customer service standards and remaining accessible to all stakeholders in a professional and courteous manner.



MESSAGE FROM THE **DIRECTOR OF CUSTOMER SERVICE**

Rory Stennett

The Ministry of Finance and the Public Service is proud to share this updated version of our Citizens' Charter. The MOFPS aims to become the Centre of Excellence in service delivery in the Government of Jamaica. We are excited to share this document as our commitment to that journey and as a standard by which our customers across all segments can hold us accountable.

We have invested in service delivery infrastructure to ensure customers are served in the manner and timeliness promised by this Charter. We can deliver more services from our award-winning lobby and have commissioned queue and appointment management tools to ensure customers are served expeditiously. We have invested in our telephony infrastructure and added a layer of accountability for our most frequently accessed service teams to measure and meet our charter service levels. The Ministry has also opened online chat, self-service, and email service portals to ensure customers are at the centre of our service.

Customer Service is a competence. We invest in training each year for both front-line and supervisory/leadership staff to gain and reinforce the skills required to deliver delightful experiences. We also applaud success in service delivery during our annual celebration of Customer Service Week. Empathy, the heart of customer service, is in our culture and is reinforced across all critical dimensions throughout all levels of the organization.

Becoming a Centre of Excellence is as much a journey as it is a destination. This charter, and subsequent revisions, aims to get us closer to the mark as we continuously learn and improve.

About the MOFPS

The MOFPS has overall responsibility for developing the Government's fiscal and economic policy framework; collecting and allocating public revenues in the socio-economic development of Jamaica.

OUR VISION

A Centre of Excellence that enables sustainable growth and development through Sound Policy, Planning and Quality Service delivery.

OUR MISSION

We combine professionalism and expertise in pursuit of sound socio-economic and financial policies for achievement of sustainable growth and development.

OUR VALUES

Fairness | Integrity | Teamwork | Transparency | Excellence
Accountability | Mutual Respect

STANDARDS

Citizen Charter 2022

ROLE OF THE **CUSTOMER**

At the Ministry of Finance and Public Service, we appreciate the opportunity to serve every customer. We expect our valued customers to:

- Be polite and courteous when visiting or calling our offices;
- Adhere to the rules and regulations when visiting our offices;
- Provide timely and proper documentation where necessary;
- Promptly advise if they are dissatisfied with the service provided;
- Offer comments and suggestions for improved service;
- Respond to customer surveys on the quality of our service.

KEY RESPONSIBILITIES OF THE MINISTRY

1. Planning & Preparation of the Budget
2. Adjudication of Tax Disputes
3. Financial Regulations and Anti-Corruption
4. Financial Sector Policy Development
5. Management of Public Debt
6. Management of Public Sector Human Resource Policies
7. Taxation Policy Development
8. Development of Governance Policy for Public Entities

COMPLAINT PROCEDURES

- We are committed to serving you and welcome your feedback, which will assist us in meeting your needs.
- If you are dissatisfied with the service provided, please inform the attending officer immediately. If further redress is required, your complaint should be lodged with the supervisor or manager in charge of that unit.
- If you are still dissatisfied, you should lodge a complaint with the relevant Deputy Financial Secretary and a response will be made within fifteen (15) working days. In the event that we cannot respond within that time, we will update you on our progress.
- If the matter remains unresolved, your complaint may be sent in writing to the following in the order outlined, giving allowances for a response at each level within **ten working days**:

The Financial Secretary

Ministry of Finance and the Public Service
30 National Heroes Circle
Kingston 4
Tel.: (876) 922-8600-9;
E-mail: finsec@mof.gov.jm

The Public Defender

78 Harbour Street
Kingston
Tel.: (876) 922-7089-9;
Website: www.opd.gov.jm

The Honourable Minister of Finance and the Public Service

Ministry of Finance and the Public Service
30 National Heroes Circle
Kingston 4
Tel.: (876) 922-8600-9;
E-mail: hmf@mof.gov.jm

Principal Director

Standards Monitoring and Evaluation
Public Sector Reform Unit
Cabinet Office
2a Devon Road
Kingston
Tel.: (876) 920-4765/929-1423

OFFICE HOURS

The MOFPS is open to the public during the following times:

Monday - Thursday
8:30 a.m. to 5:00 p.m.

Friday
8:30 a.m. to 4:00 p.m.

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with the exception of the in-person service hours for the Units below;

- **Debt Management Unit**
9:00 a.m. to 2:00 p.m. - Monday - Thursday
9:00 a.m. to 3:00 p.m. - Friday
- **Pensions Client Services**
8:30 a.m. to 3:30 p.m. Monday - Friday
- **Bonding and Compliance Unit Loans and Grants Administration**
9:00 a.m. to 3:00 p.m. Monday - Friday
- **Cashier**
9:00 a.m. to 3:30 p.m. Monday - Friday

GENERAL STANDARDS

Citizen Charter 2022

GENERAL STANDARDS

- 01 Dedicated client/customer service lines will be manned at all times during the specified opening hours.
- 02 Automated attendant will be incorporated for activation outside of the special opening hours or when phones are engaged. Additionally, the automated attendant will inform of the opening hours for specialized services to indicate when a “human” attendant will be available at the desk.
- 03 When redirecting customers from one extension to another (transferring a call), the redirecting officer will perform a warm transfer. A warm transfer occurs when the redirecting officer ensures the extension is answered by a human prior to releasing the customer to the other party. If a warm transfer cannot be performed the customer should be advised and be given the option to be transferred to voicemail.
- 04 Telephones will be answered within thirty (30) seconds.
- 05 Employees answering the telephones within the Divisions/Departments of the Ministry will state the name of the unit and identify themselves in a polite and professional manner.
- 06 Customers making telephone enquiries will not interface with more than two (2) employees after the operator directs the calls.
- 07 Customers contacting the Ministry by telephone will not be put on hold for longer than intervals of sixty (60) seconds in the first instance and one-hundred and twenty (120) seconds thereafter.
- 08 Customers visiting the Ministry will be acknowledged and directed to the correct Division/Department/Unit within one (1) minute.
- 09 Customers will not queue for longer than intervals of fifteen (15) minutes.
- 10 Customers with a pre-arranged appointment will be seen at the appointed time.
- 11 All written or electronic correspondence will include the name, position and signature of the author of the letter.
- 12 Letters will receive a response within ten (10) working days of receipt and a time frame given for the resolution of issues. If the time frame cannot be met, a full explanation will be sent to the customer.
- 13 Where officers send e-mails, they will include the name and contact information for the officer sending the e-mail on whose behalf it is sent.
- 14 All correspondence via E-mail, Voice-mail will be acknowledged within two (2) working days.

REVENUE APPEALS

Service Name	Service Description	Customer Segment	Service Level Agreement
Adjudication of Tax Disputes	When a Citizen or Business has a dispute with a revenue commissioner (example TAJ, JCA, NLA) they are able to make an appeal to the Revenue Appeals Division. This service is independent, administrative and free of cost.	Government to Business, Government to Citizen	Written decisions will be delivered within sixty days of the receipt of all necessary information to determine the appeal.

PUBLIC EXPENDITURE

Service Name	Service Description	Customer Segment	Service Level Agreement
Provision of Warrants	A warrant is a legal instrument to withdraw funds from the Consolidated Fund (GOJ Bank Account for revenue and expenditure). The warrant provides for the payment of salaries and housekeeping expenses, provision of health services etc. All services provided by GOJ were funded through the provision of a warrant.	Government to Government, (Ministries, Departments and Agencies)	<p>Section 117 (3) of the Constitution of Jamaica and Section 9 (1,2) of the Financial Administration and Audit Act.</p> <p>Ministries will receive approved warrants by the 26th calendar day of each month</p>
Planning and Preparation of Budget	All expenditure of the Central Government is funded through a budgeting process each year. This process is facilitated through the Public Expenditure Division (PEX) to coordinate with the GOJ's fiscal priorities and the available resources.	Government to Government (Ministries, Departments and Agencies)	<p>Section 115 of the Constitution of Jamaica states that the Minister responsible for Finance shall, before the end financial year, cause to be prepared annual estimates of revenue and expenditure for public services during the succeeding financial year, which shall be laid before the House of Representatives.</p>

FINANCIAL REGULATION

Service Name	Service Description	Customer Segment	Service Level Agreement
Publication of Unclaimed Bank Balances	Citizens with bank balances that remain unclaimed for a period of fifteen or more years have an opportunity to claim their funds or reactivate their dormant accounts before the funds are remitted to the Government.	Government to Citizen	Publications will be accurate per legislative requirements.
Financial Sector Policy Development	Develop the policies that drive the regulation of the financial sector.	Government to GOJ (Ministries, Departments and Agencies)	Proposals will receive a thorough review within four weeks of submission.

PUBLIC EXPENDITURE AND POLICY COORDINATION

Service Name	Service Description	Customer Segment	Service Level Agreement
Training on Asset Management and Motor Vehicle Policy	Providing structured training to GOJ Ministries Departments and Agencies as well as Public Bodies on the Asset Management and Motor Vehicle policies.	Government to GOJ (Ministries, Departments and Agencies)	Requests for training are scheduled and confirmed within five business days of receipt of request.
Board of Survey Inspection	When MDAs want to dispose of unserviceable assets a team of inspectors validates the request and makes recommendations to help the MDA receive approval for the disposal.	Government to GOJ (Ministries, Departments and Agencies)	Board of Survey Inspections are conducted within four weeks.
Duty Concession approval for GOJ MDA Asset Purchases	Whenever GOJ MDAs are purchasing assets from overseas suppliers they must seek approval to receive a 5% duty concession.	Government to GOJ (Ministries, Departments and Agencies)	Customers with all the pre-requisites should spend no more than ten minutes in office
Draft Cabinet Submission Review	Ministries submit their Cabinet Submissions to the Ministry of Finance and the Public Service on behalf of their departments and agencies for review and approval.	Government to GOJ (Ministries, Departments and Agencies)	Customers that submitted a fully completed Draft Cabinet Submission will receive recommendations within ten working days
FAA Policy Advice	Customers are able to receive guidance on the Financial Administration and Audit Act, and related policies.	Government to GOJ (Ministries, Departments and Agencies)	Requests will be completed within ten days
eGP Support	Provide administrative and technical assistance with the use of the GOJ electronic procurement platform.	Government to Business and Government to Government (Ministries Departments and Agencies)	Customers will receive a human response within 8 working hours
eGP Training	Provide structured functional training in the use of the GOJ electronic procurement platform	Government to GOJ (Ministries, Departments and Agencies)	Customers who complete the training will be proficient in the use of the system.

PUBLIC EXPENDITURE AND POLICY COORDINATION

Service Name	Service Description	Customer Segment	Service Level Agreement
Procurement Policy Advisory	Provide technical assistance with the application of public procurement law	Government to GOJ (Ministries, Departments and Agencies)	Customers will receive a resolution within ten working days.
Procurement Policy Training	Provide structured technical training in the application of public procurement laws.	Government to GOJ (Ministries, Departments and Agencies)	Seven training sessions per year will be made available in a predictable and fixed schedule

REVENUE PROTECTION

Service Name	Service Description	Customer Segment	Service Level Agreement
Facilities inspection	The physical plan/structure/space is assessed for compliance, suitability and fitness for purpose.	Government to GOJ (Ministries, Departments and Agencies)	Inspections can be scheduled within one week of receiving the request
Background checks	Revenue entities are able to request background checks on their new or existing staff to ensure they are fit and proper to work in sensitive areas or positions.	Government to GOJ (Ministries, Departments and Agencies)	Background checks will be completed within 90 days of the submission of requested documentation and the full cooperation of the candidates.
Document Fraud, Ethics and Anti-Corruption Training	Organizations can be exposed to the basic identifiers of genuine documents, the foundations of ethical behaviour and basic tools to prevent corruption in their interactions with revenue agencies.	Government to Government, Government to Business	Customers will be able to schedule their training request within two working days of submission.
Revenue and Corruption Investigation	Customers are able to report instances of corruption and fraud	Government to Government, Government to Business, Government to Citizen	Customers who report tips to the tip email account or on the tips portal will receive a human acknowledgement within two working days unless they reported anonymously.
Governance Inspection	Public Sector bodies may be subject to audits and investigations of their processes and procedures to determine compliance with GOJ regulations and that they are delivering value for money.	Government to Government	Customers will receive a response with a determination of next steps within two days of the submission of the request.

STRATEGIC HUMAN RESOURCE MANAGEMENT

Service Name	Service Description	Customer Segment	Service Level Agreement
HR Policy Development	Provide templates and minimum guidelines for the development of HR Policies at the local MDA and Public Body level that are consistent with national HR policies and legislation.	Government to GOJ (Ministries, Departments and Agencies)	Customers will receive requested templates within ten working days
HR Policy Review	MDAs and Public Bodies can submit their HR policies and policy-related documentation for review to ensure alignment with HR legislation and best practice.	Government to GOJ (Ministries, Departments and Agencies)	HR Policies and policy-related documentation will be reviewed within 45 working days
HR Practitioners Network	Maintain and administer the GOJ HR Practitioners network. Host quarterly sensitization sessions and present 'next' practices and HR areas of interest.	Government to GOJ (Ministries, Departments and Agencies)	HR Practitioners Network meetings will be held on the second week of the second month of each Quarter, except Q2 where it will be held in the second week of September.
HR Policy Advisory	Provide an interpretation of the Rules and Regulations governing human resource management in the government of Jamaica, including the Labour Laws, Staff Orders and associated policies. This includes, but is not limited to, Leave, Compensation, Industrial Relations, Benefits and Conditions of Service.	Government to GOJ (Ministries, Departments and Agencies)	Customers will receive an accurate response to their inquiry
Compensation Management	Customers can receive approvals for allowances and compensation packages. Customers can access the GOJ salary scales and benefits.	Government to GOJ (Ministries, Departments and Agencies)	Within two working days fully qualified requests will receive information on their closure date

STRATEGIC HUMAN RESOURCE MANAGEMENT

Service Name	Service Description	Customer Segment	Service Level Agreement
Public Sector Employee Counselling and Mediation	Public sector employees have access to confidential counselling and mediation services aimed at improving their mental and emotional wellbeing	Government to Government Workers	Customers will be scheduled for a session within five days of receipt of request.
Leave Calculation Verification	Employees that are approaching retirement need to receive the correct retirement date, adjusting for their remaining leave and period of service.	Government to GOJ (Ministries, Departments and Agencies)	Fully qualified requests are completed within thirty calendar days of receipt.
Loans and Funeral Grant Administration	Customers will be notified of the outcome of the Approval Meeting within five days of the sitting of the meeting.	Government to Government Workers	Customers will be notified of the outcome of the Approval Meeting within five days of the sitting of the meeting.
Grievance Policy Administration	Public Sector workers can appeal the outcome of their grievance and expect a resolution	Government to Government Workers	A resolution or response (if the matter has to be escalated to the Ministry of Labour) will be provided within three months of submission.
HR Policy Training	HR Practitioners in the government can learn the best practice approaches and get a better understanding or interpretation of HR Policies	Government to GOJ (Ministries, Departments and Agencies)	Requested training will be ready for delivery within one month
Management Analysis	Customers need to structure their organization in a manner that helps them achieve their mandate and is compliant with the policy and legislative framework. Corporate Management Establishment Branch (CMEB) analyses the systems, business processes and organizational structure to determine the best approaches and processes to meet the organization's need.	Government to Government	Cases will be assigned to an analyst within 5 working days of receipt at CMEB

STRATEGIC HUMAN RESOURCE MANAGEMENT

Service Name	Service Description	Customer Segment	Service Level Agreement
Management Advice	MDA leadership can receive guidance on the adequacy of their organizational structure and business processes to meet their business objectives outside of a formal submission.	Government to GOJ (Ministries, Departments and Agencies)	Telephones shall be answered within thirty (30) seconds.
Publication of the Establishment Order	The CMEB maintains a record of establishment posts for the government that, among other things, determines the approved posts that can receive benefits associated with public service.	Government to Government	The Establishment Order will be updated and published once per year
No Objection Letter	Citizens seeking to change their immigration visa status are able to request a letter of no objection through their nearest consulate to verify they are not indebted to the Government of Jamaica. These checks include outstanding bonding arrangements, debts to the Students Loan Bureau or Ministry of Education.	Government to Citizen (via Consulate)	Customers who send all requested information will be notified whether there is an objection from the Ministry of Finance and Public Service within ten working days of receipt of application. The MOFPS is unable to provide a service level for the completion of checks made with Ministry of Education and the Students Loan Bureau.
Scholarship Administration	Citizens may be able to access scholarships provided through local funds or bilateral and multilateral agreements. The scholarships are administered by the Ministry of Finance but can be funded by different groups. Some scholarships require that successful applicants give up to five years of service to Jamaica.	Government to Citizen	Customers who have not successfully progressed to the selection phase of the application process will be notified within thirty days of the closure of the application process.

STRATEGIC HUMAN RESOURCE MANAGEMENT

Service Name	Service Description	Customer Segment	Service Level Agreement
Grant Administration	Public Sector workers and their children may be able to receive grants to attend tertiary education institutions or programmes. Grants that exceed \$300,000 may require a minimum period of service to Jamaica.	Government to Government Workers	Grant applicants will know the outcome of their application within thirty days of the closure of the application process.
Administration of Technical Assistance	Public Sector workers in specialized industries may be able to access programmes provided through technical assistance initiatives or donors. Some recipients may be required to give a minimum period of service to Jamaica.	Government to Public Sector Worker	Nominations from MDAs will be submitted to donor agencies within three days of receipt.
Bonding	Citizens receiving an award from the Government in excess of \$300,000 towards training, scholarships, fellowships, tuition refund and any associated cost incurred will be required to give a minimum period of service to Jamaica	Government to Citizen	Customers who visit to sign bonding documents will be processed within 10 minutes.
Retiring Benefits Sensitization Sessions	Customers can attend structured sessions related to Pension Benefits legislation and related policies, as well as administration processes.	Government to Government, Government to Citizens	Customers will be advised regarding their request for sensitization session within two days.
PEPAS Training	HR Practitioners in the government and active employees enrolled in the GOJ Pension arrangement are able to receive training on the administration and use of the PEPAS platform	Government to Government	Where all requirements are provided, incidents and requests will be resolved in five (5) days unless they require escalation to ICT partners external to the Ministry of Finance and the Public Service.

STRATEGIC HUMAN RESOURCE MANAGEMENT

Service Name	Service Description	Customer Segment	Service Level Agreement
PEPAS Support	Customers are able to apply for their retirement benefits online and receive technical assistance with their application.	Government to Government, Government to Citizens	Where all requirements are provided, incidents and requests will be resolved in five (5) days unless they require escalation to ICT partners external to the Ministry of Finance and the Public Service.
Pension Policy Advice	Customers are able to receive guidance on Pension legislation and related policies	Government to Government, Government to Citizens	Where all requirements are provided customers' request for policy advice will be resolved within ten working days.
Pensioner Welfare Assistance	Customers submit for consideration an application for welfare benefit.	Government to Citizen	Customers will be provided with feedback of the decisions taken at the Quarterly Review Committee Meeting within two working days.
Benefit Award Letters	Benefit Award Letters are the output of the process of requesting a benefit as a result of separation from public service. There are over fifteen different benefit awards types with different eligibility requirements and approval processes.	Government to Citizen	Customers who submit complete and accurate requests will receive their award letters within the stipulated time.
Government Employee Transportation Service (GETS)	Public Sector Employees can access transportation to and from work at a nominal fee	Government to Citizen	The transportation provider will receive the approved rider list by close of business each Friday

PUBLIC ENTERPRISE

Service Name	Service Description	Customer Segment	Service Level Agreement
Financial	Monitor and provide guidance to Public Bodies and Executive Agencies to ensure compliance with legislation, government policy and prudent financial management.	Government to Government	Customers will receive accurate guidance
Request for Financing	Review and approve requests for financing in accordance with the Public Bodies Management and Accountability Act or the FAA Act	Government to Government	Within five days customers can ascertain whether their request can be accommodated within the debt targets, pending further review.
Cabinet Submission Preparation	Prepare Cabinet Submissions on behalf of self-financed Public Bodies under the portfolio of the Ministry of Finance and the Public Service.	Government to Government	Upon receipt of all requested documentation/information the submission will be completed within ten days.
Review Financial Statements and Operational Reports	Public Bodies and Executive Agencies are required to submit financial statements and operational reports each month, quarter and year in compliance with the Public Bodies Management and Accountability Act or the Executive Agency Act and attendant regulations, the Financial Accounting and Audit Act and the FIEA.	Government to Government	Customers will receive confirmation of their compliance status within ten days.
Public Bodies Budget Preparation	All Public Bodies are required to submit a corporate plan (including budget) each year for review and approval as part of the fiscal responsibility framework. These Corporate Plans are summarized and submitted to the Cabinet and Parliament for approval.	Government to Government	Customers will receive detailed feedback on their draft budget submission within ten working days.

PUBLIC ENTERPRISE

Service Name	Service Description	Customer Segment	Service Level Agreement
Governance Policy Guidance	Monitor and provide guidance to Public Bodies to ensure compliance with government policy and corporate governance.	Government to Government	Requests for guidance will be completed within fifteen (15) days
Governance Policy Sensitization Sessions	Conduct structured interventions to apprise Public Bodies of the legislative and policy framework that guide their operations	Government to Government	Customers who request a sensitization session will have a session scheduled within five days
Technical Advice for Public-Private Partnership Initiatives	Public Bodies seeking to engage in public-private partnerships can have their proposals assessed for value for money and fiscal responsibility.	Government to Government	<p>Proposals/Concepts will be reviewed and response provided within seven (7) days. Business Cases will be reviewed and response provided within fifteen (15) days.</p> <p>*Subject to receiving all requested documentation*</p>

TAXATION POLICY

Service Name	Service Description	Customer Segment	Service Level Agreement
Discretionary Tax Relief	Customers are able to apply for relief from taxes at the discretion of the Minister of Finance	Government to Business, Government to Citizen	Customers requesting discretionary waivers and providing all required information will have their request submitted within seven days for Ministerial decision.
Duty Concession	Public Sector workers with negotiated tax benefits are able to access their benefits through their organization's Human Resource Departments and have them processed by the Tax Policy Division.	Government to Government (Ministries, Departments and Agencies)	Duty Concession requests with all required information will be processed within ten business days.
Taxation Policy Advice	Customers are able to request advice and clarification on local tax policy	Government to All	Requests will be completed within one month.
Tax Mediation	Customers who are at a stalemate with a revenue collection agency can request mediation support from the Ministry of Finance and the Public Service to have the impasse resolved.	Government to Citizen, Government to Business	Customer requests will be triaged and prioritized within five days of receipt.
International Tax Treaty Review	International and regional partners are able to work with the Tax Policy division to review tax treaties.	Government to Government, Government to Business, Government to Multilaterals	Tax treaties would be reviewed within one month.
Tax Policy Review	Local taxpayers and stakeholders can submit policy requests to update or optimize the tax code.	Government to Citizen Government to Business	Policy requests will be updated or optimized within ten days.
Common External Tariff Suspension	Customers attempting to import goods on the Fourth Schedule to the Customs Tariff from extra-regional sources can apply for a CET Suspension.	Government to Business	CET Suspension request will be reviewed within three days.

DIVISIONS AND SERVICES OF THE MINISTRY

Service Delivery Division/Unit	Address	Contact Details	Website
Asset Management and Disposal Sevices Branch	1 Shalimar Avenue, Kingston 3	(876) 932-5233 (876) 932-6162	www.mof.gov.jm/about-us/public-expenditure-policy-coordination/
Employee Relations Branch	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-5339	www.mof.gov.jm/about-us/strategic-human-resource-management
Executive Agency Monitoring Unit	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-5206	www.mof.gov.jm/about-us/public-enterprise
Financial Regulations Division	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-5459	www.mof.gov.jm/about-us/financial-regulations
Human Resource Policy & Information Branch	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-5354	www.mof.gov.jm/about-us/strategic-human-resource-management
Investor Relations, Economic Management Division	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-5419	www.mof.gov.jm/about-us/economic-management
Pensions Branch	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-4925	www.mof.gov.jm/about-us/strategic-human-resource-management
Pensions Client Services	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-5047	www.mof.gov.jm/about-us/strategic-human-resource-management
Portfolio Management, Economic Management Division	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-5449	www.mof.gov.jm/about-us/economic-management
Public Enterprise Division	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-5053 (876) 932-5052	www.mof.gov.jm/about-us/public-enterprise
Public Expenditure Division	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-4843	www.mof.gov.jm/about-us/public-expenditure

DIVISIONS AND SERVICES OF THE MINISTRY

Service Delivery Division/Unit	Address	Contact Details	Website
Public Sector Employee Assistance Programme	30 National Heroes Circle, Kingston 4, Jamaica W.I	(876) 932-5310	
Revenue Appeals Division	12 Ocean Boulevard, UDC Building, 1st Floor, Kingston	(876) 932-4993	www.mof.gov.jm/about-us/revenue-appeals
Tax Relief Branch	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-4784	www.mof.gov.jm/about-us/taxation-policy
The Office of Public Procurement Policy	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-5220	www.procureja.gov.jm/
Workforce Planning (Scholarships Administration)	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 932-5010	www.mof.gov.jm/about-us/strategic-human-resource-management

PORTFOLIO DEPARTMENTS AND AGENCIES OF THE MOFPS

Name	Address	Contact Details	Website
Tax Administration of Jamaica	116 East Street, Kingston	(876)922-3470 -9	www.jamaicatax.gov.jm
Planning Institute of Jamaica	16 Oxford Road Kingston 5 Jamaica, West Indies	(876)960-9339 ext 5016	www.pioj.gov.jm
Statitital Institute of Jamaica	7 Cecelio Ave, Kingston 10	(876)630-1600	www.statinja.gov.jm
Jamaica Customs Agency	Myers Wharf, Newport East, Kingston 15	(876) 922-5140 -8 (876) 922-8770 -3	www.jacustoms.gov.jm
Accountant General's Department	30 National Heroes Circle, Kingston 4, Jamaica W.I.	(876) 922-8320 -7 (888) 991-3005 (876) 829-279 (876) 803-0404	www.treasury.gov.jm
Public Procurement Commission	3rd Floor, PanJam Building, Kingston 5	(876) 676-5443 (876) 754-3747 (876) 669-7352	www.ppc.gov.jm
Development Bank of Jamaica	11A - 15 Oxford Road, Kingston 5	(876) 929-4000 (876) 619-4000	www.dbankjm.com
Transformation Implementation Unit	6 Saxthorpe Ave., Kingston 8	(876) 676-4848	www.publicsectortransformation.gov.jm/
Financial Services Commission	39-43 Barbados Ave., Kingston 5	(876) 906-3010-2	www.publicsectortransformation.gov.jm/
Revenue Protection Division	1 Shalimar Avenue, Kingston 3	(876) 928-5141 -8 (876) 932-6114 (888) 225-5733	www.mof.gov.jm/ about-us/revenue-protection/
Financial Investigations Division	1 Shalimar Avenue, Kingston 3	(876) 928-5141 -8	www.fid.gov.jm

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State Minister in the Ministry of Finance and the Public Service

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Miss Darlene Morrison, CD



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