

## **The Registrar General's Department Citizen's Charter**

The Citizen's Charter outlines what you can expect from us in terms of our service delivery and what we expect you to provide or do, to enable us to better serve you.

The Charter applies to all persons who interact with the Agency, including our customers and specifically outlines:

- The established service standards
- Customer's rights & obligations
- Complaints procedure (what you can do if you are dissatisfied with the service that you receive from the RGD.)

## Message from the Minister of Health



*Minister Fenton Ferguson  
Ministry of Health*

*The Registrar General's Department has been making important strides in serving the needs of the Jamaican people. I commend the organisation for its continued drive to improve its services and increase as well as simplify access to services for the general public. Its recognition that the customer – Jamaican citizen – is central to its operations is also to be saluted.*

*I am quite pleased that the RGD is updating its citizens charter aimed at establishing and providing a guideline to good customer service. The link between customer service, customer satisfaction and the delivery of quality services is important and one which if duly recognised can uplift the work of the organisation and result in satisfied customers. The Charter can be used as a guide for customers to demand the type of service that they should get and not accept substandard treatment as well as for the staff to understand what is required of them when dealing with customers.*

*We must do all we can to strengthen the services we provide and become more efficient, effective and responsive. The Ministry of Health is keen on providing the best customer service possible to the Jamaican population while also providing the most optimal health service. We will continue to support the development of our staff as we seek to create a caring and professional environment that offers quality care and service to the people of Jamaica.*

*Our commitment is to treat every client with respect, attend to their needs promptly and efficiently, and give courteous service. The experience of our clients determines our reputation. Every person deserves adequate care and support. This is our priority, as the needs of the clients must come first.*

.....  
**Dr. Fenton Ferguson**  
**Minister of Health**

## Message from the Chief Executive Officer



*Deirdre English Gosse (Mrs.)  
CEO, Registrar General & Deputy Keeper of the Records*

*It is indeed a privilege to be on board as the Chief Executive Officer of the **Registrar General's Department**. Being the only Agency in Jamaica responsible for registering vital events of birth, still birth, death and marriage, the **RGD** understands its significance and the demand for our products and services. As such, we remain en route to providing quality customer service to our stakeholders, at all levels.*

*In our thrust to become the benchmark Agency for quality customer service, we have increasingly been innovative in our customer service delivery strategies. Innovations such as Interactive Voice Response (IVR) have impacted positively on our customer service experiences. The IVR utility, which was launched in 2011, enables customers to determine the status of their application by using their telephone dial pad without having to interact with a customer service representative. At the **RGD**, we are dedicated to finding innovative ways to improve our service.*

*We embrace the future and remain optimistic in our endeavours. As we aim to satisfy, we are aware that we cannot do it without our stakeholders, thus we anticipate building and maintaining quality relationships through every interaction. On behalf of the Management and Staff of the **Registrar General's Department**, I assure you, our valued customers that we remain devoted to providing our service to you at world-class standards.*

*It is with great pleasure that I present to you the fourth edition of our Citizen's Charter.*

*Thank you for your support and may God bless you.*

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**Deirdre EnglishGosse (Mrs.)**  
**Chief Executive Officer**

## **Guiding Principles**

### **1. Our Vision Statement**

*The capturing of all life events occurring within the boundaries of Jamaica and safe keeping of records.*

#### **Vision Statement**

“Every life event registered and every record safe.”

### **2. Our Mission Statement**

*“To support national planning and development through the provision of accurate and timely statistics as well as, provide excellent customer service in the registration of life events, secured record keeping and other related services.”*

### **3. Strategic Objectives**

The Strategic Objectives provide the basis for Key Performance Indicators (KPIs) and for identifying related activities and outcomes. There are fourteen (14) Strategic Objectives. These are to:

- i. Conform with the policy and regulatory framework of GOJ and MoH;
- ii. Create an efficient and effective service environment through identification, design, documentation and enforcement of key business processes and associated service standards;
- iii. Optimize the use of resources to meet the Agency's objectives;
- iv. Optimize the Records Management function of the Agency through effective and efficient storage, retrieval as well as safekeeping of records;
- v. Monitor and evaluate the work across departments towards the attainment of corporate/strategic objectives;
- vi. Research, design, develop and promote products and services consistent with customer or client needs and the emerging macro and global environment;

- vii. Optimize internal security, reduce corruption and maintain a high integrity operation;
- viii. Attract, develop and retain a knowledgeable workforce, working in an uplifting, engaging and motivating environment;
- ix. Provide accurate data to support the strengthening of policies, systems and programmes for mortality including maternal, infant and child death;
- x. Maintain and ensure citizens have access to register all vital events and that data collected is analyzed and delivered to STATIN within agreed timelines;
- xi. Provide accurate data to support the strengthening of policies, systems and programmes for disease surveillance, mitigation and risk reduction;
- xii. Ensure strategic alliances and partnerships for building capacity, attracting resources, and sharing knowledge;
- xiii. Enhance customer experience, reduce complaints and identify exceptional situations for resolution; and
- xiv. Optimize the service delivery and distribution network towards increased productivity, cost containment and ease of doing business.

#### **4. Philosophy and Values**

*The philosophy and values provide the guide rails within which the RGD will pursue its vision, mission and strategic objectives. The philosophy and values appear below:*

- ***Respect for the individual***

*Creating an environment and culture within which human dignity and self esteem are held in high regard.*

- ***Honesty and integrity***

*Building trust among customers, staff and all stakeholders through transparency and open communication.*

- ***Primacy of the customer***

*Placing the customer's satisfaction, as priority.*

- ***Excellence in conception (ideas) and execution***

*Promoting competition between ideas by engaging all stakeholders including staff members and customers, to strategically position for excellence.*

- ***Innovation and inventiveness***

*Engaging stakeholders to foster innovation and inventiveness.*

- ***Service second to none***

*Providing service of the highest quality in all aspects of our operations.*

- ***Quality in all that we do***

*Promoting and subscribing to practical application of quality concepts and principles across all areas of our operations.*

- ***Loyalty and commitment***

*Valuing individual and team commitment through recognition of loyal service to the Agency.*

- ***Productivity in daily effort***

*Continuously seeking better and innovative ways to get more outputs from the resources we expend particularly in the engagement of human resources.*

- ***Financial viability and sustainability***

*Seeking to operate a viable Agency with the ability to remain sustainable.*

# GENERAL

## 3. STANDARDS FOR PROCESSING APPLICATIONS

<b>Service</b>	<b>Recommended Usage</b>	<b>Standard Processing Time</b>
Express	For urgent applications	Three (3) to Four (4) working days
Seven to Ten Day	For applications that are not as urgent, but the applicant requires prompt service	Seven (7) to Ten (10) working days
Ordinary	For applications that are not urgent	Four to Six (4 to 6) weeks

- If your application for certificates/documents is urgent, we advise that you apply on the **Express Service**. We will satisfy your requests within **3 to 4** working days.
- In the event that your request is not as urgent but you require prompt service, we recommend that you apply on the **Seven to Ten Day Service**. Your requests will be satisfied within **7 to 10 working days**.
- If your application is not urgent we recommend that you apply on the **Ordinary Service**. Your requests will be satisfied within **4 to 6 weeks** following the date of your application.
- If the information on your application is incorrect or incomplete, we will respond promptly via telephone to the number you submitted on your application. In the event that we cannot contact you by telephone, we will send a letter to the address outlined on your application, or we will email you if an email address is provided. Kindly note, if you do not hear from us it may be that we have tried to contact you, however, our attempt(s) were not successful.
- In our communication to you, we will outline the challenge with satisfying your application and any further action you may need to take. We will then give priority to the processing of your application within one week of receipt of the information we have requested.
- All applications for birth and death certificates must have an entry number. In case of marriage applications, they must have a Marriage Officer's name. Additionally, all applications for Adoptions must have the liber and folio number.

- All applications received with accurate and complete information will be processed and dispatched for collection.

#### **4. EXPRESS SERVICE**

- **RGD** accepts applications for the Express Service at any of our 10 locations, on our website and on outreach programmes.
- All applications received will be processed and delivered within three to four working days.
- Customers who wish to access the Express Service are required to provide full information including an entry number and in the case of marriages, the name of the Marriage Officer who conducted the marriage.
- Fees must be paid before processing of the application begins.

#### **5. Seven to Ten Day Service**

- **RGD** accepts applications for the Seven to Ten Day Service at any of our 10 locations, on our website and on outreach programmes.
- Applications on the Seven to Ten Day Service are processed and delivered within seven to ten working days after payment of the required fee.
- Fees must be paid before processing of the application begins.

#### **6. Ordinary Service**

- **RGD** accepts applications on the Ordinary Service at any of our 10 locations, on our website, and on outreach programmes.
- Applications made on the Ordinary Service are processed and delivered within 4 to 6 weeks after payment of the required fee.
- Fees must be paid before processing of the application begins.

## 7. Online Service

- Customers may apply online for birth, marriage and death certificates.
- All Record updating forms are available online with the exception for Late Registration forms.
- Online applications must have full information including entry numbers for Births and Deaths, and Marriage Officer's name for marriage applications.
- Online applications will not be processed until payment is received.
- The accepted form of payment when applying online is credit card. **RGD** accepts only Keycard, Visa and Master Cards.
- Customers without credit cards may still apply online. These customers must print the application or the RGD confirmation e-mail which has the tracking number and take it to any of the RGD's 10 locations to make payment by cash or mail it through the post with a postal order to the RGD.

Applications will be processed as soon as payment is received.

## 8. Record Updating

- In the event you need to make legal amendments of fact to your records, you may do so under the specified framework laid out in the Registration (Births and Deaths) Act.
- For a record to be amended under the Registration (Births and Deaths) Act, you must present the necessary supporting documents as requested by the **Registrar General's Department**.
- All Record Updating Activities maybe offered on the Express, Seven to Ten Day and Ordinary Service. However, the Statutory Declaration forms must be completed and verified/validated before any payment can be made.

- Some Record Updating Activities require that you come in for an interview. Your application will not be processed unless an interview is done and all the relevant documentation submitted.

## **9. Searches**

- If you are applying for a birth, death or marriage certificate and you do not have an entry number or the marriage officer's name, you may apply for a search. You will be required to pay a search fee for a one hour search or part thereof. You may also request a search online at no cost to you.
- You may also apply for searches on Adoption and Deed polls.
- If we cannot locate your information after searching our electronic and manual indices, then an extended manual search known as a 'form search' has to be carried out for all births, deaths and marriages occurring for event years before 1993. A fee is charged based on the number of search hours per parish.

## **10. DEALING WITH ENQUIRIES**

We will deal promptly, courteously, and efficiently with all enquiries. We will pay close attention to your needs and provide helpful and impartial advice when required. The following standards are set to ensure this is achieved.

**Customers can make an enquiry by utilizing any of the following media: in-person visit, telephone, mail, facebook and/or email.**

### **In-Person Enquiries:**

Upon visiting any of our locations to make an enquiry, you must:

- Present your eleven or twelve digit tracking number or receipt to the attending customer service representative;
- State the reason for your visit and or enquiry.

In addressing your enquiry, our Customer Service Representatives will assist you by:

- Being professional and efficient;
- Confirming the action to be taken by you and ensuring that you understand your responsibility;
- Informing you of their follow-up actions, for example, if they will need to leave the counter to obtain additional information in order to process your application;
- Noting your views and comments, and passing them on to our Customer Service Supervisor;
- Dealing constructively with your complaint(s) and resolving them on the spot where possible;
- Updating the Application Tracking System with information relevant to your application.

## **Telephone Enquiries**

- Your telephone enquiries are dealt with politely by trained and experienced staff.
- Your calls are answered promptly, where there is not a queue of customers.

Our staff members who answer the telephones will assist you by:

1. Identifying the organization and stating their name.
2. Confirming that you have understood what is to be done and the advice being given.
3. Keeping you informed of what is happening if you are left on “hold” and, if the call is being passed on, informing you of the name of the person to whom you are

being transferred. In transferring the call, we will ensure that the intended party is reached and briefed as to the nature of the call, before connection is made.

4. Noting and passing on your request to the relevant Supervisor or Manager, if unable to action.
5. Dealing constructively with complaints and resolving them immediately where possible.

**Customer may also address their enquiries by telephone without speaking to a Customer Service Representative, CSR by using our Interactive Voice Response (IVR) utility.**

In accessing IVR the customer must:

1. Follow the instructions given by the automated system upon dialing the RGD telephone number(s).
2. Dial the eleven or twelve digit number into their telephone key pad.
3. You will be advised based on the last update on the status of your application.

## **Written Enquiries**

**We will:**

- Reply to all correspondence within a maximum of 5 working days or acknowledge receipt within 3 working days if the matter is a complex one.
- Resolve your enquiry in full before a reply is sent. If this is not possible, the reply will detail current progress and tell you when you can expect a full answer. Letters sent to you will include the name and telephone number of the person replying.
- Request further information, where necessary, about your application.
- Inform relevant Managers about your requests and concerns for their attention.

## **E-mail Enquiries**

**We will:**

- Reply to all your correspondence within a maximum of 2 working days or acknowledge receipt within 1 working day if the matter is a complex one.
- Resolve your enquiry in full before a reply is sent. If this is not possible, the reply will detail current progress and tell you when you can expect a full answer. E-mails sent to you will include the name and telephone number of the person replying.
- Request further information, where necessary, about your application.
- Inform our relevant Managers about your requests and concerns for their attention.

## 11. CUSTOMER CONSULTATION

- We attach particular importance to consulting you on the standard of our service and the improvements you desire.
- A **suggestion box** is placed in our foyer at all our offices and we invite you to write your comments on the quality of service you have received.
- From time to time **Customer Satisfaction Surveys** are conducted, we urge you to participate. We will then analyse and act upon all information received.

## 12. Refund Policy

**We will refund your Express or Seven to Ten Day service charge in the case when:**

- Delays are caused by the **RGD**
- **RGD** inserted error causing undue delays

### **Claiming your Refund:**

You must submit a valid photo ID and a valid RGD receipt.

Refunds will be made by cheque and payable on the request of the qualified persons, such as:

- Applicant (the person who submitted the application)
- The owner or person who is named on the certificate
- Mother/Father of minor

- Wife or husband in respect of marriage
- Informant, estate executor or other relative in respect of death

### **13. Any Problem With Our Service?**

- If you are not satisfied with the service you received, please let us know and we will resolve the matter as quickly as possible.
- If you wish to make a complaint, the **Customer Service Supervisor**, will attend to you.
- The **Customer Service Manager** will handle all the complaints that cannot be resolved. If you are still not satisfied with the response you received and the matter specifically concerns either the non-issuing of certificates or the quality of service provided, please call or write to:

#### **Mrs. Deirdre English Gosse**

Chief Executive Officer  
Registrar General & Deputy Keeper of the Records  
Twickenham Park  
St. Catherine  
Jamaica W. I.  
Telephone: (876) 619-1260 or (876) 749-0550  
Email: [deirdre.gosse@rgd.gov.jm](mailto:deirdre.gosse@rgd.gov.jm)

Your complaint will be investigated and a reply will be given within two (2) weeks after receiving your letter.

#### **STILL NOT SATISFIED?**

#### **The Public Defender**

Our complaints procedure is not a substitute for your right to complain via your Member of Parliament to the Public Defender. You should note however, that the Public Defender will normally expect you to have followed all the steps set out in this complaints procedure before you can take your case to **him/her**.

**The Public Defender's address is:-**

**Office Of The Public Defender**

78 Harbour Street

Kingston

**(876)922-7089**

**Further redress -**

**Citizen's Charter Office**

Cabinet Office

1 Devon Road

Kingston 10

**(876) 927-4101-2**

## **14. The Customer's Role**

The customer has a role to play in ensuring that they receive quality service. This can be accomplished by:-

- X Providing the **RGD** with **accurate, clear** and **honest** information and making the payment of the required fees;
- X Providing supporting documents when required;
- X Conducting business in a professional manner.

## **15. Further Information**

Posters, brochures, flyers, fact sheets and newsletters on our services are available for your information.

These include:

- Registration Matters
- Birth Registration Matters

- Death Registration Matters
- Marriage Registration Matters
- Registry Wedding
- Genealogical Research
- Island Record Office
- Adding Father's Particular

These can be obtained from our offices, on our website [www.rgd.gov.jm](http://www.rgd.gov.jm) and on our outreach programmes that are conducted island wide. Additionally, the RGD produced an 'All about Baby' booklet to assist parents in naming their child. The booklet, which is mainly distributed to mothers at antenatal clinics, also provides parenting tips, and information on how to register home and hospital births.

**RGD** will be happy to conduct outreach meetings upon request.

Listen to the **RGD and You!** Radio drama which will inform you about our services.

**POWER 106FM**    **1<sup>ST</sup> and 3<sup>rd</sup> Thursdays**    **8:10 a.m.**

**Irie FM**                    **1<sup>st</sup> and 3rd Mondays**            **11:00a.m.**

Similarly, if you have any suggestions or queries on matters referred to in this Citizen's Charter, or on the operations of the Agency, please write to the:

### **Chief Executive Officer**

Registrar General and Deputy Keeper of the Records  
Registrar General's Department  
Twickenham Park  
St. Catherine  
Jamaica W.I.

Telephone: (876) 619-1260 (**Digicel**)

(876) 749-0550 (**LIME**)

Fax: (876) 907-4541

E-mail: [deirdre.gosse@rgd.gov.jm](mailto:deirdre.gosse@rgd.gov.jm) or [information@rgd.gov.jm](mailto:information@rgd.gov.jm)

## **16. REGIONAL OFFICES**

The **Registrar General's Department** has nine regional offices.

These regional offices are strategically located to serve our customers. Our customers can now access our services within one day's journey and from the comfort of their homes.

All our standards apply to these regional offices as well.

### **Head Office**

Twickenham Park

St. Catherine

Tel: 619-1260/749-0550

Fax: 907-4541

Email: [information@rgd.gov.jm](mailto:information@rgd.gov.jm)

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

### **Portmore Regional Office**

Shop 1-2

15 West Trade Way

Portmore, St. Catherine

Tel: 619-1260/ 749-0550

Fax: 704-7235

**South Eastern Regional Office**

40 Duke Street,  
Kingston  
Tel: 922-0013/922-0035

**Western Regional Office**

22 ½ Humber Avenue,  
Natural Mystic Plaza  
Montego Bay, St. James  
Tel: 971-8556-8  
Fax: 971-8559

**Southern Regional Office**

Shop #G14, 24 Hargreaves Avenue  
Mandeville, Manchester  
Tel: 625-1719-21  
Fax: 625-1722

**North East Regional Office**

5 Windsor Road  
St. Ann's Bay, St. Ann  
Tel: 794-9500  
Fax: 794-9506

**South West Regional Office**

Shops 17 & 18 Supreme Plaza  
Lots 2 and 3 Institution Drive  
Santa Cruz, St. Elizabeth  
Tel: 966-9970/ 966-3084  
Fax: 966-3952

**Eastern Regional Office**

19 West Palm Avenue,  
Port Antonio, Portland  
Tel: 715-5226/ 715-5273  
Fax: 715-5150

**West South Western Regional Office**

7 ½ Lewis Street,  
Savanna-la-mar, Westmoreland  
Tel: 955-9265/955-9002  
Fax: 918-3522

**May Pen Regional Office**

10 – 12 Bryant's Crescent,  
May Pen, Clarendon  
Tel: 902-2938/902-2809