



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 serve you better.

The Charter applies to all persons and entities, 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 Prime Minister, Office of the Prime Minister



MESSAGE FROM
THE MOST HON. ANDREW HOLNESS, ON, MP
PRIME MINISTER

Since its inception, the Registrar General's Department (RGD) has embodied the words of its motto, 'We Aim to Satisfy', emphasizing a clear and consistent message and commitment to serving its customers. The Citizen Charter is one of the many strategies the RGD as an Executive Agency has used to build and maintain excellent customer service. In that regard, as the Minister with responsibility for the RGD, I am pleased to present the fifth edition of the Citizen's Charter.

This Charter will indeed accelerate RGD's efforts in attaining its Key Performance Indicators (KPIs) and Strategic Objectives and convey the philosophies and values of the Agency to citizens.

Effective communication between Government Agencies and customers has, over the years improved, and increased productivity, accelerated business processes, and improved customer service. I am pleased to see that the RGD has adopted the primacy of the customer approach to improve operational efficiencies and build sustainable institutional capacity and deliver improved service.

Undeniably, good business communication has been a key factor in the RGD rapidly reaching its vision of capturing all life events occurring within the boundaries of Jamaica and the safekeeping of records. This has also aided the RGD in building a great reputation with the public, encouraging more people to register the most important events of their lives.

A part of the Government's mandate is to ensure one centralized identification system by the end of 2020, with the introduction of the National Identification System (NIDS). In that regard, Jamaicans will experience greater efficiency in conducting business across the public and private sectors.

As we present the fifth edition of the Citizens Charter, I congratulate the Board and staff of the RGD on the Agency's progress with innovation and digitization of the Executive Agency. I also urge you to remain steadfast in achieving the mission to support national planning and development through the provision of accurate and timely statistics.

*The Most Hon. Andrew Holness, ON, MP
Prime Minister*

Message from the Chief Executive Officer



Charlton McFarlane
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 and modern 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, enables customers to determine the status of their application by using their telephone dial pad- without having to interact with a customer service representative and our recent thrust to move our services in the digital realm (online), the most recent being the issuance of burial orders online. 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 fifth edition of our Citizen's Charter.

Thank you for your support and may God bless you.

Charlton McFarlane
Chief Executive Officer

Guiding Principles

1. Our Vision

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

“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.”

Mission Statement

“Accurate Data, Secured Repository”

3. Strategic Objectives

The Strategic Objectives provide the basis for meeting our Key Performance Indicators (KPIs) and for identifying related activities and outcomes. There are seven (7) Strategic Objectives.

These are to:

- i. Improve the image of the RGD;
- ii. Improve operational efficiencies;
- iii. Build sustainable institutional capacity;
- iv. Ensure strategic alliances and partnerships with external stakeholders are formed and maintained;
- v. Synchronization of all vital events databases;
- vi. Conduct timely and systematic Strategic Review of the Agency;
- vii. Conform to the policy and regulatory framework of the OPM, in particular as it relates to the Modernization of the RGD.

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 & Care for others***

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

- ***Honesty, Integrity and Truth***

Building trust among customers, staff and all stakeholders through transparency and open communication. Or Building trust among customers, staff and all stakeholders through honesty integrity and truth

- ***Primacy of the customer***

Placing the customer's satisfaction, as priority. Or Service to country and customers by delighting those whom we serve

- ***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

Service	Recommended Usage	Standard Processing Time
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
<i>For Island Record Office (IRO)</i> Express	For urgent applications	Three (3) to Five (5) 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**.
- If your application for recordings of any deed or instrument is urgent, we advise that you apply on the **Express Service**. We will satisfy your requests within **3 to 5 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 original order or adoption 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 or in the case of Island Record Office (IRO) recordings three to five working days.
- Customers who wish to access the Express Service are required to provide full information including an entry number, in the case of marriages, the name of the Marriage Officer who conducted the marriage and in the case of IRO services for document recording or registration – documents must be duly stamped at the Tax Audit and Assessment department (where applicable), for authenticated copies of public documents and deeds previously registered, applications should include the liber and folio number and the number of legal sheets the document was recorded with.
- 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 as well as, genealogical services.
- 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. For Genealogical Research applications these should include as much information as possible, such as the subject's name, parent's and grandparent's name, dates of births and place of birth.
- 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 may be offered on the Express, Seven to Ten Day and Ordinary Service. However, the Statutory Declaration forms must be completed and verified/validated before, we accept or commence processing.
- 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 may also request a search online at no cost to you. For searches conducted in office, you will be required to pay a search fee for a one hour search or part thereof.
- You may also apply for searches on Adoption (using the adopted parent's name) 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 and deaths occurring for event years before 1993. A fee is charged based on the parish.

- You may also apply for searches of public documents and Deeds, including Deeds Polls, Powers of Attorney, Conveyances, Indentures and Paper Writings. Applications should include complete information such as, the parties names and the date the document was registered.

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, social media platform 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;
- For queries regarding an Island Record Office transaction, provide your transaction number 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 where:

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

Claiming your Refund:

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

Refunds will be made either by cash, cheque or credit card (for on-line customers) and payable on the request of a qualified person, such as:

- Applicant (the person who submitted the application); or
- Applicant's legal representative

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 by the Customer Service Supervisor. 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:

Mr. Charlton McFarlane

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: charlton.mcfarlane@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 the 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:-

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

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
- No Impediment
- Verification Services

These can be obtained from our offices, on our website 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 1ST and 3rd Thursdays 8:10 a.m.

Irie FM 1st 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**)

E-mail: charlton.mcfarlane@rgd.gov.jm or 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: 876-619-1260/749-0550

Email: information@rgd.gov.jm

Website : www.rgd.gov.jm

Facebook: rgd.jamaica

Twitter: rgd_jamaica

Instagram: rgd_jamaica

Portmore Regional Office

Shop 1-2

15 West Trade Way

Portmore, St. Catherine

Tel: 876-619-1260/ 749-0550

South Eastern Regional Office

58 Duke Street,

Kingston

Tel: 876-619-1260/ 749-0550

Western Regional Office

22 ½ Humber Avenue,

Natural Mystic Plaza

Montego Bay, St. James

Tel: 876-619-1260/ 749-0550

Southern Regional Office

Shop #G14, 24 Hargreaves Avenue

Mandeville, Manchester

Tel: 876-619-1260/ 749-0550

North East Regional Office

5 Windsor Road

St. Ann's Bay, St. Ann

Tel: 876-619-1260/ 749-0550

South West Regional Office

Shops 17 & 18 Supreme Plaza
Lots 2 and 3 Institution Drive
Santa Cruz, St. Elizabeth
Tel: 876-619-1260/ 749-0550

Eastern Regional Office

19 West Palm Avenue,
Port Antonio, Portland
Tel: 876-619-1260/ 749-0550

West South Western Regional Office

7 ½ Lewis Street,
Savanna-la-mar, Westmoreland
Tel: 876-619-1260/ 749-0550

May Pen Regional Office

10 – 12 Bryant's Crescent,
May Pen, Clarendon
Tel: 876-619-1260/ 749-0550