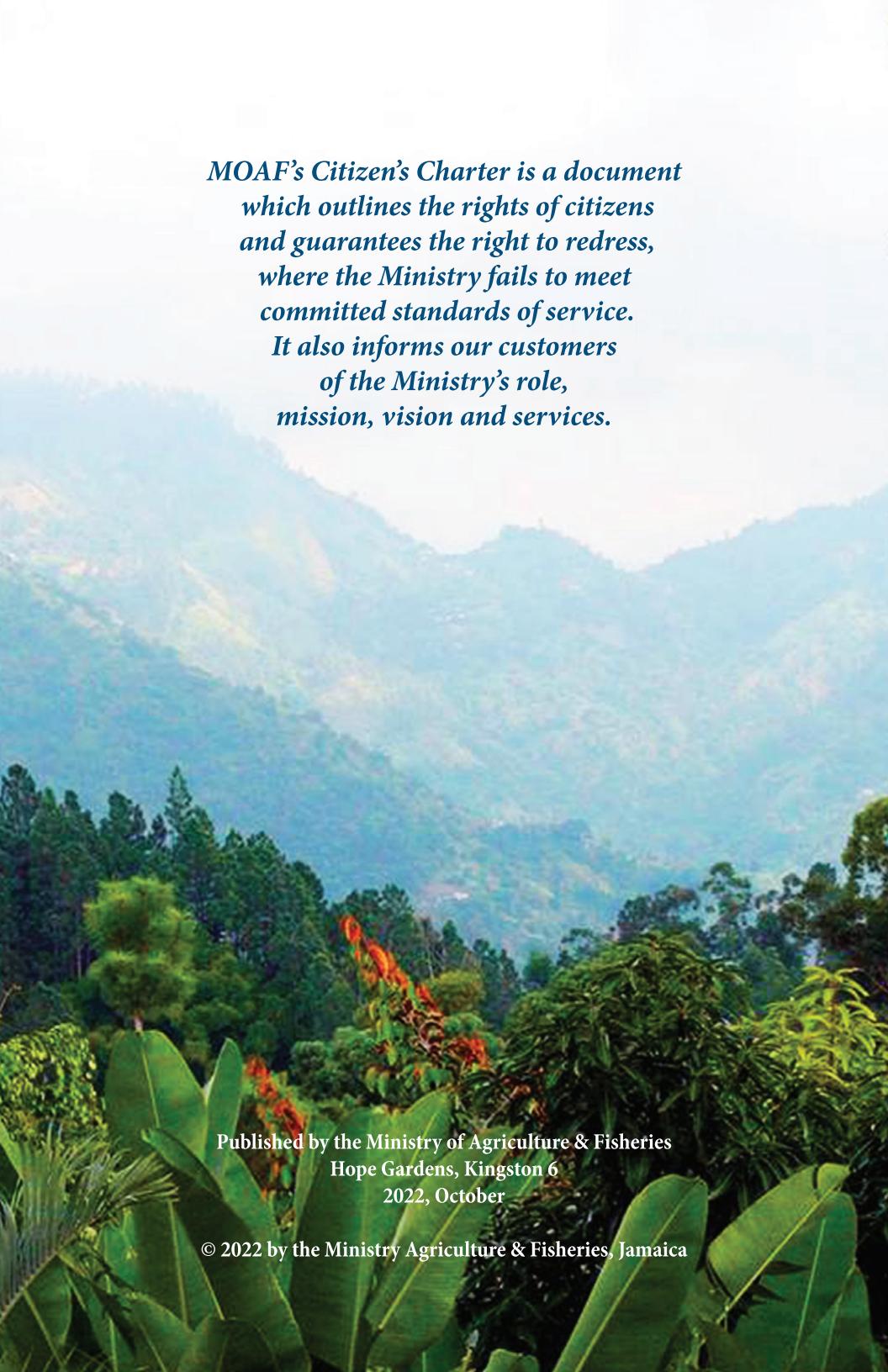




MINISTRY OF AGRICULTURE  
& FISHERIES





***MOAF's Citizen's Charter is a document  
which outlines the rights of citizens  
and guarantees the right to redress,  
where the Ministry fails to meet  
committed standards of service.  
It also informs our customers  
of the Ministry's role,  
mission, vision and services.***

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# The Minister's Message



The work of the Ministry of Agriculture and Fisheries and its portfolio agencies play a critical role in supporting the agriculture and fisheries sector in its contribution to Jamaica's economic growth. With the current instability being experienced worldwide, it is very critical for us to continue to place emphasis on this sector as a key driver behind the country's economic stability.

In 2021, Jamaica's overall domestic crop production recorded the highest level, for the first time exceeding 700,000 tonnes, reflecting a growth of 10.4% for the period. The PIOJ also reported that in the 3<sup>rd</sup> Quarter of 2021, there was a 7.2% growth in the agriculture, forestry and fisheries industry which accounted for positive growth in the goods producing sector.

The agriculture and fisheries sector continues to be an important contributor to the country's gross domestic product and provides employment to hundreds of thousands of Jamaicans, a source of income for people residing in rural communities and generates earnings from foreign exchange.

This Ministry, therefore, has a great responsibility to all its stakeholders. We must ensure that we provide the highest levels of service to our clientele. We are committed to interacting and interfacing with our customers and stakeholders across the agriculture and fisheries sector.

The MOAF and, by extension, its portfolio entities are committed to 'Building More for Our Agriculture Sector – Innovation, Resilience and Sustainability' through our core values of fairness, accountability, integrity, respect, excellence, good stewardship and transparency.

As service providers, we share with the end users of the products and services of our Ministry a common stake in facilitating, ensuring and maintaining economic growth and job creation possibilities for our island, Jamaica, land we love. To achieve this, we are challenged to conduct business in an efficient, effective and courteous manner.

This Citizen's Charter, therefore, documents our ideals for service delivery in an environment that is enabling, fosters mutual respect and aims for the best practices in accordance with internationally acceptable standards. Successful business operations flourish best in an environment that fosters effective communication and understanding between stakeholders.

This charter is our promise to you our stakeholders and customers to serve you professionally, courteously and in a timely and efficient manner. As we work together, we are counting on you to help us fulfill this promise.

***The Hon. Pernel Charles Jr, MP***  
***Minister of Agriculture & Fisheries***

# The State Minister's Message



Through collaboration with private sector buyers, producers and other market players and business service providers, we can facilitate safe, effective and efficient movement of fresh produce from the farm to markets. To achieve this, the Ministry of Agriculture & Fisheries (MOAF) is committed to resource management and accountability. This accountability is based on our standardized service delivery and avenues for grievance redress as outlined in this Citizen's Charter.

Our vision for the agricultural sector is one that will drive development through modernization of the sector, using appropriate technological tools. This is an important component of the overall Public Sector Modernization Programme. The modernization of the sector is inextricably linked to the achievement of our national development objectives of Vision 2030. Working together, we can achieve the goals articulated in Vision 2030.

MOAF's objectives will be organized around the needs of its customers. We will be directly accountable to you by guaranteeing services which are of the highest quality, easy to use and accessible to our stakeholders.

**Hon. Franklin Witter, MP, JP**  
*Minister of State  
Ministry of Agriculture & Fisheries*

# The Permanent Secretary's Message



At the Ministry of Agriculture and Fisheries (MOAF), we are committed to strengthening our capacity and delivering the kind of service which will ultimately improve the relationships among our internal and external stakeholders. The Ministry's Citizen's Charter documents services and outlines the requisite service standards to which you hold us accountable.

It is our belief that the Ministry can move the sector from an overreliance on primary production to an expansion of value-added production for both the local and overseas markets. This can be achieved through the strengthening and facilitation of dialogue among players along the value chain to garner continuous improvements.

Therefore, the Ministry's Citizen's Charter is critical in addressing any service gaps and increasing the opportunities for redress through feedback.

This Citizen's Charter seeks to improve the processes of transaction between MOAF and its stakeholders. This will enable us to initiate and monitor service delivery interventions against priorities, thus accelerating efficiency and providing improved access to our services.

**Dermon Spence, JP**  
Permanent Secretary  
Ministry of Agriculture & Fisheries

# Vision, Mission and Core Values

*The Ministry of Agriculture and Fisheries (MOAF)  
is an organization dedicated to facilitating and providing  
public value to the agricultural and fisheries sectors of Jamaica.*

*Our vision and mission encapsulate our pledge to  
provide quality service to both the public and our co-workers:*

## Vision

“By 2030, MOAF has achieved innovative, inclusive, sustainable and internationally competitive agriculture sector.”

## Mission

To create an enabling environment which grows and sustains industries in the agricultural sector while fostering gender equality and social inclusion in all our policies, programmes and projects.

MOAF and, by extension, its portfolio agencies are committed to **“Building More for Our Agriculture Sector – Innovation, Resilience and Sustainability”** through our core values of:

**Fairness** - We aspire to provide access to opportunities to everyone regardless of sex, age, socioeconomic status, creed and ability.

**Accountability** - We commit to being answerable to the relevant authorities and laws governing Jamaica.

**Integrity** - We will adhere to conducting transactions with transparency; high moral standards and professionalism.

**Respect** - We acknowledge our differences and will provide a safe supportive environment in which all staff are valued and engaged in interactive communication.

**Excellence** - We commit to a high standard of service delivery to clients and co-workers through accurate, accessible and up-to-date data; innovation and continuous improvement.

**Stewardship** - We interact and collaborate with all our stakeholders with the understanding of our integral role to ensure the sustainable development in the agriculture, fisheries, manufacturing and service sectors.

**Transparency** - We standardize operating procedures that are accessible and understandable to all.

# Ministry's Portfolio

## Agencies

- Agro-Investment Corporation (AIC)
- The Banana Board
- Coconut Industry Board
- Jamaica Agricultural Society (JAS)
- Jamaica Exotic Flavours & Essences
- Jamaica Promotions Corporation (JAMPRO)
- Jamaica 4-H Clubs
- Jamaica Dairy Development Board (JDDB)
- Jamaica Veterinary Board (JVD)
- National Fisheries Authority (NFA)
- National Irrigation Commission Ltd (NIC)
- Rural Agricultural Development Authority (RADA)
- SCJ Holdings Limited
- Sugar Industry Authority (SIA)

# Key Stakeholders

## Internal

Ministry (MOAF) Staff

Honourable Minister of MOAF

Honourable Minister of State, MOAF

Board of Directors of Agencies/ Board Chairmen Agencies and Divisions of MOAF

## External

Academia

Agricultural Researchers/Medical Professionals

Business Persons including importers, exporters, entrepreneurs, manufacturers

Cabinet and Cabinet Office

Civil Society Groups Consumers Farmers

Fisherfolk

Foreign Direct Investors (FDIs)

GOJ Ministries, Departments and Agencies and their Ministers

International/ Development Partners

Media

Members of the Diaspora

Non-Governmental Organizations (NGO's),

Parliamentary Opposition

Private Sector Groups and Organizations such as PSOJ, JMEA

Researchers and Scientists Suppliers

# Services

1. Artificial Insemination
2. Certification Services
3. Consultation Services /Analytical Services
4. Consultation/Diagnostic Services
5. Data and Information Services
6. Duty Concession Services
7. Embryo Transfer Service
8. Extension Services
9. Exhibition Services
10. Facilitation Services
11. Financial Services
12. Gardening Services
13. Genetic Resource Services
14. GIS/Mapping Services
15. Identification Services
16. Information Services
17. Inspection Services
18. Laboratory Services
19. Land Evaluation/Assessment Services
20. Landscape Services
21. Licensing Services
22. Outboard Engine Repair & Maintenance Services
23. Pest Risk Analysis Services
24. Pest Management Services
25. Phyto-sanitary Treatment Services
26. Planting Materials Testing Services
27. Project Formulation /Research Services
28. Public Education/Consultation
29. Storage Services
30. Research Services
31. Seed Health Testing Services
32. Tissue Culture Services
33. Tour Guide Services

34. Information on Trade in Agricultural Products/  
Services
35. Water Management Services

## Products

- Bee and Bee By-Products
- Calendars
- Cassava Products
- Certificates
- Cow's Milk
- Fruits and Vegetables
- Hay
- Home Economics Products
- Livestock
- Manuals and Guides
- Permits
- Plants and Planting Materials
- Soil Fertilizers

# Customer Service Standards

The Ministry of Agriculture & Fisheries (MOAF) is committed to meeting the needs of its stakeholders in an efficient and professional manner. As our clients, you should expect the following standards of service:

## To persons who call, we will:

- Answer calls within three (3) rings, identifying the Ministry/ Division/Unit/ and the receiver in a polite and professional manner;
- Answer questions courteously;
- Place calls on 'Hold' only after you give permission and for no longer than 30 seconds;
- Direct calls to specific divisions/units or persons without delay;
- Inform you of the name of the officer or section to which you are being transferred;
- Provide you with the name and, if possible, the telephone number of the relevant Government Ministry, Agency, Department or person who may be able to assist if we are not able to do so.

## To persons with written queries (written correspondence includes letters, memoranda, facsimiles and email), we will:

- Acknowledge within five (5) working days;
- Respond within 10 working days of receiving correspondence;
- Respond within 15 working days if the subject matter is more complex and requires greater attention;
- Contact you if prolonged investigations are needed and explain the reason for the delay; where possible, indicate when a response will be available.

## Provide public education

- Facilitate timely, adequate and accurate publications and information transmitted via multimedia channels to include radio, printed and electronic media, and face-to-face meetings on the Ministry's projects, programmes and initiatives.
- Inform citizens of implementation and changes in costs/fees, policies and procedures in advance and, if not feasible, no later than two (2) working days after the adjustments are made.
- Conduct customer service surveys at least once per year and publish the results within three (3) months upon completion of the survey.
- Disseminate public information via press conferences, news releases, briefs and speeches on our website [www.moa.gov.jm](http://www.moa.gov.jm)
- Provide updated social media pages on Facebook Twitter, Instagram and YouTube respectively, at <https://www.facebook.com/moafjamaica>  
<https://twitter.com/moafjm>  
<https://www.instagram.com/moafjm/>  
<https://www.youtube.com/AgriMinistryJamaica> and any other platform that may be added.

## When you visit our offices, we will:

- Provide you with a Visitor's Pass at the security post and you will be directed to the correct building/ Division/Agency within six (6) minutes of arrival.
- Acknowledge you courteously within four (4) minutes of arrival to our offices.
- See you within 10 minutes of your official appointments and provide you with an explanation if there is any delay.
- See you within 15 minutes to schedule an appointment to see specific officers.

**To persons who are physically challenged, we will:**

- Ensure that the visit is comfortable.
- Provide adequate facilities to include ramps and rails.
- Avoid the use of labels or offensive terms.

**To provide prompt payment, we will:**

- Make payments within 10 working days of receipt of invoices and bills submitted for goods and services which have been satisfactory supplied (provided that all relevant documents are in place).
- Give reasons for the delay if we are unable to make payments within the stipulated 10 working days, inform suppliers when payments are made.
- Make every effort to pay on time where shorter term payments are required.

**To help you in dealing with natural disasters, we will:**

- Activate the Agricultural Disaster Risk Management Plan before predictable disasters such as hurricanes that affect the island.
- Transmit pre and post event information/notification within 48 hours to registered farmers and media regarding recovery measures when the island is threatened by natural disasters.

**To provide you with 'Access to Information' (ATI), we will:**

- Provide brochures of our programmes and policies at our offices islandwide.
- Provide applicants with a decision about their requests under the Access to Information (ATI) Act within the timeline in the Act; 30 days, with a possible extension to 60 days.

# Service Excellence Programme

In keeping with the GoJ's Service Excellence Policy and to provide quality service to you, our valued customer, we are working towards incorporating the two main pillars of this Policy which are People Engagement and Performance Excellence. This is to be followed through with activities that include but are not limited to:

- Monitoring and evaluation of service standards by the Ministry's Customer Service Improvement Team (CSIT)
- Verification of Customer Service activities (e.g., mystery shopping and surveys)
- Provision of a robust customer complaints and feedback system through supporting medium including an online Customer Feedback System accessible via the Ministry's website and a customer service email *customerservice@moa.gov.jm*
- A commitment to adopting the tenets of the International Organization for Standardization (ISO) 9001:2015 Quality Management System (QMS)
- Professionalization of the QMS of Government so that there is accountability at all levels of ministries and agencies; and
- Improvement of standard operating procedures with emphasis on the documentation of procedures, so that operating procedures do not revolve around individuals, since documentation is a central feature of ISO 9001:2015

# **Commitment to our Customers**

We are committed to providing the highest quality of service to the public in the shortest possible time and in so doing we will be guided by the following principles:

## **Our Commitment to you our Clients**

We, the team assigned in the Ministry of Agriculture & Fisheries (MOAF), consider it a privilege and honour to serve you, our clients. We are conscious of the central role that we play in the advancement of our society, given the subject areas assigned to the Ministry, and we pledge that we will discharge our responsibilities, never forgetting that we are here to work in the interest of and for the betterment of you, our fellow Jamaicans, and the world.

### **We will –**

- Seek to understand your needs and satisfy them in a helpful and courteous manner, within the ambit of our authority and resource availability;
- Address your concerns with diligence and the highest degree of professionalism possible;
- Demonstrate professional conduct in the performance of our duties;
- Deal with you in an even-handed and impartial manner;
- Process all requests in a timely, efficient and effective manner;
- Provide timely and accurate information;
- Pay particular attention to clients with special needs;
- Treat you with respect;
- Work honestly, diligently and creatively;
- Return calls promptly;
- Communicate courteously;
- Strive for equity and fair play in dealing with each other;

- Foster positive interaction between our internal and external customers;
- Ensure a pleasing and comfortable environment in which to conduct business;
- Seek to uphold the vision, mission and values of the Ministry of Agriculture and Fisheries;
- Publish reports annually showing our performance (against targets) and plans for succeeding time periods;
- Maintain our website [www.moa.gov.jm](http://www.moa.gov.jm) to provide you with quick access to the plans, operations and activities of the Ministry. The website will be updated within 5-10 working days upon receiving new information.
- Conduct customer service surveys at least once per year and publish the results within three (3) months upon completion of the survey.

## **Help us to Serve you Better**

The Ministry of Agriculture & Fisheries values its stakeholders, therefore, our commitment to serving you in the best possible manner is hinged on the expectation that you will partner with us by:

- Being polite, courteous and respectful to our staff whether in person or on the telephone;
- Providing full and accurate information when prompted to do so;
- Explaining your concerns as clearly and concisely as possible;
- Providing us with feedback on our services and recommendations on how we can better serve you;
- Arriving on time for appointments and meetings; and
- Adhering to parking instructions and security regulations.

# **Commitment to Create Positive Employee-Management Relations**

In its commitment to create positive employee and management relations, the management will:

- Encourage employees to make suggestions for improvement of procedures;
- Listen to the views of employees;
- Seek to ensure the welfare of staff is met;
- Facilitate a learning environment with development opportunities for staff;
- Ensure that appropriate resources are available to carry out assignments effectively;
- Hold officers responsible for their performance with specific emphasis on service delivery;
- Provide clear instructions and ensure mutual agreement on deadlines for the completion of tasks; and
- Acknowledge and provide continuous feedback on performance.

## **Customer Feedback and Complaints**

We welcome your comments, suggestions and complaints to enable us to serve you better. Please direct your comments and/or suggestions, and/or complaints to:

### **The Permanent Secretary**

Ministry of Agriculture & Fisheries

Hope Gardens, Kingston 6

**Tel:** (876) 927-1731-50 / 619-1731

**Email:** [psecoffice@moa.gov.jm](mailto:psecoffice@moa.gov.jm)

If the customer has exhausted the complaint procedure at the organisational level and remains dissatisfied, then he/she may contact the Office of the Cabinet as follows:

**Public Sector Modernisation Division**

Office of the Cabinet

2a Devon Road Kingston 6

**Tel:** (876) 929-8880-5

**Email:** *psmdcommunications@cabinet.gov.jm*

If you are still dissatisfied, you may direct your complaint to:

**The Public Defender**

22-24 Duke Street Kingston

**Tel:** (876) 922-7089 or 922-7109 | **Fax:** (876) 922-9830

**Email:** *enquiries@opd.gov.jm*

# **Directorate/Divisions of MOAF**

The Ministry of Agriculture & Fisheries implements its strategies through its various Directorates as listed below:

## **Central Administration**

- Office of the Permanent Secretary
- Communication & Public Relations Unit
- Internal Audit Unit
- Legal Services Unit

## **Corporate Services Directorate**

- Customer Service Branch
- Information & Communication Technology Branch
- Public Procurement Branch
- Facilities & Property Management Division
- Human Resource Management & Development Division

## **Planning & Policy**

- Economic Planning Division
- Agricultural Marketing Information Division
- Praedial Larceny Prevention Coordination Unit

## **Strategic Planning**

- Strategic Planning and Performance Monitoring and Evaluation Division
- Project Management and Coordination Division

## **Finance & Accounts Division**

- Accounts Payable & Payroll
- Management Accounts

## **Technical Services Directorate**

- Agricultural Land Management Division
- Public Gardens Division
- Research & Development Division
- Plant Quarantine/Produce Inspection Branch
- Veterinary Services Division

# International Donor Organizations

- Canadian International Development Agency (CIDA)
- Caribbean Agricultural Research and Development Institute (CARDI)
- Climate Change Adaptation Fund
- The European Union (EU)
- Food and Agriculture Organization (FAO) of the United Nations
- Inter-American Development Bank (IDB)
- The International Fund for Agricultural Development (IFAD)
- Technical Centre for Agricultural and Rural Cooperation (CTA)
- US Agency for International Development (USAID)
- The World Bank

# Locations and Contact Details

## MINISTRY OF AGRICULTURE & FISHERIES

### Main Office

Hope Gardens, Kingston 6

**Tel:** (876) 927-1731-50 / 619-1731

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

**Facebook:** <https://www.facebook.com/moafjamaica>

**Twitter:** <https://twitter.com/moafjm>

**Instagram:** <https://www.instagram.com/moafjm/>

**YouTube:** <https://www.youtube.com/AgriMinistryJamaica>

### LIBRARY

193 Old Hope Road, Kingston 6

**Tel:** (876) 977-0580

**Email:** [library@moa.gov.jm](mailto:library@moa.gov.jm)

### TRAINING CENTRES

#### Eltham Training Centre

Ocho Rios, St. Ann

**Tel:** (876) 974-5473

**Email:** [elthamtc@moa.gov.jm](mailto:elthamtc@moa.gov.jm)

#### Farmers' Training Centre Twickenham Park

St. Catherine

**Tel:** (876) 984-2511

**Email:** [farmerstc@moa.gov.jm](mailto:farmerstc@moa.gov.jm)

### PLANT QUARANTINE/PRODUCE INSPECTION

#### BRANCH

##### Main Office

193 Old Hope Road, Kingston 6

**Tel:** (876) 977-0637; 977-6401

**Email:** [ppq@moa.gov.jm](mailto:ppq@moa.gov.jm)

**AGRICULTURAL EXPORT COMPLEXES**  
Norman Manley International Airport Kingston  
**Tel:** (876) 924-8906; 924-8865  
**Email:** *pqkingston@moa.gov.jm*

Donald Sangster International Airport  
Montego Bay, St. James  
**Tel:** (876) 940-4146; 979-2586  
**Email:** *pqmobay@moa.gov.jm*

**AGRICULTURAL LAND MANAGEMENT DIVISION**  
Main Office  
191 Old Hope Road, Kingston 6  
**Tel:** (876) 977-0322; 927-0441; 927-0398  
**Email:** *almd@moa.gov.jm*

Western Region Office  
Catherine Hall  
RADA Complex, Montego Bay  
**Tel:** (876) 952-5618  
**Email:** *almdmobay@moa.gov.jm*

**VETERINARY SERVICES DIVISION**  
Main Office  
193 Old Hope Road, Kingston 6  
**Tel:** (876) 977-2492; 977-2489; 977-0594  
**Email:** *vsd@moa.gov.jm*

**OTHER LOCATIONS**  
Denbigh Veterinary Clinic  
2 Georges Street  
Denbigh, Clarendon  
**Tel:** (876) 986-4747; 786-2026  
**Email:** *vsd@moa.gov.jm*

**Morant Bay Veterinary Clinic**  
Church Street, Morant Bay  
**Tel:** (876) 977-2492; 977-2489; 977-0594  
**Email:** [vsd@moa.gov.jm](mailto:vsd@moa.gov.jm)

**Catherine Hall Veterinary Clinic**  
Catherine Hall, RADA Complex, Montego Bay  
**Tel:** (876) 979-1479  
**Email:** [vsd@moa.gov.jm](mailto:vsd@moa.gov.jm)

**St. Ann's Bay Veterinary Clinic**  
Windsor Road, St. Ann's Bay  
**Tel:** (876) 972-0149  
**Email:** [vsd@moa.gov.jm](mailto:vsd@moa.gov.jm)

**Santa Cruz Veterinary Clinic**  
63 Coke Drive, Santa Cruz, St. Elizabeth  
**Tel:** (876) 977-2492; 977-2489; 977-0594  
**E-mail:** [vsd@moa.gov.jm](mailto:vsd@moa.gov.jm)

**National Fertility Centre**  
Bodles Research Station, Old Harbour, St. Catherine  
**Tel:** (876) 983-2267/ 983-2281  
**E-mail:** [vsd@moa.gov.jm](mailto:vsd@moa.gov.jm)

**RESEARCH & DEVELOPMENT DIVISION**  
Bodles Research Station  
Old Harbour, St. Catherine  
**Tel:** 876) 983-2281/ 983-2267/745-2957  
**Email:** [bodlesresearch@moa.gov.jm](mailto:bodlesresearch@moa.gov.jm)

**OTHER LOCATIONS**  
Hounslow Demonstration & Training Centre  
Hounslow, St. Elizabeth  
**Tel:** (876) 983-2267/ 983-2281  
**Email:** [bodlesresearch@moa.gov.jm](mailto:bodlesresearch@moa.gov.jm)

**Montpelier Agricultural Research Station**  
Montpelier District Montpelier P.O. St. James  
**Tel:** (876) 605-0821/ 605-0998  
**Email:** *montpelierresearch@moa.gov.jm*

**Orange River Agricultural Research Station**  
Highgate P.O. St. Mary  
**Tel:** (876) 724-1370  
**Email:** *orangeriver@moa.gov.jm*

**Top Mountain Research Station**  
Halls Delight, East Rural St. Andrew  
**Tel:** (876) 983-2281/ 983-2267/745-2957  
**Email:** *bodlesresearch@moa.gov.jm*

# Office Hours

**Monday through Thursday**  
**Friday**

8:30 am to 5:00 pm  
8:30 am to 4:00 pm



## CUSTOMER SERVICE BRANCH

### MINISTRY OF AGRICULTURE & FISHERIES

Hope Gardens, Kingston 6, Jamaica

**Tel:** (876) 927-1731-50 / (876) 619-1731

**Extensions:** 2010, 2011, 2012, 2013, 2015, 2016 & 2017

**Email:** [customerservice@moa.gov.jm](mailto:customerservice@moa.gov.jm)

check out our  
feedback platform.



Scan the QR Code  
to submit your feedback.

**‘Our Business Revolves  
Around Our Customers’**

## **MINISTRY OF AGRICULTURE & FISHERIES**

**HOPE GARDENS, KINGSTON 6, JAMAICA**

**Telephone:** (876) 927-1731-50 • (876) 619-1731

 [www.moa.gov.jm](http://www.moa.gov.jm)  [www./twitter.com/moafjm](http://www./twitter.com/moafjm)

 [www.instagram.com/moafjm](http://www.instagram.com/moafjm)  [www.facebook.com/moafjamaica](http://www.facebook.com/moafjamaica)  
 [www.youtube.com/user/AgriMinistryJamaica](http://www.youtube.com/user/AgriMinistryJamaica)

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