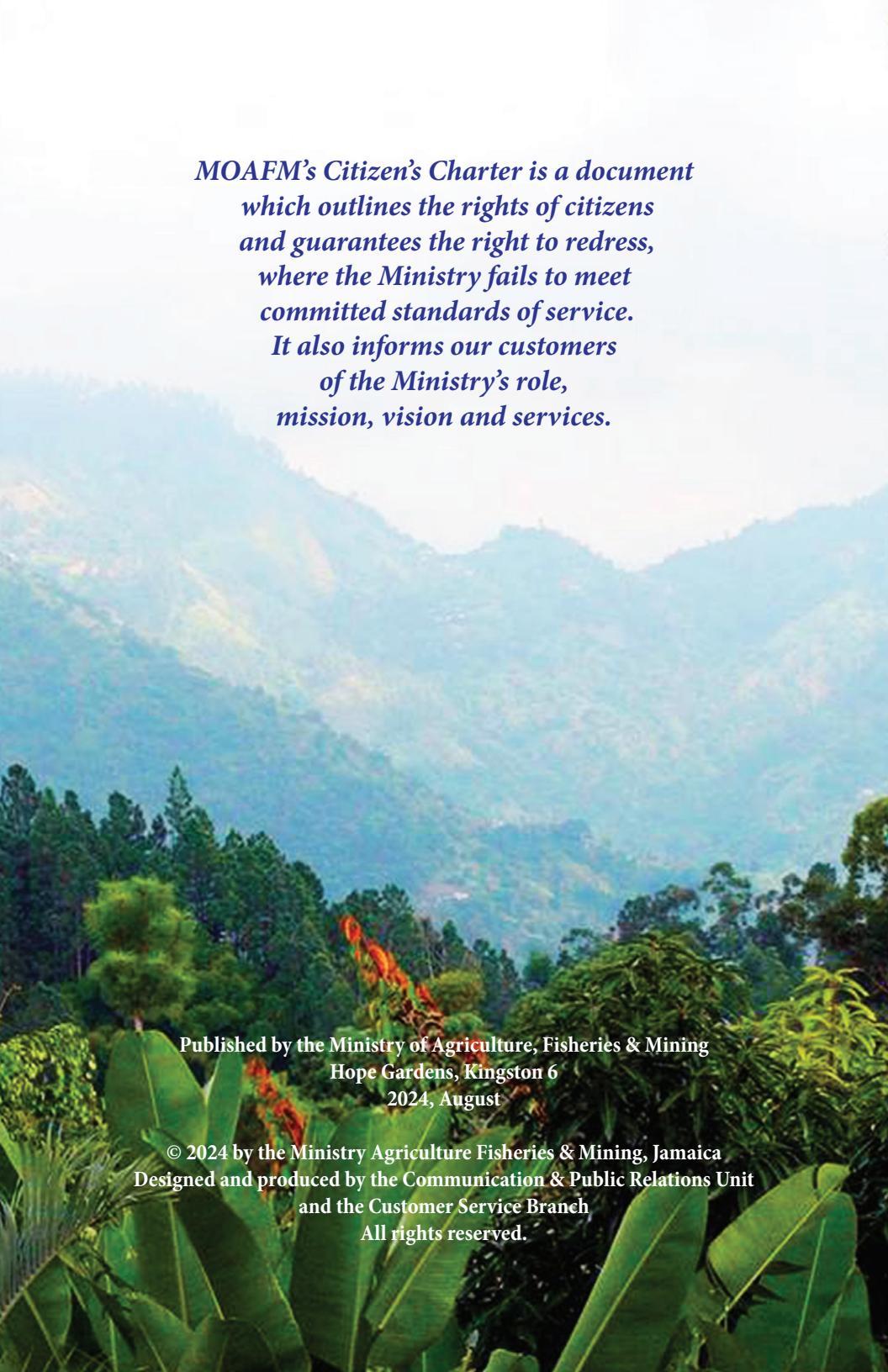




MINISTRY OF AGRICULTURE
FISHERIES & MINING





***MOAFM'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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and the Customer Service Branch
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The Minister's Message



The Ministry of Agriculture, Fisheries, and Mining plays a pivotal role in directly employing over 15% of the nation's population, with an even broader indirect impact. This extensive responsibility drives our Ministry's commitment to delivering top-tier services to our stakeholders. As a people-centered Ministry, we engage with a diverse array of Jamaicans and friends spanning various sectors, including businesses, farms, fishing, and mining communities. Our collective aim is to ensure economic growth and job creation for each and every stakeholder.

In pursuit of this goal, we must conduct our affairs with efficiency, effectiveness, and utmost courtesy. The essence of this Citizen's Charter encapsulates our core service principles, fostering an atmosphere that cultivates compliance and camaraderie in line with globally acknowledged benchmarks. Prioritizing effective communication and comprehension among our stakeholders is a top priority, as it results in the advancement of our people in their endeavours, and our society extensively.

Our commitment to you is professional, courteous service, with a dedicated team striving to promptly address your needs. We pride ourselves on creating a supportive atmosphere where your concerns are promptly acknowledged and resolved.

We urge you to engage with us, sharing your insights and feedback to enhance our service delivery. Together, we can propel Jamaica towards a prosperous future for generations to come. Thank you for entrusting us with your aspirations.

The Hon. Floyd Green, MP
Minister of Agriculture, Fisheries & Mining

The State Minister's Message



The portfolio areas of responsibility for the Ministry of Agriculture, Fisheries and Mining are all characterized by service provision to the public. It is through its value-based planning that the Ministry offers its services to its stakeholders. By collaborating with private sector buyers, producers, processors, market players and other 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 and Mining (MOAFM) is committed to resource management and accountability. This accountability is based on our standardized service delivery aimed at excellence, 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 the modernization of the sector, leveraging 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 these strategic goals.

MOAFM's objectives are customer centred. Therefore, we will be directly accountable to you by guaranteeing services which are of the highest quality, easy to use and accessible to all our stakeholders.

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

The Permanent Secretary's Message



At the Ministry of Agriculture, Fisheries and Mining (MOAFM), 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 various sectors and subsectors under its portfolio to maximize the gains to be derived through the establishment of effective frameworks of planning, policy and legislation which enable and facilitate empowerment of key stakeholders.

This level of engagement will expand the outputs across the Agriculture, Fisheries and Mining beyond primary production to a greater diversity of value-added products for both the local and overseas markets. Additionally, a broader range of demand driven services can also be offered. 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 continuously improve the processes of transaction between MOAFM 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 & Mining

Vision, Mission and Core Values

Vision

“By 2030, MOAF has achieved an 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.

Mandate

The Ministry shall facilitate the sustainable growth and development of the Agriculture, Fisheries and Mining sectors while regulating and promoting best practices in these essential industries

MOAFM and, by extension, its portfolio agencies are committed to *“Building More for Our Agriculture, Fisheries and Mining Sectors – 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)
- Banana Board
- Banana Insurance Fund
- Coconut Industry Board
- Jamaica Agricultural Commodities Regulatory Authority (JACRA)
- Jamaica Agricultural Society (JAS)
- Jamaica Bauxite Institute
- Jamaica Bauxite Mining Limited
- Jamaica Exotic Flavours & Essences
- Jamaica 4-H Clubs
- Jamaica Dairy Development Board (JDDB)
- Jamaica Veterinary Board (JVB)
- National Fisheries Authority (NFA)
- National Irrigation Commission Ltd (NIC)
- Rural Agricultural Development Authority (RADA)
- Seismic Earthquake Unit
- Sugar Company of Jamaica Holdings Ltd.
- Sugar Company of Jamaica (SCJ) Legacy
- Sugar Industry Authority (including Sugar Industry Research Institute)

Key Stakeholders

Internal

- Ministry (MOAFM) Staff Honourable Minister of MOAFM
- Honourable Minister of State, MOAFM
- Board of Directors of Agencies/ Board Chairmen
- Agencies and Divisions of MOAFM

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

Customer Service Standards

The Ministry of Agriculture, Fisheries & Mining (MOAFM) 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 every two years 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.
- 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, and 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 and standardization of procedures, 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 at the Ministry of Agriculture, Fisheries and Mining (MOAFM), 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, Fisheries and Mining;
- Publish reports annually showing our performance (against targets) and plans for succeeding time periods;
- Maintain our website ***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 every two years and publish the results within three (3) months upon completion of the survey.

Help us to Serve you Better

The Ministry of Agriculture, Fisheries and Mining 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, suggestions, and/or complaints to:

The Permanent Secretary

Ministry of Agriculture, Fisheries & Mining
Hope Gardens, Kingston 6

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

Email: 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 Public Sector Modernization Division as follows:

Public Sector Modernisation Division

2a Devon Road

Kingston 6

Tel: (876) 929-8880-5

Email: psmdcommunications@mof.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 MOAFM

The Ministry of Agriculture, Fisheries & Mining implements its strategies through its various Divisions/Directorate as listed below:

Central Administration

- Office of the Permanent Secretary
- Communication & Public Relations Unit
- Internal Audit Unit
- Legal Services Unit
- Mines and Geology Division

Corporate Services Division

- Customer Service Branch
- Information & Communication Technology Branch

- Public Procurement Branch
- Facilities & Property Management Division
- Human Resource Management & Development Division
- Building & Property Maintenance Branch

Policy Planning & Project Management Division

- Agricultural Economic Planning & Policy Development Branch
- Agricultural Marketing Information & Incentives Branch
- Praedial Larceny Prevention Coordination Branch
- Project Management & Coordination Branch
- Strategic Planning, Performance & Risk Management Branch
- Mining/Minerals Policy & Development Branch

Finance & Accounts Division

- Accounts Payable & Payroll Branch
- Management Accounts Branch
- Final Accounts & Reporting Branch

Technical Services Directorate (Agriculture & Fisheries)

- Agricultural Land Management Branch
- Public Gardens & Zoo Branch
- Research & Development Branch
- Plant Quarantine/Produce Inspection Branch
- Veterinary Services Branch
- Mining/Minerals Policy & Development Branch

Locations and Contact Details

MINISTRY OF AGRICULTURE, FISHERIES & MINING

Main Office

Hope Gardens, Kingston 6

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

Website: 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

TRAINING CENTRES

Eltham Training Centre

Ocho Rios, St. Ann

Tel: (876) 974-5473

Email: elthamtc@moa.gov.jm

Farmers' Training Centre

Twickenham Park

St. Catherine

Tel: (876) 984-2511

Email: 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

Agricultural Export Complexes

Norman Manley International Airport Kingston

Tel: (876) 924-8906; 924-88665

Email: pqkingston@moa.gov.jm

Donald Sangster International Airport

Montego Bay, St. James

Tel: (876) 940-4146; 979-2586

Email: pqmobay@moa.gov.jm

23 Caledonia Road

Mandeville, Manchester

Tel: 876-962-2307

Email: ppq@moa.gov.jm

Boundbrook Wharf

Port Antonio, Portland

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

Email: ppq@moa.gov.jm

Reynolds Pier (by appointment only)

Ocho Rios, St. Ann

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

Catherine Hall Veterinary Clinic

Catherine Hall, RADA Complex, Montego Bay

Tel: (876) 979-1479

Email: 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

Santa Cruz Veterinary Clinic

63 Coke Drive, Santa Cruz, St. Elizabeth

Tel: (876) 977-2492; 977-2489; 977-0594

Email: vsd@moa.gov.jm

Mandeville Veterinary Clinic

23 Caledonia Road

Mandeville, Manchester

Tel: (876) 977-2492; 977-2489; 977-0594

E-mail: vsd@moa.gov.jm

Orange River Veterinary Clinic

Orange River, St. Mary

Tel: (876) 724-1370

E-mail: vsd@moa.gov.jm

Port Antonio Veterinary Clinic

20 Folly Road

Port Antonio, Portland

Tel: (876) 977-2492; 977-2489; 977-0594

E-mail: vsd@moa.gov.jm

Lucea Veterinary Clinic

Hughton Court,

Lucea, Hanover

Tel: (876) 977-2492; 977-2489; 977-0594

E-mail: vsd@moa.gov.jm

Savana-la-mar Veterinary Clinic

Llandilo

Savana-la-mar, Westmorland

Tel: (876) 977-2492; 977-2489; 977-0594

E-mail: 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

RESEARCH & DEVELOPMENT DIVISION

Bodles Research Station

Old Harbour, St. Catherine

Tel: 876) 983-2267/ 983-2281

Email: *bodlesresearch@moa.gov.jm*

Other Locations

Hounslow Demonstration & Training Centre

Hounslow, St. Elizabeth

Tel: (876) 983-2267/983-2281

Email: *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,

St. Andrew

Tel: (876) 983-2267/ 983-2281

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 & MINING

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

check out our
feedback platform.



Scan the QR Code
to submit your feedback.

**'Our Business Revolves
Around Our Customers'**

**MINISTRY OF AGRICULTURE, FISHERIES & MINING
HOPE GARDENS, KINGSTON 6, JAMAICA**

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

🌐 www.moa.gov.jm 🐦 www./twitter.com/moafjm

⌚ www.instagram.com/moafjm 📱 www.facebook.com/moafjamaica
➡ www.youtube.com/user/AgriMinistryJamaica

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