



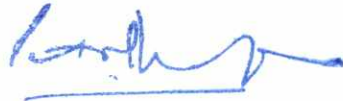
DR THE HONOURABLE PETER PHILLIPS,  
MINISTER OF FINANCE AND PLANNING

The Ministry of Finance and Planning, under whose portfolio the Planning Institute of Jamaica (PIOJ) falls, is pleased to be associated with the PIOJ's Citizen's Charter. The establishment of the Citizen's Charter, which sets standards for customer service, is part of the transformation of the public sector aimed at creating a public sector that is service oriented, performance based, cost-effective and efficient.

The country — indeed the world — today is operating in a standards driven and hyper-competitive marketplace. The present day customer is sophisticated and has many options and choices available at the click of a button. The sophisticated customer will, therefore, expect and demand high standards from the persons and organizations providing services. The setting and monitoring of customer service standards is one way of ensuring that these expectations are met.

The modernization of the public sector will lead to increased efficiency. It is intended to create an impartial and transparent public sector that puts the public's interests first, and where valued and respected professionals deliver high quality services, efficiently and effectively. This should impact favourably on the Jamaican economy through increased productivity with reduced expenditure. By extension, it would also have a positive effect on the country's international competitiveness and help improve our foreign exchange earnings.

I therefore commend the PIOJ on updating its Citizen's Charter, and I am confident that it will serve to improve the quality of service which the Institute delivers to the public.

A handwritten signature in blue ink, appearing to read 'Peter D. Phillips', written over a horizontal blue line.

Peter D. Phillips, PhD, MP  
Minister of Finance and Planning



MR COLIN BULLOCK  
DIRECTOR GENERAL, PIOJ

The Planning Institute of Jamaica (PIOJ) fully supports the Government's drive to improve the quality of customer service in the public sector through the establishment of the Citizen's Charter. This initiative is pivotal to the overall modernization of the public sector which is being spearheaded by the Public Sector Modernization Division, Cabinet Office. Vision 2030 Jamaica – National Development Plan recognizes that excellence in customer service is critical if Jamaica is to become “the place of choice to live, work, raise families and do business.” Fostering world-class customer service and professionalism in all public institutions as well as strengthening the capacity of public institutions to deliver goods and services efficiently will assist tremendously in creating an enabling business environment, one of the national outcomes of Vision 2030 Jamaica.

The PIOJ has to position itself in a complex and competitive marketplace and must deliver superior customer service. Through its Citizen's Charter, the PIOJ recognizes that keeping its clients satisfied (among whom are researchers, academia, International Development Partners and the public and private sectors) will guarantee its continued existence.

In its endeavour to maintain high customer standards and practices, the Institute regularly monitors the needs and concerns of its customers through the use of its Customer Comment cards. Corrective action is taken when necessary. The PIOJ also partici-

pates in the annual Public Sector Customer Service Competition and provides ongoing training of employees in all aspects of customer service, particularly for its front-line staff.

In updating its Citizen's Charter and improving the standards of the services that it provides, the Institute is demonstrating its commitment to the new mantra of the public service, "The citizen is a customer whose interest must always come first." The PIOJ takes pride in joining with other Government agencies in striving to achieve excellence in the delivery of public service.



Colin Bullock  
Director General

## VISION STATEMENT

To be proactive in the provision of strategic and innovative policy and programmatic responses to emerging issues at the national and organizational levels in pursuit of SUSTAINABLE DEVELOPMENT.

## MISSION STATEMENT

The Planning Institute of Jamaica is committed to leading the process of policy formulation on economic and social issues and external cooperation management to achieve sustainable development for the people of Jamaica.

## **PURPOSE OF THE CITIZEN'S CHARTER**

The Citizen's Charter represents the PIOJ's commitment of service to the public. It specifies the services offered by the organization, and the specific service standards to be adhered to by that organization in satisfying its service portfolio. The Charter also highlights the system of redress that is in place to address issues or complaints from customers when necessary.

## **OUR ROLE**

The Planning Institute of Jamaica (PIOJ) was established in April 1984 under the provisions of the Planning Institute of Jamaica Act. Formerly called the National Planning Agency (1972) and the Central Planning Unit (1955), the PIOJ was established specifically to strengthen the planning capability of the Government.

The Institute, headed by the Director General, currently falls under the portfolio of the Ministry of Finance and Planning.



## **MAIN FUNCTIONS AND RESPONSIBILITIES**

As the foremost planning agency of the Government, the PIOJ's functions include:

- ✓ Initiating and coordinating the development of policies, plans and programmes for the economic, financial, social, cultural and physical development of Jamaica
- ✓ Advising the Government on economic, social, trade and sustainable development issues
- ✓ Undertaking research on national development issues
- ✓ Providing technical and research support to the Cabinet
- ✓ Managing external cooperation agreements and programmes
- ✓ Collaborating with external funding agencies in the identification and implementation of development projects
- ✓ Maintaining a national socio-economic library

## CORE VALUES

*Respect, tolerance, integrity, accountability, professionalism, excellence, a customer focused and solution oriented culture are the core values of the Institute. These values will be demonstrated to our customers in delivering quality service.*

## STANDARDS CUSTOMERS SHOULD EXPECT

### *CUSTOMERS TELEPHONING THE ORGANIZATION*

Telephones shall be answered within four rings and customers directed to the relevant department

- ✓ Voicemail messages shall be accessed when the officer returns to his/her desk and calls returned by the next working day
- ✓ All employees answering the telephone should identify themselves in a polite and professional manner
- ✓ Customers telephoning the organization shall be given the option to hold for no longer than 30 seconds
- ✓ Customers making requests by telephone for data and research material shall be connected directly to the Wesley Hughes Documentation Centre and a response will be provided within 10-15 minutes





## **CUSTOMERS VISITING THE ORGANIZATION**

- ✓ Customers visiting the organization shall be acknowledged cordially and be directed to the correct department within five minutes
- ✓ Officers shall meet with customers within five minutes of any pre-arranged appointment
- ✓ Officers shall meet with customers without appointments within 15 minutes; if this is not possible, then an appointment with the officer shall be arranged
- ✓ Customers visiting the bookshop shall be attended to within three minutes
- ✓ Customers visiting the cashier shall be attended to within three minutes
- ✓ All correspondence via regular mail, facsimile or e-mail shall be acknowledged within a maximum of five (5) working days of receipt



## WHAT WE EXPECT FROM OUR CUSTOMERS

Please help us to better serve you and:

- ✓ Indicate clearly and concisely the information being requested, including the time period and address the query to the Wesley Hughes Documentation Centre (WHDC)
- ✓ Provide at least 24 hours notice when making an appointment to use the WHDC
- ✓ Handle the publications in the WHDC with care
- ✓ Seek an appointment prior to direct consultation with a technical officer
- ✓ Sign the Visitor's Book at the front desk and collect a temporary pass which should be prominently displayed and returned to the security guard on departure
- ✓ Inform the PIOJ's bookshop of a change in your mailing address at least one week before the change
- ✓ Respond to the PIOJ's Customer Satisfaction Survey
- ✓ Fill out the Customer Comment Cards provided in the WHDC, bookshop and meeting rooms
- ✓ Make suggestions/comments and place them in the suggestion box provided at the front desk
- ✓ Dress in a professional manner which is appropriate for a corporate environment
- ✓ Be courteous and professional in conducting business with the Institute

## COMPLAINTS PROCEDURE

If you wish to make a complaint:

- ✓ 1. Address complaints to Complaints Desk via a formal letter or by e-mail to [info@pioj.gov.jm](mailto:info@pioj.gov.jm)
- ✓ 2. Complaints will be acknowledged within five days and a specific time frame agreed on for the complaint to be addressed
- ✓ 3. If you are not satisfied that the complaint has been resolved you may write to:  
PIOJ's Legal Representative or Duly Authorized Officer
- ✓ 4. If you are not satisfied after exhausting the PIOJ's complaints procedure and require further redress you may then contact:

*Office of the Public Defender  
78 Harbour Street  
Kingston  
Telephone: (876) 922-7089/7090  
Fax Number: 922-9830*

## **PIOJ'S OPENING HOURS:**

**Mondays – Thursdays: 8:30 a.m. – 5:00 p.m.**

**Fridays: 8:30 a.m. – 4:00 p.m.**

*The Wesley Hughes Documentation Centre is open to the public by appointment only.*

**Mondays and Thursdays: 9:00 a.m.- 4:30 p.m.**

**Fridays: 9:00 a.m.- 3:30 p.m.**

### **Planning Institute of Jamaica**

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Kingston 5

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Fax: 906-5011

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

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