



**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.

## OUR ROLE

**The** Planning Institute of Jamaica provides technical support to the Government of Jamaica and development partners in the public and private sectors on economic, social and environmental issues. The Institute also formulates, coordinates, monitors and evaluates programmes and projects designed to achieve sustainable economic, social and environmental development for the improvement of the quality of life of the Jamaican people.

## **SERVICES PROVIDED**

*The Planning Institute of Jamaica is committed to delivering the following services to its customers:*

## **PLANS, POLICIES AND PROGRAMMES**

- ✓ Initiates and coordinates economic, financial, social, cultural, and environmental plans and programmes for the sustainable development of Jamaica;
- ✓ Monitors the implementation of plans and programmes;
- ✓ Advises the Government on issues relating to economic, social, trade and environmental policies;
- ✓ Interprets decisions on economic and social policies and integrates them into the national development programme;
- ✓ Formulates plans for the effective use of social, economic and human development resources.

## **RESEARCH**

- ✓ Undertakes research on national development issues to inform policy/decision making;
- ✓ Collects, compiles, analyzes and monitors social and economic indicators.

## **EXTERNAL COOPERATION AGREEMENTS AND PROGRAMMES**

- ✓ Conducts negotiations on national development issues with International Development Partners on behalf of Government;
- ✓ Coordinates and monitors loan and grant agreements;
- ✓ Manages the Government's pre-selection process for investment projects.

## **INFORMATION**

- ✓ Prepares, produces and markets socio-economic publications;
- ✓ Provides socio-economic data through the Documentation Centre;

- ✓ Provides information on our website including socio economic data, ongoing and pipeline projects and available publications.

## CONSULTANCY

- ✓ Undertakes consultancy activities and contracts for local and foreign government entities.

### WHAT CUSTOMERS SHOULD EXPECT FROM PIOJ:

*In ensuring that quality service is provided to clients in a professional manner, the Planning Institute of Jamaica will observe the following standards:*

### CUSTOMERS CALLING THE ORGANIZATION

- ✓ Telephones shall be answered within **four** rings;
- ✓ Employees answering the telephone shall state the name of the Division and 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 Documentation Centre;
- ✓ Media houses wishing detailed information on projects/activities shall be directed to the Communications Specialist;
- ✓ Voicemail messages shall be answered as soon as the officer returns to his/her desk.

## **WRITTEN OR ELECTRONIC CORRESPONDENCE**

- ✓ All correspondence *via* regular mail, facsimile or e-mail shall be acknowledged within a maximum of **two (2) working days of receipt**.

## **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;
- ✓ Officers shall adhere to protocol when interacting with multilateral and bilateral agencies as well as officials of the Government of Jamaica;
- ✓ Front-line staff shall wear clearly displayed name badges at all times;
- ✓ Courteous interaction shall be extended to customers at all times.

## TIMELY AND ACCURATE DISSEMINATION OF INFORMATION

- ✓ Produce accurate, comprehensive and timely publications, such as the **Economic Update & Outlook**, published quarterly; **Economic and Social Survey Jamaica** and the **Jamaica Survey of Living Conditions**, published annually;
- ✓ Provide reliable policy advice based on analysis of economic, social, demographic, trade, human development and environmental issues;
- ✓ Ensure timely dissemination of information through our technical officers, Documentation Centre, publications and web site;
- ✓ Inform customers of price adjustments of publications at **least ten working days** in advance;
- ✓ Conduct customer satisfaction surveys as required and use the information generated to improve our services.

## THE CUSTOMER'S ROLE

*Please help us to better serve you by:*

- ✓ Indicating clearly and concisely the information requested, including the time period and addressing the query to the Documentation Centre;
- ✓ Providing at least **24 hours** notice when making an appointment to use the Documentation Centre;
- ✓ Handling the publications in the Documentation Centre with care;
- ✓ Seeking an appointment prior to direct consultation with a technical officer;
- ✓ Informing the PIOJ's bookshop of a change in your mailing address at least **one week before** the change;
- ✓ Responding to the PIOJ's Customer Satisfaction Survey;
- ✓ Making suggestions/comments and placing them in the suggestion box provided;
- ✓ Being courteous and professional in conducting business with the Institute;
- ✓ Reporting dissatisfaction with the service provided to the Director General.



## COMPLAINTS PROCEDURE

*Cards shall be placed by the receptionist's desk for your comments and suggestions.*

*All complaints should be addressed to:*

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**Director General  
Planning Institute of Jamaica  
16 Oxford Road, Kingston 5  
Telephone: (876) 906-4463-4 or Fax: 906-5011  
E-mail: [info@pioj.gov.jm](mailto:info@pioj.gov.jm)**

*Complaints/comments shall be acknowledged within **five working days** and responses within **ten working days**. If you are not satisfied with the PIOJ's complaints procedure, you may contact:*

**Senior Director  
Standards and Monitoring Unit  
Cabinet Office  
2a Devon Road  
Kingston  
Telephone: (876) 929-1423 or (876) 920-4265  
Fax: 929-6676**

*For further redress, contact:*

**The Public Defender  
78 Harbour Street  
Kingston  
Telephone: (876) 922-4159**

## **OPENING HOURS:**

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

Fridays : 8:30 a.m. – 4:00 p.m.

**The 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.

*For further information about the PIOJ, visit our web site at:  
[www.pioj.gov.jm](http://www.pioj.gov.jm)*

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