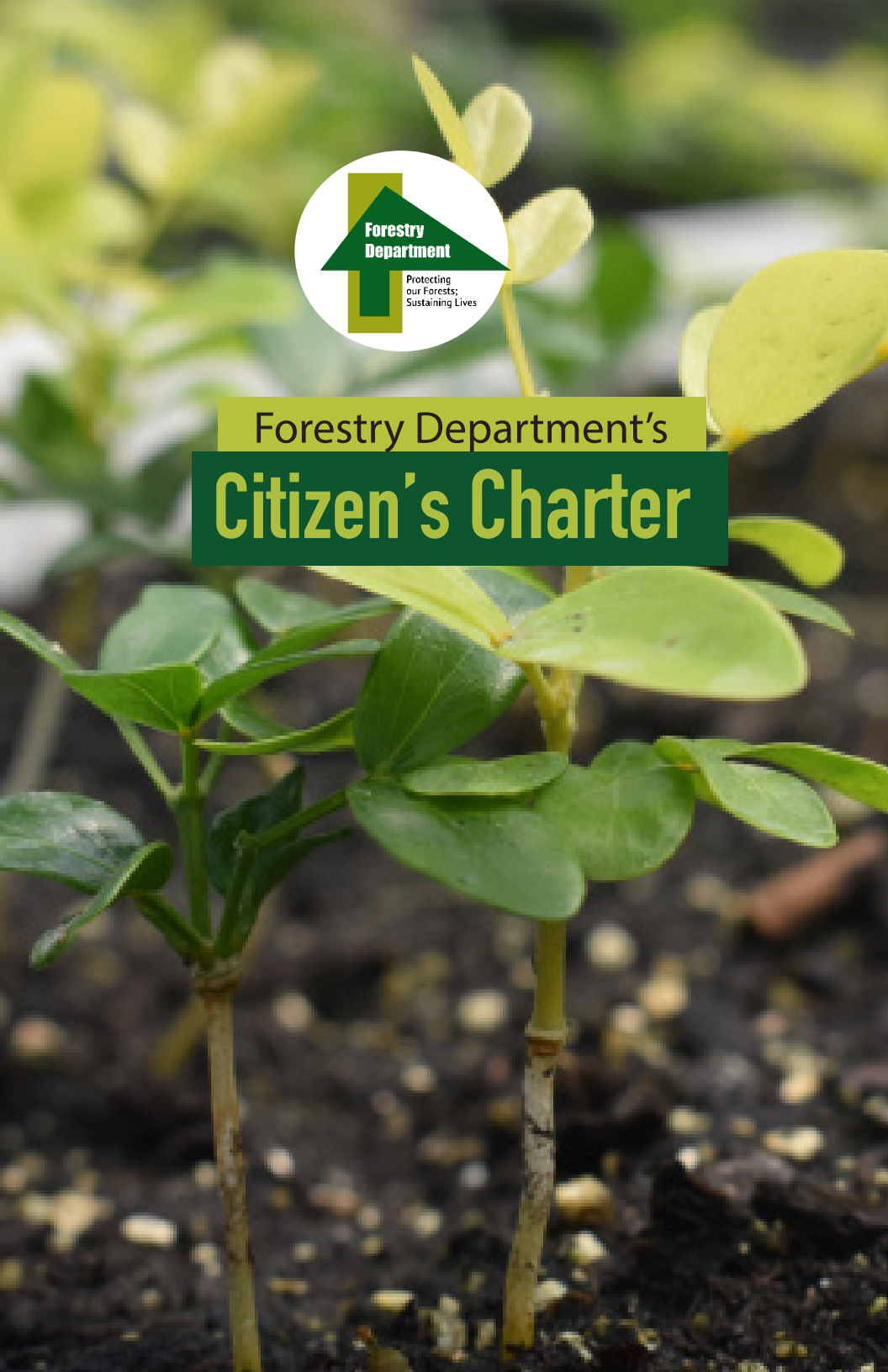




Forestry Department's  
**Citizen's Charter**





## MESSAGE FROM THE PRIME MINISTER

The Forestry Department has been playing an invaluable role in ensuring that Jamaica maintains its environmental and climate change goals and its biodiversity while making plants accessible to citizens for beautification purposes. Your efforts to preserve and to rehabilitate areas where the forest cover is degraded is worthy of commendation.



Jamaica is not immune to the environmental challenges associated with climate change. How we conserve and manage our forest resources will determine the country's ability to mitigate the effects of this environmental problem. Indeed, effectively managing Jamaica's forest usage is critical to our economic fortune.

I am pleased to note, that with the assertiveness of the Forestry Department, the Government has now formally established the boundaries of the cockpit country. The region is home to several protected species and watershed areas. Cockpit Country also provides unique flora and fauna of our island. I have confidence in the ability of the Forestry Department to conserve the forest for the citizens and future generations to enjoy.

I endorse the Forestry Department's move to establish its Citizen's Charter which sets out clear operating procedures. This move will bolster the citizens ability to hold the department accountable for the way in which it delivers its goods and services.

The implementation of the Citizen's Charter will also positively impact the level of staff productivity at the Forestry Department. Improving the customer service in the Public Sector is critical to its transformation and where Ministries, Agencies and Departments (MDAs) take steps to enhance the satisfaction of its customers by strengthening the framework of the organisations.

The Forestry Department is an example of a government entity that is initiative-taking in building its capacity to address the challenges of the publics that it serves.

As you move to improve your operations through the establishment of the Citizen's Charter, may God continue to bless your operations and sense to improve on key indicators which will lead to great success for the entity.

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

## MINISTER'S MESSAGE

The continuing efforts of the government to make public services efficient and readily accessible to its customers prompted the promulgation of the Citizens' Charter in Jamaica in 1994.



Since then, the Citizens' Charter has been an effective means of gauging and improving the standards of service delivery by the public sector to the people of Jamaica.

The Citizen's Charter is a voluntary declaration by public service providers, of the services being rendered by the agencies concerned. It covers both external and internal services of public bodies and details the standards of service they are committed to provide to the citizens of Jamaica.

It is therefore fitting that the Citizens' Charter reflects a public sector that is dynamic and keeps abreast of changing times and evolving business strategies.

The Citizens' Charter for the Forestry Department reflects its continued commitment to increasing public awareness and fostering a collaborative and co-operative relationship with the Jamaican public, in keeping with its mandate to protect and manage the island's forest reserves for the benefit of all Jamaicans.

This relationship is even more critical, given the stated goals and outcomes of the National Tree Planting Initiative, which is aimed at planting three million timber and ornamental trees over a three-year period. The Forestry Department is also expanding our forested areas, including public and private forests, as well as protecting our globally recognised natural treasure, The Cockpit Country.

This citizens' charter therefore outlines much more than mere service delivery, but embraces all citizens as stakeholders and partners in the preservation of our forest cover, which will ultimately ensure Jamaica's sustainable development, and increase its resilience to the impacts of climate change.

I congratulate the Forestry Department on its new Citizens' Charter, and see it as an important facet of our efforts towards achieving Goal Number 4 of the Vision 2030 Jamaica – National Development Plan, which states that “Jamaica has a healthy natural environment”, which indeed, will redound to the benefit of current and future generations of citizens in our beloved country.

**Senator The Hon. Matthew Samuda**  
**Minister w/o Portfolio**

## CEO & CONSERVATOR OF FORESTS' MESSAGE



The Forestry Department is pleased to present its new Citizen's Charter. It is our promise to you to be effective, efficient and innovative in our commitment to delivering world-class service to you, our customers.

The evolution of this Charter was the result of an exhaustive review of our service journey in a bid to be strategic in our approach and on a path towards higher quality standards, increased agility and a more responsive approach. This Citizen's Charter outlines our new service standards and elaborates the key service principles, inclusive of professionalism, transparency and courtesy, by which we will operate in our engagement with customers.

We intend to succeed at delivering an unmatched customer service experience, and as such the Agency has made some operational adjustments to meet these expectations. This includes the addition of a customer service officer to our structure, whose primary focus is to develop, monitor, assess and promote quality customer service across all our operations. Additionally, we continue to use all available tools such as customer service recognition programme, technological improvements, continuous training in service delivery and standards of our team members and improving the channels and innovations that will simplify processes for our customers.

I encourage you, our customers, to join us on this journey to serve you better by holding us accountable to the principles we hereby commit to operate. Naturally, we need to hear when we do well or when we have surpassed your expectations and chastise us if we fail to meet our service delivery standards. I therefore encourage you to utilize the feedback mechanisms listed in the Charter to tell us about your experiences with us as this will allow us to grow.

We commit to listening to you and to adjust where necessary to ensure

that you, our customers receive an incomparable service experience when doing business with the Forestry Department.

**Mr. Ainsley A. Henry, J.P.  
Chief Executive Officer and  
Conservator of Forests**



## WHO WE ARE

The Forestry Department, an Executive Agency currently under the portfolio of the Ministry of Housing, Urban Renewal, Environment and Climate Change (HURECC), is the lead agency with responsibility for the management and conservation of Jamaica's publicly owned forests. Our functions, which are mandated by the Forest Act (1996) are aimed at managing forests on a sustainable basis to maintain and increase the environmental services and economic benefits they provide. We have a range of programmes as well as products and services that support the mandate of the Forestry Department.

### OUR VISION

Jamaica; a country where we value our forest ecosystem and use its resources in a responsible manner.

### OUR MISSION

manage our forests in an effective and responsible manner for the benefit of current and future generations'.

### WE OPERATE ON A SET OF CORE VALUES

Core Values	Value statements
Integrity	<ul style="list-style-type: none"><li>• Fulfill all obligations and commitments honourably: Do the right thing at all times in the fulfillment of your duties and responsibilities.</li><li>• Be trustworthy: Act with honesty without compromising the truth.</li><li>• Acknowledge and accept the consequences of your actions.</li><li>• Abide by Agency rules, regulations, policies and guidelines: Strive to conduct the Agency's business in strict adherence to principles of transparency.</li><li>• Demonstrate fairness: Treat people equally and make decisions without favouritism and prejudice.</li></ul>
Teamwork	<ul style="list-style-type: none"><li>• Work harmoniously with others.</li><li>• Share information and resources with team members.</li><li>• Be supportive of each other's efforts.</li><li>• Be respectful to all: Treat everyone with respect at all times.</li><li>• Be loyal to one another.</li></ul>

## Core Values

## Value statements

### Professionalism

- Discharge duties diligently, effectively and professionally, in a cost effective and efficient manner.
- Deliver exceptional service to customers: Be pleasant, courteous and helpful to internal and external customers.
- Never be subjective.
- Keep promises: Follow through on tasks and assignments.
- Provide accurate, complete and reliable information at all times to customers.
- Acknowledge receipt of correspondence (E-mails, letters, and texts from customers internal and external) within specified time frame indicated in the Agency's Citizens' Charter.
- Strive to meet and exceed goals and expectations.
- Never take shortcuts on quality.

### Commitment

- Be dedicated: Always exercise diligence in carrying out your tasks/assignments.
- Be consistent and honest in all your undertakings.

### Confidentiality

- Safeguard/protect sensitive information obtained on the job, which might endanger the Agency or cause damage to the reputation of any employee or customer (e.g. personal information, client database, financial information, business information, court proceedings).

## OUR CORE FUNCTIONS INCLUDE:

- Implementing the policy and legislative framework, to govern the development and sustainable use of the country's forest resources
- Undertaking national and local forest management and conservation planning, implementation and monitoring.
- Undertaking strategic planning and project development
- Managing the forest estates
- Developing and implementing a national reforestation programme
- Providing legal, compliance and enforcement services for forest estates
- Managing access to state owned forest resources through the grant of licences and permits
- Providing sound forestry information and related technical services
- Managing corporate services
- Communicating forestry related information to our various publics
- Undertaking internal auditing
- Building capacity to manage, conserve and utilize forest resources

## **STRATEGIC OBJECTIVES**

We have set ourselves some strategic objectives to be achieved by 2026. These are as follows:

- Reverse forest degradation, deforestation and the loss of forest biodiversity, through replanting trees, conservation activities and sustainable forest management, as well as strengthening the legislative, policy and institutional framework of the sector.
- Enhance economic, social and environmental benefits of forests through the sustainable utilisation of forest resources.
- Build the capacity within the Forestry Department, its partners and forest communities to manage, protect and conserve forest resources.
- Increase public education and awareness to protect, conserve, restore and manage Jamaica's forests.

## **PROGRAMMES**

Our programmes include:

1. Private Forestry Programme
2. Land Declaration Programme
3. Social forestry programme
4. Reforestation Programme
5. Agroforestry Programme
6. Urban Forestry Programme

## **PRODUCTS & SERVICES**

Our diverse offering of products and services include:

1. Tree seedlings
2. Pine cones
3. Standing timber

4. Christmas trees
5. Manual of Dendrology
6. Rental of Potted Plants
7. Rental of Facilities
8. Permits and licences, as prescribed by legislation
9. GIS services including:
  - Map design, production and printing
  - Image processing
  - Image georectification
  - Complex spatial analyses and modeling
  - Map digitization
  - Vectorization and feature extraction
  - GPS mapping
  - Remote Sensing and Photogrammetry – ortho photo generation
  - Vegetation inventory and analysis

## **WHAT YOU CAN EXPECT FROM US**

### **SERVICE**

- Provision of well-trained customer service representatives to assist customers.
- Delivery of professional service in a courteous and pleasant manner to all customers.
- Prompt and efficient investigation of complaints and provision of appropriate feedback or redress in a timely manner
- Fair treatment of all our customers without favouritism or prejudice.
- Fulfilment of obligations and commitments to all customers in a timely manner
- A commitment to safeguard sensitive information that may endanger any employee or customer.

### **TELEPHONE PROTOCOL**

- Telephones will be answered (or voicemail) by the third (3rd) ring.
- Employees answering the telephone will in a courteous and professional manner identify themselves by name and position and offer their assistance.

- If your call has to be placed on hold: you will not be kept for more than 3 minutes without an update.
- If you are not able to wait, your contact details will be taken and you will be contacted within 24 hours by a member of our team.
- If the information that you need requires further research/ investigation, we will update you on our progress within two (2) business days.
- Media houses requesting information from the Agency will be directed to the Corporate Communications and Marketing Division.

## **ACCESS TO INFORMATION ACT**

Access to Information (ATI) requests must be made by completing the prescribed form or in writing. The Agency commits to complying with the requirements under the Act and regulations in force at the time and will respond to all request by or before the stated timelines.

## **WRITTEN AND VERBAL CORRESPONDENCE**

- Correspondence received through the mail, email, facsimile or by hand will be acknowledged within three (3) working days of receipt and a response provided within 10 working days thereafter. If there is a delay you will be advised and an alternate timeline provided.
- Accurate and complete information will be provided through:
  - The Agency's Corporate Communications and Marketing Division using appropriate communication tools including but not limited to brochures, posters, newsletters, press releases, radio, social media and television broadcasts;
  - The Agency's website, which will be kept up-to-date on policies, products and services and programmes;
  - The Agency's Annual Report;
- Presentations and dissemination of information at public fora ;
- Agency's offices island-wide.

## **VISITING OUR OFFICES**

- You will be acknowledged cordially by our Receptionist/ Representative within two (2) minutes of arrival in the waiting area.

- The Receptionist/Representative will seek to ascertain the purpose of your visit and proceed to contact the relevant officer or division/zone/branch/unit that may be able to assist.
- If you had an appointment, and there is any unforeseen circumstance that causes a delay, all reasonable attempts will be made to contact you ahead of the date and time, failing which the Agency will at the time of your attendance seek to make a new appointment.
- If you do not have an appointment, and an appointment is necessary, you will be informed within 10 minutes if you can be dealt with at that time.
- If an appointment is not possible, you will be given the option of waiting until the relevant officer is available or to arrange a future appointment.
- If there is a large crowd waiting for service, you will be given an estimated waiting time and frequent updates on the status of your transaction.
- Officers will adhere to state protocol when interacting with officials of the Government of Jamaica and other multilateral agencies.
- Areas serving the public will be appropriately labelled/identified to ensure that customers are able to conduct their business easily.

## **HELP US TO SERVE YOU BETTER**

Here is how you can assist us:

- Be accurate and complete in submitting your information to us including any application forms completed for products and services (e.g. application forms for all types of licences and permits).
- Seek an appointment before visiting any of our offices.
- Attend appointments on time and if there is an unforeseen delay, please contact the office(r) in a timely manner.
- If you are asked to provide additional information, please respond as quickly as possible.
- Provide a return address, contact telephone number and email address to facilitate easy contact where required.
- If you have changed your contact information, please inform us.
- Report all suspicious or illegal activities in or around forests to

an officer of the Forestry Department or to the nearest Forestry Department Office. You may also call our Forest Offence Hotline at 1-888-FORESTS (1-888-367-3787) to make your report. You do not have to give your name.

- Make prompt and full payment for all products and services purchased from the Forestry Department.
- Treat our employees with courtesy and respect at all times.
- Provide feedback or offer suggestions through the channels provided.
- Establish and maintain a strong partnership with Forestry Department in conserving, protecting, rehabilitating and developing our forest resources for the sustainable use. Products.

## **MEASURING OUR PERFORMANCE**

We will be adaptive in our approach and will seek to ensure that the right systems are in place to inform us of areas that require improvement. We are also committed to continued improvement by setting specific customer service targets.

Our targets are measured using the following tools:

- Customer Surveys
- Mystery Clients
- Customer Focus Groups
- Customer Feedback Forms

We will report regularly on how we are doing through our website.



## **BUSINESS HOURS**

### **Office Hours**

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

Fridays: 8:30 a.m. - 4:00 p.m.

### **Cashier**

Mondays To Thursdays: 9:00 a.m. - 4:00 p.m.

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

### **Nursery**

Mondays To Thursdays: 8:30 a.m. - 3:30 p.m.

Fridays: 8:30 a.m. - 2:30 p.m.



## HOW WE CAN BE CONTACTED

### HEAD OFFICE :

173 Constant Spring Road  
Kingston 8  
876 618 3205  
[fdinfo@forestry.gov.jm](mailto:fdinfo@forestry.gov.jm)

### EASTERN ZONE

173 Constant Spring Road  
Kingston 8  
876 618 3205  
[eastern@forestry.gov.jm](mailto:eastern@forestry.gov.jm)

### NORTH EAST REGION

Folly Road  
Port Antonio  
876 618 3205  
[neregion@forestry.gov.jm](mailto:neregion@forestry.gov.jm)

### SOUTH EAST REGION

173 Constant Spring Road  
Kingston 8  
876 618 3205  
[seregion@forestry.gov.jm](mailto:seregion@forestry.gov.jm)

### WESTERN ZONE

Moneague  
St Ann  
876 618 3205  
[western@forestry.gov.jm](mailto:western@forestry.gov.jm)

NORTH WEST REGION  
Catherine Hall  
Montego Bay,  
St James  
876 618 3205  
nwregion@forestry.gov.jm

SOUTH WEST REGION  
Litchfield  
Trelawny  
876 618 3205  
swregion@forestry.gov.jm

## **PROBLEMS OR CONCERNS? LET US KNOW.**

If you are dissatisfied with the service offered, please do not hesitate to let us know.

## **HERE IS HOW YOU SHOULD FILE A COMPLAINT**

1. Inform the person with whom you are conducting business.
2. If you are not satisfied with the response provided, please contact the Chief Executive Officer and Conservator of Forests using any of contacts below;-

*Forestry Department  
173 Constant Spring Road,  
Kingston 8 OR*

- Telephone number: (876) 618-3205
- Email to : [fdinfo@forestry.gov.jm](mailto:fdinfo@forestry.gov.jm)

Your complaint will be investigated, and you will receive a response within seven (7) working days.

*For more information about the Forestry Department*

Please visit our website at: **[www.forestry.gov.jm](http://www.forestry.gov.jm)**

**Facebook at:**

[www.facebook.com/forestrydepartment](https://www.facebook.com/forestrydepartment)

**Twitter at:**

[www.twitter.com/ForestryDeptJa](https://www.twitter.com/ForestryDeptJa)

**Instagram at:**

[www.instagram.com/forestrydepartment](https://www.instagram.com/forestrydepartment)



**GIVE US YOUR FEEDBACK**

- Complete a feedback form which may be obtained from designated areas or officers at our various offices.
- Suggestion boxes are available within common areas at our offices, with paper and pen provided for recording any comment and/or suggestion that you may have to improve your service experience.
- You may also send feedback to us through [fdinfo@forestry.gov.jm](mailto:fdinfo@forestry.gov.jm) or by leaving a message in the comments section of our website [www.forestry.gov.jm](http://www.forestry.gov.jm) or via our social media pages:

*Facebook:* [www.facebook.com/forestrydepartment](https://www.facebook.com/forestrydepartment)

*Twitter:* [www.twitter.com/ForestryDeptJa](https://www.twitter.com/ForestryDeptJa)

*Instagram:* [www.instagram.com/forestrydepartment](https://www.instagram.com/forestrydepartment)

# NOTES



