



Citizen's Charter

Page 0 of 20

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 1

Approved By: *CEO/designate*

Last Revised: April 17, 2023



CITIZENS' CHARTER

PASSPORT, IMMIGRATION &
CITIZENSHIP AGENCY



SERVICE VISION

TO BE THE PINNACLE OF SERVICE EXCELLENCE FOR ALL OUR
CUSTOMERS AT ALL POINTS ACROSS THE AGENCY



Citizen's Charter

Last Revised: May
29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024

CONTENTS

<i>From the Minister of National Security</i>	2
<i>From the Permanent Secretary</i>	3
<i>From the Chief Executive Officer</i>	4
<i>About the Passport, Immigration & Citizenship Agency</i>	5
<i>Customer Rights</i>	8
<i>Data Protection</i>	9
<i>Our Privacy Policy</i>	10
<i>Our Service Guarantee</i>	11
<i>General Information</i>	17
<i>Opening Hours</i>	19
<i>Complaints Management</i>	21



Citizen's Charter		
	Last Revised: May 29, 2024	Document Number: PICA/CS/P/002
	Revision Number: 2	Issue date: May 16, 2020 Approved By: <i>CEO/designate</i> Last Reviewed: May 29, 2024

FROM THE MINISTER OF NATIONAL SECURITY



As Jamaica develops into a mature democracy, it is imperative that we continue to ensure that the fundamental rights and freedoms of all Jamaicans are secured. The right to national identity, citizenship, and equal access to these provisions under the law, are core indicators of a democratic society. These are rights for which our founding fathers fought and sacrificed - so that Jamaicans from all walks of life can, today, easily access these entitlements.

Since our independence, some 57 years ago, we have made significant improvements in the provision of services that are geared towards the protection and preservation of what it means to be Jamaican. The establishment of the Passport, Immigration and Citizenship Agency (PICA) as an Executive Agency in 2007, positioned Jamaica to further excel in safeguarding the country's borders, citizenry and sovereignty. As an island State, Jamaica cannot relent in exercising the utmost vigilance in our border management services, given its critical role in our national security infrastructure. The work being carried out by PICA's management and staff in this regard, has been exemplary and worthy of commendation.

PICA's quality service, high standard of professionalism, and advanced technological and customer centric processes, have given Jamaicans additional reassurance, and a greater sense of belonging, even as they travel internationally. This revised Citizen's Charter is yet another indication of the visionary leadership and dedicated service of the PICA staff. The information is presented in a clear and concise manner that will ensure improved customer relations, enhanced transparency in PICA's operations, and increased customer satisfaction.

I am pleased with the outcome, and endorse this revised Citizen's Charter as a welcomed tool for strengthening PICA's engagement with Jamaicans at home and abroad.

Hon. Dr. Horace Chang, CD, MP
Minister of National Security

	Citizen's Charter		
	Last Revised: May 29, 2024	Document Number: PICA/CS/P/002	Issue date: May 16, 2020
	Revision Number: 2	Approved By: <i>CEO/designate</i>	Last Reviewed: May 29, 2024

FROM THE PERMANENT SECRETARY

National security chronicles the protection of Jamaica's economy, its borders and infrastructure and most importantly, the protection of its greatest asset – the Jamaican people. For years, the Passport Immigration and Citizenship Agency (PICA) has played – and continues to play, a pivotal role in safeguarding Jamaican citizens through port control.

Despite the influx of travelers to the island – whom we welcome wholeheartedly, and despite the need for increased labour and expertise, PICA continues to effectively meet the increasing demands in its core business. This is achieved through innovative ideas that epitomize the Ministry of National Security's transformational agenda.

Per annum, and with just two minutes per person, PICA processes over four million travelers to the island, utilizing new technology such as facial recognition systems and automated kiosks. These technologies are integrated in border control at both the Norman Manley and Sangster International Airports.

Undoubtedly, it is tedious to balance service with national security, however, staff at PICA continues to do exceptional work in their relentless pursuit of excellence.

Owing to the agency's resolute adherence to nation building, it successfully generates revenue which ensures the expansion of services offered. With PICA's assistance in becoming a global leader in border control, the Ministry of National Security is committed to improving border security as it creates solutions for the growing needs of citizens and foreigners alike.

Dianne McIntosh (Miss)
Permanent Secretary
Ministry of National Security

	Citizen's Charter		
	Last Revised: May 29, 2024	Document Number: PICA/CS/P/002	Issue date: May 16, 2020
	Revision Number: 2	Approved By: <i>CEO/designate</i>	Last Reviewed: May 29, 2024

FROM THE CHIEF EXECUTIVE OFFICER



This updated version of our Citizens Charter since its first publication in 2010 will show how the Agency has over the last nine years been making improvements to our products and services as well as to our operational procedures, as part of our efforts to provide you with world class service. Every decision and initiative undertaken was done with you, our customer in mind. Our objective is to boldly go the distance to serve you.

The improvements that we have made over the years included: same-day passport service, expedited 5-day and 7-day passport service at our outposts, passport drop box service, courier service to deliver documents to clients, a customer call center, improvements in our customer reception areas at our headquarters, improved interaction with customers via social media, additional PICA locations in areas such as May Pen and Mandeville offices and the provision of full-passport service at our St. Ann's Bay office. We are now also offering 15-day expedited citizenship service, automated immigration service by way of our automated border crossing (ABC) systems at the main airports. One of our most recent initiatives is the development and launch of the online passenger declaration form and finally, the piece-de-resistance, the implementation of our online adult passport renewal system.

In upgrading this document, we are inviting you our valuable customers to help us to maintain a high standard of service by holding us accountable to what we promise to deliver.

We know that we have, by no means arrived at our destination. We have a lot of work to do and we will continuously be seeking ways to improve our operations so that we can serve you better. We look forward, for example, to constructing our new and more spacious head office in the not-too-distant future. This is exciting news and will open the doors to other exciting prospects. We will be sure to keep you informed whenever such initiatives unfold and ask that as our valued stakeholder, you provide your feedback and suggestions on how we may become better in serving you.

Andrew Wynter, JP
Chief Executive Officer
Passport, Immigration & Citizenship Agency



Citizen's Charter

Last Revised: May 29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024

ABOUT THE PASSPORT, IMMIGRATION & CITIZENSHIP AGENCY

The Passport, Immigration and Citizenship Agency (PICA) became the eleventh Executive Agencies of the Government of Jamaica on June 1, 2007. The aim of this move was to improve customer satisfaction, and to integrate the functions of passport, immigration and citizenship services.

It operates under the umbrella of the Ministry of National Security and has responsibility for securing the nation's borders, administering citizenship services and ensuring that Jamaican citizens have a travel document that is of the highest integrity and meets international standards.



The laws that govern the operations of the Agency are as follows:

-  The Jamaican Constitution
-  The Immigration Restriction (Commonwealth Citizen) Act
-  The Jamaica Nationality Act
-  The Alien's Act
-  The Passport Act and Regulations
-  The Foreign Nationals and Commonwealth Citizens (Employment) Act
-  The Caribbean community (Free Movement) of Skilled Persons Act
-  The Executive Agencies Act 2002
-  The Financial Administration and Audit Act
-  The Public Procurement Act

OUR MISSION

PICA contributes to a safe, secure and prosperous society by safeguarding Jamaica's borders, enhancing a sense of belonging and facilitating cross border travel while being financially self-sufficient.



Citizen's Charter

Last Revised: May 29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024



OUR 2025 VISION

An innovative, customer-oriented, strategy-focused and technology-driven employer of choice, that through strategic partnerships has made Jamaica among the most secure borders with the best international travel experience in the Americas.

OUR CORE VALUES



OUR CULTURE





Citizen's Charter

Last Revised: May
29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024

CUSTOMER RIGHTS

The right to be heard

The Agency has implemented a complaints management system and suggestion boxes are placed at every location. In addition the Agency conducts annual customer satisfaction surveys.

The right to seek redress

The Agency will replace a product, once it has been verified to be inconsistent with the instructions provided by the customer.

The Right to a safe and healthy environment

Our OSHA Committee ensures compliance with health and safety requirements by conducting weekly and monthly assessment of its offices and public spaces, as laid out in the ISO 9001: 2015 standards.





Citizen's Charter

Last Revised: May 29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024

DATA PROTECTION

The Agency must obtain and process confidential information, as part of its operation. This information includes any data that makes a person identifiable and include their names, addresses, government issued identification, photographs, taxpayer registration number, next of kin, birth information and information on family members.

The Agency considers the lawful and correct treatment of such personal information as essential to the efficient and successful operations of its business. It also recognizes that it is crucial to fostering and maintaining the confidence of its main stakeholders and the wider public. Once this information is available to us, the following rules apply.

Your information will be:

- Accurate and kept up-to-date
- Collected fairly and for lawful purposes only
- Processed by the Agency within its legal and moral boundaries
- Protected against any unauthorized or illegal access by internal or external parties

Your information will not be:

- Communicated informally

To exercise data protection, we're committed to:

- Restrict and monitor access to sensitive data
- Develop transparent data collection procedures
- Train employees in confidentiality and security measures
- Build and maintain secure networks to protect online data from cyberattacks
- Include contract clauses on how we handle confidential information
- Establish data protection practices (document shredding, secure locks, data encryption, frequent backups, firewall, access authorization etc.).



Citizen's Charter

Last Revised: May 29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024

OUR PRIVACY POLICY

Respecting the privacy of our customers, stakeholders, staff, and volunteers, the Agency will maintain confidentiality with all its records. Information within the jurisdiction of the Agency is confidential and will not be disclosed with anyone unless authorized under the Access to Information Act and/ or by an Order from the Court of Jamaica. General information, policy statement or statistical material that is not identified with any individual is not classified as confidential. Staff members are responsible for maintaining the confidentiality of information within its scope.

“Confidential Information” means all non-public information in any format, whether of a technical, business or other nature, including, without limitation, any information relating to business or marketing plans, operations, processes, intentions, financial projections, financial reports, technical plans, technical specifications, purchasing requirements or intentions, customers and business affairs, internal reports, marketing plans, opportunities, product information, know-how, design, rights, trade secrets, or any information of a market sensitive nature, that has been identified as being proprietary and/or confidential or that by the surrounding circumstances ought to be treated as confidential.





Citizen's Charter

Last Revised: May 29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024

OUR SERVICE GUARANTEE

The Agency is guided by the principles set out in the ISO 9001:2015 quality standard. Therefore, we will ensure that at all times our processes, systems and procedures are compliant to the quality standards.

PASSPORT

(passport@pica.gov.jm)

The Passport Unit is responsible for the issuing of travel documents to Jamaican Citizens, for the following:

-  Passports for Jamaicans (Locally and Overseas)
-  Emergency travel documents
-  Travel permits (to non-Jamaicans)
-  Seaman Certificates of Identity



DELIVERY STANDARDS FOR PASSPORT SERVICES

Compliant applications will be processed within the timeframe given below:

KINGSTON

Regular Services - seven (7) working days

Expedited Services

- three (3) working days
- next working day
- same day (*apply by 10:00am*)

Emergency Certificates (regular) - three (3) working days

Emergency Certificates (expedited) - one (1) working day

Travel Permits – three (3) working days

	Citizen's Charter		
	Last Revised: May 29, 2024	Document Number: PICA/CS/P/002	Issue date: May 16, 2020
	Revision Number: 2	Approved By: <i>CEO/designate</i>	Last Reviewed: May 29, 2024

Seaman Certificates – three (3) working days

REGIONAL OFFICES

Regular services - fourteen (14) working days

Expedited services

- seven (7) working days
- five (5) working days

ONLINE/OVERSEAS

Regular Services only – twenty (20) working days from the date received by PICA's Office

N.B. Emergency Certificates, Travel Permits and Seaman Certificates are currently only issued from the office in Kingston (25 Constant Spring Road). Working days are Mon – Fri (excluding public holidays)

IMMIGRATION

(immigration@pica.gov.jm)

The Immigration Unit has direct responsibility for the protection of Jamaica's borders by processing all persons traversing our borders. The services offered by this Unit are:

-  Processing of incoming and outgoing passengers and crew at the at airports and sea ports
-  Processing of visas and entry permits applications (visitors and residents)
-  Processing of application for Permanent and Temporary Residence
-  Returning of individuals not legally permitted to remain in Jamaica



Citizen's Charter

Last Revised: May 29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024



DELIVERY STANDARDS FOR IMMIGRATION SERVICES

-  Each passenger will be processed within two minutes (2 minutes) upon arrival at the Immigration desk
-  Visas – will be processed in five (5) working days (when application is submitted at Kingston office)
-  Unconditional Landing – will be processed on the same day
-  Extension of Stay (Kingston) – will be processed in three (3) working days
-  Extension of Stay (Regional offices) – will be processed in ten (10) working days
-  Shipping – passengers and crews will be processed within 24hrs. of the vessel being docked at port



	Citizen's Charter		
	Last Revised: May 29, 2024	Document Number: PICA/CS/P/002	Issue date: May 16, 2020
	Revision Number: 2	Approved By: <i>CEO/designate</i>	Last Reviewed: May 29, 2024

CITIZENSHIP

(citizenship@pica.gov.jm)

The Citizenship Unit has overall responsibility for the processing of applications for citizenship in the categories provided for by law. The Unit is also responsible for facilitating changes in citizenship status. The services provided by this Unit are:

- Processing of applications for citizenship by:
 -  Descent
 -  Marriage
 -  Naturalization
 -  Registration (Commonwealth citizens)
 -  Registration (Minors)
- In addition the following applications are also processed:
 -  Renunciation of citizenship
 -  Restoration of citizenship
 -  Establishment of citizenship in doubt



	Citizen's Charter		
	Last Revised: May 29, 2024	Document Number: PICA/CS/P/002	Issue date: May 16, 2020
	Revision Number: 2	Approved By: <i>CEO/designate</i>	Last Reviewed: May 29, 2024

DELIVERY STANDARDS FOR CITIZENSHIP SERVICES

Compliant applications will be processed within the timeframe given below:

KINGSTON

By Descent

- Regular Services: twenty five (25) working days
- Expedited Services: fifteen (15) working days

Other Types of Citizenship Services

- Regular Services: twenty four (24) months

REGIONAL OFFICES

By Descent

- Regular Services: thirty five (35) working days
- Expedited Services: twenty five (25) working days

Other Types of Citizenship Services

- Regular Services: twenty four (24) months

OVERSEAS

By Descent

- Regular Services only – twenty five (25) working days

Other Types of Citizenship Services

- Regular Services only: twenty four (24) months



Citizen's Charter

Last Revised: May 29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024

GENERAL INFORMATION

WALK-IN CUSTOMERS



PICA will maintain a queuing system at each Office



Customers doing business at our regional offices will require an appointment. PICA will maintain the appointment times as much as possible.



TELEPHONE CUSTOMERS



80% Average Call Quality Score



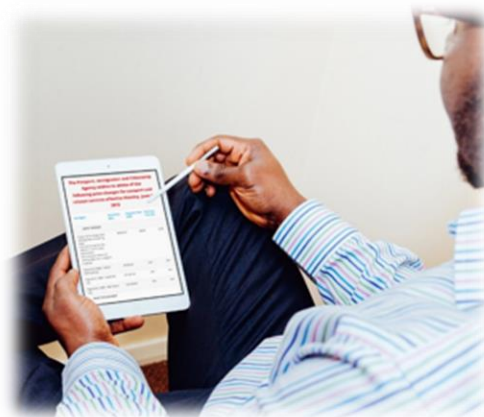
Employees will identify the organization and themselves professionally



Where calls cannot be resolved within a reasonable time, the customer's name and contact information will be taken and query logged in our CRM system.



Calls to extensions will be connected to someone before the call is released.



	Citizen's Charter		
	Last Revised: May 29, 2024	Document Number: PICA/CS/P/002	Issue date: May 16, 2020
	Revision Number: 2	Approved By: <i>CEO/designate</i>	Last Reviewed: May 29, 2024

CORRESPONDENCE

All customer interactions will be routed to our Contact Centre, where the interactions will be logged and managed through the Customer Relationship Management (CRM) system.

-  Emails will be acknowledged to within three (3) working days.
-  Social media comments will be addressed within three (3) working days.

CUSTOMER SATISFACTION

-  Customer Satisfaction Surveys will be conducted annually
-  Customer comments/complaints will be acknowledged within three (3) working days.



Citizen's Charter

Last Revised: May 29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024

OPENING HOURS

HEAD OFFICE

for submission of applications

Mondays to Thursday's, 6:30am to 3:30pm
Fridays between 7:30am and 2:30pm

for collection of documents (passports, etc)

Mondays to Thursdays, 7:30am to 4:00pm
Fridays between 7:30am and 3:30pm

WATERLOO ROAD

Mondays to Thursdays, 8:30am to 3:00pm
Fridays, 8:30am – 2:00pm

MONTEGO BAY

Mondays to Thursdays, 8:30am to 4:00pm
Fridays, 8:30am – 3:00pm

ST. ANN'S BAY

Mondays to Thursdays, 8:30am to 4:00pm
Fridays, 8:30am – 3:00pm

MANDEVILLE

Mondays to Thursdays, 8:30am to 4:00pm
Fridays 8:30am – 3:00pm

MAY PEN

Mondays to Thursdays, 8:30am to 4:00pm
Fridays 8:30am – 3:00pm

PORT ANTONIO

Mondays to Thursdays, 8:30am to 4:00pm
Fridays 8:30am – 3:00pm

INTERNATIONAL AIRPORTS

The processing of passengers is done at the airports every day, 24 hours per day.

WHAT WE EXPECT FROM YOU

Our promise is to maintain the highest standards of service and you our valued customers play a significant role in achieving our goals. As we partner with you we ask that you help us by:

-  Being respectful to our staff
-  Submitting documentation and photographs that meet PICA's requirements to prevent delays in processing
-  Giving honest feedback and participating in our customer satisfaction surveys
-  Providing accurate information
-  Never offering any member of staff payment in cash or kind for the performance of their duties
-  Paying for services within the stipulated time



Citizen's Charter

Last Revised: May
29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024





Citizen's Charter

Last Revised: May 29, 2024

Document Number: **PICA/CS/P/002**

Issue date: May 16, 2020

Revision Number: 2

Approved By: *CEO/designate*

Last Reviewed: May 29, 2024

COMPLAINTS MANAGEMENT

Customers with complaints may submit same to us through any of the below listed channels:

CONTACT CENTRE

(876)754-PICA (7422)

EMAIL

support@picahelp.eu.freshdesk.c

WEBSITE

<https://picahelp.eu.freshdesk.>



Procedures for complaints management will be defined and communicated to all members of staff



Complaints will be dealt with fairly and the customer treated with courtesy



All personal information provided by the client will be treated confidentially



A suggestion box will be placed in each location for customers who wish to make comments or give feedback

If the customer is not satisfied after following the procedures outlined, the complaint may be referred to:

The Director, Customer Service

Passport, Immigration and Citizenship Agency
25 Constant Spring Road
Kingston 10; Tel: (876)754-7422

OR

The Chief Executive Officer

Passport, Immigration and Citizenship Agency
25 Constant Spring Road
Kingston 10; Tel: 754-5249

	Citizen's Charter		
	Last Revised: May 29, 2024	Document Number: PICA/CS/P/002	Issue date: May 16, 2020
	Revision Number: 2	Approved By: <i>CEO/designate</i>	Last Reviewed: May 29, 2024

If still not satisfied with the outcome, the customer may report the matter to:

The Senior Director
Standards and Monitoring Unit
Cabinet Office
2A Devon Road, Kingston 6
Tel: (876) 929-1423; Fax: (876)929-6676
Email: smufedback@cabinet.gov.jm

OR

The Office of the Public Defender
78 Harbour Street, Kingston
Tel: (876)922-7089; Fax: (876)922-9830
E-mail: publicdefender@mail.infochan.com

Change Log						
Change #	Change type	Description of Change	Date Submitted	Date Approved	Revision Number	Comments
1	Enhancement	Incorporate CRM Activities and ensuring Policy reflects current operations.	March 27, 2024	May 29, 2024	2	