

National Fisheries Authority

Customer Service Charter





National Fisheries Authority

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regulation, administration and participatory governance for the benefit of all

Serving You With Excellence



Our Mission

To facilitate the sustainable development of the Jamaican fisheries sector, including aquaculture, through effective and efficient

management, regulation, administration and participatory governance for the benefit of all.

Our Vision

The NFA is a model of excellence in capture fisheries and aquaculture management and development.

A Message From The **Chief Executive Officer**



Gavin Bellamy, Dr, JP

Dear Valued Stakeholders, I am excited to share with you the launch of our Customer Service Charter, a milestone that underscores our ongoing commitment to providing excellent service and building a stronger connection with all those we serve—from fishers and fish farmers to industry partners and the broader communities that rely on the Jamaican fisheries sector.

This Charter reflects our promise to you. It outlines the service standards you can expect from us, with an emphasis on responsiveness, respect, and integrity. Our goal is to make your interactions with us as smooth and effective as possible—whether it is through prompt communication,

efficient processing of your requests, or offering support for sustainable fishing practices.

We acknowledge that you, our valued stakeholders, must be involved at every level in order for us to manage, regulate, and ensure sustainable use of Jamaican Fisheries resources in a way that benefits everyone. Therefore, this Charter is more than just a formal document—it is our commitment to collaborating with you to ensure sustainable stewardship of the Jamaican fisheries sector. Your feedback is crucial, and we welcome your ideas and insights as we strive to improve and innovate together.

As we move forward, I want to reassure you that the National Fisheries Authority (NFA) is dedicated to upholding the principles laid out in this Charter. By working together, we can secure a future where our fisheries continue to thrive and benefit all. Thank you for your ongoing support and partnership. Best regards,

Gavin Bellamy, Dr, JP
Chief Executive Officer

Message From the **Senior Director Corporate Services**



Santana Williston
Senior Director Corporate Service

At the National Fisheries Authority (NFA), we are committed to delivering exceptional service to our stakeholders. Our Customer Service Charter sets clear and measurable standards for service delivery, outlining what you, our valued customers, can expect when engaging with us. As the Senior Director, Corporate Services, I oversee the support functions that drive our service excellence—spanning Administration and Office Services, Public Relations, Information Communication Technology, Procurement, and Facilities, Property and Transport.

So, as we recognise that you are at the heart of our mission to promote sustainable fisheries and aquaculture

development, we aim to foster a customer-centric culture that prioritises responsiveness and professionalism.

This Charter outlines the standards you can expect from us, as well as your role in helping us achieve these goals. It will help us to build trust, enhance customer satisfaction at every point of contact, and provide a transparent framework for monitoring, evaluating, and improving our performance. Together, we can foster a thriving and responsible fisheries sector for today and future generations.

Santana Williston, MSc
Senior Director, Corporate Services



About The National Fisheries Authority

The National Fisheries Authority is the government agency responsible for managing and regulating Jamaica's fisheries sector. It operates under the Ministry of Agriculture, Fisheries and Mining and aims to ensure the sustainable development of the country's marine and freshwater fisheries while promoting food security and economic growth.

Key Responsibilities of the NFA

- Fisheries Management and Conservation
- Licensing and Regulation
- Research and Development

- Fisheries Training and Development
- Monitoring, Control and Surveillance
- International Cooperation



Importance of the National Fisheries Authority

- To protect marine biodiversity and ensures the sustainability of fisheries resources.
- To Support the livelihoods of thousands of Jamaican fishers and aquaculture farmers.
- To help Jamaica meet international fisheries management and trade standards.

Under the Fisheries Act of 2018, the National Fisheries Authority has made it their mandate to increase sustainability, growth, and regulate the fisheries sector to be in line with local and international standards and to provide stellar customer service to all we serve.

The National Fisheries Authority (NFA) is committed to providing high-quality, efficient, and accessible services to all our stakeholders, including fishers, processors, exporters and the public. We recognize the importance of the fisheries sector to Jamaica's economy, food security, and livelihoods, and we strive to create a positive and respectful experience for everyone interacting with the NFA. This Charter outlines our commitment to you, our valued customers, and details the standards of service you can expect from us.



Our values

Integrity: We act with honesty, transparency and accountability in all our dealings.

Professionalism: We are committed to providing services of the highest standard, delivered by knowledgeable and skilled staff.

Respect: We treat all our customers with courtesy, dignity and fairness.

Efficiency: We strive to provide timely and effective services, minimizing delays and inconveniences.

Sustainability: We are dedicated to the long-term health and productivity of Jamaica's fisheries resources .

Collaboration: We work in partnership with stakeholders to achieve shared goals.



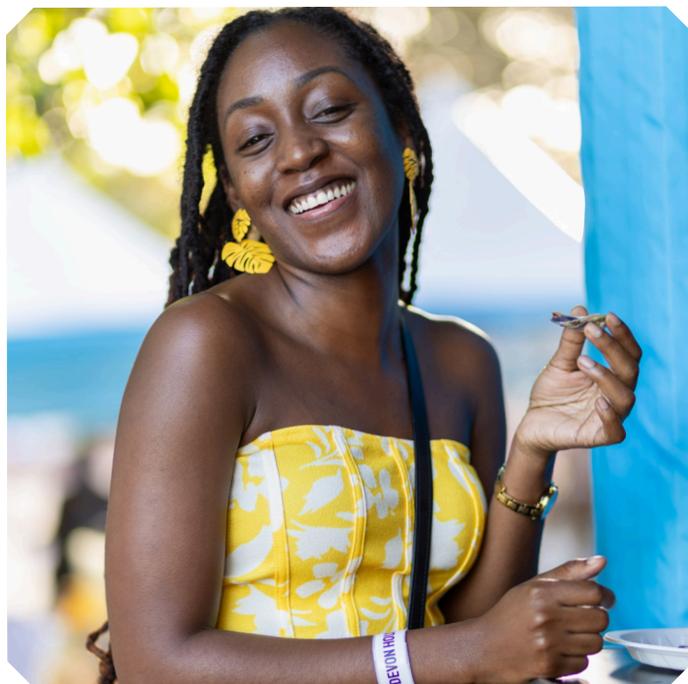
Our Commitment to You

- **We will:** Provide clear and accurate information. We will ensure that information about our services, regulations and processes is readily available and easy to understand. This includes our website, brochures and interactions with our staff.
- **Respond promptly to your inquiries:** We will acknowledge your inquiries within two (2) working days. We will provide a realistic time frame if a longer response time is required.
- **Treat you with respect and courtesy:** We will listen attentively to your concerns, treat you fairly and communicate with you in a clear and respectful manner.
- **Provide Accessible Services:** We will make our services accessible to all members of the public, including those with disabilities.
- **Maintain Confidentiality:** We will protect the privacy of your personal information in accordance with the Access to Information Act, 2002, and the Data Protection Act, 2020.
- **Continuously improve our services:** We regularly review our services and processes to identify areas for improvement and implement necessary changes. We welcome your feedback.

Your responsibilities

To help us provide you with the best possible service, we ask that you:

- **Provide accurate and complete information.** This will help us process your requests efficiently.
- **Treat our staff with respect and courtesy:** Mutual respect is essential for effective communication.
- **Be patient:** Complex issues may require time to resolve. We will keep you informed of the progress.
- **Provide feedback on our services.** Your feedback is valuable and helps us improve:



Service Standards

- **Licensing and Permits:** We aim to process applications for fishing licences and permits within 5 working days, provided all required documentation is submitted.
- **Information Requests:** We will acknowledge information requests within (2) business days and provide a full response within (5) business days.
- **Complaint Resolution:** We will acknowledge complaints within (2) business days and aim to resolve them within (5) business days.

Complaint Procedure

If you are dissatisfied with the service you have received, please follow our complaint procedure:

- **Speak to the staff members involved:** Often, issues can be resolved quickly at this level.
- **Escalate to their supervisor:** If you are not satisfied with the initial response, you can speak to the supervisor.
- **Submit a formal complaint in writing:** if the issue remains unresolved, please complete and submit a customer complaint form physically or online.

How to Provide Feedback

Feedback can be sent via: Our website:
fisheries@nfa.gov.jm In person at any NFA office By
hand delivered mail: 2C Newport East, Kingston 11

By mail/post office: P.O. Box 470, Kingston 13
Telephone numbers: **876-948-6933** or **876-967-2081**

Aquaculture Division Twickenham Park, Spanish Town
Telephone numbers: **984-9343** or **984-9444**

