

Department of Co-operatives and Friendly Societies (DCFS)

MINISTRY OF INDUSTRY, INVESTMENT & COMMERCE, (MIIC)



DCFS's Citizen's Charter is a document which outlines the rights of citizens and guarantees the right to redress, where the Department fails to meet committed standards of service. It also informs our customers of the Department's role, mission, vision and services

DCFS QUALITY MANAGEMENT SYSTEM

The DCFS has established a Quality Management System (QMS) that includes all activities relating to registration, and regulation of Societies registered under the Co-operative Societies Act; Friendly Societies Act; Industrial and Provident Societies Act; Charities Act; and the Agricultural Loan Societies and Approved Organizations Act to include support services.

8.3 Design and Development, along with 7.1.5.2 Measurement traceability are exempted from the scope.



QUALITY POLICY

The Department of Co-operatives & Friendly Societies is committed to the:

**Delivery of quality service through
Continual improvement of our processes and committed
and well-trained staff; thus
Facilitating efficient and professional
Service to our customers, thereby enhancing customer
satisfaction at all times.**

VISION STATEMENT

“To be the premiere Regulator for Co-operatives, Friendly Societies, Registered Charities, Agricultural Loan Societies & Approved Organizations, and Industrial & Provident Societies through an enabling regulatory environment that promotes compliance to statutes and international best practices, thereby positioning them as sustainable and vibrant Socio-economic entities by 2030.”



MISSION STATEMENT

“To register and regulate entities under the Co-operative Societies Act, Industrial and Provident Societies Act, Agricultural Loan Societies and Approved Organizations Act, Friendly Societies Act and Charities Act, thereby protecting stakeholders’ interests and enhancing public confidence.

Our Customers

Members of Societies we regulate, Government Ministries/Agencies, Non-Government Organizations, International Agencies, Consultants, Attorneys-at-Law, Community Leaders, Students and other Individual customers (Public at large)

Our Services

The Department of Co-operatives and Friendly Societies will diligently and efficiently deliver to its customers these services:

SERVICES	TURNAROUND TIME
• Registration of Charitable Organization	30 working days
• Renewal of Registration for Charitable Organization	15 working days
• Registration of Agricultural Loan Society	60 working days
• Certification of Approved Organization	60 working days
• Registration of other Societies and their Rules <ul data-bbox="274 973 918 1163" style="list-style-type: none"><li data-bbox="274 973 918 1072">◦ Societies registered under the Friendly Societies Act<li data-bbox="274 1072 918 1129">◦ Co-operative Societies<li data-bbox="274 1129 918 1163">◦ Industrial and Provident Societies	55 working days
• Conducting Financial Audits <ul data-bbox="274 1241 918 1341" style="list-style-type: none"><li data-bbox="274 1241 918 1277">◦ Co-operative Societies<li data-bbox="274 1277 918 1341">◦ Friendly Societies	5 weeks 3 weeks
• Conducting Investigations	within one (1) month of receiving complaint
• Financial Assessment	5 working days
• Inspections <ul data-bbox="274 1533 837 1727" style="list-style-type: none"><li data-bbox="274 1533 837 1569">◦ Category 1 : under JM\$300M<li data-bbox="274 1569 837 1605">◦ Category 2 : between JM\$300M - JM\$1B<li data-bbox="274 1605 837 1641">◦ Category 3 : between JM\$1B - JM\$2B<li data-bbox="274 1641 837 1727">◦ Category 4 : over JM\$2B	11 working days 15 working days 23 working days 30 working days

What You Should Expect From Us

DCFS is committed to the delivery of quality service to all our customers, as we believe in professionalism, transparency and efficiency, thus we will uphold all these standards:

- Answer telephone politely within three (3) rings. Receivers shall identify the Department and themselves in a professional manner;
- Hold calls for no longer than sixty (60) seconds after acknowledging customers;
- Connect customers making request to the required Section;
- Ensure customers do not have to connect with more than two (2) employees other than the receiver (except it is the customers' request);
- Acknowledge customers visiting the Department cordially and direct them to an employee within five (5) minutes;
- Acknowledge email correspondences and voice mail messages within a maximum of three (3) days of receipt;
- Acknowledge customers writing to the Department for any purpose within five (5) working days of receipt;
- Respond within ten (10) working days if the subject matter is complex and require more detail research.

Treatment of Customer Property

In keeping with legislation, policies, procedures and guidelines for service in the Public Sector in Jamaica, all employees are bound by strict confidentiality provisions. The DCFS upholds the laws relating to confidentiality and espouses the principle of the integrity of customer's property and personal data. Further, through the establishment of an internal routing and logging controls system all interactions with customer property and information are monitored to negate any unauthorized access, usage or disclosure. It must be noted that the execution of these obligations are subjected to the laws of Jamaica to include but not limited to the Access to Information Act. Additionally, relative to the regulation of Charitable Organizations, the Charities Act, 2013 and Regulations, 2022 permit the DCFS as the designated "Charities Authority" to share information with the other authorities and law enforcement agencies.

This approach guarantees the secrecy, confidentiality, security and privacy of customer data, aligning with our commitment to maintain the highest standards of trust.

The Customer's Role

The effectiveness and efficiency in service delivery to you our respected customers can be best

achieved if you play your part by:

- Indicating clearly and precisely your concerns utilising the Customer Complaint Procedure (DCFS-QSP-015) where relevant.
- Providing at least five (5) working days' notice for our technical officers to be present at any meeting;
- Providing at least ten (10) working days' notice for presentation at forums on specific areas of our functions;
- Providing at least one (1) day notice when making appointment to review documents or making request for copy of any document;
- Handling our publications, files and subsidiary records with care;
- Seeking an appointment prior to direct consultation with a specific staff at the Department;
- Informing the Department of changes in mailing address and contact numbers within five (5) working days of the change;
- Be polite and professional in conducting business with the Department

Customer Feedback and Complaints

We welcome your comments, suggestions and complaints to enable us to serve you better. We are poised for transformation as such any feedback is most appreciated. Please direct your comments, suggestions, and/or complaints to:

Mr. Errol Gallimore
Registrar of Co-operative Societies and Friendly Societies
10a Chelsea Avenue
Kingston 5
Telephone #: (876) 927-4912 | 927-6572 | 978-1946

If the customer has exhausted the Complaint Procedure (**See Procedure # DCFS-QSP-015**) at the organisational level and remains dissatisfied, then he/she may contact Permanent Secretary as follows:

The Permanent Secretary
Ministry of Industry, Investment and Commerce
4 St. Lucia Avenue
Kingston 5
Tel:(876) 968-7116 | Fax: (876) 960-7422

If you are still dissatisfied, you may direct your complaint to:

Senior Director
Public Sector Modernization Division
Ministry of Finance & the Public Service
30 National Heroes Circle
Kingston 4
Tel: (876) 876.922.8600 | Fax: (876) 929-0473

For further redress, contact:

Public Defender
78 Harbour Street
Kingston
Telephone # : 922-7089 or 922-7109 | Fax: 922-9830
Email: publicdefender@odp.gov.jm



**DEPARTMENT OF CO-OPERATIVES & FRIENDLY SOCIETIES
CHARITIES AUTHORITY, JAMAICA
MINISTRY OF INDUSTRY, INVESTMENT AND COMMERCE
2 MUSGRAVE AVENUE, KINGSTON 10
JAMAICA, W.I.
TEL: (876) 927-4912 | 927-6572 | 978-1946
E-MAIL: INFO@DCFS.GOV.COM WEBSITE: WWW.DCFS.GOV.JM**

SUB OFFICES

HOPE GARDENS, KINGSTON 6

MANDEVILLE, MANCHESTER

MONTEGO BAY, ST. JAMES

Hope Gardens
Kingston 6
(876) 927-1948

23 Caledonia Road
(*Rural Agricultural Development
Authority Complex*)
(876) 615-9083

10 Delisser Drive
(The Office of the Prime Minister)
(876) 952-7913

OFFICE HOURS

Monday through Thursday 8:30 am to 5:00 pm

Friday 8:30 am to 4:00 pm