

# 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**

## 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
<ul style="list-style-type: none"><li>• Registration of Charitable Organization</li></ul>	30 working days
<ul style="list-style-type: none"><li>• Renewal of Registration for Charitable Organization</li></ul>	15 working days
<ul style="list-style-type: none"><li>• Registration of Agricultural Loan Society</li></ul>	35 working days
<ul style="list-style-type: none"><li>• Certification of Approved Organization</li></ul>	35 working days
<ul style="list-style-type: none"><li>• Registration of other Societies and their Rules<ul style="list-style-type: none"><li>◦ Societies registered under the Friendly Societies Act</li><li>◦ Co-operative Societies</li><li>◦ Industrial and Provident Societies</li></ul></li></ul>	55 working days
<ul style="list-style-type: none"><li>• Conducting Financial Audits<ul style="list-style-type: none"><li>◦ Co-operative Societies</li><li>◦ Friendly Societies</li></ul></li></ul>	5 weeks 3 weeks
<ul style="list-style-type: none"><li>• Conducting Investigations</li></ul>	within one (1) month of receiving complaint
<ul style="list-style-type: none"><li>• Financial Assessment</li></ul>	3 – 5 working days
<ul style="list-style-type: none"><li>• Inspections<ul style="list-style-type: none"><li>◦ Category 1 : under JM\$300M</li><li>◦ Category 2 : between JM\$300M - JM\$1B</li><li>◦ Category 3 : between JM\$1B - JM\$2B</li><li>◦ Category 4 : over JM\$2B</li></ul></li></ul>	11 working days 11 working days 15 working days 16 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.

## 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  
2 Musgrave Avenue  
Kingston 10  
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:***

Chief Standards and Monitoring Officer  
Public Sector Transformation and Modernisation Programme  
Office of the Cabinet  
2a Devon Road  
Kingston 6  
Tel: (876) 929-8880-5| Fax: (876) 929-0473  
Email:michele.gordon-somers@cabinet.gov.jm

***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](mailto:INFO@DCFS.GOV.COM)

WEBSITE: [WWW.DCFS.GOV.JM](http://WWW.DCFS.GOV.JM)

### SUB OFFICES

#### HOPE GARDENS, KINGSTON 6

Hope Gardens, Kingston 6  
(876) 977-2277 / 927-1948  
Fax (876) 977-2698

#### MANDEVILLE, MANCHESTER

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

#### MONTEGO BAY, ST. JAMES

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