



CITIZEN'S CHARTER

Administrator-General's Department

LETTERS OF ADMINISTRATION

P. No. 100 of 1997

IN THE RESIDENT MAGISTRATE'S COURT FOR THE
PARISH OF ST. CATHERINE
HOLDEN AT SPANISH TOWN

IN THE ESTATE of JOHN BROWN,
late of Lionel Town
in the parish of Clarendon,
Auditor, Deceased, Intestate.

BE IT KNOWN that on the 21st day of October, 1997 Letters of Administration of all the estate which by Law devolves on and vests in the personal representative of **JOHN BROWN**, late of Lionel Town in the parish of Clarendon who died on or about the 9th day of February, 1996, Auditor, deceased, were granted by the said Court to the **Administrator-General for Jamaica**.

CLERK OF COURT
FOR THE PARISH OF ST. CATHERINE



"Raising Standards of Service"

CERTIFICATE OF THE ADMINISTRATOR-GENERAL (Pursuant to Rule 68:19 of the Civil Procedure Rules 2002)

IN THE SUPREME COURT OF JUDICATURE OF JAMAICA
SUIT NO. 85 of 2004

IN THE ESTATE of THOMAS WHITE
late of Thorton, Siloah
in the parish of Saint Elizabeth,
Farmer, Deceased, Intestate.

I, LONA MILLICENT BROWN, Administrator-General for Jamaica having been credibly informed of the death of THOMAS WHITE, late of Thorton in the parish of Saint Elizabeth, who died intestate on the 24th day of July, 2004 survived by his widow JANE WHITE and adult children, AMY WHITE and PATRICK WHITE, the beneficiaries of his estate.

AND having examined the Declaration of JANE WHITE and Oath of Administratrix filed herein;

AND being satisfied that JANE WHITE is entitled to a grant of Administration;

DO HEREBY CONSENT to the making of a Grant of Administration to JANE WHITE of Thorton, in the parish of Saint Elizabeth.

DATED this day of 2004

LONA MILLICENT BROWN
Administrator-General for Jamaica



THIS CHARTER...

... outlines the standards of service you can expect from the staff at the Administrator-General's Department.

...reflects our commitment to deliver quality service ensuring that your needs are understood and met.

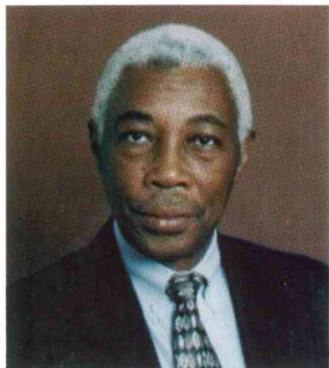


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Message from the Minister of Justice



Hon. A.J. Nicholson

The Administrator-General's Department has made a significant step forward in renewing its Citizen's Charter. It comes at an opportune time when Government is determined to ensure an enhanced delivery of service to our citizens thereby allowing them to enjoy an improved quality of life.

In a democratic system such as ours, an informed and engaged citizenry is a vital element of successful governance. This high standard of service must be developed and preserved as we become more responsible for the changing needs of our citizens.

I wish to commend the bold attempts being made by the Administrator-General's Department to uphold these ideals in the delivery of service. It can only mean that the partnership consisting of the Administrator-General's Department, the Government and our citizens will be further strengthened.



Message from the Permanent Secretary

The revision of this Citizen's Charter represents a strengthening of the partnership between the Administrator-General's Department and the people they serve. It is a declaration of the Department's intention to preserve and improve standards of service to meet the challenges of change and expectations.



Mrs. Carol Palmer

As we take another step forward in strengthening this commitment, it is hoped that citizens will use this updated information to ensure that they receive the highest level of service, while recognising their responsibilities in this partnership.

I am indeed happy to be a part of this process and congratulate the efforts being made to ensure efficiency in the public service.



Message from the Administrator-General



Mrs. Lona Brown

We are pleased that the Agency has made significant strides in customer care and delivery of service since the publication of our first Citizen's Charter 1997. Indeed, with an average 98% customer satisfaction rate over the past three years, it is evident that our staff members continue to recognize and appreciate the importance of good customer relations.

The revision of our Citizen's Charter is testament to our commitment to continuously raising the standards of service in order to ensure that beneficiaries and other clients receive the high quality services they expect and which meet their needs.

This Charter outlines the improved standards which we have set and as we strive to uphold each of these standards and provide the highest level of satisfaction we also undertake to carry out our responsibilities in a courteous and professional manner.

We will continue to disseminate information on the role and function of the Administrator-General and our trained staff members will ensure protection of the interests of beneficiaries of estates in accordance with the law.

We look forward to serving you with excellence and it is our intention to maintain the good relationship and partnerships established over the years with beneficiaries, clients and stakeholders.



Mission Statement

The Administrator-General's Department protects the interests of minors, beneficiaries and creditors of the estates that the law requires the Administrator General to administer.

Main statutes under which the Administrator-General's Department operates:

- ✓ The Administrator-General's Act
- ✓ The Intestates' Estates and Property Charges Act
- ✓ The Wills Act
- ✓ The Status of Children Act
- ✓ The Real Property Representative Act
- ✓ The Trustee Act



Our Role

It is the duty of the Administrator-General's Department to administer the estates of deceased persons, where one or more of the following circumstances exist:

The deceased dies intestate and:

- ✓ at least one beneficiary is a minor.
- ✓ the Residuary Estate of the deceased, where it consists of Personalty only, does not exceed \$100,000.00.
- ✓ the Administrator-General is appointed Trustee.
- ✓ is not survived by lawful relatives to succeed him/her.

The deceased dies testate and:

- ✓ the Administrator-General for Jamaica is appointed Executor.
- ✓ No Executors were named.
- ✓ the named Executor(s) has died before the testator.
- ✓ the named Executor(s) has formally renounced his appointment.

In the execution of our duties we must first ascertain the assets left by the deceased, identify the beneficiaries and determine the liabilities payable by the estate.

The Administrator-General then applies for a Grant of Administration from the relevant Court and having obtained the grant, takes possession of the assets in the estate and settles all outstanding debts. Where the estate consists of properties, they are managed, that is, insured and maintained to the extent that the estate allows. To optimise the net worth of estates, income is generated from the properties and estate trust funds prudently invested. Beneficiaries are maintained until age eighteen, after which time, properties are transferred, final statement of accounts prepared, payments made and the estate closed.



We facilitate the following services:

✓ **Funeral Expense Advance:**

Where a deceased person dies intestate leaving cash assets held with an institution and these funds are needed for his burial, the Administrator-General upon request, may authorise the release of the funds. An advance will only be authorised upon the presentation of the requisite proof of death and an invoice from the funeral home.

✓ **Motor Vehicle Transfer:**

A motor vehicle transfer is authorised to the surviving spouse of a deceased person where the deceased person was the sole owner of a motor vehicle, which was used during his lifetime exclusively as a personal asset.



We commit to...

- ✓ acknowledge receipt of your letters **within 7 working days** of receipt and a timeframe given for the resolution of issues.
- ✓ process written requests from beneficiaries for advances and prepare cheques for the recipients **within 2 hours**.
- ✓ attend to our clients **within 10 minutes** of their arrival in the waiting area.
- ✓ answer your telephone calls **within 3 rings**.
- ✓ ensure that our clients who are put on hold are answered **within 30 seconds**.
- ✓ foster an environment of courtesy and respect, and handle all matters responsibly and confidentially.
- ✓ provide all parties concerned with relevant and accurate information and ensure transparency in all our operations.
- ✓ perform our duties effectively and efficiently to ensure that estates are completely administered within a reasonable time from the date of beneficiaries submitting to us proof of their relationship to the deceased person and attaining the age of majority (18 years).



We seek your assistance to...

- ✓ provide us with timely, accurate and complete information.
- ✓ respond promptly to our requests.
- ✓ maintain contact with us and inform us of changes to your postal and e-mail addresses and telephone numbers.
- ✓ remember the reference number and the name of the officer in charge of the file with which you are associated.
- ✓ make appointments for your visits.
- ✓ provide regular feedback which will enable us to continually improve our service delivery.



Complaints Procedure

Your comments are important to us. We have strategically placed suggestion boxes in our customer service area, and have provided questionnaires inviting your assessment.

If at any time you are not satisfied with our service, we ask that you write to:

Administrator-General
Administrator-General's Department
12 Ocean Boulevard
Kingston
Telephone: 922-1830-3

We will investigate all complaints fairly and thoroughly and provide a response within **10 working days** of receipt of your complaint.

If you are not satisfied with the handling of your complaint you may contact:

Senior Director
Citizen's Charter/Customer Service Programme
Standards and Monitoring Unit
Office of the Prime Minister
2A Devon Road
Kingston 6
St. Andrew
Telephone: (876) 929-1423
Facsimile: (876) 929-6676
E-mail: caboff-cfr@cwjamaica.com

If you are still not satisfied, please write to:

Public Defender
78 Harbour Street
Kingston
Telephone: 922-7089



Information

Customer Service Officers will attend to all your enquiries. Booklets and other printed material are also available.

We will continue to keep you informed of our services through the media and community outreach programmes.

If you are a member of a special interest group and believe that we may be of service to your community, kindly contact us at:

Administrator-General's Department
The Office Centre Building (3rd Floor)
12 Ocean Boulevard
Kingston Mall

Telephone: 922-0700-5
or 922-1830-3
Fax: 922-4201

Website: www.agd.gov.jm
E-mail: admingen@cwjamaica.com