



CITIZEN'S CHARTER



“Irrigation...Making the Difference in Agriculture”



Our Vision

To be the regional leader in the provision of world class irrigation services.

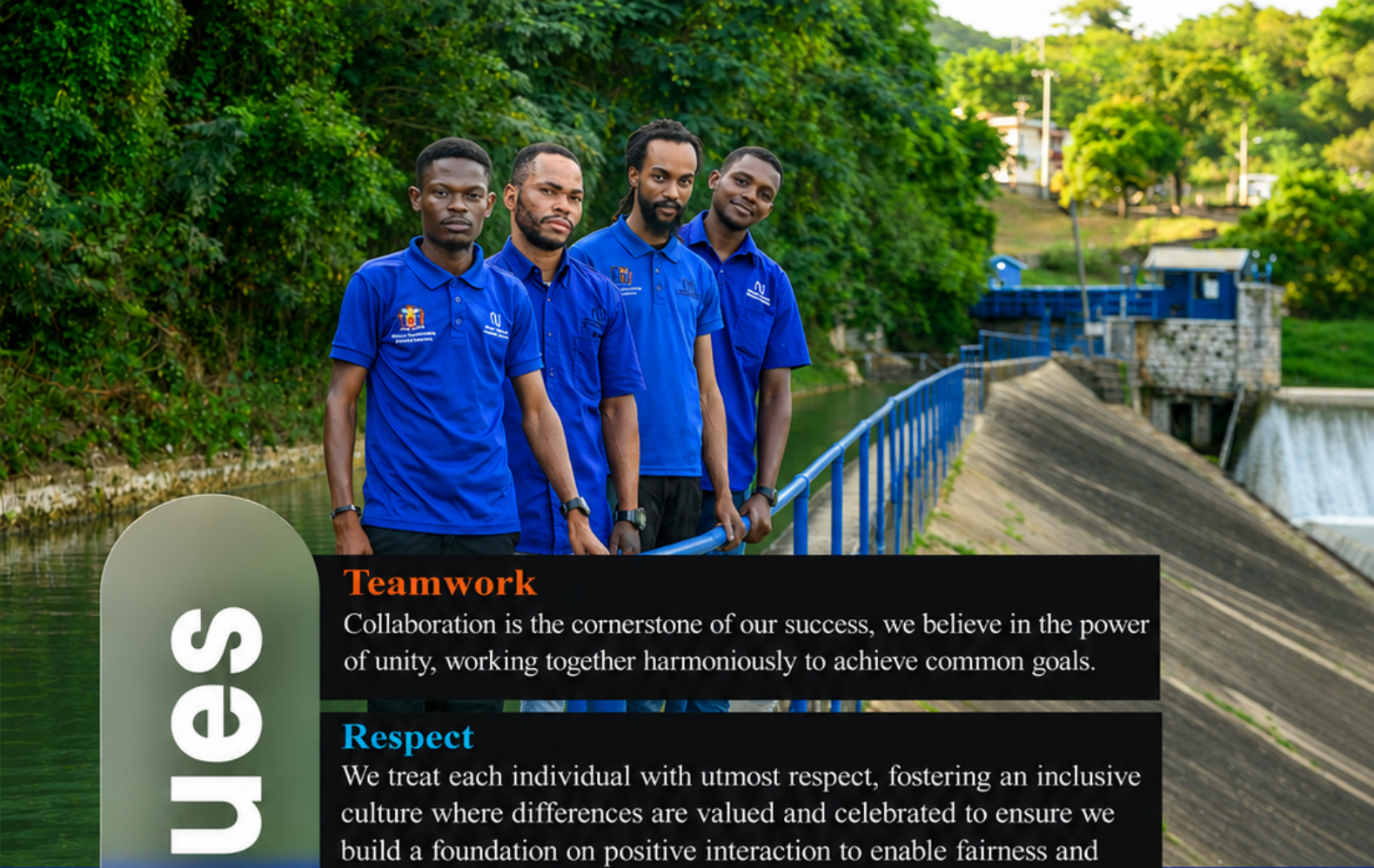
Our Mission

To meet the needs of our customers by delivering high-quality irrigation services driven by competent staff, technology, innovation and collaboration with partners.

Our Core Values

- Teamwork
- Respect
- Excellence
- Commitment/Customer Centric
- Knowledge-Driven
- Sustainability





Core Values

Teamwork

Collaboration is the cornerstone of our success, we believe in the power of unity, working together harmoniously to achieve common goals.

Respect

We treat each individual with utmost respect, fostering an inclusive culture where differences are valued and celebrated to ensure we build a foundation on positive interaction to enable fairness and dignity for all.

Excellence

We set high standards for ourselves and our services, continually striving to deliver the best possible outcomes for our citizens driven by a passion for continuous improvement.

Commitment/Customer-Centric

Our foremost commitment is to you our customer, we are dedicated to understanding your needs and responding with agility.

Knowledge-Driven

We are committed to the continuous application of knowledge by staying at the forefront of industry advancements to deliver innovative and informed solutions to all customers.

Sustainability

We recognise the vital importance of sustainability in safeguarding our environment and resources for future generations. Our commitment to sustainability extends to responsible water management and eco-friendly practices ensuring the well-being of our eco-system.



Introduction

At the National Irrigation Commission Limited (NIC) our commitment to service excellence is unwavering. Guided by our Core Values and a dedicated spirit of professionalism, we stand resolute in our mission to deliver high-quality irrigation services driven by competent staff, technology, innovation and collaboration with partners. We are here to not only meet, but exceed your expectations as we actively contribute to the transformation and growth of Jamaica's Agriculture Sector. Through efficient irrigation services and a strong emphasis on delivering exceptional customer satisfaction, we are honoured to serve as your trusted partner on this journey.



Who We Are

The National Irrigation Commission Limited (NIC) was established in 1986 with responsibility for the Rio Cobre Irrigation Works. However, changes in government policy, along with the Commission's proven management capacity, soon expanded its mandate. By 1990, the Mid-Clarendon, St. Dorothy's, Hounslow, and Braco Irrigation Authorities, as well as the Black River Upper Morass Drainage and Irrigation Reclamation Area had been brought under the NIC's management and control. This consolidation was supported by the Irrigation Act of 1989, which repealed previous statutes and established the legal framework for the Commission's authority. The Yallahs Irrigation Scheme was later added to its portfolio, further extending its reach and responsibilities.

Today, the NIC is a key agency of the Ministry of Agriculture, Fisheries and Mining. The NIC provides farmers with quality and reliable irrigation services to stimulate agricultural production and expansion to boost social and economic development.



NIC Irrigation Schemes



Eastern Region

St. Catherine: Rio Cobre, St. Dorothy, Colbeck and Amity Hall

Portland: Spring Garden

St. Thomas: Yallahs, Yallahs IDB and Plantain Garden River

Central Region

Clarendon: Mid-Clarendon, Monymusk, Parnassus

Manchester: New Forest/Duff House

Western Region

St. Elizabeth: Hounslow, Beacon/Little Park and Holland

St. James: Seven Rivers

Trelawny: Braco, Clarks Town

All NIC stakeholders should expect the following service standards:

- ✓ Where infrastructure already exists new applicants will receive irrigation services within three (3) working days of signing the contract and paying the connection fees and security deposit.
- ✓ Where infrastructure does not exist, new applicants will receive irrigation services within seven (7) working days after signing contract and connection and security deposit paid.
- ✓ Customer bills will be issued five (5) working days following the end of each billing period.
- ✓ Customers who have been disconnected will be reconnected within 48 hours of settling overdue amounts and paying the reconnection fee.
- ✓ Faulty meters will be replaced within a maximum of thirty (30) working days.
- ✓ Readings will be taken daily for customers served by open canal systems and monthly for metered customers.
- ✓ Any supply mistakenly disconnected will be restored within 12 hours.



When you are conducting business with us:

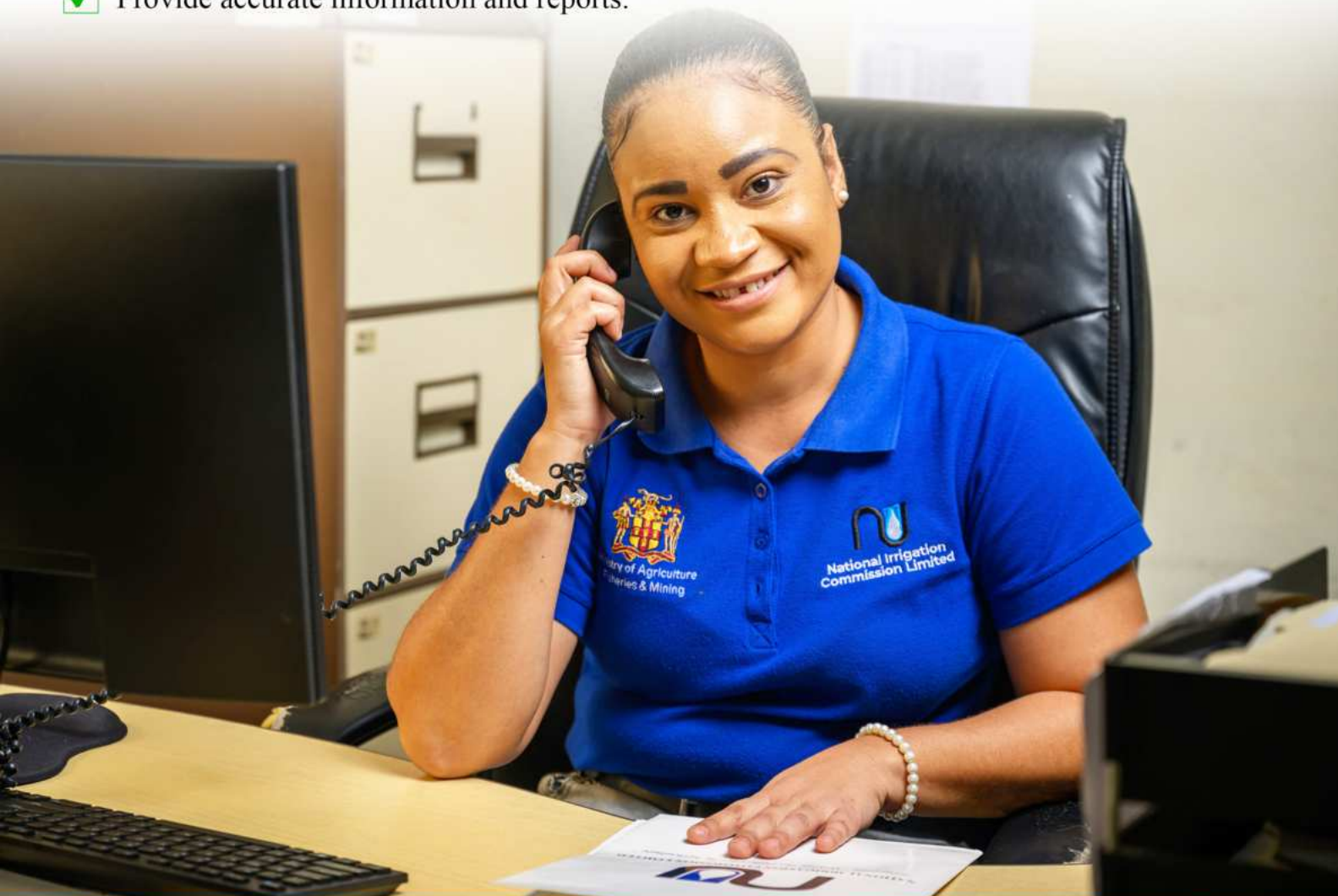
- ✓ We provide the highest level of professionalism.
- ✓ Treat each customer with respect.
- ✓ Be impartial when dealing with stakeholders.
- ✓ Provide a comfortable environment to conduct business.
- ✓ Provide excellent service delivery.
- ✓ Communicate in an effective and timely manner.
- ✓ Respect customers' privacy and confidentiality.
- ✓ Provide accurate information and reports.





When calling our offices, we will:

- ✓ Answer calls within three (3) rings and identify the company and the staff member receiving the call.
- ✓ Provide basic information in a polite and timely manner.
- ✓ Put calls on hold for no more than one (1) minute.
- ✓ Provide a comfortable environment to conduct business.
- ✓ Provide excellent service delivery.
- ✓ Communicate in an effective and timely manner.
- ✓ Respect customers' privacy and confidentiality.
- ✓ Provide accurate information and reports.



When you visit the organization, we will:

- ✓ Have adequate signage installed to guide visitors and customers throughout the compound.
- ✓ Greet you in a kind manner.
- ✓ Attend to you within five (5) minutes of your visit.



Your role as a customer:

- ✓ Be respectful to NIC Staff.
- ✓ Provide NIC Staff with access to the company's infrastructure.
- ✓ Pay all bills on time.
- ✓ Provide complete and accurate information when making a request, complaint or making an application.
- ✓ Provide feedback on how we can make our service better.





For social media, we will:

- ✓ Respond promptly to enquiries and comments within 24 hours.
- ✓ Foster open dialogue with stakeholders and address concerns promptly.
- ✓ Maintain accessibility to all platforms.
- ✓ Facilitate feedback from the community through polls, surveys, and discussions.
- ✓ Provide timely updates on project milestones, maintenance, schedules and any disruptions.



When handling complaints:

The National Irrigation Commission Limited will approach each customer complaint with a level of seriousness and urgency.

- ✓ Your complaint will be acknowledged within 24 hours.
- ✓ We will conduct a thorough investigation.
- ✓ Appropriate corrective action will be taken as needed.





If dissatisfied, you may contact:

Ministry of Agriculture, Fisheries and Mining

6 Hope Gardens, Kingston 6.

Telephone: (876) 927-1731

For further redress, you may contact the Public Sector Transformation and Modernization.

Office of the Cabinet, 1 Devon Road, Kingston 10.

Telephone: (876) 929-8880-5

Email: info@cabinet.gov.jm

Or

Office of the Public Defender, 22-24 Duke Street, Kingston 4

Telephone: (876) 922-7089

Email: publicdefender@opd.gov.jm



LOCATIONS AND CONTACT DETAILS

REGISTERED OFFICE

National Irrigation Commission Limited
Head Office
191 Old Hope Road, Kingston 6
Tel: (876) 977-4022/6727 or (876) 618-0172
E-mail: nic@cwjamaica.com

THE OPERATION CENTRE

15 Barrett Street, Spanish Town,
St. Catherine
Tel: (876) 984-0625/5792 or (876) 469-1910

DISTRICT OFFICES

St. Catherine

Rio Cobre Office
15 Barrett Street, Spanish Town, St. Catherine
Tel: (876) 984-2334 or (876) 489-8801

St. Dorothy Office

Bodles, Old Harbour, St. Catherine
Tel: (876) 983-2712 or (876) 489-8781
Fax: (876) 745-2759

St. Thomas

Yallahs Office Yallahs, St. Thomas
Tel: (876) 706-3159 or (876) 489-8912

Clarendon

Mid-Clarendon Office
Osbourne Store, May Pen, Clarendon
Tel: (876) 987-3140/3259 or (876) 469-1909

St. Elizabeth

Hounslow Office
Watchwell P.A., St. Elizabeth
Tel: (876) 965-0714 or (876) 489-8918

Manchester

New Forest Office
New Forest P.A., Manchester
Tel: (876) 371 0794

Trelawny

Braco Office Duncans, Trelawny
Tel: (876) 954-2147 or (876) 489-9095

Auditors

CR Hylton & Company 10 Holborn Road
Kingston 5, Jamaica
Tel: (876) 386-2618

Office Hours

Monday-Thursday: 8:30am to 4:30 pm
Fridays: 8:00am to 4:00 pm



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