



GOVERNMENT OF THE
VIRGIN ISLANDS
Office of the Deputy Governor

OFFICE OF THE DEPUTY GOVERNOR
SERVICE
CHARTER
2025





WELCOME

This Service Charter serves as an agreement between our office and our internal and external customers. It is an understanding based on the principle that this office will provide quality service to all.



OUR CONTACT INFORMATION



2nd Floor, Burhym Building
Road Town, Tortola VG1110



(284) 468-3000 or (284) 468-2195



dgo@gov.vg



<https://bvi.gov.vg>



Deputy Governor
Office of the Deputy Governor
2nd Floor, Burhym Building
Road Town, Tortola VG1110
Virgin Islands

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MESSAGE FROM THE DEPUTY GOVERNOR

I am pleased to present to you the Office of the Deputy Governor's Service Charter, a testament to our unwavering commitment to excellence in public service. This Charter is not only a reflection of our dedication to quality and efficiency but also an embodiment of our pledge to transparency, accountability, and responsiveness to the needs of those we serve.



As Deputy Governor, I am profoundly aware that the trust our internal and external customers place in us is the cornerstone of our legitimacy and effectiveness. It is with this understanding that our Service Charter has been developed, serving as a formal agreement that outlines the standards of service delivery you can expect from us.

The Charter delineates our service commitments, ensuring every interaction with our office is marked by professionalism, courtesy, and a deep respect for your time and expectations. It also provides clear information on the services we offer, the means by which we deliver them, and the mechanisms in place for feedback and redress.

We recognise that the fulfilment of our duties is a collaborative endeavour, requiring not just the hard work and dedication of our team, but also the engagement and input of our customers. Therefore, this Charter is also a call to you, our valued customers, to join us in a partnership that seeks to continually improve and innovate the way we serve.

We are confident that our Service Charter will serve as a vital tool in holding us accountable to these promises, fostering a culture of excellence that permeates every level of our operations.

I invite you to familiarise yourself with our Service Charter and hold us to the high standards we have set. Together, let us forge a path towards a more dynamic and service-oriented office, one that not only meets but exceeds the aspirations and needs of the community we are privileged to serve.

Thank you for your continued support and engagement. We look forward to serving you with the distinction and dedication that you rightfully deserve.

Warm regards,



David D. Archer Jr.
Deputy Governor

MESSAGE FROM THE PERMANENT SECRETARY

It gives me great pleasure to welcome you to the Service Charter of the Office of the Deputy Governor. This Charter represents our ongoing commitment to excellence, transparency, and accountability in the delivery of public services across the Virgin Islands.



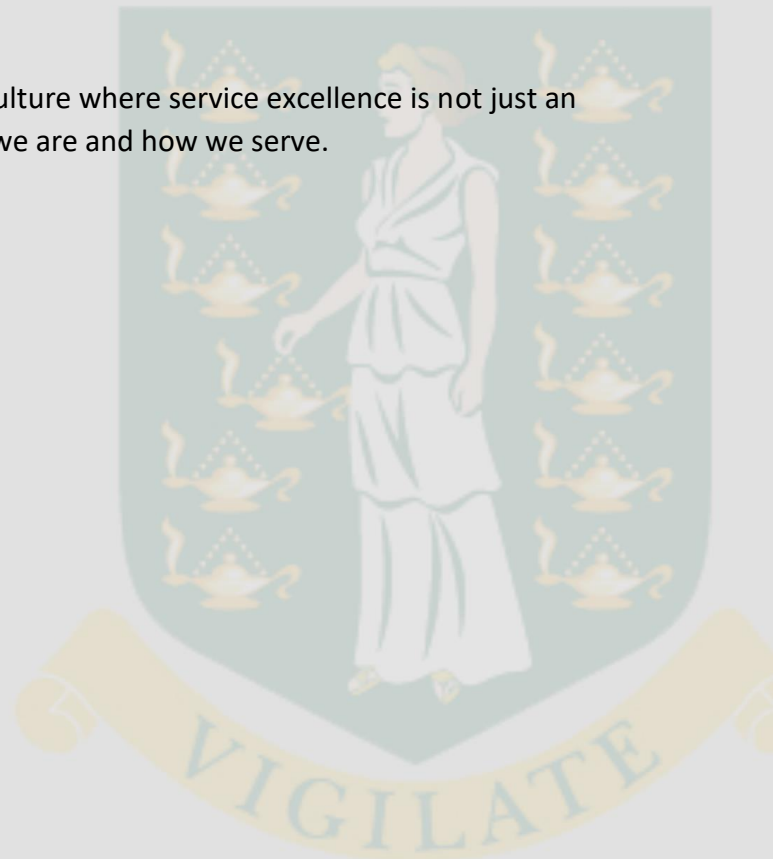
The Office of the Deputy Governor plays a central role in shaping and supporting the public service, ensuring that it operates efficiently, fairly, and with integrity. Through this Charter, we affirm our dedication to serving our clients, our colleagues, public officers, and the wider community with professionalism, respect, and care.

Our Service Charter sets out what you can expect from us, the standards by which we measure our performance, and the principles that guide our daily interactions. It also invites your feedback, as we believe that continuous improvement is only possible through open dialogue and shared responsibility.

I encourage every public officer to be an exemplar of service excellence in every interaction, demonstrating the values and behaviours that define the best of public service. To the public we serve, I invite you to hold us accountable to the commitments outlined in this Charter, as your feedback and expectations help us to strengthen our performance and maintain your trust.

Together, let us continue to build a public service culture where service excellence is not just an aspiration but a shared standard that defines who we are and how we serve.

Mrs. Sharleen Dabreo Lettsome, MBE
Permanent Secretary
Office of the Deputy Governor



ABOUT US

Our Vision

A world-class organisation staffed with employees, delivering services efficiently and effectively.

Our Mission

To ensure effective public governance, strengthen democracy and human rights, promote economic prosperity and social cohesion, and deepen confidence in government and public administration.

Our Commitment to You

The Office of the Deputy Governor is committed to:

- Assisting you in a prompt, efficient and fair manner
- Providing you with the services you need in a courteous and professional manner
- Preserving your privacy and confidentiality as much as possible
- Responding to your enquiries on the status of applications
- Providing explanations for application denials
- Settling invoices in the timeliest manner possible
- Improving service delivery to the public by monitoring and measuring our service standards
- Improving the public's perception of the Public Service

Our Responsibilities

The Deputy Governor's Office has the responsibility for the following in regards to the Governor's Group:

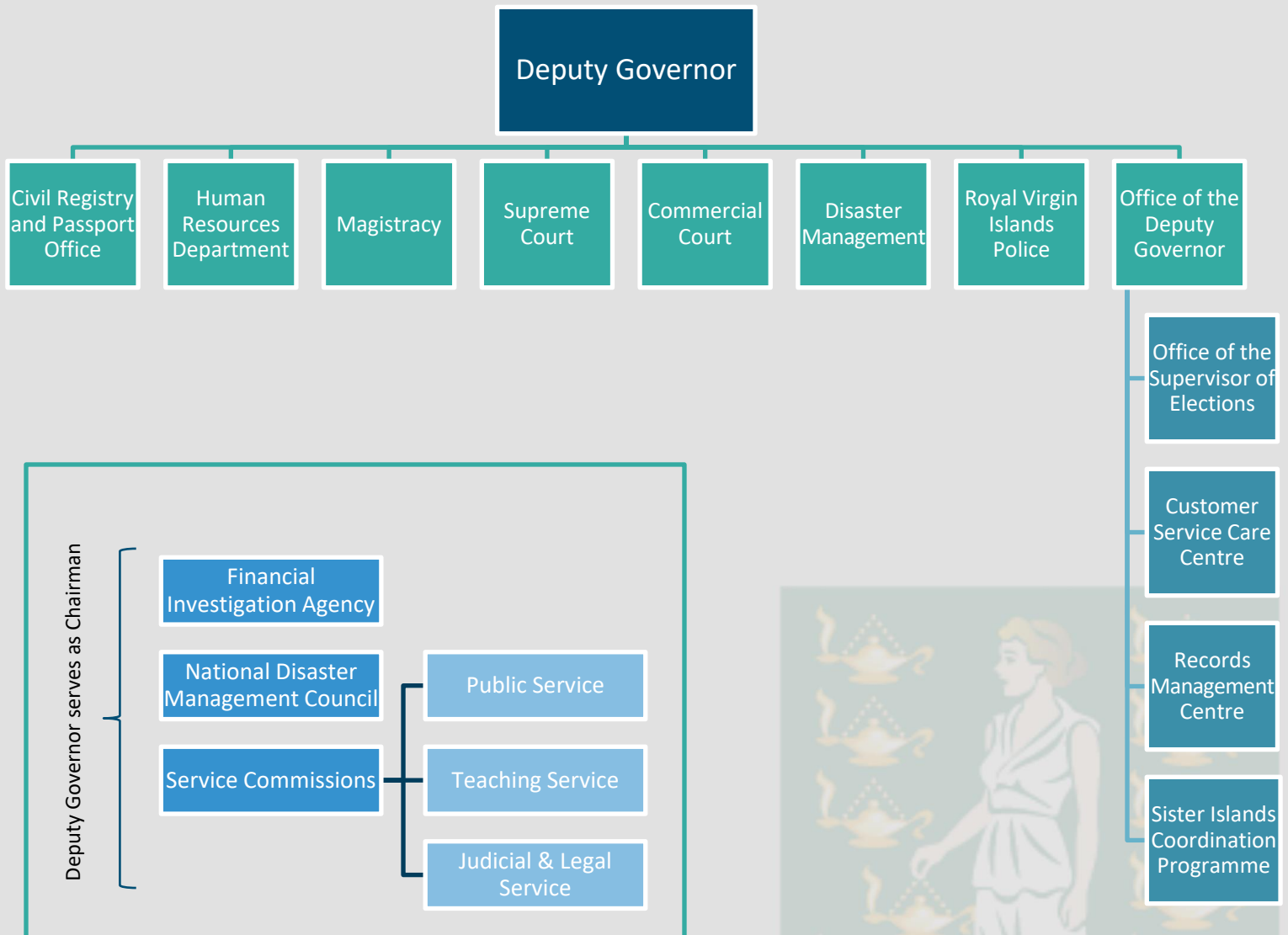
- Preparing accountability documents, strategic plans and work plans
- Preparing budgets and associated initiatives for the Governor's Group
- Managing and preserving crown assets under their stewardship
- Developing and initiating programmes; and
- Implementing and/or coordinating government policies, national policies and the administration of courts.

The Office leads and maintains responsibility through agencies for:

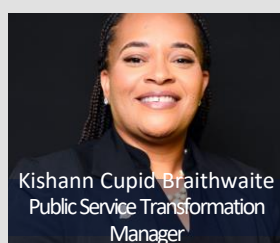
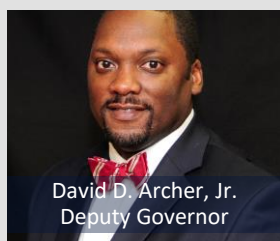
- Preparation of policy advice and information to the Governor on governance, national security and court administration or related matters;
- Implementation of service delivery reform initiatives across the Public Service
- Coordination of strategies relating to Government policies; and
- Preparation of reports on programmes jointly implemented with other agencies.

Who Are We

The Deputy Governor is the leader of the Governor's Group of Departments. The Permanent Secretary is the equivalent to the Chief Executive Officer of the Group. It follows that the Governor is, in some sense, the equivalent of the Minister and the Deputy Governor the equivalent of the Deputy Minister of the Group.



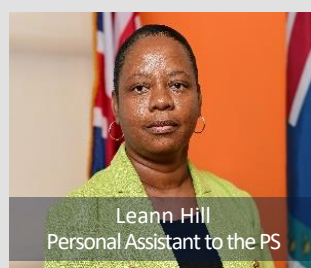
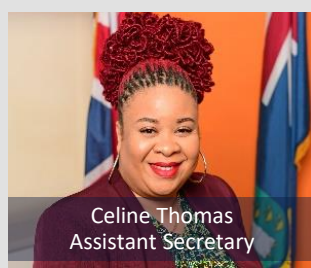
STAFF OF THE OFFICE OF THE DEPUTY GOVERNOR



EXECUTIVE MANAGEMENT

The Executive Management Unit includes the highest level of leadership in the Office of the Deputy Governor which includes the Deputy Governor and his administrative support.

The Deputy Governor has direct responsibility for the management and success of the Public Service Transformation Programme. The overall management of the Transformation Programme is the responsibility of the Programme Manager.



PUBLIC POLICY AND ADMINISTRATION

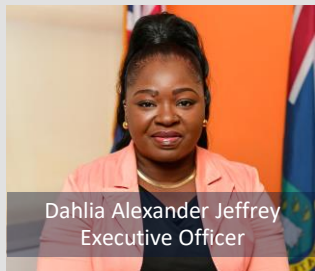
The Public Policy and Administration Unit has responsibility for policy and administrative matters in the Office. This includes regulatory approvals such as Apostilles and legalisation matters, visa waivers, games of chance, liquor licenses and office management matters.



Kara Penn Stoutt
Finance and Planning Officer



Enid Lennard
Accounts Supervisor II



Dahlia Alexander Jeffrey
Executive Officer

FINANCE & PLANNING

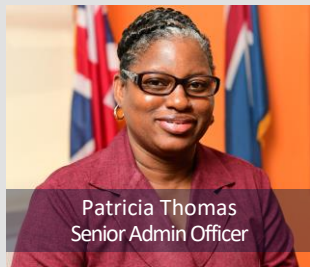
The Finance and Planning programme manages the Recurrent Budget of the Office of the Deputy Governor and all Units under this office. The Finance and Planning Unit manages the procurement and payment of goods and services and serve as a direct link to the Ministry of Finance for departments and units under the Deputy Governor's Office.



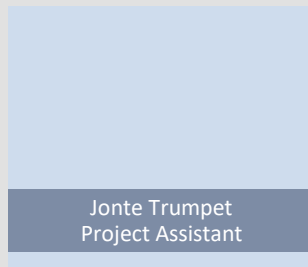
Floyd Stoutt
Public Estates Manager



Penny Maduro
Senior Admin Officer



Patricia Thomas
Senior Admin Officer



Jonte Trumpet
Project Assistant



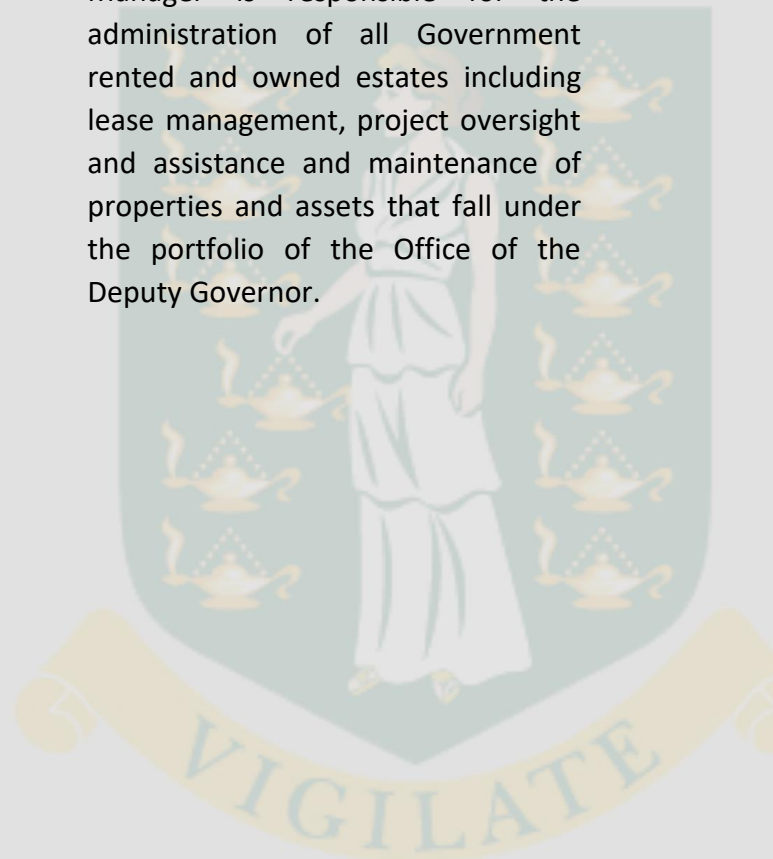
Desmond Phillip
Maintenance Manager



Keven Wallace
Groundsman

PUBLIC ESTATES MANAGEMENT

The Public Estates Management Team supervised by the Public Estates Manager is responsible for the administration of all Government rented and owned estates including lease management, project oversight and assistance and maintenance of properties and assets that fall under the portfolio of the Office of the Deputy Governor.





Joycelyn Walters
Ministerial Human Resources Manager



Shantiqua Rhymer
Senior Assistant Human Resources Manager



Alisma Wheatley
Asst Human Resources Manager



Stevonyiah Walters
Human Resources Clerk

HUMAN RESOURCES MANAGEMENT

The HR team is responsible for all departments and units that are under the remit of the Governor's Group and managed by the Ministerial Human Resources Manager. This unit serves as a direct link for officers to the central Human Resources Department.



Eusa Adams
Communications Officer II (Acting)



Jamieson Hazel
Assistant Information Officer

COMMUNICATIONS & PUBLIC RELATIONS

The Communications and Public Relations programme provides promotion and public relations support for the Office of the Deputy Governor as well as other offices and departments within the Governor's Group. Support is also provided to coordinate events in the group and arrange appropriate coverage by internal

(Department of Information and Public Relations) and external private media.



Olva McKenzie-Agard
Security & Justice Policy Advisor

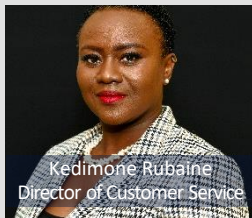


Jovelle Lewis
HR Policy Compliance Manager

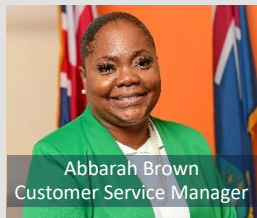
JUSTICE SERVICES AND SECURITY DEVELOPMENT

The Security and Justice Advisor supports the advancement of the recommendations emanating from the Commission of Inquiry Report of April 2022. The Programme is also responsible for criminal justice reform, general legal

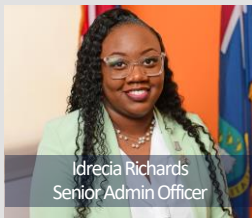
research, rendering in house legal advice, completing drafting instructions and reviewing draft Bills, as well as other matters related to legal aspects



Kedimone Rubaine
Director of Customer Service



Abbarah Brown
Customer Service Manager



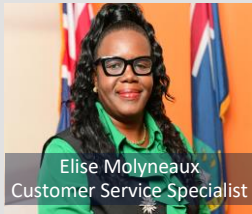
Idrecia Richards
Senior Admin Officer



Dwayne Cline
Snr Customer Service Specialist



Daphne Blyden-Smith
Customer Service Specialist



Elise Molyneaux
Customer Service Specialist



Shelane Penn
Customer Service Specialist



Kimisha Chinnery
Customer Service Specialist



Cheryce Todman
Customer Service Specialist

CUSTOMER SERVICE

The Customer Service Programme is two-fold. The Director of Customer Service (DoCS) is responsible for the creation of policies, standards and behaviours that guide the daily activities and interactions between public officers and both external and internal clients through a service-wide framework. It is also the responsibility of the DoCS to monitor, evaluate and report on customer service inquiries, issues and concerns and provide resolutions that are submitted through the centralised reporting platform Rate Us.

The Customer Service Manager is responsible for the management of the operational aspects of customer service including the Customer Service Care

Centre. The responsibilities of the Customer Service Care Centre include the management of Government's call centre/switchboard and appointment system, monitoring of the BVI Gov Report It app and Live Chat platform, provide assistance to external and internal clients regarding general service related queries and provide minor administrative assistance to government departments to increase efficiency, productivity and improve customer communication and satisfaction.

RECORDS MANAGEMENT CENTRE

The Records Manager Centre is Government's centralised location for the management, storage (physical and digital) and upkeep of all semi-active and inactive records related to the Public Service. Through the Centre, public officers are trained on the information and records management policies and regulations to ensure safe keeping.



Sandra Herbert
Records Centre Manager



Terricita Blyden Caines
Senior Records Officer



Vijay Ramgobin
Records Officer



Sierra Jackson Peters
Records Officer

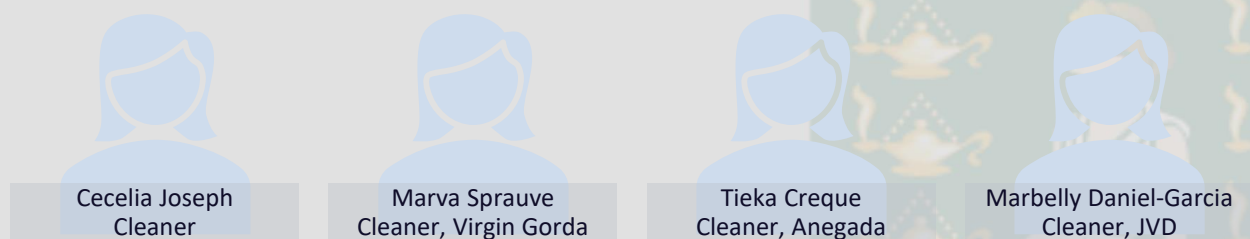
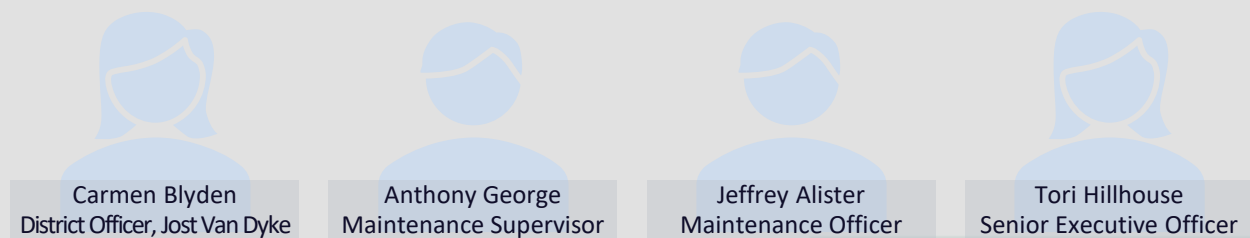
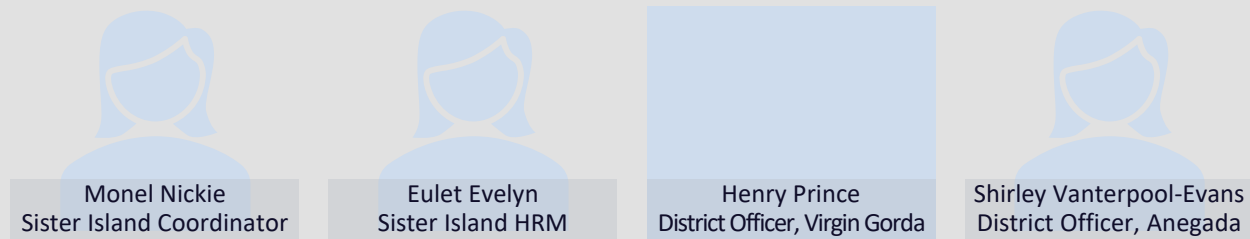


Onlys Fahie
Office Generalist

SISTER ISLAND COORDINATION

Under the guidance of the Sister Island Coordinator, the Programme serves as the coordinating body to monitor and report on Government and other activities on the Sister Islands. In collaboration with District Officers on each of the main islands, the Programme functions to:

- Make recommendations for improvements
- Facilitates visits by Government and other special visitors to the Sister Islands
- Coordinate community resilience
- Coordinate islands and district office administration
- Event planning
- Supports communications and Public Relations



OUR CUSTOMER SERVICE BEHAVIOURS AND STANDARDS

As a public sector organisation, we will work to ensure the services we offer to our clients are indicative of *a respected, trusted and efficient public service with people at the centre of all we do*. The Public Service organisational customer service standards and behaviours guide our interactions and delivery.

Our **Service Standards** are a public commitment to a measurable level of performance that clients can expect under normal circumstances. They help clarify service expectations and help ensure accountability for service performance.

Our **Service Behaviours** are the actions and activities performance which result in exceptional customer service.

The **Disney Model** adopted in 2015 outline our **SAFE Service Standards and 10 Behaviours** which are the activities that directly affect the service quality and guide our daily interactions by encouraging us as public officers to:

SAFETY

- I prioritise safety in everything I do

AUTHENTICITY (Professionalism)

- I anticipate needs and welcome questions
- I acknowledge others' contributions toward a successful customer service experience
- I am knowledgeable about the services and programmes we deliver and proactively share information

FRIENDLINESS

- I seek out customer contact, using names whenever possible
- I smile, make eye contact, display positive body language and keep conversations positive
- I thank each and every customer

EFFICIENCY

- I reduce hassles and inconveniences
- I value each customer's time and resources
- I make it right-right away

Our Commitment To Serving You

1. If you telephone us, we will

- answer your call within three rings;
- identify the department and give our name;
- greet you pleasantly;
- make every effort to address your inquiry or transfer you to the appropriate person who will do so

2. If you visit us, we will

- greet you promptly upon entering our office;
- advise you as to when you can expect to receive assistance in the event our officers are busy assisting other customers;
- serve you within five (5) minutes of arrival if you have an appointment.

3. If you write or email us, we will

- respond within ten (10) business days of receipt, and all oral request within three (3) business days of contact;
- endeavour to respond within the timeframe but, in the event we are unable to you can expect us to:
 - a. contact you by phone;
 - b. acknowledge receipt of your communication in writing, at which time we will advise you as to when you can expect a reply
- endeavour to respond to all your requests for information but, in the event we are unable to respond, we will refer you to the appropriate individuals, department or agency.

4. If you submit an application (visa waiver, temporary liquor license, apostilles), we will

- be guided by the appropriate legal documents (Liquor License Act; Visa Waiver Policy; Convention de la Hague du 5 Octobre 1961)
- notify you of any additional requirements immediately upon receipt;
- process liquor license applications within 5 business days once all requirements are met;
- process visa waiver applications within 3 business days if the application falls within the remit of the policy barring no further guidance is required;
- process apostille documents received before noon by 4:00 p.m. the same day and those received after noon by 10:00 a.m. the next day
- notify you of the status of you application (approval/denial) within the specified completion timeframe.

5. When interacting with the Public Estates Management Unit (property management/maintenance, project management, lease management/negotiation, inspection of government rented properties), we will:

- respond within ten (10) business days of receipt, and all oral request within three (3) business days of contact;
- notify you of any additional requirements immediately upon receipt;
- process leases within 5 business days once all requirements are met;

- endeavour to respond within the timeframe but, in the event we are unable to you can expect us to:
 - a. contact you by phone;
 - b. acknowledge receipt of your communication in writing, at which time we will advise you as to when you can expect a reply
- endeavour to respond to all your requests for information but, in the event we are unable to respond, we will refer you to the appropriate individuals, department or agency.

6. If you submit a request for a Cabinet Paper, we will

- be guided by the appropriate legal documents (Liquor License Act; Visa Waiver Policy; Convention de la Hague du 5 Octobre 1961)

Your Rights

As a customer, you have a right to:

- be dealt with promptly, professionally, fairly, and truthfully in accordance with generally accepted service standards (General Orders);
- appeal a decision made with respect to any application to the Ministry responsible for trade;
- be given a reason for a denial with respect to any application from the Ministry responsible for trade

How you can help us serve you better by:

- Completing applications fully;
- Respecting and following our policies and established procedures;
- Addressing staff with courtesy
- Providing additional information when requested, accurately, thoroughly and in a timely manner
- Submitting bills in a timely manner
- Abiding by any and all legal requirements and other obligations that customers are to meet in order to be eligible for services sought.

Tell us how we are doing

We value your feedback. It provides us with information that helps us to refine and improve our service. It is important to know what works well. By telling us when you have received excellent customer service and what we got right, it helps us to recognise the efforts of our people and to ensure we replicate best practice across the department. We are committed to ensuring all complaints received are taken seriously and handled efficiently, fairly and confidentially. We will aim to resolve all complaints as soon as possible, however depending upon the nature of the complaint response times may vary. All complaints will be handled in a confidential manner and you will be provided with updates during the investigation of your complaint.

Submit your commendations and complaints through the Government's centralised platform, Rate Us (<https://rateus.gov.vg>).

APPENDIX

Responsibilities of Programme Units within the Office of the Deputy Governor

The responsibilities of **Executive Management** include:

- Ensure that international obligations are met in compliance with treaties, conventions and organisation memberships.
- Furnish the Governor with the requisite information and advice as requested

The responsibilities of **Public Policy and Administration** include:

- Ensure that international obligations are met in compliance with treaties, conventions and organisation memberships.
- Authenticate public documents under the relevant Hague Convention (Apostilles).
- Maintain relationships with international organisations.
- Approve organisations for games of chance
- Publish the annual list of public holidays
- Process temporary liquor licences
- Organise annual King's Birthday Parade
- Advise the Governor on naturalisation and registration applications.
- Chair Top Managers and Heads of Departments Meetings
- Advise Top Managers and Senior public officers
- Write Government policy proposals or reports in the form of draft cabinet papers
- Furnish the Governor with the requisite information and advice as requested
- Provide policy level advice and support to the Deputy Governor

The responsibilities of **Public Estates Management** include:

- Manage all leases for office accommodations
- Renovation of all government-owned buildings
- Assist with the relocation of government offices
- Responsibly outfit all government offices including facilitating the layout design process and ensuring designs are fit for purpose
- Properly maintain and manage all government owned and rented residences
- Provide project management support to all government departments

The responsibilities of **Finance and Planning** include:

- Purchasing fixtures and stationery for departments that report to the Governor and the Deputy Governor
- Processing invoices for departments and units that report to the Governor and Deputy Governor
- Managing capital projects and the capital budgets for departments in the Governor's Group

The responsibilities of the **Public Service Transformation Manager** include:

- Lead, support, monitor, evaluate and report on the progress of the Public Service Transformation Programme to the Permanent Secretary and Deputy Governor
- Coordinate the development of detailed transformation plans for each Ministry
- Ensure the implementation of a detailed transformation communications/marketing strategy and plan for the public service.
- Ensure the development and implementation of appropriate management, information and communication systems which will enable timely analysis, reporting and tracking of sector-wide transformation activities.
- Provide oversight of consultancy and specialist support including those contracted by Ministries to ensure deliverables within the Public Service Transformation Plan are implemented in accordance with agreed targets and inputs.
- Lead the creation of monitoring mechanisms to ensure the delivery of a quality Public Service Transformation Programme.
- Ensure the delivery of on-the-job and scheduled training and capacity building programmes for transformation team members and ministry level staff to support the execution of the Public Service Transformation Programme.
- Lead the design and support the development of transformation plans and implement training for the staff within the Governor's Group.
- Identify/recommend and facilitate training plans for the Governor's Group.
- In conjunction with the Permanent Secretary and Communications Officer design, implement, monitor and report on a detailed communications/marketing strategy and plan for the Governor's Group.
- Provide advice to the Permanent Secretary on development and progress of transformation initiatives within the Governor's Group

The responsibilities of the **Security and Justice Advisor** include:

- Supporting the Office of the Deputy Governor with the advancing of the recommendations emanating from the Commission of Inquiry Report of April 2022;
- Researching and articulating the barriers to criminal justice reform;
- Working with the courts to develop an action plan that will aid in the reduction of backlogged cases;
- Undertaking general legal research and rendering in house legal advice;
- Completing drafting instructions, reviewing draft Bills and compiling feedback from the requisite stakeholders for incorporation and advancement;
- Reviewing and monitoring the status of draft cabinet papers with legislative agendas;
- Preparing outgoing correspondence for updates on matters pertinent to criminal justice reform;
- Supporting the development of plans related to extradition orders;
- Supporting a review of the naturalization process and meetings of the electoral review committee;
- Attending relevant workshops and seminars and completing requisite presentations at those workshops and seminars as needed; and

- Performing any other related duties as required by the Permanent Secretary and Deputy Governor.

The responsibilities of **Human Resources Management** include:

- Providing employment screening, records maintenance, performance management and succession planning services to Governor's Group.

The responsibilities of **Communications and Public Relations** include:

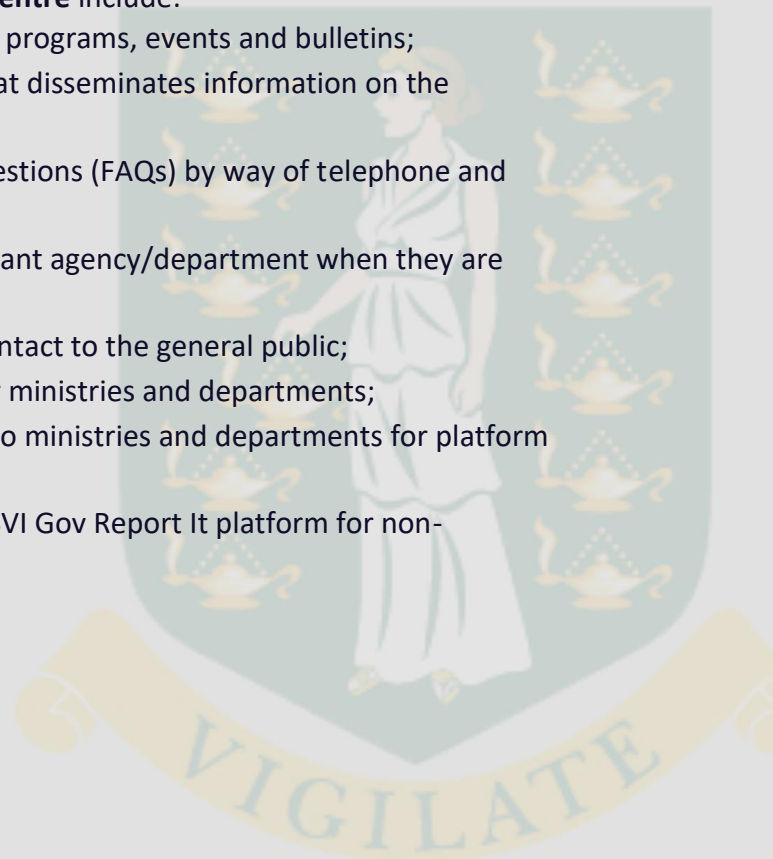
- Managing the publication of press releases, prepare speeches or messages for official and social occasions and ensure a positive image of the Governor's Group is relayed to the public
- Undertaking or guiding the internal and external communications of the Governor's Group and serving as liaison between the Department of Information and Public Relations and the media.

The responsibilities of the **Director of Customer Service** include:

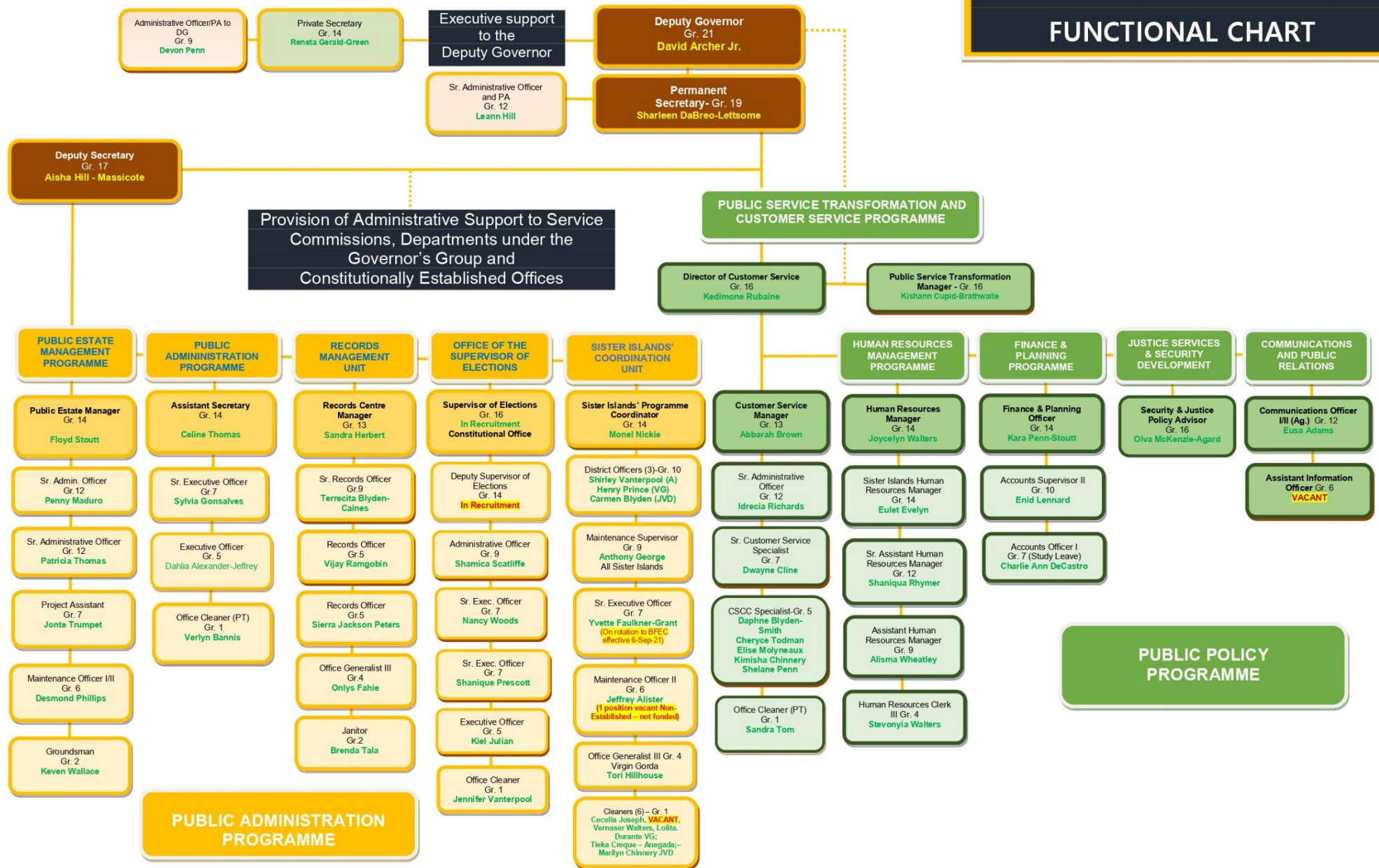
- Establishing a standardised organisational level of customer service.
- Analysis, monitoring and resolution of customer service systems and matters
- Ongoing evaluation of customer issues and concerns
- Training and quality assurance programmes for all public officers
- Cross sectoral collaboration throughout the BVI
- Creation and implementation of a service-wide Customer Service Framework

The responsibilities of the **Customer Service Care Centre** include:

- Providing details on government-sponsored programs, events and bulletins;
- Offering a compassionate staffed system that disseminates information on the operations of the Public Service;
- Providing responses to frequently asked questions (FAQs) by way of telephone and email;
- Forwarding concerns and issues to the relevant agency/department when they are beyond the scope of the Centre's directives;
- Serving as Government's central point of contact to the general public;
- Facilitating the booking of appointments for ministries and departments;
- Providing on-the-ground technical support to ministries and departments for platform issues with the Appointment System
- Provide support to customers through the BVI Gov Report It platform for non-emergency issues.



OFFICE OF THE DEPUTY GOVERNOR FUNCTIONAL CHART



ENACTED LEGISLATION

We will regularly publish legislation relevant to our duties, or links to such legislation on our website and all social media accounts. This list of enacted legislation falls within the Office of the Deputy Governor's Portfolio. Please note, this is not an exhaustive list.

1. Archives and Records Management
2. British Nationality Act
3. Commissioners for Oaths and Notary Public Act
4. Commissions of Inquiry
5. Consular Relations Act
6. Disaster Management Act
7. Easter Caribbean Supreme Court (Virgin Islands) Act
8. Elections Act
9. Emergency Powers (Disasters) Ordinance
10. Fugitive Offender Act
11. Jury Act
12. Justice Protection Act
13. Magistrates Code of Procedure Act
14. Marriage Ordinance
15. Matrimonial Proceedings and Property Act
16. Police act
17. Pensions Act
18. Public Holidays Act
19. Public Service Management Act
20. Reciprocal Enforcement of Judgements Act
21. Recording of Court Proceedings Act
22. Registration and Records Act
23. Registration of Births, Deaths and Marriages Act
24. Retiring Allowances (Legislative Service) Act
25. Service Commissions Act
26. Statutory Boards (Remuneration of Public Officers) Act



