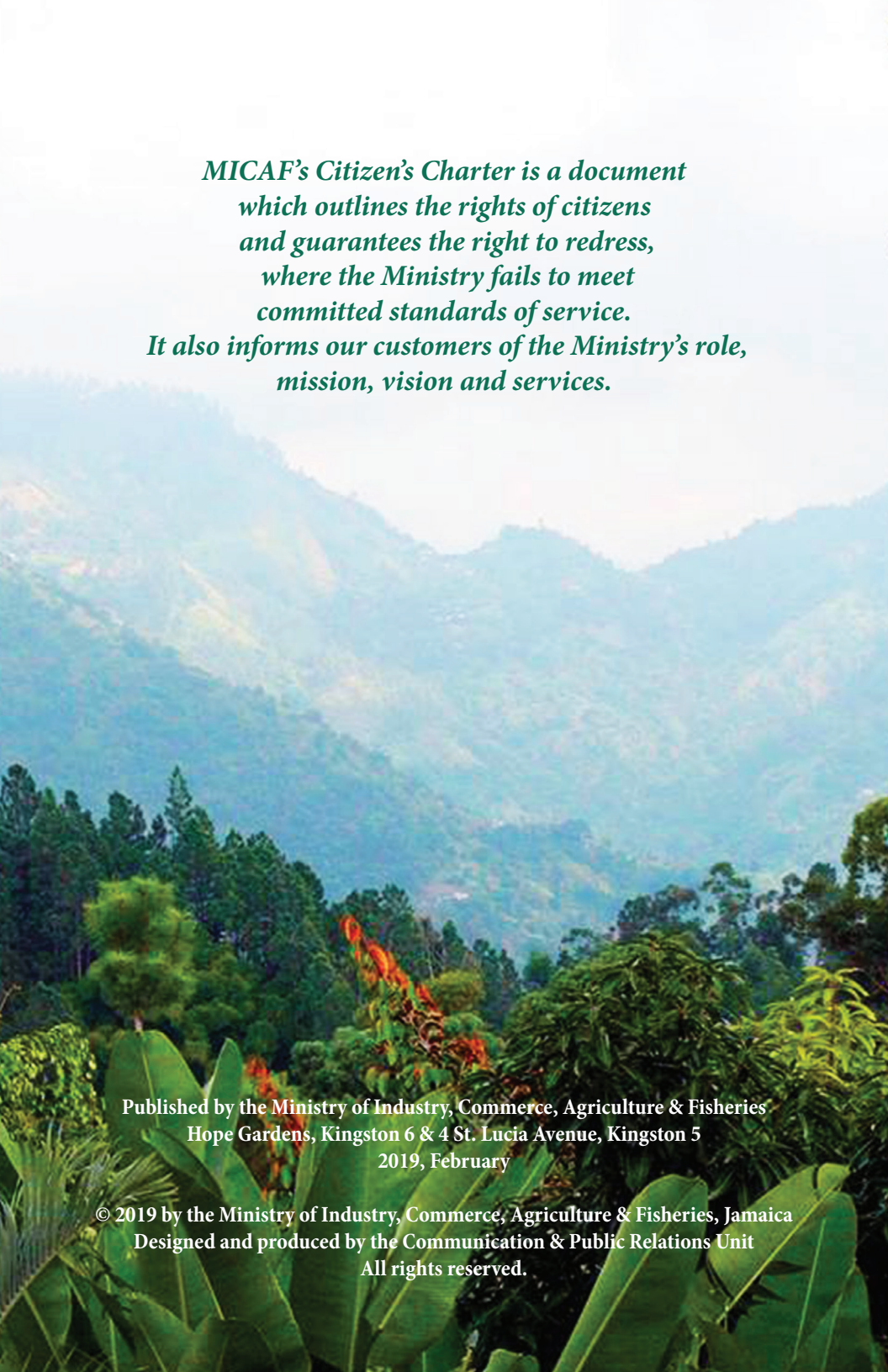




MINISTRY OF INDUSTRY, COMMERCE  
AGRICULTURE & FISHERIES





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

Published by the Ministry of Industry, Commerce, Agriculture & Fisheries  
Hope Gardens, Kingston 6 & 4 St. Lucia Avenue, Kingston 5  
2019, February

© 2019 by the Ministry of Industry, Commerce, Agriculture & Fisheries, Jamaica  
Designed and produced by the Communication & Public Relations Unit  
All rights reserved.

# Table of Contents

The Minister's Message.....	i
Minister Without Portfolio's Message.....	ii
The Permanent Secretary's Message.....	iii
Vision & Mission and Core Values.....	iv
Ministry's Portfolio.....	1
Key Stakeholders.....	2
Services & Products.....	3-4
Customer Service Standards.....	5-7
Customer Service Improvement Programme.....	7-8
Commitment to our Customers.....	8-10
Help Us To Serve You Better.....	10
Commitment to Create Positive Employee – Management Relations.....	10-11
Customer Feedback and Complaints.....	11-12
Directorates/Divisions of MICAF.....	12-13
International Donor Organizations.....	14
Locations and Contact Details.....	15-21
Office Hours.....	22

# The Minister's Message



The Ministry of Industry, Commerce, Agriculture & Fisheries is directly aligned to the provision of service to some 60 per cent of Jamaica's labour force and some 39 per cent of the Gross Domestic Product (GDP) of the country. This vast responsibility increases the requirement for us, as a Ministry, to ensure the highest levels of service provision to our stakeholders.

We are truly civil servants who are committed to interfacing and interacting with our extensive range of customers and clients across a wide spectrum of businesses and enterprises in the Micro, Small & Medium Enterprise (MSME) sector, investment, commerce, trade, manufacturing, agriculture and fisheries.

As service providers, on the one hand, and users of the services of the Ministry, on the other, we share, together, the common stake in facilitating, ensuring and achieving economic growth and job creation possibilities for Jamaica, land we love. To achieve this, we are challenged to conduct business in an efficient, effective and courteous manner. This Citizen's Charter, therefore, documents our ideals for service delivery in an environment that is enabling, fosters mutual respect and aims for the best practices in accordance with internationally acceptable standards. Let's face it, successful business operations flourish best in an environment that fosters effective communication and understanding between stakeholders.

This charter is our promise to you to serve you professionally, courteously and in a timely and efficient manner as we work honestly, diligently and creatively so that Jamaica may, under God, increase in beauty, fellowship and prosperity.

We invite you to join us in this commitment as we count on you to help us fulfill these promises.

***The Hon. Audley Shaw, CD, MP***  
*Minister of Industry, Commerce, Agriculture & Fisheries*

# Minister Without Portfolio's Message



Through collaboration with private sector buyers, producers and other market players and business service providers, we can facilitate safe, effective and efficient movement of fresh produce from the farm to markets. To achieve this, the Ministry of Industry, Commerce, Agriculture & Fisheries (MICAF) is committed to resource management and accountability. This accountability is based on our standardized service delivery and avenues for grievance redress as outlined in this Citizen's Charter.

Our vision for the agricultural sector is one that will drive development through modernization of the sector, using appropriate technological tools. This is an important component of the overall Public Sector Modernization Programme. The modernization of the sector is inextricably linked to the achievement of our national development objectives of Vision 2030. Working together, we can achieve the goals articulated in Vision 2030.

MICAF's objectives will be organized around the needs of its customers. We will be directly accountable to you by guaranteeing services which are of the highest quality, easy to use and accessible to our stakeholders.

***The Hon. J.C. Hutchinson, CD, MP***

*Minister without Portfolio*

*Ministry of Industry, Commerce, Agriculture & Fisheries*

# The Permanent Secretary's Message



At the Ministry of Industry Commerce, Agriculture & Fisheries (MICAF), we are committed to strengthening our capacity and delivering the kind of service which will ultimately improve the relationships among our internal and external stakeholders. The Ministry's Citizen's Charter documents services and outlines the requisite service standards to which you hold us accountable.

It is our belief that the Ministry can move the sector from an overreliance on primary production to an expansion of value-added production for both the local and overseas markets. This can be achieved through the strengthening and facilitation of dialogue among players along the value chain to garner continuous improvements. Therefore, the Ministry's Citizen's Charter is critical in addressing any service gaps and increasing the opportunities for redress through feedback.

This Citizen's Charter seeks to improve the processes of transaction between MICAF and its stakeholders. This will enable us to initiate and monitor service delivery interventions against priorities, thus accelerating efficiency and providing improved access to our services.

***Dermon Spence, JP***

*Permanent Secretary*

*Ministry of Industry, Commerce, Agriculture & Fisheries*

# Vision, Mission and Core Values

*The Ministry of Industry, Commerce, Agriculture and Fisheries (MICAF) is an organization dedicated to facilitating and providing public value to the agricultural, fisheries, manufacturing and services sectors of Jamaica. Our vision and mission encapsulate our pledge to provide quality service to both the public and our co-workers:*

## Vision

By 2030, MICAF has achieved innovative, inclusive, sustainable and internationally competitive Jamaican industries in agriculture, fisheries, manufacturing and services sectors.

## Mission

To create an enabling environment which grows and sustains industries in agriculture, fisheries, manufacturing and service sectors; and ensures consumer protection while fostering gender equality and social inclusion in all our policies, programmes and projects.

MICAF and, by extension, its portfolio agencies are committed to *“Building Synergies for Inclusive Sustainable Growth”* through our core values of:

**Fairness** - We aspire to provide access to opportunities to everyone regardless of sex, age, socioeconomic status, creed and ability.

**Accountability** - We commit to being answerable to the relevant authorities and laws governing Jamaica.

**Integrity** - We will adhere to conducting transactions with transparency; high moral standards and professionalism.

**Respect** - We acknowledge our differences and will provide a safe supportive environment in which all staff are valued and engaged in interactive communication.

**Excellence** - We commit to a high standard of service delivery to clients and co-workers through accurate, accessible and up-to-date data; innovation and continuous improvement.

**Stewardship** - We interact and collaborate with all our stakeholders with the understanding of our integral role to ensure the sustainable development in the agriculture, fisheries, manufacturing and service sectors.

**Transparency** - We standardize operating procedures that are accessible and understandable to all.

# Ministry's Portfolio

## Agencies

- Agro-Investment Corporation (AIC)
- Anti-Dumping & Subsidies Commissions (ADSC)
- The Banana Board
- Bureau of Standards Jamaica (BSJ)
- Cannabis Licensing Authority (CLA)
- Coconut Industry Board
- Companies Office of Jamaica (COJ)
- Consumer Affairs Commission (CAC)
- Fair Trading Commission (FTC)
- Hazardous Substances Regulatory Authority (HSRA)
- Jamaica Agricultural Commodities Regulatory Authority (JACRA)
- Jamaica Agricultural Society (JAS)
- Jamaica Exotic Flavours & Essences
- Jamaica Promotions Corporation (JAMPRO)
- Jamaica 4-H Clubs
- Jamaica Business Development Corporation (JBDC)
- Jamaica Dairy Development Board (JDDDB)
- Jamaica Intellectual Property Office (JIPO)
- Jamaica National Agency for Accreditation (JANAAC)
- Jamaica Veterinary Board (JVD)
- Micro Investment Development Agency (MIDA)
- National Export-Import Bank of Jamaica (EXIM Bank)
- National Fisheries Authority
- National Irrigation Commission Ltd (NIC)
- National Compliance & Regulatory Authority (NCRA)
- Office of the Supervisor of Insolvency (OSI)
- Office of the Government Trustee (OGT)
- Registrar/Department of Co-operatives and Friendly Societies
- Rural Agricultural Development Authority (RADA)
- SCJ Holdings Ltd
- Sugar Industry Authority (SIA) including Sugar Industry Research Institute(SIRI)
- Trade Board Limited (TBL)



# Key Stakeholders

## Internal

Ministry (MICAF) Staff

Honourable Minister of MICAF

Honourable Minister without Portfolio of MICAF

Honourable Minister of State, MICAF

Board of Directors of Agencies/ Board Chairmen

Agencies and Departments of MICAF

## External

Academia

Agricultural Researchers/Medical Professionals

Business Persons including importers, exporters, entrepreneurs, manufacturers

Business Processing Outsourcing (BPO) Sector

Cabinet and Cabinet Office

Civil Society Groups

Consumers

Farmers

Financial Community

Fishers

Foreign Direct Investors (FDIs)

GOJ Ministries, Departments and Agencies and their Ministers

International/ Development Partners

Media

Members of the Diaspora

Micro, Small & Medium-sized Enterprises (MSMEs)

Non-Governmental Organizations (NGO's)

Parliamentary Opposition

Private Sector Groups and Organizations such as PSOJ, JMEA, MSME Alliance, JCC, etc.

Researchers and Scientists

Suppliers

# Services

1. Artificial Insemination
2. Certification Services
3. Cold Storage Services
4. Consultation Services
5. Consultation Services/Analytical Services
6. Consultation/Diagnostic Services
7. Data and Information Services
8. Disinfestation Services
9. Duty Concession Services
10. Embryo Transfer Service
11. Extension Services
12. Exhibition Services
13. Facilitation Services
14. Financial Services
15. Forest Trail Services
16. Gardening Services
17. Genetic Resource Services
18. GIS/Mapping Services
19. Identification Services
20. Information Services
21. Inspection Services
22. Intervention Services
23. Investigative Services
24. Laboratory Services
25. Land Evaluation/Assessment Services
26. Landscape Services
27. Licensing Services
28. Outboard Engine Repair & Maintenance Services
29. Pest Risk Analysis Services
30. Pest Management Services
31. Phyto-sanitary Treatment Services
32. Planting Materials Testing Services
33. Project Formulation Services
34. Project Formulation Services/Research
35. Public Education/Consultation

36. Quality Systems Facilitation (for Public Service)
37. Quarry Assessment Services
38. Registration Services
39. Rental Services
40. Research Services
41. Safeguard Services
42. Seed Health Testing Services
43. Suspension Services
44. Tissue Culture Services
45. Tour Guide Services
46. Trading Services
47. Verification Services
48. Water Management Services

## Products

Bee and Bee By-Products

Calendars

Cassava Products

Cow's Milk

Fruits and Vegetables

Certificates

Hay

Home Economics Products

Livestock

Manuals and Guides

Permits

Plants and Planting Materials

Soil Fertilizers

# Customer Service Standards

The Ministry of Industry, Commerce, Agriculture & Fisheries (MICAF) is committed to meeting the needs of its stakeholders in an efficient and professional manner. As our clients, you should expect the following standards of service:

## **To persons who call, we will:**

- Answer calls within five (5) rings, identifying the Ministry/ Division/Unit/ and the receiver in a polite and professional manner;
- Answer questions courteously;
- Place calls on 'Hold' only after you give permission and for no longer than 30 seconds;
- Direct calls to specific divisions/units or persons without delay;
- Inform you of the name of the officer or section to which you are being transferred;
- Provide you with the name and, if possible, the telephone number of the relevant Government Ministry, Agency, Department or person who may be able to assist if we are not able to do so.

## **To persons with written queries (written correspondence includes letters, memoranda, facsimiles and email), we will:**

- Acknowledge within five (5) working days;
- Respond within 10 working days of receiving correspondence;
- Respond within 15 working days if the subject matter is more complex and requires greater attention;
- Contact you if prolonged investigations are needed and explain the reason for the delay; where possible, indicate when a response will be available.

## **Provide public education**

- Facilitate timely, adequate and accurate publications and information transmitted via multimedia channels to include radio, printed and electronic media, and face-to-face meetings on the Ministry's projects, programmes and initiatives.
- Inform citizens of implementation and changes in costs/fees, policies and procedures in advance and, if not feasible, no later than two (2) working days after the adjustments are made.
- Conduct customer service surveys at least once per year and publish the results within three (3) months upon completion of the survey.
- Disseminate public information via press conferences, news releases, briefs and speeches on our website ***www.micaf.gov.jm***.
- Provide updated social media pages on Facebook and Twitter, respectively, at ***https://twitter.com/micafjamaica*** ***https://www.facebook.com/micafjamaica*** and any other platform that may be added.

## **When you visit our offices, we will:**

- Provide you with a Visitor's Pass at the security post and you will be directed to the correct building/ Division/Agency within six (6) minutes of arrival.
- Acknowledge you courteously within four (4) minutes of arrival to our offices.
- See you within 10 minutes of your official appointments and provide you with an explanation if there is any delay.
- See you within 15 minutes to schedule an appointment to see specific officers.

## **To persons who are physically challenged, we will:**

- Ensure that the visit is comfortable.
- Provide adequate facilities to include ramps and rails.
- Avoid the use of labels or offensive terms.

**To provide prompt payment, we will:**

- Make payments within 10 working days of receipt of invoices and bills submitted for goods and services which have been satisfactorily supplied (provided that all relevant documents are in place).
- Give reasons for the delay if we are unable to make payments within the stipulated 10 working days, inform suppliers when payments are made.
- Make every effort to pay on time where shorter term payments are required.

**To help you in dealing with natural disasters, we will:**

- Activate the Agricultural Disaster Risk Management Plan before predictable disasters such as hurricanes that affect the island.
- Transmit pre and post event information/notification within 48 hours to registered farmers and media regarding recovery measures when the island is threatened by natural disasters.

**To provide you with 'Access to Information' (ATI), we will:**

- Provide brochures of our programmes and policies at our offices islandwide.
- Provide applicants with a decision about their requests under the Access to Information (ATI) Act within the timeline in the Act; 30 days, with a possible extension to 60 days.

## **Customer Service Improvement Programme**

Our Customer Service Improvement Programme (CSIP) has commenced and in order to provide for you, our valued customer, we have incorporated the tenets of the International Organization for Standardization (ISO) 9001 Quality Management System (QMS) and have therefore

institutionalized the following:

- Establishment of an ISO Quality System Division at MICAF which is responsible for implementing and monitoring ISO 9001 QMS at MICAF and its portfolio entities;
- Reorientation of Government to become more business and customer friendly, since ISO 9001 QMS puts the “customer” at the centre of the organization;
- Professionalization of the QMS of Government so that there is accountability at all levels of ministries and agencies; and
- Improvement of standard operating procedures with emphasis on the documentation of procedures, so that operating procedures do not revolve around individuals, since documentation is a central feature of ISO 9001;
- Monitoring and evaluation of service standards by the Ministry’s intra-ministerial Customer Service Monitoring and Evaluating Team (ICSMET).
- Verification of Customer Service activities (e.g., mystery shopping and surveys)
- Provision of an independent farmer consultation/ verification service
- Provision of customer service email - ***customerservice@micaf.gov.jm***

## **Commitment to our Customers**

We are committed to providing the highest quality of service to the public in the shortest possible time and in so doing we will be guided by the following principles:

### **Our Commitment to you our Clients**

We, the team assigned in the Ministry of Industry, Commerce, Agriculture & Fisheries (MICAF), consider it a privilege and honour to serve you, our clients. We

are conscious of the central role that we play in the advancement of our society, given the subject areas assigned to the Ministry, and we pledge that we will discharge our responsibilities, never forgetting that we are here to work in the interest of and for the betterment of you, our fellow Jamaicans, and the world.

## **We will –**

- Seek to understand your needs and satisfy them in a helpful and courteous manner, within the ambit of our authority and resource availability;
- Address your concerns with diligence and the highest degree of professionalism possible;
- Demonstrate professional conduct in the performance of our duties;
- Deal with you in an even-handed and impartial manner;
- Process all requests in a timely, efficient and effective manner;
- Provide timely and accurate information;
- Pay particular attention to clients with special needs;
- Treat you with respect;
- Work honestly, diligently and creatively;
- Return calls promptly;
- Communicate courteously;
- Strive for equity and fair play in dealing with each other;
- Foster positive interaction between our internal and external customers;
- Ensure a pleasing and comfortable environment in which to conduct business;
- Seek to uphold the vision, mission and values of the Ministry of Industry, Commerce, Agriculture and Fisheries;
- Publish reports annually showing our performance (against targets) and plans for succeeding time periods;
- Maintain our website [www.micaf.gov.jm](http://www.micaf.gov.jm) to provide



you with quick access to the plans, operations and activities of the Ministry. The website will be updated within 5-10 working days upon receiving new information.

- Conduct customer service surveys at least once per year and publish the results within three (3) months upon completion of the survey.

## **Help us to Serve you Better**

The Ministry of Industry, Commerce, Agriculture & Fisheries values its stakeholders, therefore, our commitment to serving you in the best possible manner is hinged on the expectation that you will partner with us by:

- Being polite, courteous and respectful to our staff whether in person or on the telephone;
- Providing full and accurate information when prompted to do so;
- Explaining your concerns as clearly and concisely as possible;
- Providing us with feedback on our services and recommendations on how we can better serve you;
- Arriving on time for appointments and meetings; and
- Adhering to parking instructions and security regulations.

## **Commitment to Create Positive Employee-Management Relations**

In its commitment to create positive employee and management relations, the management will:

- Encourage employees to make suggestions for improvement of procedures;

- Listen to the views of employees;
- Seek to ensure the welfare of staff is met;
- Facilitate a learning environment with development opportunities for staff;
- Ensure that appropriate resources are available to carry out assignments effectively;
- Hold officers responsible for their performance with specific emphasis on service delivery;
- Provide clear instructions and ensure mutual agreement on deadlines for the completion of tasks; and
- Acknowledge and provide continuous feedback on performance.

## Customer Feedback and Complaints

We welcome your comments, suggestions and complaints to enable us to serve you better. Please direct your comments and/or suggestions, and/or complaints to:

### **The Permanent Secretary**

Ministry of Industry, Commerce, Agriculture & Fisheries  
Hope Gardens, Kingston 6

**Tel:** (876) 927-1731-50, **Fax:** (876) 977-1875

or

4 St. Lucia Avenue, Kingston 5,

**Tel:**(876) 968-7116, **Fax:** (876) 960-7422

**Email:** *psoffice@mica.gov.jm*

If the customer has exhausted the complaint procedure at the organisational level and remains dissatisfied, then he/she may contact the Office of the Cabinet as follows:

**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*

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

**The Public Defender**  
78 Harbour Street  
Kingston  
Tel: (876) 922-7089 or 922-7109 | Fax: (876) 922-9830  
Email: *publicdefender@odp.gov.jm*

## **Directorate/Divisions of MICAF**

The Ministry of Industry, Commerce, Agriculture & Fisheries implements its strategies through its various Departments/Public Bodies as listed below:

### **Executive Direction**

- Communication & PR
- Internal Audit
- Legal Services
- Special Projects

### **Corporate Services Directorate**

- Customer Service Branch
- Information & Communication Technology Unit
- Procurement Unit
- Facilities & Property Management Division
- Human Resource Management & Development Division

## **Economic Planning & Policy Directorate**

- Praedial Larceny Prevention Coordination Unit
- Economic Planning Division
- Agricultural Marketing Information Division

## **Finance & Accounts Division**

- Final Accounts & Reporting Unit
- Accounts Payable & Payroll Unit
- Management Accounts Unit

## **Office of the Director General**

- Strategic Planning & Performance and Monitoring Evaluation Division
- Project Management & Coordination Division
- International Organization for Standardization Quality Systems Division

## **Office of the Chief Technical Director**

- Commerce Division
- Industry Division
- Micro Small & Medium Enterprise Division
- Trade Division

## **Technical Services Directorate**

- Agricultural Land Management Division
- Fisheries Division
- Food Storage and Prevention of Infestation Division
- Public Gardens & Zoo Division
- Research & Development
- Plant Quarantine/Produce Inspection
- Veterinary Services Division

# International Donor Organizations

- Canadian International Development Agency (CIDA)
- Caribbean Agricultural Research and Development Institute (CARDI)
- Climate Change Adaptation Fund
- The European Union (EU)
- Food and Agriculture Organization (FAO) of the United Nations
- Inter-American Development Bank (IADB)
- The International Fund for Agricultural Development (IFAD)
- Technical Centre for Agricultural and Rural Cooperation (CTA)
- US Agency for International Development (USAID)
- The World Bank

# Locations and Contact Details

## **MINISTRY OF INDUSTRY, COMMERCE, AGRICULTURE & FISHERIES**

Hope Gardens Main Office

Hope Gardens, Kingston 6

Tel: (876) 927-1731-50| Fax: (876) 977-1875

### **New Kingston Main Office**

4 St. Lucia Avenue, Kingston 5,

Tel: (876) 968-7116| Fax: (876) 960-7422

**Website:** [www.micaf.gov.jm](http://www.micaf.gov.jm)

**Facebook:** <https://www.facebook.com/micafjamaica>

**Twitter:** <https://www.twitter.com/micafjamaica>

## **LIBRARIES**

193 Old Hope Road, Kingston 6

Tel: (876) 977-0580| Fax: (876) 977-9337

4 St. Lucia Avenue, Kingston 5

Tel: (876) 698-8644| Fax: (876) 920-3417

## **TRAINING CENTRES**

Eltham Training Centre

Ocho Rios, St. Ann

Tel: (876) 974-5473| Fax: (876) 974-6373|

Email: [elthamtc@micaf.gov.jm](mailto:elthamtc@micaf.gov.jm)

### **Farmers' Training Centre**

Twickenham Park, P.O. Box 355,

Spanish Town, St. Catherine

Tel: (876) 984-2511| Fax: (876) 749-5604

Email: [farmerstc@micaf.gov.jm](mailto:farmerstc@micaf.gov.jm)

## **PLANT QUARANTINE/PRODUCE INSPECTION**

### **Main Office**

193 Old Hope Road, Kgn 6

**Tel:** (876) 977-0637; 977-6401 | **Fax:** (876) 977-6992

**Email:** *ppq@micafe.gov.jm*

### **Agricultural Export Complexes**

Norman Manley International Airport

Palisadoes, Kingston

**Tel:** (876) 924-8563; 924-8736 | **Fax:** (876) 924-8907

**Email:** *ppq@micafe.gov.jm*

### **Donald Sangster International Airport**

Montego Bay, St. James

**Tel:** (876) 940-4146; 979-2586 | **Fax:** (876) 940-1038

**Email:** *ppq@micafe.gov.jm*

## **FISHERIES AUTHORITY**

### **Main Office**

2C Newport East, Kingston 15

**Tel:** (876) 416-6743/473-1194 | **Fax:** (876)

**Email:** *fisheries@micafe.gov.jm*

### **Fisheries Branch and Stations**

Aquaculture Branch

Twickenham Park, Spanish Town, St. Catherine

**Tel:** (876) 984-9444; 984-9343 | **Fax:** (876) 984-5194

**Email:** *fisheries@micafe.gov.jm*

### **Alligator Pond Fisheries Station**

Alligator Pond, Manchester

**Tel:** (876) 923-8811-3 | **Fax:** (876) 937-6726

**Email:** *fisheries@micafe.gov.jm*

**Annotto Bay Fisheries Station**

Annotto Bay, St. Mary

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Black River Fisheries Station**

Black River, St. Elizabeth

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Great Bay Fisheries Station**

Great Bay, St. Elizabeth

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Lance's Bay Fisheries Station**

Lances Bay, Hanover

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Manchioneal Fisheries Station**

Manchioneal, Portland

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Montego Bay Fisheries Station**

River Bay, Montego Bay, St. James

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Negril Fisheries Station**

Negril, Westmoreland

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)



**Old Harbour Bay Fisheries Station**

Old Harbour Bay, St. Catherine

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Port Antonio Fisheries Station**

Portland

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Port Maria Fisheries Station**

Port Maria, St. Mary

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Port Morant Fisheries Station**

Port Morant, St. Thomas

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Rocky Point Fisheries Station**

Rocky Point, Clarendon

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**St. Ann's Bay Fisheries Station**

St. Ann's Bay, St. Ann

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

**Whitehouse Fisheries Station**

Whitehouse, Westmoreland

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: [fisheries@micaf.gov.jm](mailto:fisheries@micaf.gov.jm)

## **Port Royal Fisheries Station**

Port Royal P.O., Kingston

Tel: (876) 923-8811-3| Fax: (876) 937-6726

Email: *fisheries@micaf.gov.jm*

## **AGRICULTURAL LAND MANAGEMENT DIVISION**

### **Main Office**

191 Old Hope Road, Kingston 6

Tel: (876) 977-0322; 927-0441| Fax: (876) 977-0326

Email: *almd@micaf.gov.jm*

### **Western Region Office**

Catherine Hall

RADA Complex, Montego Bay

Tel: (876) 952-5618

Email: *almd@micaf.gov.jm*

## **VETERINARY SERVICES DIVISION**

### **Main Office**

193 Old Hope Road, Kingston 6

Tel: (876) 977-2492; 977-2489; 977-0594

Fax: (876) 977-0885

Email: *vsd@micaf.gov.jm*

### **Other Locations**

#### **Black River Veterinary Clinic**

Black River

Tel: 876) 977-2492; 977-2489; 977-0594

Fax: (876) 977-0885

Email: *vsd@micaf.gov.jm*

#### **Morant Bay Veterinary Clinic**

Church Street, Morant Bay

Tel: (876) 734-5203| Fax: (876) 977-0885

Email: *vsd@micaf.gov.jm*

**Catherine Hall Veterinary Clinic**

Catherine Hall, RADA Complex, Montego Bay

Tel: (876) 979-1479

Email: [vsd@micaf.gov.jm](mailto:vsd@micaf.gov.jm)

**St. Ann's Bay Veterinary Clinic**

Windsor Road, St. Ann's Bay

Telefax: (876) 972-0149

Email: [vsd@micaf.gov.jm](mailto:vsd@micaf.gov.jm)

**Santa Cruz Veterinary Clinic**

3 Coke Drive, Santa Cruz, St. Elizabeth

Tel: (876) 966-2232| Fax: (876) 966-2798

E-mail: [vsd@micaf.gov.jm](mailto:vsd@micaf.gov.jm)

**National Fertility Centre**

Bodles Research Station, Old Harbour, St. Catherine

Tel: (876) 983-2267; 977-2492| Fax: (876) 977-0885

E-mail: [vsd@micaf.gov.jm](mailto:vsd@micaf.gov.jm)

**RESEARCH & DEVELOPMENT DIVISION****Bodles Research Station**

Old Harbour, St. Catherine

Tel: (876) 983-2281| Fax: (876) 983-2822

Email: [bodlesresearch@micaf.gov.jm](mailto:bodlesresearch@micaf.gov.jm)

**Other Locations****Hounslow Demonstration & Training Centre**

Hounslow, St. Elizabeth

Tel: (876) 983-2281; 983-2842-3| Fax: (876) 983-2822

Email: [bodlesresearch@micaf.gov.jm](mailto:bodlesresearch@micaf.gov.jm)

**Montpelier Agricultural Research Station**

Montpelier District

Montpelier P.O.

St. James

**Tel:** (876) 605-0821/983-2842-3

**Fax:** (876) 605-0998; 983-2822

**Email:** *bodlesresearch@micaf.gov.jm*

**Orange River Agricultural Research Station**

Highgate P.O.

St. Mary

**Tel:** (876) 724-1371; 983-2281

**Telefax:** (876) 724-1370; 983-2822

**Email:** *bodlesresearch@micaf.gov.jm*

**Food Storage and Prevention of Infestation Division  
(FSPID)**

15 Gordon Town Road, Kingston 6

**Tel:** (876) 927-19290-30| **Fax:** (876) 977-7515

**Email:** *fs.admin@cwjamaica.com*

# Office Hours

**Monday through Thursday**  
**Friday**

8:30 am to 5:00 pm

8:30 am to 4:00 pm

**AGRICULTURE AND FISHERIES PORTFOLIO  
HOPE GARDENS, KINGSTON 6, JAMAICA**

**Telephone:** (876) 927-1731-50 • (876) 619-1731 | **Fax:** (876) 960-7422

**Website:** *Http://www.micaf.gov.jm*

**INDUSTRY AND COMMERCE PORTFOLIO  
4 ST. LUCIA AVENUE, KINGSTON 5, JAMAICA**

**Telephone:** (876) 968-7116 • (876) 618-0691 | **Fax:** (876) 960-7422

**Website:** *Http://www.micaf.gov.jm*

© 2019 by the Ministry of Industry, Commerce, Agriculture & Fisheries, Jamaica  
Designed and produced by the Communication & Public Relations Unit