

1/6/2015



BGLC

**GENERAL
CUSTOMER SERVICE
STANDARDS CHARTER**



BGLC: Facilitating, Regulating, Enabling

GENERAL CUSTOMER SERVICE STANDARDS CHARTER

The Betting Gaming and Lotteries Commission is responsible for the regulation and control of all sectors within the Jamaican Gaming Industry: the betting sector, the gaming sector, prize promotions and the conduct of lotteries. We also facilitate and enable the development of businesses in the Gaming Industry and protect the general public from any unscrupulous entities operating gaming activities in the island. We are dedicated to providing a high standard of service to all members of the BGLC Community, its stakeholders and the general public. The purpose of this Charter is to describe the service experience that can be expected in dealing with the BGLC and its staff. This Customer Service Charter outlines your rights and responsibilities and the steps that you can take if our service standards are not met. It also sets out our feedback process, so that you can tell us how well we are performing and how we can improve our service to you.

We provide services under the following categories:

Customers Calling the Organization

- Telephones shall be answered within three rings.
- Employees answering the telephones shall identify themselves in a polite and professional manner.
- Customers making telephone enquiries shall not interface with more than two (2) employees after the operator directs the calls.
- Customers contacting the organization by telephone shall not be put on hold for longer than sixty (60) seconds.
- Enquiries for additional information are responded to within 24 hours, or they are redirected to the relevant divisions for immediate response.

Customers Visiting the Commission

In our general service delivery, we have the responsibility to honour the rights of our customers, which include:

- To receive courteous and professional service
- To have easy access to representatives
- Customers and clients shall not wait to be attended to by departmental/divisional staff for longer than five (5) minutes.
- Customers and clients shall be seen within five (5) minutes of the agreed time of any pre-arranged appointment.
- To have their transactions accurately completed
- To receive pertinent regulatory information in a timely manner
- To have their financial information treated with the highest level of confidentiality

In order to ensure that the relationship between us and our customers is mutually beneficial, it is equally important that our customers understand their responsibilities, which include to:

- Dress appropriately when visiting the Commission, no mesh merinos or other see through clothing, no barefeet, short shorts or short miniskirts, or other revealing clothing, no clothing with offensive wording.
- Treat our service representatives with respect. No foul language or vulgar behavior.
- Provide relevant documentation when required
- Read pertinent information provided to them
- Honour their debt/fee obligations to the organization

Written or Electronic Correspondence

- All correspondence via E-mail, Voice-mail and Facsimile shall be acknowledged within two (2) working days and forwarded to relevant divisions for immediate response
- All letters shall be responded to within three (3) working days of receipt provided there are adequate inputs from collaborative Divisions, or the client/customer must be kept updated on status of query and reasons for delay.

Processing of Applications

- All applications received for gaming licenses shall be processed within 4 weeks (for local applicants) and 6 weeks (for foreign applicants) of receipt providing all the requirements have been met and the relevant documentation submitted.
- Applications for prize competitions shall be processed within 21 days of receipt. providing all the requirements have been met and the relevant documentation submitted.
- Requests for 'express' processing shall be dealt with within seven working days provided all requirements have been met.

BGLC Staff Visiting Stakeholder/Client Locations

- All employees visiting locations or Clients, shall promptly identify themselves by presenting their IDs
- All employees must be courteous and respectable at all times in carrying out their functions
- All employees shall carryout their monitoring activities within the ambit of the BGL Act and Regulations.

Help Us to Help You

To help us help you, we ask that you:

- treat our staff with courtesy and respect
- provide us with all information we need to process your request within the specified timeframe
- not offer us gifts, money or other favours

If you are still dissatisfied with the services provided, kindly contact the Manager, Communications and Research at the contact info below:

CONTACT:

Manager, Communications and Research

Betting, Gaming and Lotteries Commission

78cef Hagley Park Road, Kingston 10, Jamaica, W.I.

Tel: (876) 630-1353,

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