



The Citizens' Charter



**Ministry of Commerce,
Science & Technology
(with Energy)**

FOOD STORAGE & PREVENTION of INFESTATION DIVISION

“Ensuring Safety & Wholesomeness”

FOOD STORAGE & PREVENTION of INFESTATION DIVISION
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“Ensuring Safety & Wholesomeness”

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**MESSAGE FROM THE
MINISTER OF COMMERCE, SCIENCE & TECHNOLOGY (with ENERGY)
THE HONOURABLE PHILLIP PAULWELL**

As Jamaican consumers become more discerning, demanding and aware of their rights, it is imperative that we gear ourselves to anticipate and respond to new demands. The Citizens' Charter is part of a series of initiatives to improve standards and introduce a greater level of transparency, responsiveness and accountability within the public service.

The adoption of the Citizens' Charter by the Food Storage and Prevention of Infestation Division (FSPID) is a significant step forward in ongoing efforts by Government to become more customer-focused and to provide public services in a more timely and caring manner.

The Charter embodies the commitment of the FSPID in carrying out the mandates of the Ministry of Commerce, Science and Technology (with Energy), improving the quality of the services provided, and in projecting an image and orientation where the people of this country have services in which they, as citizens, can be confident, and in which our public servants can take pride. Strict adherence will not only ensure greater customer satisfaction, but also improved performance, understanding and cooperation in carrying out the functions of the FSPID in ensuring the safety and wholesomeness of food entering commerce.

Inevitably, the Ministry and all its agencies will have a Citizens' Charter and I certainly welcome the initiative shown by the FSPID. Congratulations and keep up the good work.

Phillip Paulwell

**MESSAGE FROM THE
CHIEF FOOD STORAGE OFFICER, FSPID
MR. ROY H. McNEIL**

The FSPID is mandated, under the Food Storage and Prevention of Infestation (FSPI) Act (1958) and Regulations (1973), to ensure the safety and wholesomeness of all food and feed intended for commerce in the island. This division of the Ministry of Commerce, Science and Technology (with Energy) carries out its mandate by regulating pest management and sanitary procedures in all food processing, storage and retail facilities. These facilities include bakeries, supermarkets, warehouses, restaurants, food wholesale facilities, ports of entry and even vehicles transporting food.

We, the staff members of the FSPID are civil servants and are thus paid from public funds. As a result, citizens are entitled to a high quality of service and must be assured that the food on their table is safe. The Government demands that these essential services, which contribute to the health and prosperity of our nation, be conducted in a most effective and timely manner. This Citizen's Charter outlines the manner in which the FSPID staff shall interact with the food industry and the general public and also state timelines for the FSPID's regulatory services.

The FSPID must also be viewed as an agency which facilitates commerce. Conducting inspections, pest control operations, research, consultations, laboratory analyses and training will assist food establishments in being more viable and thus contribute to the country's economic growth.

With our mandate in mind, the FSPID purposes to fulfil our obligation to the nation in a professional, efficient and timely manner as outlined by this, the FSPID's Citizens' Charter.

Roy H. McNeil

THE FOOD STORAGE & PREVENTION OF INFESTATION DIVISION

The FSPID is an organization of the Ministry of Commerce, Science & Technology (with Energy) of Jamaica which operates under the FSPI Act and Regulations. It has specific responsibility for ensuring the safety and wholesomeness of all food and feed entering commerce. This is achieved through:

1. Inspection and disinfestation services;
2. Analyses conducted by FSPID's laboratories services;
3. Training and consultation.

FSPID MISSION STATEMENT

To provide technical and regulatory services to ensure the safety and wholesomeness of food/feed entering commerce through sound scientific principles in a timely and professional manner.

FSPID VISION STATEMENT

A division which is equipped, structured and staffed with qualified and competent persons to properly implement Government's policies.

FSPID OBJECTIVES

To achieve its mandate, the FSPID will ensure that the following objectives are adhered to:

- (1) Professional and courteous behaviour;
- (2) Proper, systematic and timely conduction of inspections, analyses, pest control operations and other functions;
- (3) The use of modern standards of food quality.

SERVICE GUARANTEE OF FSPID UNITS

INSPECTORATE & DISINFESTATION UNIT

E-mail – inspectorate@fspid.gov.jm

Being the FSPID's front-line unit, the Inspectorate and Disinfestation Unit is responsible for reducing food loss due to infestation and contamination so as to ensure that only safe and wholesome food is offered for sale to consumers.

Services Offered

1. Regulatory inspection of food and feed at ports of entry (including ships) and any food storage, processing and retailing facility to ensure that food is safe and that food areas are suitable for food storage. Other establishments where food is prepared and/or consumed, e.g. hospitals, prisons, schools, etc. are also inspected.
2. Random and/or selective sampling of food and feed for analysis by FSPID's laboratory services to ensure that commodities are free of infestation and contamination.
3. Disinfestation of food, feed and related facilities.
4. Regulatory fumigation of used, imported tyres to prevent the entry and establishment of the Asian tiger mosquito.
5. Fumigation of imported tobacco, lumber, bamboo, straw and wicker craft and other agricultural products, which are liable to infestation.
6. Fumigation of seeds for planting.
7. Consultation with regards to food storage and pest management to prevent, reduce or minimize infestation and contamination and facilitate disinfestation, inspection and adherence to the FSPI Act and Regulations.
8. Provision of certificates for damaged/contaminated food and feed cargo attesting to type and amount of damage and reason(s) for disposal for insurance purposes.
9. Fumigation and provision of fumigation certificates for durable agricultural products such as pimento, cocoa, cola nuts, cotton and leather for export.
10. Inspection of incoming cargo of food and feed to ascertain that commodities meet local standards.

11. Fumigation of libraries, library books, archives and museums for preservation of material.
12. Review of pest control records of food establishments.

Service Timeframes

1. Requests for inspections, consultations and pest control services shall be acknowledged and an appointment made at the earliest opportunity but **no later than two (2) working days**.
2. Samples shall be delivered to the FSPID laboratories **within twenty-four (24) hours** of sampling.
3. Fumigation certificates shall be issued **within two (2) working days** after the fumigation is completed.

ENTOMOLOGY LABORATORY

E-mail – entomology@fspid.gov.jm

This laboratory is responsible for verifying and ensuring the wholesomeness of durable commodities (e.g. cereals, baked products, legumes, spices) by conducting quantitative and qualitative analyses for insect fragments, extraneous matter and moisture content.

Services Offered

1. Insect fragment analyses of food and feed.
2. Insect detection, count, identification and qualification to prevent loss and tainting of food.
3. Extraneous matter analyses to detect rodent hairs and other filth.
4. Moisture content determination of commodities such as peanuts, rice and wheat.
5. Consultation re drying and storage techniques to prevent infestation and mould growth.
6. Small scale fumigation, e.g. of seeds and ethnic products intended for export to meet phytosanitary requirements and seed viability.
7. Germination tests of seeds for planting.

8. Grading services for grains and legumes.
9. Radionuclide level and silver nitrate tests.
10. Bioassays of insecticides to determine their efficacy and recommended dosage rates.

Service Timeframes

1. Moisture content analyses will be completed **within three (3) working days** after receipt of samples.
2. Extraneous matter analyses shall be completed **within five (5) working days** after receipt of samples.
3. Germination tests for seeds shall be completed **within ten (10) working days** .
4. Customers shall be given a response time for other services.

RODENT BIOLOGY & CONTROL LABORATORY

E-mail – rodentbiology@fspid.gov.jm

This laboratory is directly responsible for reducing rodent (rat and mouse) populations in and around food and feed facilities in order to control the spread of disease, damage and loss of food so that local and international standards can be met.

Services Offered

1. Rodent control programmes in food manufacturing, storage and retailing facilities. Control programmes for prisons, post offices, schools, hospitals, etc. may be also conducted.
2. Bioassays of local and imported rodenticides in order to guarantee efficacy against rodent pests and safety to non-target organisms.
3. Assistance to manufacturers of rodenticides by conducting laboratory and field tests.
4. Inspection and consultation re rodent control and rodent proofing.
5. Rodent species identification tests.
6. Provision of live rodents for use in educational institutions and other laboratories.

7. Consultation and dissemination of information with regard to rodent biology (including diseases), control, sanitation and proofing.

Service Timeframes

1. Requests for inspections and pest control services shall be addressed at the earliest opportunity but **no later than four (4) working days**.
2. Identification tests shall be completed **within three (3) working days** after receipt of samples.
3. Tests for efficacy, humaneness and safety of rodenticides shall be completed **within two (2) months**.

MICROBIOLOGY LABORATORY

E-mail – microbiology@fspid.gov.im

This laboratory conducts analyses to ensure that food and feed meet standard requirements with regard to microbial contamination.

Services Offered

1. Microbiological analyses (plate, coliform, yeast and/or mould counts) of a wide variety of commodities including:
 - (a) canned products, fish, poultry, soups and shellfish;
 - (b) processed foods (e.g. cheese, pastry, noodles, cream-filled cakes);
 - (c) powdered milk and milk products;
 - (d) boxed and canned juices and drinks;
 - (e) raw materials used in food processing;
 - (f) animal and pet feed;
 - (g) spices, condiments and agricultural produce (e.g. pimento, ginger, cocoa beans, turmeric);
 - (h) fruits and vegetables;
 - (i) durable commodities (e.g. rice, corn, flour);
 - (j) damaged/contaminated cargo re providing certificates to insurance companies.
2. Site inspections of food facilities with regard to contamination and sanitation.

3. Consultation re minimizing/preventing microbial contamination.
4. Provision of certificates to importers and exporters.

Service Timeframes

1. Tests for fungal contamination of food shall be completed **within eight (8) days** after receipt of samples.
2. Tests for bacterial contamination shall be completed **within four (4) days** after receipt of samples.
3. Requests for consultations and inspections shall be addressed at the earliest opportunity but **no later than four (4) working days**.
4. Import and export certificates shall be issued **within two (2) working days** of requests after the relevant analyses have been completed.

PESTICIDE RESIDUE/MYCOTOXIN LABORATORY

E-mail – prml@fspid.gov.jm

This laboratory has the responsibility of ensuring that food and feed do not contain pesticides, mycotoxins and other chemical contaminants above acceptable levels.

Services Offered

1. Chemical, pesticide and/or mycotoxin level analyses of a wide variety of commodities including:
 - (a) canned products, fish, poultry, soups and shellfish;
 - (b) processed foods (e.g. cheese, pastry, noodles, cream-filled cakes);
 - (c) powdered milk and milk products;
 - (d) boxed and canned juices and drinks;
 - (e) raw materials used in food processing;
 - (f) animal and pet feed;
 - (g) spices, condiments and agricultural produce (e.g. pimento, ginger, cocoa beans, turmeric);
 - (h) fruits and vegetables;
 - (i) durable commodities (e.g. rice, corn, flour);

- (j) damaged/contaminated cargo re providing certificates to insurance companies.
- (k) water.
- 2. (a) Pesticide formulation analyses;
(b) Household chemicals formulation analyses.
- 3. Pesticide residue maximum residue limit (MRL) monitoring.
- 4. Rancidity testing.
- 5. Consultation re minimizing/preventing pesticide residue and other chemical contamination.
- 6. Determination of pesticide and mycotoxin residues for exporters for issuance of export certificates.
- 7. Site inspection of commodities contaminated with pesticide, chemical and/or mycotoxin residues with a view to preventing and controlling contamination.

Service Timeframes

- 1. All analyses shall be conducted **within three (3) working days** of receipt after samples.
- 2. Requests for consultations and inspections shall be addressed at the earliest opportunity but **no later than four (4) working days**.

POST-HARVEST LABORATORY

E-mail – postharvest@fspid.gov.jm

This laboratory has the responsibility of reducing post-harvest loss of perishable commodities entering commerce.

Services Offered

- 1. Provides solutions to post-harvest problems confronting the exporter, retailer and farmer so that losses due to deterioration of perishables (e.g. fruits, vegetables, root crops and ornamentals) during harvesting, packaging and transportation are minimized.

2. Consultations with respect to proper handling methods, treatments for extension of shelf-life, appropriate packaging techniques, storage conditions and methods, proper transportation and floor plan design of packing/treatment houses.
3. Training in post-harvest technology.
4. Research for clients requiring adapted technology as certain conditions may have to be modified to suit the local environment.
5. Keeping farmers, retailers and exporters up-to-date with technology through adaptive research.
6. Inspection of supermarkets, packing/treatment houses and other food storage facilities.

Service Timeframes

Requests for inspections, consultations and training shall be addressed **within four (4) working days**.

TRAINING & INFORMATION UNIT

E-mail – training@fspid.gov.im

This unit provides training and information in integrated pest management (IPM), food storage, handling and transportation and general food safety.

Services Offered

1. Designing, developing, conducting and/or coordinating training programmes, workshops, seminars, symposia, etc. for the food industry, pest control operators and the general public with regard to:
 - (a) integrated pest management in food and food-related area;
 - (b) pesticide application (e.g. fumigation, spraying, misting, fogging and baiting) in food and food-related areas;
 - (c) the identification, biology and control of pests of food and food areas (e.g. stored product pests, rodents, cockroaches, flies);
 - (d) the proper storage, handling and transportation of food;
 - (e) inspection, sampling, sanitation, proofing and hygiene in food areas;
 - (f) the HACCP system;

- (g) food microbiology, mycotoxins and post-harvest technology.
2. Provides/organizes consultations in the above listed areas.
 3. Produces books, booklets, handouts, brochures, etc. re the topics listed above and other topics having an impact on food safety.
 4. Provides and facilitates in-house training of FSPID staff on various topics including IPM, factors affecting food in storage, sampling, the HACCP system, microorganisms and laboratory techniques.
 5. Provides FSPID staff and the food industry with the latest information re pest management and food storage techniques.
 6. Consultations with regard to adherence to the FSPI Act and Regulations.
 7. Consultation with pest control operators and food storage, manufacturing and retailing establishments in order for them to attain the required operating standards.
 8. Provides technical information on the types of active ingredients of pesticides allowed for use in food and food-related areas.
 9. Revises and updates the FSPI Act and Regulations.
 10. Oversees the FSPID's public relations programme.

Service Timeframes

1. Training proposals shall be prepared and sent (by post, E-mail or facsimile) **within two (2) working days** of requests.
2. Brochures, booklets, manuals, etc., shall be written in clear, simple and easy to read language.
3. Information shall be presented to users in a manner most appropriate to their needs.
4. The content and presentation of information and training programmes shall be assessed regularly and feedback solicited.
5. Library services shall be made available to the public **within two (2) working days**.

BILLING & PAYMENTS

- FSPID shall pay amounts outstanding **within thirty (30) days** of receipt of invoices (signed, original invoices bearing the company's official stamp must be submitted).
- Invoices for FSPID services shall be issued **within fifteen (15) working days** after the services have been provided.
- Organizations/persons will be allowed **thirty (30) days** after the issuance of invoices to settle amounts outstanding to the FSPID.

CUSTOMER SERVICE

The following are customer service standards which all the FSPID staff shall adhere to:

Telephone Etiquette

- Telephone calls shall be answered **within four (4) rings**.
- Employees shall state the name of the organization (or unit if applicable) and identify themselves politely and professionally.
- Whenever possible, persons with enquiries should not have to interface with more than **two (2) employees**.
- Persons shall not be put on hold for more than **thirty (30) seconds**.

Customer Visits

- Persons shall be acknowledged and guided to the correct unit **within five (5) minutes**.
- For pre-arranged visits, persons shall be seen at agreed times.
- Persons requesting to see specified officers without an appointment shall be seen **in twenty (20) minutes**. If this is not possible, an appointment will be scheduled for another time.
- If appointments need to be postponed, another appointment shall be scheduled and an apology given for any inconvenience caused.

Correspondence

- Letters shall be acknowledged **within five (5) working days** of receipt and a response time given. If the time frame is not adhered to, a full explanation and apology shall be given in writing.
- Facsimiles, E-mails, voice mail messages and the like shall be acknowledged **within two (2) working days**.

Performance

- Service surveys shall be conducted **at least once per year**.
- Performance against stated standards shall be displayed **at least twice per year**.

General

- FSPID staff shall be courteous and provide helpful service.
- Basic training in customer service and interpersonal relationships shall be provided for all staff members.
- Staff members shall wear their identification cards and carry business cards and give their name and office contact information upon request.
- The public shall be informed of policy and price changes in advance where feasible, but **no later than five (5) working days** after implementation.
- Each unit of the FSPID shall be accessible to the public and other staff members during regular office hours (i.e. 8:30 a.m. to 5 p.m., Mondays to Thursdays and 8:30 a.m. to 4 p.m. on Fridays). Staff members, however, are on call twenty-four hours a day, seven days a week.
- Comments from the public shall be actively sought and system changes made where necessary to encourage efficiency and accountability.

PROCESSING OF INFORMATION

- All staff shall be briefed with regard to information processing procedures which are outlined in the FSPID's Procedures Manual.
- Responsibility for handling complaints and other information shall be given to specific staff members.

THE CUSTOMER'S ROLE

In order for the FSPID to serve our customers in a professional, timely and efficient manner, you are asked to:

- Obtain copies of the FSPI Act and Regulations and adhere to the stipulations found therein. You may download copies of the Act and Regulations from the FSPID's website or contact the FSPID for further information.
- Contact the FSPID for inspections of imported containers before they are opened (**give 24 hours notice**) and give all relevant information (e.g. the proper address where the containers are to be found).
- FSPID officers **MUST** be present before imported containers are opened. Bear in mind that Customs Officers **MUST** process all documentation before such inspections are conducted.
- Have **ALL** necessary documents on hand (e.g. bill of lading) before inspection of imported containers.
- Give FSPID officers all reasonable and necessary assistance and information during inspections, sampling and disinfestation operations. Note that the FSPI Act allows FSPID officers to take food samples, free of cost, for laboratory analyses. Do not verbally or physically abuse FSPID officers during the conduct of their duties.
- When requesting analysis of samples, contact the FSPID laboratory services beforehand to obtain information on proper sampling and transportation methods and also the requisite documentation to be submitted.
- Visit the FSPID's website (www.fspid.gov.jm) for further information on FSPID services, contact persons, pest control information, etc.

COMPLAINT PROCEDURES

- Clients with complaints and other information shall be encouraged to make them known and shall be treated with courtesy.
- Procedures for dealing with complaints or other information shall be defined, recorded and published for all staff members.
- Complaints shall be dealt with even-handedly and without bias, regardless of the status of the person who makes the complaint or that of the person who receives it.

- All information, including personal details, shall be treated in a confidential manner.
- Persons shall be able to make complaints and give other information anonymously. Persons, however, shall not be made to feel that complaints and other information must be anonymous for them to be confidential.
- Complaints shall be resolved **within ten (10) working days** and persons kept informed of progress during this time. If this is not possible, an apology and a full response time shall be given.
- Persons, where necessary, shall be directed to the FSPI Act, Section 10, where the procedure for appeals is outlined.
- Persons, where necessary, shall be informed of independent means (e.g. through an ombudsman) of taking complaints further if necessary.
- Information on complaints, the number of complaints, speed of resolution and the outcomes shall be recorded.
- Regular review of information systems shall be conducted to ensure accountability and transparency.
- Complaint systems shall be used to improve services and increase public awareness and satisfaction.
- If still not satisfied after FSPID complaint procedures have been exhausted, you may contact:

The Permanent Secretary
 Ministry of Commerce, Science & Technology (with Energy)
 36 Trafalgar Road, Kingston 10
 Tel: (876) 929-8990-9

- If still not satisfied, you may contact:

The Senior Director
 Standards & Monitoring Unit
 Cabinet Office
 2A Devon Road, Kingston 6
 Tel: (876) 929-1423, Fax: (876) 929-6676
 E-mail: smufeedback@cabinet.gov.jm

OR

The Office of the Public Defender
78 Harbour Street, Kingston
Tel: (876) 922-7089, Fax: (876) 922-9830
E-mail: publicdefender@mail.infochan.com