

The Development Planning Unit Standards of Service to the Public

Development Planning Unit is committed to serving its clients in a prompt, reliable and courteous manner. To this end, the Department has developed standards of service which its employees observe in serving its clients. According to these standards, the Department's personnel make the following commitments.

Quality

- Demonstrate openness, courtesy and equitable treatment at all times with its clients.

Accessibility

- Provide service in the official language of the British Virgin Islands.
- Provide service during the regular business hours between 8:30 and 4:30 hours.
- Ensure accessibility to its information service to the public residing in areas other than where Development Planning Unit offices are located, through (284) 494 3701 ext. 2176 or on our Internet Website <http://www.dpu.org>.
- Proactively offer the coordination of the provision of services to a client if his/her needs require actions by other agencies, divisions ministries or enterprises.

Promptness

- Before work begins, advise the client of the time required to provide the service and, if necessary, obtain the client's agreement to the schedule.
- Advise the client, should the need arise, of any additional time required and explain the reason for the delay promptly.
- Provide a cost estimate within three (3) working days or specify when the estimate will be ready.
- Under normal circumstances, respond to a simple special request within seven (7) working days.
- Fulfill an order for available goods and services within two (2) working days.
- Answer or acknowledge receipt of a letter or any other form of correspondence whether received by mail, fax or electronically within three (3) working days.
- Return a client's phone call within one working day.

Cost

- Inform clients of the cost of the service where applicable.
- Advise the client immediately, should the occasion arise, of any unforeseen change in cost and explain why.

Reliability

- If there is any difference between the request and the good or service delivered or to be delivered, advise the client immediately and explain the reason with the appropriate apology.
- If the good or service delivered does not conform to the client's request and this is due to our misunderstanding, offer to provide a solution free of charge.

Redress Mechanism

- If you, as a client, have reason to believe that these standards have not been adhered to in your dealings with the Development Planning Unit of the British Virgin Islands, you are encouraged to contact us:

Mr. Otto O'Neal
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Development Planning Unit
Ministry of Finance
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