



PRESS RELEASE

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JUDICIARY OPENS NEW CUSTOMER SERVICE STATION IN YALLAHS

ST. THOMAS, Jamaica: The Judiciary of Jamaica is expanding the reach of selected court services in St. Thomas with the establishment of a Customer Service Station at the Yallahs Outstation, providing residents of Yallahs, Bull Bay and surrounding communities with greater convenience in accessing routine court services.

The initiative, titled: **“Bringing Justice Closer to the People,”** forms part of the St. Thomas Parish Court’s Court Service Excellence Project and was developed in response to feedback from court users about the time, cost and inconvenience involved in travelling to the Morant Bay Courthouse for relatively simple transactions.

The Chief Justice, the Honourable Mr. Justice Bryan Sykes, OJ, CD, said the initiative reflects the Judiciary’s responsibility to address practical barriers to accessing justice. “Access to justice must mean more than having a courthouse somewhere in the country. It must mean that people can reasonably access the services they need, without unnecessary cost, inconvenience or disruption to their lives. Through the Customer Baseline Survey, court users told us about some of the challenges they experience in accessing our services. When court users tell us that a simple transaction requires them to travel significant distances and lose valuable time from work, we have to listen and act. The establishment of this Customer Service Station is a practical response to that reality. It brings selected court services closer to the people, removes an unnecessary barrier to access and demonstrates our commitment to building a Judiciary that is accessible, responsive and centred on the people we serve.”

The Customer Service Station will provide cashier services, payment of maintenance fees, general court information, commonly requested forms, filing of simple matters and assistance with navigating other court services.

The station will operate Monday to Friday, from 9:00 a.m. to 2:00 p.m.

Director/CEO of the Court Administration Division, Mrs. Tricia Cameron-Anglin, said the initiative reflects the Division's commitment to improving the efficiency of court administration through the strategic use of its facilities and resources. "Effective court administration requires us to continually assess how our operations can be organised to deliver services efficiently and make the best use of the resources available to us. The Customer Service Station at the Yallahs Outstation is a practical administrative solution that enables us to decentralise selected services, use an existing facility more effectively and reduce the demand placed on the Morant Bay Courthouse for routine transactions. It demonstrates that good administration is not only about managing our operations well; it is also about designing services that are practical, efficient and responsive to the needs of the people we serve."

The project was achieved through the collaboration and initiative of staff, who assisted in preparing the space, including painting, cleaning and arranging furniture. Existing resources at the Yallahs Outstation were also utilised to support the establishment of the station.

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For further information, you may contact the Director for Client Services, Communications, & Information Division in the Court Administration Division.