



2012 UPDATED PUBLIC STATEMENT OF THE TRINIDAD AND TOBAGO POSTAL CORPORATION IN COMPLIANCE WITH SECTIONS 7, 8 AND 9 OF THE FREEDOM OF INFORMATION ACT 1999

In accordance with Sections 7, 8 and 9 of the **Freedom of Information Act, 1999** (‘the FOIA’) each public authority is required by law, as a statutory body to publish certain information for the benefit of the public. This includes the structure and function of each public authority, a list of categories of documents held by the authority and the process for obtaining of documents. The statement also identifies those documents that are generally available to the public.

The FOIA gives members of the Public:

1. A legal right for each person to access information held by the Trinidad and Tobago Postal Corporation (“TTPOST”);
2. A legal right for each person to have official information relating to him/herself amended where such information is incomplete, incorrect or misleading;
3. A legal right to obtain reasons for adverse decisions made regarding an applicant’s request for information under the FOIA;
4. A legal right to complain to the Ombudsman and apply to the High Court for Judicial Review to challenge adverse decisions made under the FOIA.

THE FOLLOWING INFORMATION IS PUBLISHED BY THE TRINIDAD AND TOBAGO POSTAL CORPORATION AS APPROVED BY THE HONOURABLE NIZAM BAKSH, MINISTER OF PUBLIC UTILITIES:

Section 7 Statements

Section 7 (1) (a) (i)

Vision Statement:

To be a world leader in the provision of postal and consumer services while achieving economic viability and sustainability

Mission Statement:

To provide innovative, competitive, quality postal services and solutions for businesses and consumers. We do this through knowledgeable, customer-focused employees and effective systems.

Structure and Function

TTPOST is a Statutory Corporation which was established in 1999 by the **Trinidad and Tobago Postal Corporation Act, Chap 47:02**. TTPOST is the designated Postal Administrator of the Republic of Trinidad and Tobago. Its Board of Directors is appointed by the President of the State. The staff of approximately nine hundred and eighty eight (988) is headed by the Managing Director, who is also an executive member of the Board.

TTPOST is structured into five (5) Divisions. Those Divisions are Operations, Sales and Marketing, Finance, Human Resources and the Office of the Corporate Secretary. Every Division, except the Office of the Corporate Secretary, is headed by a General Manager.

The Managing Director reports to the Board. The Office of the Managing Director is responsible for the Audit, Security and Health Safety and Environment Departments.

The Operations Division is responsible for the management of the processing, transport and delivery of mail. This Division is also responsible for basic maintenance of TTPOST facilities. The Division consists of the Delivery, Transport Processing and Properties Departments. Each of these Departments is headed by a Manager.

The Sales and Marketing Division is responsible for the promoting and developing the Corporation's products and services and to maintain customer relations. This Division consists of Departments for Marketing, Business Development, Retail, Financial Services, Philately, Communications, Direct Mail, Courier and Customer Service. Each of these Departments is headed by a Manager.

The Finance Division holds fiduciary responsibility for the Corporation and provides a wide range of professional financial and information technology services, including: procurement, cash management, inventory management, budget planning, accounting, reporting and risk management. This Division consists of Accounts, Information Technology, Procurement and International Support Departments.

The Human Resources Division is responsible for industrial relations, recruitment, compensation and benefits, payroll and training. These functions are headed by a Human Resources Manager.

The Office of Corporate Secretary is responsible for the management of legal matters and the management of records of the Corporation. This Division also provides support to the Board of Directors and its Committees. This Division consists of the Records Department and the Legal Department.

The effect of functions on members of the public

TTPOST provides a range of postal and related services to the people of the Republic of Trinidad and Tobago.

The following are Core Mail Services provided by the Corporation

- Bulk Mail
- Local and International Letter Postage
- Local and International Parcel Postage
- Local and International Registered mail
- Express Mail Service (EMS)
- Philately and Stamps
- Post Office Box and Bags

TTPOST also offers commercial services and business solutions which were designed to offer convenience and savings to the people of the Republic of Trinidad and Tobago. These services are:

- Western Union Money Transfer
- International Courier Service Local Courier Service
- Direct Marketing - Direct and Unaddressed Mail
- International P.O. Box Service
- Stationery Supplies
- Inland Money Orders
- Lotto Ticket Sales (Tobago only)
- Encashment of Pension Cheques (Toco and Tobago only)
- US and Canadian Embassy Visa related services

Section 7 (1) (a) (ii)

Categories of Documents is in the possession of the TTPOST

- Files regarding Administrative, Personnel, Industrial Relations, Accounting, Management, Procurement, Training, Meetings, Social Events, Circulars, Legal documents, Newspaper Clippings, conferences and Customer Matters
- Financial Records
- Draft Strategic Plans
- Human Resources files
- Reports such as Annual, Monthly, Board, Departmental, Statistical, Technical
- Corporate Policy documents
- Tender Documents and Reports
- Contracts
- Manuals
- Auditor General Reports
- Leases
- Internal Newsletters
- Internal and External correspondence
- Survey Plans
- Brochures and pamphlets
- Speeches
- Press Releases
- Inventories

Section 7 (1) (a) (iii)

Materials prepared for publication or inspection

- Annual Reports
- Brochures
- Advertisements
- Public Notices
- Press Releases

Where may the public inspect

Persons wishing to inspect published material can visit:

The Office of the Corporate Secretary
Trinidad and Tobago Postal Corporation
National Mail Centre
240-250 Golden Grove Road,
Piarco 350462
Or visit our Website www.ttpost.net

Section 7 (1) (a) (iv)

Literature available by subscription

There are no documents available by way of subscription.

Section 7 (1) (a) (v)

Procedure to be followed when accessing a document from the TTPOST

How to request Information:

- **General Procedure**

TTPOST's policy is to answer all oral and written requests for information. The applicant must conform to the requirements and instructions of the FOIA by ensuring that all requests are submitted in writing. All applicants must, therefore, complete the appropriate form (*Request for Access to Official Documents*) available at the *Office of the Corporate Secretary* for information that is not readily available to the public.

- *Addressing Requests*

To facilitate the prompt handling of requests, applicants must address their requests to the Designated Officer of the Public Authority (**see below statement for Section 7 (1) (a) (vi)**).

- *Details in the Request*

Applicants should provide details that will allow for quick identification and location of the records that are being requested. If insufficient information is provided, clarification will be sought from the applicant. If the applicant is not sure how to write the request or what details to include, the applicant may communicate with the Designated Officer (**See Section 7 (1) (a) (vi)**).

Requests not handled under the FOIA

- A request under the FOIA will not be processed to the extent that it asks for information, which is readily available to the public either from TTPOST or from another public authority.

Responding to - Requests

- *Retrieving Documents*

TTPOST is required to allow access to copies of documents that are in its possession or documents that can be retrieved from storage. Information stored at any of the Corporation's storage locations may be retrieved in order to process requests.

Prior to the commencement of the Freedom of Information Act, 1999 old records may have been destroyed. The granting of a request for such documents may, therefore, be impossible. Various Laws, Regulations and Manuals give the time periods for keeping records before they may be destroyed. One such piece of legislation is the **Exchequer and Audit Act, Chap. 69:01**.

- *Furnishing Documents*

An applicant is entitled to copies of information that is in the possession of the Corporation,. TTPOST is only required to furnish one copy of a document. If a legible copy cannot be made of a document to be released, TTPOST may not attempt to reconstruct it. Instead, TTPOST will furnish the best copy possible and note the quality of the copy in the reply to the request.

TTPOST is not compelled to do the following:

- (a) Create new documents.
- (b) Implement new systems in order to facilitate preferences in formats that may be preferred by the applicant. For example, TTPOST is not required to write a new programme so that a computer will print information in the format that an applicant may prefer.
- (c) Perform research for the applicant.

Time Limits

▪ *General*

The FOIA sets a time limit of thirty (30) calendar days for determination of requests for access to documents. If this time limit is exceeded, the FOIA provides the applicant with the right to proceed as though the request has been denied. TTPOST will endeavour at all times to comply with the time limit. If it appears that processing a particular request may take longer than the statutory limit, the request will be acknowledged and advice will be offered as regards its status. Since there is a possibility that requests may be incorrectly addressed or misdirected, applicants may telephone or write to the Designated Officer in order to confirm receipt of the request and to ascertain its status.

▪ *Time Allowed*

TTPOST will determine whether to grant or deny a request for access to information as soon as practicable but no later than 30 days as required by Section 15 of the FOIA. If a decision is taken to grant access to the information requested, the applicant will be permitted to inspect the documents and/or be provided with copies.

Section 7 (1) (a) (vi)

Officers in TTPOST responsible for:

- (1) The initial receipt and action upon notices under Section 10.**
- (2) Requests for access to documents under Section 13.**
- (3) Applications for correction of personal information under Section 36 of the FOIA**

All Requests for Access to Information should be submitted on the prescribed *form* addressed to:

Designated Officer: Ms. Rhonda Earle
Corporate Secretary
Office of the Corporate Secretary
Trinidad and Tobago Postal Corporation
National Mail Centre
240-250 Golden Grove Road
Piarco 350462
Tel: 669-5361
Email: rhonda.joy-earle@ttpost.net

Alternate Officer: Mr. Rupert K. Jones
Legal Assistant
Office of the Corporate Secretary
Trinidad and Tobago Postal Corporation
National Mail Centre
240-250 Golden Grove Road
Piarco 350462
Tel: 669-5361
Email: rupert.jones@tppost.net

Section 7 (1) (a) (vii)

Advisory Boards, Councils, Committees, and other bodies (Where meetings/minutes are open to the public)

At this time there are no bodies that fall within the meaning of this Section of the FOIA

Section 7 (1) (a) (viii)

A description of library/reading room facilities

There is no library or reading room facility at the National Mail Centre. Visitors will however, be provided with a space in which to inspect information.

Persons can visit the Corporate Services Department at the National Mail Centre for the purpose of inspecting published material.

Fax Number: 669-5392
Telephone Number 669-5391
Opening Hours: 8:00hrs to 16:00hrs
Opening Days: Monday to Friday

Policy of the Trinidad and Tobago Postal Corporation for the provision of copies of documents which are readily available to the public

Members of the public may;

- i. **Indicate the form in which the copies are to be made available e.g. soft or hard copies, and must take into consideration the possibility that the copies may not be available in the form required.**
- ii. **Be required to supply copying paper for hard copies in instances where requests require large amounts of paper. This is to be determined at the discretion of the Corporation.**

Section 8 Statements

A statement of the documents that are provided by TTPOST for the use or guidance of the Corporation and its officers

The following Manuals and Policies are have been approved by the Corporation to guide staff.

- The Human Resources Policy and Procedure Manual
- Credit Facility Requirements Policy
- Overseas Travel Policy
- Disposal of Fixed Assets Policy
- Petty Cash Policy
- Internet and Email Facilities Policy
- Confidentiality Policy
- Conflict of Interest Policy
- Requisitioning Recurrent Purchases Policy
- Customer Complaint Enquiry Handling Policy
- Policy Standards Policy
- Business Ethics Policy
- Contractor Policy
- Health Safety and Environment Policy
- Vending Policy
- Visitors Policy

Section 9 Statements

Section 9 (1) (a)

A report or a statement containing the advice or recommendations of a body or entity established within the public authority.

At this time TTPOST has no reports or statements containing recommendations of a body or entity established within TTPOST.

Section 9 (1) (b)

A report or a statement containing the advice or recommendations of a body or entity established outside the Public Authority by or pursuant to written Law; or by a Minister of Government or other public authority for the purpose of submitting a report or reports, providing advice or making recommendations to the Public Authority or to the responsible Minister of that Public Authority.

At this time TTPOST has no reports or statements containing recommendations of a body or entity established outside TTPOST, or as otherwise specified by this section.

Section 9 (1) (c)

A report or statement containing the advice or recommendations of an inter-departmental committee whose membership includes an officer of the public authority.

This section is not applicable

Section 9 (1) (d)

A report or statement containing advice or recommendations of a committee established within the Public Authority to submit a report, provide advice or make recommendations to the responsible Ministry of that Public Authority or another officer of the Public Authority who is not a member of the Committee.

This Section is not applicable.

Section 9 (1) (e)

A report (including a report concerning the results of studies, surveys or tests) prepared for the Public Authority by a scientific or technical expert, whether employed within the Public Authority or not, including a report expressing the opinion of such an expert on scientific or technical matters.

- Transit Time Surveys
- Customer Satisfaction Surveys

Section 9 (1) (f)

A report prepared for the Public Authority by a consultant who was paid for preparing the report.

- Business Diagnostic Assessment Report – A Business Case for Change

Section 9 (1) (g)

A report prepared within the Public Authority and containing the results of studies, surveys or tests carried out for the purpose of assessing or making recommendations on the feasibility of establishing a new or proposed Government Policy, programme or project.

This section is not applicable.

Section 9 (1) (h)

A report on the performance or efficiency of the Public Authority or of an office, division or branch of the public authority whether the report is of general nature or concerns a particular policy, programme or project administered by the Public Authority.

- Auditor General Reports

Section 9 (1) (i)

A report containing final plans on proposals for the reorganization of the functions of the Public Authority, the establishment of a new policy, programme or project to be administered by the public authority, or the alteration of an existing policy programme or project administered by the public authority, whether or not the plans or proposals are subject to approval by an officer of the public authority, another public authority, the responsible Minister of the Public Authority or Cabinet.

This Section is not applicable.

Section (1) (j)

A statement prepared within the Public Authority and containing Policy directions for the drafting of legislation

This Section is not applicable.

Section 9 (1) (k)

A report of a test carried out within the Public Authority on a Product for the purpose of purchasing equipment

This Section is not applicable

Section 9 (1) (l)

An environmental impact statement prepared within the Public Authority.

This Section is not applicable.

Section 9 (1) (m)

A valuation report prepared for the public authority by a valuator, whether or not the valuator is an officer of the Public Authority.

- Property Valuations