

MINISTRY / PORTFOLIO	RESPONSIBLE ENTITY	CONTACT PERSON	ACTIVITY TO CUT RED TAPE	BENEFITS	DELIVERY DATE
Ministry of Education, Youth, Sports, Agriculture and Lands	Lands and Survey Department	Senior Land Registry Officer Joy.Powell@gov.ky 244-3423	Processing times were decreased for certain land registry matters by implementing a process change that resulted in the merging of the functions of two different posts in the Land Registry Unit.	The improved processing time for customers aims to improve the customer's satisfaction and allow for better decision making for customers.	1st June 2018
Ministry of District Administration, Tourism and Transport	District Administration		Implement the ability to accept debit/credit cards in District Administration locations in Cayman Brac and Little Cayman.	Increased convenience and payment options provided to customers.	27th June 2018
Ministry of Community Affairs	Ministry of Community Affairs	Sophy Banner Senior Policy Officer Govt. Admin. Bldg Box 110 113 Elgin Ave. KY1-9000 sophy.banner@gov.ky 244-2464	Extend signing authority to the Administrator of the Ex-Gratia Benefit for Seamen and Ex Servicemen.	Provides a shorter turnaround time on correspondence to recipients and applicants.	28th June 2018
Ministry of Education, Youth, Sports, Agriculture and Lands	Lands and Survey Department	Senior Land Registry Officer Joy.Powell@gov.ky 244-3423	While Express Transactions was a service that was previously in place, the Department reviewed the process to further reduce processing times for certain land registration matters from 2 days to 1 day.	The improved processing time for customers aims to improve the customer's satisfaction and allow for better decision making for customers.	29th June 2018



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Ministry of Finance and Economic Development	Customs Department	Kenneth Jefferson, Financial Secretary & Chief Officer Kenneth.Jefferson@gov.ky 244-2451	Eliminate Customs Declarations for air passengers, except for those with items to declare and those who have been referred for a secondary, more thorough examination.	Delivers a quicker processing time for passengers with nothing to declare. Allows dedicated focus of Customs Officers to more serious threats at our border.	30th June 2018
Ministry of Finance and Economic Development	Customs Department	Kenneth Jefferson, Financial Secretary & Chief Officer Kenneth.Jefferson@gov.ky 244-2451	Eliminate current requirement for custom officers to stamp and file receipts of duty free goods purchased by passengers who are leaving the island.	Eliminates unnecessary, time-consuming tasks for custom officers, allows dedicated focus of Customs Officers to more serious threats at our border, frees up valuable storage space.	30th June 2018
Portfolio of the Civil Service	Portfolio of the Civil Service	Gloria McField Nixon, Chief Officer gloria.mcfield@gov.ky 244 2376	Eliminate requirement for quarterly reporting to the DG on comp time usage.	Eliminates unnecessary bottleneck at DG level and reassigns responsibility more appropriately to Chief Officers.	30th June 2018
Office of the Director of Public Prosecutions	Office of the Director of Public Prosecutions	Candia James, Assistant Director of Public Prosecutions	ODPP to prepare disclosure bundles in non-complex matters for RCIPS to serve at the time of charging, rather than at the time of 1st appearance in Court. This will enable cases to be progressed faster, as it will no longer be necessary to adjourn at the time of the 1st appearance to allow for a review of the papers.	Implementation began on 1st July 2018 so that more time is needed for any benefits to be assessed, in conjunction with RCIPS. Where service has been effected in advance of the first Court date, the benefit is likely to be a reduced number of mention dates in Court for those cases.	1st July 2018



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Office of the Deputy Governor	Office of the Deputy Governor	Jodie Whittaker Office of the Deputy Governor Jodie.a.Whittaker@gov.ky 244-2432	Eliminate the current requirement by the Passport Office for a Proof of Nationality Letter for persons applying for BOTC or Passport, where the original certificate is old/ worn (to be replaced with email verification by ODG).	Avoids delays for customers. Avoids cost to applicant of a Proof of Nationality Letter (\$150).	1st July 2018
Ministry of Education, Youth, Sports, Agriculture and Lands	Department of Agriculture	Executive Customer Service Representative Gina.Mcfield@gov.ky 947-3090	Amendments to the information requested from farmers when using the Bulldozer Programme to clear land on leased property.	The farmer who is applying to have their leased land cleared through the Bulldozer Programme would have previously submitted a lease agreement when they applied for their Commercial Farmers ID. The change in the Department's application process eliminates the need for farmers to submit the lease twice.	4th July 2018
Ministry of Education, Youth, Sports, Agriculture and Lands	Department of Agriculture	Animal Welfare Officer Erik.Bodden2@gov.ky 947-3090	Implement a new system that allows the public to anonymously submit reports/complaints on animal welfare matters.	By providing the public with an option to report animal welfare issues anonymously and electronically, it is envisioned that this will enable the Department's Animal and Welfare Control Services Unit to address more of these matters; ultimately the benefit is in helping animals get the type of care that they deserve.	4th July 2018



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Office of the Deputy Governor	Office of the Deputy Governor	Jodie Whittaker Office of the Deputy Governor Jodie.Whittaker@gov.ky 244-2432	Eliminate the requirement to produce Police clearance certificate and Travel logs from Immigration Department, as part of the application process for BOTC Naturalisation.	Reduces costs to applicants (Police Clearance-\$25; Travel Logs-\$10). Removes 2 steps in process and saves time for applicant.	5th July 2018
Ministry of Human Resources and Immigration	Department of Immigration		Eliminate requirement for customers arriving before 8:30 am to wait outside of Immigration Hall and staff starting to serve customers at 7:30am.	Provides a more a more secure and comfortable waiting environment for customers and eliminates need to queue outside. Over 1,000 customers served through the end of June 2015.	15th July 2018
Ministry of Human Resources and Immigration	Passport Office		Eliminate policy that USA Visa waivers will not be issued if the applicant is travelling to a destination other than the USA after the waiver is issued.	Increases convenience as there are fewer travel restrictions for customers.	16th July 2018
Ministry of Human Resources and Immigration	Passport Office		Eliminate policy requirement for USA Visa waiver applicants to appear in person to apply and collect their documents.	Increases convenience and saves time for customers.	16th July 2018

