Who decides when a Jamaican service gets it wrong?



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Begin with the transaction a resident is trying to finish. A remittance query, a student grant and a water delivery each leave records, but a gap in a record means something different in each service. Jamaica can share its test methods with Caribbean neighbours while keeping case files, appeal decisions and parish-level judgements with the offices responsible for them.

The decision before local leaders

This paper proposes two starting points for Jamaica. Before either begins, the service owner should agree on an existing comparison service, a way to challenge an error and the conditions for ending the trial.

Check a closed sample of grant applications with spelling variations before introducing automated sorting.

Proposed lead. Grant programme manager, with an education liaison

What to measure. Compare applications wrongly held, time to correction and repeat visits for both routes.

Run a parish drought dispatch exercise using requests received at the desk and in the field.

Proposed lead. Parish dispatch lead and agricultural extension officer

What to measure. Count unserved requests and verify each change of route with the officer who made it.

Local evidence in context

Indicator	Value	Observation	Source
Population	2,837,077	2025	World Bank WDI
GDP per person, current US dollars	8,003	2025	World Bank WDI
Residents aged 65 and over	8.6%	2025	World Bank WDI
People using the internet	90.1%	2024	ITU / World Bank

The year and geographic coverage belong to each observation. These figures describe the jurisdiction as a whole. Collect service-level figures before setting a cost target, staff requirement or digital access threshold.

Economic and social needs

Keep parish trends out of household risk scores

The Bank of Jamaica publishes remittance statistics, including inflows by parish. Those totals can help a provider plan counter staffing. They say little about the identity or circumstances of the person collecting a transfer. A trial should compare waiting times and unnecessary document requests at different branches. Reviewers should look for branches where a shorter queue conceals more people leaving without their money.

Policy response. Use parish totals for planning. Require a separate evidential basis before a model may flag an individual transaction.

Bank of Jamaica, Remittances

Protect the route from school into training

Jamaica's Ministry of Labour and Social Security offers a one-time post-secondary grant to eligible students from PATH households enrolled in approved institutions. An intake tool could help a clerk spot a missing enrolment letter. It could also confuse a spelling difference with a different student. Applicants should be able to supply a correction through the office handling the application and learn whether it arrived before the application closes.

Policy response. Run mismatched-name and delayed-letter cases through the existing grant process alongside any proposed screening tool.

Ministry of Labour and Social Security, PATH education grants

Public institutions and environmental needs

Make reconsideration an actual decision

Section 12 of Jamaica's Data Protection Act addresses certain significant decisions based solely on automated processing and provides for exemptions. A service director should identify with the data controller which decisions fall within the provision. For a contested outcome, the person conducting the review needs the source information and authority to amend the record. A second screen displaying the original score gives that person little to investigate.

Policy response. Test a disputed case end to end, including notice to the resident and correction of records used by other units.

Office of the Information Commissioner, Data Protection Act 2020, section 12

Look for farms a drought map misses

The agriculture ministry has described trucking water to farmers and building catchment ponds as part of drought relief. A model trained on past deliveries could keep sending a truck to the farms easiest to reach. A parish officer should compare the proposed list with requests from farmers who have never appeared in delivery records. Record travel time and who still lacks water after the run.

Policy response. Reserve a place in the dispatch review for field reports and record why the dispatcher changes a proposed route.

Jamaica Information Service, Government Committed to Mitigating Effects of Drought on Farmers

How the policy would change a decision

A motor insurer uses a photo model to estimate damage. After a storm, the model misses damage in low-light photographs. An assessor inspects the images and the customer’s description before deciding a disputed claim.

- Give the reviewer authority to obtain better evidence and reverse the result. Preserve the original images and the reason for the decision within the approved retention schedule.
- For a covered solely automated decision, identify the notice and reconsideration route. Train staff to handle written requests and verify representatives under the regulations.
- Before transmitting identifiable claim files abroad, record the destination, purpose and section 31 transfer analysis. Test low-resolution and low-light images before each material update.

The head of claims approves each use of the estimate. Keep the version, the assessor’s reasons and the customer’s correction with the claim under the retention schedule. If a model misses damage in poor light, route comparable claims to staff, identify settlements that relied on the estimate and reassess them.

Source: CAIA jurisdiction guide for Jamaica. The worked example illustrates the proposal.

Test whether listeners hear the right place

Pay people who speak Jamaican English and Patwa to test a proposed public flood line. After hearing the alert, have them repeat the river, community and action. Keep identifiable call audio only when there is a valid reason to retain it.

The local pilot connects to Telecommunications · Culture and creative rights · Public administration and justice. Review R11 · R18 in the regional risk register.

Implementation and public review

Stage	Evidence or decision	Proposed responsibility
Before the trial	Define a completed case and sample the current process. Include people who use the phone, desk or an offline route.	Grant programme manager, with an education liaison
During shadow testing	Compare applications wrongly held, time to correction and repeat visits for both routes. Compare the same cases through both routes and record every override.	Grant programme manager, with an education liaison
At the local decision	Count unserved requests and verify each change of route with the officer who made it. Record whether the result justifies a live trial and identify the person who can stop it.	Parish dispatch lead and agricultural extension officer
After six months	Publish results by channel, the correction time, unresolved complaints and the decision to continue, revise or stop.	Local service owner

What partners can share

Jamaica could offer a speech-testing method and examples made from locally licensed phrases. The service owner remains responsible for warnings. Get separate agreement from performers for commercial use.

Record the local approval, correction route and stop authority before exchanging results. Other jurisdictions can reuse the method and run their own tests. Regional recommendation 5.

Where to draw the boundary

An office adopting this proposal would still need to check its own powers, contracts and data permissions. Organisations named as possible reviewers or leads have not been appointed by this publication. Publish any accepted role and its date with the local trial record.

A 90-day plan for the first service

Check a closed sample of grant applications with spelling variations before introducing automated sorting.

Proposed pilot lead. Grant programme manager, with an education liaison

A spelling variation holds an eligible grant application

Failure to test. An intake assistant treats a name or place variant as a mismatch and stops routing the application for review.

Evidence to retain. Keep the grant rule, sample pairs, manual result and correction time by channel.

Pause condition. A valid application could miss a deadline because an officer cannot see or reverse the hold.

When	Proposed action and evidence
Days 1–30	Grant programme manager, with an education liaison agrees the eligible cases, existing service measures, staffed alternative and authorised decision owner. Record reviewers and a cost estimate in local currency for staff time, testing, access and recovery. Identify the funding source and who would approve it.
Days 31–60	Run the original and proposed routes on the same sample. Compare applications wrongly held, time to correction and repeat visits for both routes. Report counted errors and eligible cases by channel and language where lawful, plus the time from error report to correction.
Days 61–90	Witness the fallback, correction and restart before asking the accountable officer for a decision. Pause on the condition above. Record affected cases, unresolved issues, costs and the date for the next check.
Six months after live launch	Publish a lawful comparison with the baseline, including corrections, open complaints and the decision to continue, change or end the use.

Sponsorship, funding and the proposed lead’s acceptance require a recorded local decision. Share test methods with Caribbean partners using the local data permissions.

Sector guide · Ministry of Labour and Social Security, PATH education grants · Local evidence and sources · Regional high-impact use rules · Local risk scenario

Sources and method

The committee used published local evidence to select the four priorities and compared them with the Caribbean AI Framework's requirements for access, data, skills, oversight and adoption. Recommendations and stories are editorial proposals. This edition reports no results from a completed local pilot.

1. Bank of Jamaica, Remittances
2. Ministry of Labour and Social Security, PATH education grants
3. Office of the Information Commissioner, Data Protection Act 2020, section 12
4. Jamaica Information Service, Government Committed to Mitigating Effects of Drought on Farmers
5. World Bank WDI — Population
6. World Bank WDI — GDP per person, current US dollars
7. World Bank WDI — Residents aged 65 and over
8. ITU / World Bank — People using the internet
9. Jamaica jurisdiction guide, Caribbean AI Association
10. Jamaica pilot note, Caribbean AI Association
11. Caribbean AI Framework, consultation edition, 27 November 2026

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