

BVI GOVERNMENT SERVICES AT A GLANCE — 2009 —

Putting Government Services at Your Fingers



INSIDE

- ✓ Phone, fax, and physical location for government offices
- ✓ Websites and e-mail for government departments
- ✓ Details on how to obtain government services
- ✓ Ministerial Portfolios

PORTFOLIOS of The GOVERNOR and CABINET MEMBERS

Putting Government Services at your Fingertips

Governor

His Excellency
David Pearcey



Deputy Governor

Mrs. V. Inez Archibald

Departments and Units

Deputy Governor's Office
Office of the Supervisor of Elections
Archives and Records Management Unit
Attorney General's Chambers
High Court Registry
Magistracy
Disaster Management
Royal Virgin Islands Police Force
Human Resources
Training Division
Civil Registry and Passport Office

Commissions and Councils

Financial Investigations Agency
Public Service Commission
Judicial and Legal Services Commission
Teaching Service Commission
National Disaster Management Council
Law Reform Commission

Autonomous Agencies

Attorney General's Chambers

Attorney General: Hon. Kathleen Quarley

Cabinet Office

Cabinet Secretary: Mr. Otto O'Neal

Audit Department

Chief Auditor: Mrs. Sonia Webster

House of Assembly

Speaker: Hon. Roy Harrigan

Office of the Director of Public Prosecutions

Director: Mr. Terrence Williams

Registry of Interests

Registrar: Victoreen Romney-

Premier and Minister of Finance

Hon. Ralph T. O'Neal, OBE



Premier's Office

Departments and Units

Internal Audit Unit
Office of the City Manager
Wickham's Cay Development Authority
Development Planning Unit
Immigration
Information and Public Relations
Town and Country Planning
Trade and Consumer Affairs
Virgin Islands Shipping Registry
International Affairs

Statutory Boards/Associated Agencies

BVI Tourist Board
H. Lavity Stouff Community College
BVI Social Security Board
Board of Immigration
Development Control Authority

Ministry of Finance

Departments and Units

Her Majesty's Customs
Information Technology
Inland Revenue
Post Office
Treasury

Statutory Boards/Associated Agencies

National Bank of the Virgin Islands, Ltd.
Financial Services Commission
Stamp Advisory Committee
Income Tax Appeal Board

Minister for Health & Social Development

Hon. Dancia Penn, OBE, QC



Departments/Units

Office of Gender Affairs
Environmental Health Unit
Sandy Lane Centre
Social Development
Solid Waste
Adina Donovan Home for the Elderly
Statutory Boards/Associated Agencies
BVI Health Services Authority
Allied Health Services Council
Nurses and Midwives Council
Public Assistance Committee

Minister for Works & Communications

Hon. Julian Fraser, RA



Departments and Units

Electrical Inspection Unit
Facilities Management Unit
Fire and Rescue Services
Public Works
Vehicle Licensing
Water and Sewerage
Statutory Boards/Associated Agencies
BVI Electricity Corporation
BVI Ports Authority
Building Authority
Telecommunications Regulatory Commission

Minister for Natural Resources & Labour

Hon. Omar W. Hodge



Departments/Units

Agriculture
Conservation and Fisheries
Labour
Land Registry
Land Survey
Statutory Boards/Associated Agencies
National Parks Trust
Land Surveyors Board

Minister for Education & Culture

Hon. Andrew Fahie



Departments

Education
Library Services
Department
Her Majesty's Prison
Youth Affairs and Sports
Culture
Boards and Commissions
Recreation Trust
Prison Visiting Committee
Board of Film Censors
Education Advisory Committee
Library Services Committee
Scholarship Trust Fund Board
Early Education Advisory Committee

Note: Information in this guide is subject to change

BVI GOVERNMENT SERVICES AT A GLANCE

Putting Government Services at your Fingertips

A

Adult Education

Adults at least 17 years of age who did not finish secondary school or wish to learn a trade may take advantage of our Alternative Secondary Education Programme. Through the programme, students may obtain senior secondary certificates, a certificate on a single subject or learn trades including auto mechanics, sewing, electronic, machine shop practice, carpentry and computer repair.

Student Services Centre

T: 284 494-3701 ext. 2241 or 2242

F: 284 468-5421

AIDS/HIV

Our National AIDS Programme offers confidential HIV counselling and provides information about HIV and AIDS to members of the public. In addition, the Programme coordinates a support group for persons living with HIV/AIDS and staff are available to make presentations at schools, churches and other community events. There is also a free, anonymous, 24-hour AIDS hotline.

National AIDS Programme

Central Administration Building, West Wing

T: 284 468-0900 or 284 494-3701 ext. 4950/4902

24-Hour Hotline: 499-1499

F: 494-3454

Airports

Our BVI Airports Authority Ltd. manages the Territory's airports including the Terrance B. Lettsome International Airport, the Auguste George Airport on Aneгада and the Virgin Gorda Airport. We provide air traffic control services, airport security, and more.

BVI Airports Authority Ltd.

Terrance B. Lettsome International Airport

T: 284 852-9000

F: 284 852-9045

Ambulance Services

During a medical emergency please call 999 or 911

Apostilles

An apostille is the instrument under the Hague Convention to certify public documents which have been executed in the Territory of a contracting State and which has to be produced in the Territory of another contracting State. They may be certified at the Deputy Governor's Office, the High Court Registry and the Civil Registry.

Deputy Governor's Office

T: 284 494-3701 ext. 2195

F: 284 494-6481

Civil Registry

De Castro Street, Wickham's Cay

T: 284 468-3442

F: 284 494-2783

High Court Registry

Main Street, Road Town

T: 284 494-3492

F: 284 494-6664

Audit

The Office of the Auditor General is a department under the Governor's Group. Its mandate is derived directly from the Constitution of the Virgin Islands and the Audit Act, 2003. The department's primary role is to examine and report to the House of Assembly on the accounts of the Government.

The Internal Audit Unit is a unit under the Premier's Office which provides advice, risk assessments, and evaluations to government departments with a view to promoting effective resource control.

Audit Department

Main Street, Road Town

T: 284 494-2646 or 284 494-3701 ext. 4923, 4976 or 4989

F: 284 494-4376

Internal Audit Unit

T: 284 468-3701 ext. 4771/4791

F: 284 468-2558

B

Bicycle and Motorcycle Licensing

Bicycles and motorcycles being used on our roads should be licensed and registered with the Vehicle Licensing Department. Bicycles must be outfitted with a license plate, bell and reflector to be deemed road-worthy and the rider must wear a helmet.

Vehicle Licensing Department

R.G. Hodge Plaza, Road Town

T: 284 494-3544 or 284 494-3701 ext. 4938

F: 284 494-3423

Millionaire Road, The Valley

T: 284 495-5707

F: 284 495-5622

Births

Our Civil Registry is responsible for issuing birth certificates. All births within the Territory are required to be registered at the Civil Registry, after which a birth certificate may be purchased.

Civil Registry (Births, Deaths and Marriages)

De Castro Street, Wickham's Cay

T: 284 468-3442

F: 284 494-2783

Building Permits

Our Public Works Department inspects building plans and issues permits for construction. We also re-approve expired building construction permits, and grant permits for the demolition of existing buildings.

Public Works Department
 Baugher's Bay, Tortola
T: 284 494-2772 or 494-3701 ext. 5856/5902/5859
F: 284 494-4740 or 284 494-468-5726



Child Protection Services

We provide short- and long-term protective care for children who must be removed from the custody of their parent or guardian. Our Social Development Department provides foster care services and operates the Rainbow Children's Home, a facility established to provide temporary housing, protection and therapeutic services for children in need of care and protection.

Social Development Department
 Botanic Station, Tortola
T: 284 494-3431
F: 284 494-6803
 Edison O'Neal Building, Virgin Gorda
T: 284 494-3701 ext. 6543 or 284 495-5291

Civil Aviation

Air Safety Support International performs regulatory services at the Territory's airports, including aircraft registration and licensing.

Air Safety Support International
 Terrance B. Lettsome International Airport
T: 284 495-7139
F: 284 495-7138

Community Centres

Social events, lectures and other community outreach programmes are held at our community centres around the Territory. With the assistance of centre managers, our Social Development Department supervises the general administration of these centres. For information about upcoming events or to find out how you can use a community centre, please contact the Social Development Department.

Social Development Department
 Botanic Station, Road Town
T: 284 494-3431
F: 284 494-6803
 Edison O'Neal Building, Botanic Station
T: 284 494-3701 ext. 6543 or 284 495-5291

Community Centre Locations

Road Town Seniors Centre
T: 284 494-8052
 Abraham Leonard Community Centre
 Carrot Bay
T: 284 494-4903
 East End / Long Look Community Centre
T: 284 495-2416
 Valerie O. Thomas Community Centre
 Sea Cow's Bay
T: 284 494-0786
 Brewers Bay Community Centre
T: 495-9952

West End Community Center
T: no phone
 Ashford Waters Community Centre
 Virgin Gorda
T: 284 494-3701 ext. 6504
 Anegada Community Centre
T: 495-9867
 Long Trench Community Centre
T: 494-1826
 Belle Vue Gym
T: 494-9500

Customs

Her Majesty's Customs Department performs the dual roles of revenue collection and law enforcement. We assess, collect and account for import duty on goods imported into the Territory. Meanwhile, our enforcement division prevents prohibited and restricted goods, such as firearms and illicit drugs, from entering the Territory. We operate a 24-hour confidential hotline for members of the public with information about potentially illegal activity.

Customs Headquarters
 Richard Stout Building, Road Town
T: 284 494-3475 or 284 494-3701 ext. 6800/1
24-hour hotline: 284 494-8209
F: 284 494-6906



Deaths

The Civil Registry (Births, Deaths and Marriages) has responsibility for the registration of all deaths in the Virgin Islands. Following the registration, permits for burial may be issued following approval by the Ministry of Health and Social Development.

Ministry of Health and Social Development
 Central Administration Building, West Wing
T: 284 494-3701 ext. 2174
F: 284 494-5018

Civil Registry
 De Castro Street, Wickham's Cay
T: 284 468-3442
F: 284 494-2783

Development Proposals

All developments, whether private or commercial, must be approved by the Development Control Authority. The Town and Country Planning Department is charged with receiving, investigating and making recommendations to the Authority on all development proposals. Before submitting a development proposal, please visit the Department for information about application requirements and the approval process.

Town and Country Planning Department
 Central Administration Building, West Wing
T: 284 494-3701 ext.2158
F: 284 494-5794

Dialysis Services

Our Dialysis Unit, open Monday through Saturday, is equipped with modern dialysis equipment.

Peebles Hospital
Lower Main Street, Road Town
T: 284 494-3701 ext. 4484

Dietary Counselling

Our nutritionists provide expert counselling to patients recovering from illness, those seeking help losing weight, or others in need of special therapeutic diets.

Road Town Health Clinic
Glancina George Building
T: 284 494-3497 ext. 5544
F: 284 468-0029
Peebles Hospital
Lower Main Street
T: 284 494-3701 ext. 4420

Disability Programmes

Persons with disabilities can gain skills, experience social relationships and contribute to their own maintenance at BVI Services, a work programme for disabled adults.

BVI Services
Fishlock Road
T: 284 494-3310
F: 284 494-6803

Disaster Management

A community that is well prepared for hazards of all kinds will survive and recover quickly from disasters. If you need help developing an emergency plan, have an existing plan that you would like assessed, need to develop and deliver disaster management training or want to review the lessons of previous crises, contact our Department of Disaster Management.

Department of Disaster Management
No. 3 Wailing Road, MacNamara
T: 284 468-4200
F: 284 494-2024
E: bviddm@surfbvi.com
W: www.bviddm.com

Driver's Licenses

The Vehicle Licensing Department issues learner's permits, driver's licenses, renews driver's licenses, and administers written and road tests to new drivers. You must be at least 18 years of age to obtain a driver's license. Visitors may obtain a temporary driver's license from car rental agencies.

Vehicle Licensing Department
R.G. Hodge Plaza, Road Town
T: 284 494-3544 or 284 494-3701 ext. 4938
F: 284 494-3423
Millionaire Road, The Valley
T: 284 495-5707
F: 284 495-5622

Drug Abuse Treatment

The Sandy Lane Centre provides drug rehabilitation for those suffering from drug and alcohol addictions. Centre counsellors also perform outreach and education services at schools, the prison and for community groups.

Sandy Lane Centre
T: 284 494-4852

E

Elections

The Elections Office is committed to providing free and fair elections. Every eligible British Virgin Islander is encouraged to register to vote and to make every effort to understand and participate in the electoral process. The Elections Office registers voters, processes transfers of registration, administers elections, and conducts referenda.

Elections Office
Dawson Building, Russell Hill Road
T: 284 468-4380 or 284 468-3701 ext. 4375
F: 284 468-2779

Electrical Inspections & Electrician Licenses

Our electrical inspectors visit homes and businesses to ensure that their electrical wiring systems are safe. We also issue licenses to qualified electricians wishing to work in the Territory.

Electrical Inspection Unit
R.G. Hodge Plaza, 3rd Floor, Road Town
T: 284 494-3701 ext. 3603 or 3604
F: 284 494-3934

Electricity

The BVI Electricity Corporation is a statutory corporation established by legislation in 1978. Its main functions are to generate, transmit, distribute and sell electricity throughout the British Virgin Islands. The Corporation strives to provide the best possible service to our customers and to adequately supply a reliable and continuous electrical supply to the British Virgin Islands at an affordable cost.

BVI Electricity Corporation
Long Bush, Tortola
T: 284 494-3911 /3912
F: 284 494-4291
East End Collection Office
T: 284 495-1280
Virgin Gorda Office
T: 284 495-5418/5319
Pockwood Pond Power Station
T: 284 494-0053
Anegada Power Station
T: 284 495-8037
Emergency Night Service
T: 284 494-3911/2710

Elderly Services

The Social Development Department operates senior citizen programmes in communities throughout the Territory. In addition, we provide home care services and meals for home-bound seniors and

other shut-ins. There are also two residential facilities for seniors who are no longer able to care for themselves.

Social Development Department
Botanic Station, Road Town
T: 284 494-3431
F: 284 494-6803
Virgin Gorda Home for the Elderly
The Valley, Virgin Gorda
T: 284 495-5172

Adina Donovan Home for the Elderly
Lower Main Street, Road Town
T: 284 494-4690

Employment (Private Sector)

The Employment Services Unit of our Labour Department keeps a database of current job vacancies, runs job training programmes for job seekers and processes work permit applications for non-Belongers seeking employment in the British Virgin Islands.

Labour Department
Geneva Place, Road Town
T: 284 494-3701 ext. 4708 or 4713
F: 284 494-3027
Vanterpool Building, Virgin Gorda
T: 284 494-3027
F: 284 468-6572

Employment (Public Sector)

The Government of the British Virgin Islands requires qualified professionals to support its vibrant, world-class public service. For information on employment opportunities, contact the Human Resources Department or visit the Help Desk at the West Atrium of the Central Administration Building for a list of vacancies.

Human Resources Department
Central Administration Building, West Wing
T: 284 494-3701 ext. 2178
F: 284 494-5799
E: hrdbvi@gov.vg
W: www.hr.gov.vg

F

Financial Services

The BVI is home to a well-respected financial services industry. Our BVI International Finance Centre can provide you with information about doing business in the BVI and the Territory's laws and policies.

BVI International Finance Centre
Pasea Estate, Tortola
T: 284 494-1509
F: 284 494-1260
W: www.bvifc.gov.vg

Financial Services Commission

Our Financial Service Commission is an autonomous authority that regulates, supervises and inspects all financial services in the BVI. Such services include insurance, banking, trustee business, company

management, mutual funds business as well as the registration of companies, limited partnerships, intellectual property and ships. The Commission also promotes public understanding of the financial system and its products, polices the perimeter of regulated activity, reduces financial crime and prevents market abuse.

Financial Services Commission
Pasea Estate
T: 284 494-1324
F: 284 494-5016
W: www.bvifsc.vg

Fire & Rescue Services

Our Fire and Rescue Service protects life and property from the effects of fire and all other man-made and natural incidents or disasters. We assess the fire safety of buildings and offer training on fire prevention and safety to any group or organisation. We also provide ambulance service on Virgin Gorda. In the event of an emergency please dial **999**. For a nonemergency, you can call our Administrative offices or any of our stations.

Fire and Rescue Services
Main Office, Fishlock Road, Tortola
T: 284 494-3473 or 284 494-3701 ext. 2553, 5508, 5509
F: 284 494-5413
Cappoon's Bay Fire Station
T: 284 495-4795
East End/Long Look Fire Station
T: 284 495-1384
Jost Van Dyke Fire Station
T: 284 495-9297
Virgin Gorda Fire Station
T: 284 495-1110
Anegada Fire Station
T: 284 495-1625

Firework Displays

The Ministry of Communications and Works must approve all firework displays in the Territory. An application must be made in writing to the Ministry at least three weeks prior to the scheduled event.

Ministry of Communications and Works
Central Administration Building, East Wing
T: 284 494-3701 ext. 2183
F: 284 494-3873

Fish

BVI Fishing Complex sells fresh, local seafood at competitive prices. We also sell fishing supplies, such as fish bins, ice coolers, fish trap wire, fuel and rope. Contact us by phone or fax to make special orders, arrange pick-ups or deliveries.

BVI Fishing Complex
Baughter's Bay (next to Port Purcell)
T: 284 494-6260 or 284 494-3701 ext. 5737
F: 284 494-6935

Fishing Permits

You must have a fishing license to fish in British Virgin Islands' waters. Different types of licenses are available, including short-term licenses, recreational licenses and commercial licenses. Application forms for fishing licenses are available from the Ministry of Natural Resources and Labour. Please contact the Conservation and Fisheries Department for

information about fishing grounds, closed seasons, size requirements and training for fishers. Please note that spear fishing is illegal in the BVI.

Ministry of Natural Resources and Labour
Central Administration Building, East Wing
T: 284 494-3701 ext. 2147
F: 284 494-4283

Conservation and Fisheries Department
Quastisky Building, Road Town
T: 284 494-3701 ext. 5551/5555
F: 284 494-2670
W: www.bvifish.org

Food Safety and Hygiene

People employed in the food industry, whether public or private, are required to be certified food handlers. Our Environmental Health Division offers training in proper food handling techniques as part of its comprehensive food handling programme.

Environmental Health Division
Old Administration Building
T: 284 468-5110 or 494-3701 ext. 5110
F: 284 494-7430



Games of Chance

If you want to operate a game of chance, such as a raffle or bingo for a charitable purpose, we require that you receive permission from the Deputy Governor's Office in advance and that you report the results of your fundraiser to the Office.

Deputy Governor's Office
Central Administration Building, West Wing
T: 284 494-3701 ext. 2195 or 284 468-0346
F: 284 494-6481
W: www.dgo.gov.vg

Garbage Collection

Our garbage incinerator plant is located at Pockwood Pond, Tortola. You can bring waste to the plant between 8 a.m. and 4 p.m. weekdays, or place it in any of the green garbage bins and Dumpsters around the Territory. Large items such as old appliances and furniture, as well as construction waste and hazardous waste such as used needles, waste oil and chemical waste, should be brought directly to the incinerator. The Solid Waste Department is also responsible for maintaining the roadsides, recovering dead animals from public roads and assisting with beautification campaigns throughout the Territory.

Solid Waste Department
4th Floor, Old Administration Building
T: 284 494-6245
F: 284 494-3063

Gazette

The weekly Official Gazette is the official publication of the Government and includes government, statutory and commercial notices, as well as supplements, such as Bills, Acts, and Statutory Instruments. It is compiled by the Gazette Unit, a part of the Deputy Governor's Office.

Passport Office
Central Administration Building
T: 284 468-3701 ext. 2523 or 2521
F: 284 494-4435
W: www.bvigazette.org

Gender Affairs

The Office of Gender Affairs advocates for programmes, legislation and policies that support and uphold the rights of women and men and that raise public awareness to the issue of gender. We offer referrals for individuals in need of direct services.

Office of Gender Affairs
Mill Mall, Road Town
T: 284 468-0017 or 494-3701 ext. 2234-2237



Health Clinics

Our public health clinics provide preventative and diagnostic health care services to residents of the British Virgin Islands. Services available at our clinics include family planning counselling, childhood immunization, diabetic treatment, health care for the elderly, and treatment for common illnesses and minor injuries.

Road Town Health Clinic
T: 284 494-3455
East End Clinic
T: 284 495-2205 ext. 6119 or 284 495-2680
Long Look Clinic
T: 284-495-2268 ext. 6120
Cane Garden Bay Clinic
T: 284 495-9447
Cappoons Bay Clinic
T: 284 495-4610 or 284 494-3701 ext. 4015
Nurse Iris O'Neal Clinic
T: 284 494-3701 ext. 6514 or 555 (daytimes) or 554 (evenings)
North Sound Clinic
T: 284 495-7310
Jost Van Dyke Clinic
T: 284 495-9239
Anegada Clinic
T: 284 495-8049

Hearing Disorders

Our Audiometric Services Unit provides hearing evaluations and treatment for people with hearing disorders.

Audiometric Services
Glancina George Building, Road Town
T: 284 494-3474
F: 284 494-4486

Help Desk

The Help Desk, located in the Central Administration Building, stocks brochures on a number of government policies, Service Charters, and a range of application forms. Staff there can answer your questions, help you fill out application forms, and refer you to the correct office or individual for complex requests.

Help Desk

T: 284 468-4357 or 284 494-3701 ext 3354, 3356 or 3105

F: 284 468-0457

High Court

Our High Court is one of nine branches of the Eastern Caribbean Supreme Court. It sits year-round in the courthouse above the House of Assembly.

High Court

T: 284 494-5946

F: 284 494-6342

High Court Office

Main Street, Road Town

T: 284 494-3492

F: 284 494-6664

Hospital

Our well-trained team of health care professionals offers modern medical services at Peebles Hospital. Services include 24-hour emergency service, internal medicine, gynaecology and obstetric care, surgical care, neonatal and paediatric care, renal dialysis services, anaesthesiological services, laboratory services, pharmacy services, physiotherapy services, dietary services and social services. In addition, the hospital provides medical imaging services including radiography, mammography and ultrasounds.

Peebles Hospital

T: 284 494-3497 or 284 494-3701 ext. 4420, 4421

F: 284 434-3833

I**Information**

The Department of Information and Public Relations publishes news releases, speeches, magazines, and other information about the Government of the Virgin Islands.

Department of Information and Public Relations

DeCastro Building, Slaney

T: 284 468-3701 ext. 2139 or 284 494-2052

F: 284 468-6877

E: gis@gov.vg

W: www.bvi.gov.vg

Inspections of Food Establishments and Institutions

Restaurants, snack bars, supermarkets, bakeries, schools, day care facilities, institutional homes, and clinics must meet our public health code. The Environmental Health Division is responsible for carrying out inspections to ensure the code is being met.

Environmental Health Division

Old Administration Building

T: 284 468-5110 or 494-3701 ext. 5110

F: 284 494-7430

E: ehd@gov.vg

L**Land Registry**

Our Land Registry Department is committed to registering and recording land transactions in the Territory in a timely and accurate manner. Come to our office if you need to transfer land from one owner to another, subdivide land, obtain certified copies of registered land documents, record restrictions on land, partition land or settle boundary disputes.

Land Registry

Central Administration Building, West Wing

T: 284 494-3701 ext. 2017 and 2020

F: 284 494-4086

Land Surveying

The Survey Department is the lead agency charged with maintaining comprehensive and current cadastral information of the BVI. We sell topographical maps of all the islands published by Ordnance Survey, U.K. We also sell Cadastral Survey Plans, Cadastral Maps, and Aerial Photographs that can be overlaid with land parcels and contours information as required. Our staff can also advise on land and survey issues.

Survey Department

Botanic Station (Next to Happy Lion Restaurant)

Box 142, Road Town

T: (Records) 284 468-4330

T: (Administration) 284 468-4323

F: 284 468-4315

Laws

The Office of the House of Assembly processes all legislation passed by the House of Assembly of the Virgin Islands. Such legislation governs our Territory and impacts not only Government Ministries, Statutory Boards and Commissions, but also public and private enterprises and the general public of the Virgin Islands. Copies of our laws are available for purchase from the Passport Office. The Road Town Public Library also keeps a collection of our laws for reference.

Office of the House of Assembly of the Virgin Islands

Richard C. Stout Building

Road Town, Tortola

T: 284 494-4757 or 4758

F: 284 494-4544

Passport Office

Central Administration Building

T: 284 494-3701 ext. 3038

F: 284 494-4435

Law Reform

Our Law Reform Commission, a division of the Attorney General's Chambers, studies and reviews the Territory's laws with a view to making recommendations for their improvement, modernization, and reform. The Law Reform Commission strives to reflect the customs and values of the Virgin Islands' society, an public participation in encouraged during the process of law reform.

Law Reform Commission
 Flemming Street, Road Town
T: 284/494-8738 or 284/494-3701 ext. 3453/3464
F: 284/468-2654
E: lawreform@bvigovernment.org

Legal Aid

The legal community and government have collaborated to provide legal aid to people facing serious criminal charges and who are unable to afford legal representation. If you believe you qualify, please contact the Social Development Department, or write to the Ministry of Health and Welfare. Applications are considered by the Legal Aid Committee. Fees are charged on a sliding scale.

Social Development Department
 Botanic Station, Road Town
T: 284 494-3431
F: 284 494-6803

Ministry of Health and Social Development
 Central Administration Building, West Wing
T: 284 494-3701 ext. 2174
F: 284 494-5018

Library Services

Our Library Services Department aims to provide a variety of materials that meet the information needs of our diverse community. We provide a selection of books, magazines, and journals for all ages. The public libraries provide access to 40 periodical titles and several local, regional and international newspapers. In addition, we offer an after-school programme for children and teenagers; a Saturday morning reading programme; Internet access; and a bookmobile service to public and private schools.

Road Town Public Library
 Flemming Street, Road Town
T: 284 494-3428
F: 284 494-3495
 Virgin Gorda Public Library
T: 284 495-5516
 East End Public Library
T: 284 495-2472
F: 284 495-3112
 Anegada Public Library
T: 284 495-9464
 Jost Van Dyke
T: 284 495-9054
W: www.bvilibrary.gov.vg

London Office

Our BVI London Office is the focal point in the United Kingdom and Europe for all socioeconomic and political matters related to the development of the British Virgin Islands. We liaise with policy-makers, represent the Territory at meetings and conferences, and organise events for BVI Islanders in the UK.

BVI London Office
 15 Grosvenor Street
 Mayfair, London
T: 44 (0) 20 73559570
F: 44 (0) 20 73559575
E: enquiries@bvi.org.uk
W: www.bvi.org.uk



Magistrate's Court

The Magistrate's Court hears and determines summary matters and civil matters where the sum being claimed is less than \$10,000. The Court also conducts preliminary enquiries into indictable offences. Additionally, the Magistrate's Court hears applications for the maintenance and education of children and for Protection Orders under the Domestic Violence Act. The Magistrate's Court also hears complaints brought by the Chief Planning Officer and the Commissioner of Inland Revenue, is the Liquor Licensing authority, and conducts inquests into sudden deaths. The Court sits daily at 9 a.m. in Johns Hole and at 10 a.m. daily on Virgin Gorda.

Magistrate's Court
 Johns Hole, Tortola
T: 284 468-4360 or 284 494-3701 ext. 4360 or 4286
F: 284 468-4302
 The Valley, Virgin Gorda
T: 284 468-6541 or 284 494-3701 ext. 6585
F: 284 468-6586

Maps

The Survey Department publishes topographical, contour and aerial maps of the Territory. The Town and Country Planning Department produces maps using its detailed Geographic Information System database, which contains physical and environmental information about the Territory. Free road maps may be collected from visitor information booths on Tortola and Virgin Gorda.

Town and Country Planning Department
 Central Administration Building, West Atrium
T: 284 494-3701 ext. 2158
F: 284-494-5794

Survey Department
 Upstairs J.R. O'Neal Plaza, Road Town
T: 284 494-3459 or 284 494-3701 ext. 3103 or 2232
F: 284 494-3895

Marine Inspections

Our Shipping Registry is responsible for inspecting and licensing all BVI-flagged vessels. We also enforce international shipping and safety at sea regulations.

Virgin Islands Shipping Registry
 Sebastian Building, Road Town
T: 284/494-3701 ext. 2902/3
F: 284/468-2913

Marriage Licenses

Persons wishing to get married in the British Virgin Islands must apply for a marriage license at least three working days before their planned wedding date. Applications must be made in person at the Attorney General's Chambers. Applicants must bring the appropriate fee, in the form of a postage stamp, valid identification, proof of marital status, and two witnesses. If you plan to be married by the Registrar-General, you must also visit the Office of the Registrar-General to make an appointment. Once issued, a marriage license is valid for 90 days. Detailed information about all marriage license requirements and

procedures is available from the Civil Registry.

Attorney General's Chambers
Central Administration Building, East Wing
T: 284 468-0242 or 284 494-3701 ext. 2160
F: 284 494-6760

Civil Registry
De Castro Street, Wickham's Cay
T: 284 468-3442
F: 284 494-2783

Mental Health

Our Mental Health Unit provides preventative and rehabilitative mental health services to the entire BVI community. Our professional staff of psychiatrist, psychologist and nurses provide individual and family counselling, psychological testing, psychotherapy, crisis intervention and follow-up care/home visits.

Community Mental Health Services
Glancina George Building, Road Town
T: 284 494-3472
F: 284 494-4828

Mentorship

Our Social Development Department organises a mentorship programme for children between the ages of 5 and 18 to foster strong and lasting relationships with older persons who can provide positive guidance and companionship. To volunteer as a mentor or to enrol as a young person, please contact us.

Social Development Department
Botanic Station
T: 284 494-3431
F: 284 494-6803

Mooring Permits

The National Parks Trust has installed more than 200 mooring buoys at popular anchorages in the Territory in order to protect the Territory's fragile coral reef ecosystem from anchor damage. Before using one of the moorings, you must purchase an NPT mooring permit, available from the Trust office on Main Street, marine ports of entry, and local charter and dive companies.

National Parks Trust
57 Main Street, Road Town
T: 284 494-3904
F: 284 494-6383
W: www.bvinationalparkstrust.org

Museums

Several museums have been established to preserve the history and culture of the British Virgin Islands. These include the Virgin Islands Folk Museum on Main Street, located in the historic Penn home, the Old Government House in lower Road Town and the Lower Estate Sugar Works. We encourage members of the public to visit these museums to learn more about the British Virgin Islands. In addition, several private museums operate in the Territory.

Old Government House
Lower Road Town
T: 284 494-4091
Virgin Islands Folk Museum

Main Street, Road Town
T: 284 494-3701 ext. 5005
Lower Estate Sugar Works
John's Hole

P

Parks and Gardens

The BVI National Parks Trust manages 20 national parks throughout the BVI, including a marine park, a botanical garden, several historical sites and several forests. A nominal fee must be paid to enter some of our most popular parks. Two of the parks – the Queen Elizabeth II Park in Road Town and the J.R. O'Neal Botanical Gardens – may be rented for special use or scientific research. For additional information, please contact the Trust. Visit our website to learn more about our most popular national parks.

National Parks Trust
57 Main Street, Road Town
T: 284 494-2069 or 284 494-3904
F: 284 494-6383
W: www.bvinationalparkstrust.org

Passports

Our Passport Office issues British Virgin Islands passports, British passports, Belonger cards and visas. We can assist members of the public in filling out required forms and are happy to answer questions about the application processes. Please be sure to apply for your passport well before you need it. UK passports can take up to six weeks to process. Passport services are available on Virgin Gorda on the first Thursday of each month.

Passport Office
Central Administration Complex
T: 284 468-3701 ext. 3038
F: 284 494-4435
E: passport@bvigovernment.org

Plant Protection Services

Farmers, resort managers and homeowners can obtain advice and help from the Department of Agriculture for controlling insects, pests, diseases and plant physiological problems. Training is available to help individuals intervene effectively for strategic pest control. We strictly enforce Plant Quarantine Regulations to exclude the entry of pests, which are of high risk to our agriculture.

Department of Agriculture
Paraquita Bay, Tortola
T: 284 495-2110 or 284 495-2532
F: 284 495-1269

Police

Our Royal Virgin Islands Police Force aims to make the Territory a safe place in which to live, work and visit. Our primary objectives are to reduce crime and the fear of crime and uphold the law. We are committed to treating everyone fairly, being open and honest, working in partnership with our communities and changing to improve. Visit the nearest police stations to report any suspicious incident or crime. For information about crime prevention and personal safety, contact the Crime Prevention Unit at Road Town Police Station. In the case of an emergency, dial **999**.

Headquarters
T: 284 494-2945
F: 284 494-6141
 Road Town Police Station
T: 284 494-3822
F: 284 494-5645
 Commissioner's Office
T: 284 494-3226

Police Reports

If you have been involved in a criminal incident, accident or otherwise and require a police report, the Royal Virgin Islands Police Force will supply you with one. Please visit the Administration Unit at the Road Town Police Station and the Virgin Gorda Police Station for more information. Police reports take approximately two weeks to process.

Road Town Police Station
T: 284 494-3822 or 284 494-3701 ext. 5371
F: 284 494-5645
 Virgin Gorda Police Station
T: 284 495-5222

Postal Services

Our Post Office is the Territory's gateway to the world with mail service to more than 189 countries around the globe. You can bring your letters and parcels to any of our nine locations Territory-wide for mailing locally and internationally. We offer both air and surface mailing options. In addition to mail services, we sell money orders, postal orders, stamps for collectors and provide registered mail service. You may also rent a post office box at any of our locations, or receive your mail at general delivery.

General Post Office
 Main Street, Road Town
T: 284 494-3701 ext. 4996
 East End Post Office
T: 284 495-2315
 West End Post Office
 West End Ferry Dock
T: 284 495-4649
 The Valley Post Office
T: 284 495-5224
 T.B. Lettsome International Airport Branch Post Office
T: 284 495-2593 ext. 6473
 Carrot Bay Sub Post Office
T: 284 494-3701 ext. 4018
 Cane Garden Bay Sub Post Office
T: 284 495-4711
 North Sound Sub Post Office
T: 284 494-1898

Public Prosecutions

The Office of the Director of Public Prosecutions is the independent public law office responsible for the prosecution of criminal offences.

Office of the Director of Public Prosecutions
 Central Administration Complex
 P.O. Box 4572
 Road Town, Tortola
T: 284 468-3178
F: 284 468-3158
E: dpp@gov.vg

Public Assistance

The Social Development Department and the Public Assistance Committee administer a programme that provides financial assistance to destitute persons. Limited grants are given to offset housing, funeral, food, medical and utility costs. Please contact the Social Development Department to apply for assistance.

Social Development Department
 Botanic Station, Road Town
T: 284 494-3431
F: 284 494-6803
 Edison O'Neal Building
T: 284 494-3701 ext. 6543 or 284 495-5291



Recreation Grounds

We maintain recreation grounds and facilities throughout the Territory, including the A.O. Shirley Recreation Grounds, the Multipurpose Complex in Road Town, and the Sir Olva Georges Plaza in Road Town. The Recreation Trust administers these grounds and grants permission to groups wishing to use them for events.

Recreation Trust
 Ministry of Education and Culture
T: 284 494-3701 ext. 2036
F: 284 494-5421

Recycling

You may recycle your used car and boat battery through the Solid Waste Department.

Solid Waste Department
 Old Administration Building, Road Town
T: 284 494-6245
F: 284 494-3063

Registry of Corporate Affairs

The Registry of Corporate Affairs is a division within the BVI Financial Services Commission and is responsible for ensuring all entities doing business in and from within the Territory are duly registered. It is also the registry office for patents and trademarks.

Corporate Registry
 Posea Estate
T: 284 494-5355/56
F: 284 494-6331
W: www.bvifsc.vg

Road Maintenance

Our Department of Public Works is responsible for building and maintaining our public road system, including roads, bridges, drains/ghuts and sidewalks. If you notice a pothole or other road obstruction, or you observe a drain/ghut that needs to be unblocked or diverted, please report it to the Public Works Department. We also issue permits for the opening and closing of public roads.

Public Works Department
 Baugher's Bay, Tortola
T: 284 494-2722 or 494-3701 ext. 5856/5902/5859

F: 284 494-4740 or 494-468-5726
 Great Harbour, Jost Van Dyke
T: 284 494-2722 or 494-3701 ext. 5856/5902/5859
F: 284 494-4740 or 494-468-5726
 The Valley, Virgin Gorda
T: 284 495-5335 or 284 494-3701 ext. 6524
 The Settlement, Anegada
T: 284 4945-9243



Sister Islands Programme

Our Sister Islands Programme monitors Government activities on the sister islands and ensures that Government services are available to residents of the sister islands. Our district officers perform a number of Government functions on Virgin Gorda, Anegada and Jost Van Dyke.

Sister Island Programme
T: 284 494-3701 ext. 2195
 Virgin Gorda District Office
T: 284 495-5335
 Anegada District Office
T: 284 494-8048
 Jost Van Dyke District Office
T: 284 494-3450

Scholarships

Our Scholarships Unit oversees the management of scholarship funds awarded to qualified students pursuing higher education by reviewing and processing applications for scholarships. The annual application deadline is 31st October and the Committee reviews applications from February through May.

Scholarships Unit, Ministry of Education
 Central Administration Building
T: 284 494-3701 ext. 2151 or 2037
F: 284 494-0021
E: education@bvigovernment.org

Schools

Our Department of Education operates two early childhood centres, one pre-primary school, 13 primary schools (including one with a junior secondary school attached), one special education center, four secondary schools (including one with a focus on technical and vocational areas), and one adult alternative secondary education evening programme.

Department of Education and Culture
 Central Administration Building
T: 284 494-3701 ext. 2037/2151
F: 284 468-5421
E: education@bvigovernment.org

Schools Curriculum

Our National Curriculum Redesign Project is working towards comprehensively overhauling the education system, in an effort to produce a national curriculum that meets the needs of all students, as well as the overall needs of the Territory.

National Curriculum Redesign Project
 c/o The Ministry of Education and Culture

Road Town, Tortola
T: 284 468-3701 ext 3746/2657
F: 284 468-3748

Shipping Registry

The Virgin Islands Shipping Registry is responsible for the registration of vessels desirous of flying the internationally renowned Red Ensign. The registry also inspects vessels and is the maritime authority for the BVI.

Virgin Islands Shipping Registry
 Sebastian Building, Road Town
T: 284 494-3701 ext. 2902/3
24-hours emergency line: 284 468-9646
F: 284 468-2913
E: vishipping@gov.vg
W: www.vishipping.gov.vg

Signs

Our development control legislation requires that the Development Control Authority approve all advertising signs on buildings or land. Applications for an advertising sign may be obtained from the Town and Country Planning Department.

Town and Country Planning Department
 Development Control Authority
 Central Administration Building
T: 284 494-3701 ext. 2158
F: 284 494-5794

Social Security

Our Social Security Board strives to provide social protection in the form of monetary payments for contributors who are unable to work due to sickness, maternity, disability, employment injury, and to the dependent survivors of deceased persons who qualify for Social Security.

Social Security Board
 Joshua J. Smith Building, Road Town
T: 284 494-3418
F: 284 494-6022
 Enid Pickering Building, The Valley
T: 284 495-5503
F: 284 495-5495

Standby Generators

Anyone wishing to install a standby generator at their home or business should write to the Permanent Secretary in the Ministry of Communications and Works for permission, including the proposed location of the generator.

Ministry of Communications and Works
 Central Administration Building
T: 284/494-3701 ext. 2183
F: 284/494-3873

Statistics

Our Development Planning Unit is the Territory's lead agency for the collection, analysis and publication of statistics on a range of topics, including government finances, tourism, financial services, economic

activity, prices, population, trade, employment, banking, balance of payments, national income, welfare, women and children, and education.

Development Planning Unit
Central Administration Building, PO Box 4418, Road Town
T: 284 468-0378 or 284 494-3701 ext. 2175/3029
F: 284 494-3947
E: dpu@gov.vg, dpu@bvidpu.org

Street Cleaning and Tree Trimming

Our Solid Waste Department takes pride in keeping our public streets clean and litter-free. We also ensure that trees and bushes along our roadways are controlled so as to ensure clear visibility and road safety.

Solid Waste Department
4th Floor, Old Administration Building
T: 284 494-6245
F: 284 494-3063
E: solidwastebvi@hotmail.com

Student Services

Our Student Services Centre aims to help students in the BVI achieve their full potential by offering services including counselling, educational assessments, remedial and special education services and speech therapy. We also support parents and teachers by conducting workshops and providing necessary resources for student enhancement. This programme is based on a referral system. Parents may seek these services for their children through their school's guidance counsellor or principal.

Student Services Centre
Cutlass Building, Road Town
T: 284 494-3701 ext. 2241 or 2242
F: 284 468-5421
E: education@bvigovernment.org

T

Tax Assessments

The Inland Revenue Department assesses and collects all taxes, including income tax, license taxes, property tax and stamp duty due to the BVI Government. These taxes assist our Government in providing education, development and protection services to the community. A range of informational brochures are available from the Inland Revenue Department about specific tax issues.

Inland Revenue Department
Central Administration Building
T: 284 494-3701 ext. 2155
F: 284 494-6516

Tertiary Education

Our H. Lavity Stoutt Community College provides tertiary education to residents of the British Virgin Islands. We offer a range of diploma courses, associates degrees in disciplines ranging from hospitality studies to marine science, and provide opportunities for bachelors and masters degrees in collaboration with institutions in the region and around the world.

H. Lavity Stoutt Community College
Paraquita Bay, Tortola
T: 284 494-4994
F: 284 494-4996

The Valley, Virgin Gorda
T: 284 495-5251
W: www.hlscc.edu.vg

Trade Licenses

We encourage local, foreign and joint ventures in the Territory. However all businesses must be licensed. Our Trade and Investment Promotion Office is responsible for processing trade applications and recommending to the Premier the approval or denial of such applications. If you visit our office, we would be happy to explain the application process to you, give you the required forms and advise you on the application. Our office also processes applications for Pioneer Status and Hotel Aid and manages the Crafts Alive facility on the waterfront.

Department of Trade and Investment
Central Administration Building, East Wing
T: 284 494-3701 ext. 2008
F: 284 494-5676

V

Vector Control

In order to control vector-borne disease such as dengue and yellow fevers, the Environmental Health Division operates a year-round vector control programme. We conduct inspections and fogging, and stock cisterns with fish to control breeding of mosquitoes. Our officers also provide advice to homeowners and the general public on management of their water supply and the elimination of breeding sites around their property.

Environmental Health Division
Long Bush
T: 284 468-5110 or 494-3701 ext. 5110
F: 284 494-7430
E: ehd@gov.vg

Vehicle Licensing

Our Vehicle Licensing Department inspects all vehicles annually and embarks on road safety education campaigns. All vehicles must be properly inspected and licensed before they may travel on our roads. To be licensed, all vehicles must have, in effect, third party insurance and the owner must be a licensed driver. For vehicle licensing services on Jost Van Dyke and Anegada, contact our office in Tortola to find out when a staff member will be visiting those islands.

Vehicle Licensing Department
R.G. Hodge Plaza, Road Town
T: 284 494-3544 or 284 494-3701 ext. 4938
F: 284 494-3423

Millionaire Road, The Valley
T: 284 495-5707

Veterinary Services

Farmers can obtain preventative and curative treatment for farm animals at the Government's Livestock farm. We also provide emergency veterinary assistance, farmers training and enforce the animal import and export regulations for meat products to prevent disease to the livestock in the community. By law, residents are required to register all dogs with the Agriculture Department through the Veterinary Unit.

Department of Agriculture
Paraquita Bay, Tortola
T: 284 495-2110 or 468-9693 or 468-9247
F: 284 495-1269

Visitor Information

Visitors may obtain information about planning a trip to the British Virgin Islands from BVI Tourist Board offices around the globe. Check our website for up-to-date visitor information, and for contact information for our offices in Puerto Rico, Germany, Italy, the United Kingdom, Atlanta, New York, and Los Angeles. You can also find information at our office in Road Town, and at visitor information booths at the Road Town Ferry Dock, the Terrance B. Lettsome International Airport, the Cruise Ship Pier and Virgin Gorda Yacht Harbour.

BVI Tourist Board
Akara Building, Road Town
T: 284 494-3134
F: 284 494-3866
U.S. toll free: 800-835-8530
W: www.bvitourism.com

Tourist Board Information Booth
Road Town Jetty
T: 284 494-7260
Tourist Board Office
Virgin Gorda Yacht Harbor, The Valley
T: 284 495-5181



Water Supply

Our Water and Sewerage Department strives to provide a continuous supply of potable water to homes and businesses throughout the Territory, as well as sewerage system in parts of the territory. If you would like to apply for potable water or report a water or sewerage problem, please contact us.

Water and Sewerage Department
Baughers Bay, Tortola
T: 284 494-3416 or 3417
F: 284 494-6746
After hours: 284 494-3473
Upstairs Cable & Wireless, The Valley
T: 284 495-5951
F: 284 495-5622

Water Safety

We provide water quality testing, cistern inspection, treatment and other services to ensure that your drinking water is safe. To have your water tested, please visit the Water and Sewerage Department to obtain a bottle. The Environmental Health Department will treat your cistern free of charge.

Water and Sewerage Department
Baughers Bay, Tortola
T: 284 494-3416 or 3417
F: 284 494-6746
Upstairs Cable & Wireless, The Valley
T: 284 495-5951
F: 284 495-5622

Environmental Health Division
Old Administration Building
T: 284 468-5110 or 494-3701 ext. 5110
F: 284 494-7430

Weather

Although it is not an official meteorological office, our Department of Disaster Management records meteorological data at weather stations around the territory and issues advisories when necessary.

Department of Disaster Management
Wailing Road, MacNamara
T: 284 494-4499
F: 284 494-2024
W: www.bviudp.vg

Work Permits

The Labour Department is responsible for receiving, processing and issuing work permits for non-Belongers to take up employment in the British Virgin Islands. Work permits are issued only when there are no qualified Belongers to perform the job in question. There are different requirements for temporary work permits, self-employed work permits, work permit renewals and standard work permits. Work permit applications and information about other documents required from applicants may be obtained at Labour Department offices on Tortola and Virgin Gorda. Labour Department inquiries on Jost Van Dyke should be made at the Administration Buildings and on Anegada should be made to the Customs Office at the airport.

Labour Department
Geneva Place, Road Town
T: 284 468-3701 ext. 4708-4713 or 284 494-3451
F: 284 494-3027
Vanterpool Building, Virgin Gorda
T: 284 495-5394
F: 284 468-6572



Youth Programmes

The Department of Youth Affairs and Sports is the government agency that coordinates all youth development and sport development activities through partnering and collaboration with public, private and community-based organisations. Programmes include after school and summer youth development programmes, apprenticeship, entrepreneurship, skill training programmes, sports and recreations.

Department of Youth Affairs and Sports
Ward Building, James Walter Francis Drive
T: 284 494-3701 ext. 4949
T: 284 494-6860
F: 284 4944853