

LOOKING TO E-GOVERNMENT “Practical E-Solutions in the Workplace”

The Department for Corporate Affairs and Intellectual Property (CAIPO) is embarking on a “Computerisation Study” to further streamline operations in an effort to deliver improved customer service.

This study follows an organisational review conducted by Mr Harlow Broomes and Ms Morinda Stuart, Management Development Officers, from the Office of Public Sector Reform, which has made recommendations for improving service standards. In keeping with Governments policy on promoting E-Commerce and E-Government and public sector reform, this study will identify improvements to the quality of service provided to the public of Barbados, increase the overall efficiency and effectiveness of CAIPO and identify the optimum use of existing and new technologies.

CAIPO’s role is crucial in facilitating the process of investment in Barbados through its generation and maintenance of all legal documentation and official records vital to the legal conduct of business in and from Barbados. According to Mrs Maureen Crane Scott, Registrar of CAIPO, “The establishment of a presence on the Internet has proven to be an ideal medium in which the Department can reach out to our many customers, as well as to the world at large, around the clock with helpful information about the office, the legislation we administer, the applicable fees and forms used, as well as useful information about the frequent filing errors and filing defects often observed in relation to the various applications filed with us.” Since the launch of www.caipo.gov.bb in March 2001, CAIPO have received in excess of 272,167 hits globally and are actively seeking ways to further assist its global customers.

Internet Search Facility



The latest addition to the site is an “Internet Search Facility.” This feature is a quick reference to enable persons to seek whether or not a company, charity or business name is registered in any of the statutory registers. They can verify the legality of any business by simply typing in the company name. The website will tell you the company registration number, the date of registration or incorporation and under which category the company is registered. This simple yet effective facility is a classic example of how the internet can efficiently utilise time and human resources for basic general enquiries. This search provides the basic information, which the customer may use to make a thorough detailed search, if necessary, with a CAIPO staff member.

Effective Management

The CAIPO website enables information. Not only will the site received, but also from which “Search Strings.” When customers strings are typed into the search enter, “Non-profit company names” website database will record this search strings will be used to identify any potential information or services that customers frequently search for on the site.



effective management of the tell you how many hits were countries and more importantly the browse for information, the search field. For example, a person may into the search engine and the search string. This database of

Streamlining Operations

On 27th August 2001, the Companies Amendment Act 2001 came on stream. This act provides for every company to complete an “Annual Return” by law. This piece of legislation will see in excess of forty thousand (40,000) pieces of documentation sent directly to CAIPO for processing the updating of legal registers. CAIPO will be looking for an E-Commerce solution to carry out annual returns electronically. The information contained within annual returns is vital to the integrity of information held on legal records, as it will allow for the update and maintenance of records on a regular basis.

The Wider Picture

Miss Elizabeth Bascombe, Legal Secretary at the Law offices for Senator Kerrie Symmonds, Attorney-at-Law views the computerisation of CAIPO’s services as a definite improvement. The legal forms can be downloaded, kept on a diskette or PC hard drive and be ready for use when needed. Electronic filing and data transfer in the future will bring obvious time savings.



In today’s world, business and the national, regional or increasingly being made on the readily available on-line and at the click of a mouse. Due to the available technology, business and investment decisions in far-flung corners of the globe can now be taken more quickly than ever before. In particular, international investors from the developed world are increasingly becoming impatient for speedy information and are no longer prepared to wait weeks or even a day or two for faxed responses to requests for basic information from a potential jurisdiction.

investment decisions, whether at international levels, are basis of information which is

Blue-Print

The computerisation study will undertake a needs analysis of the current information technology status of the department. The quality of existing hardware and software, skills and experience of staff and control procedures will have to be assessed in order to produce a “Blue-Print” for the way forward to enhance the capabilities of CAIPO. Electronic filing and online payment systems are just two e-Commerce solutions that CAIPO will be looking at.