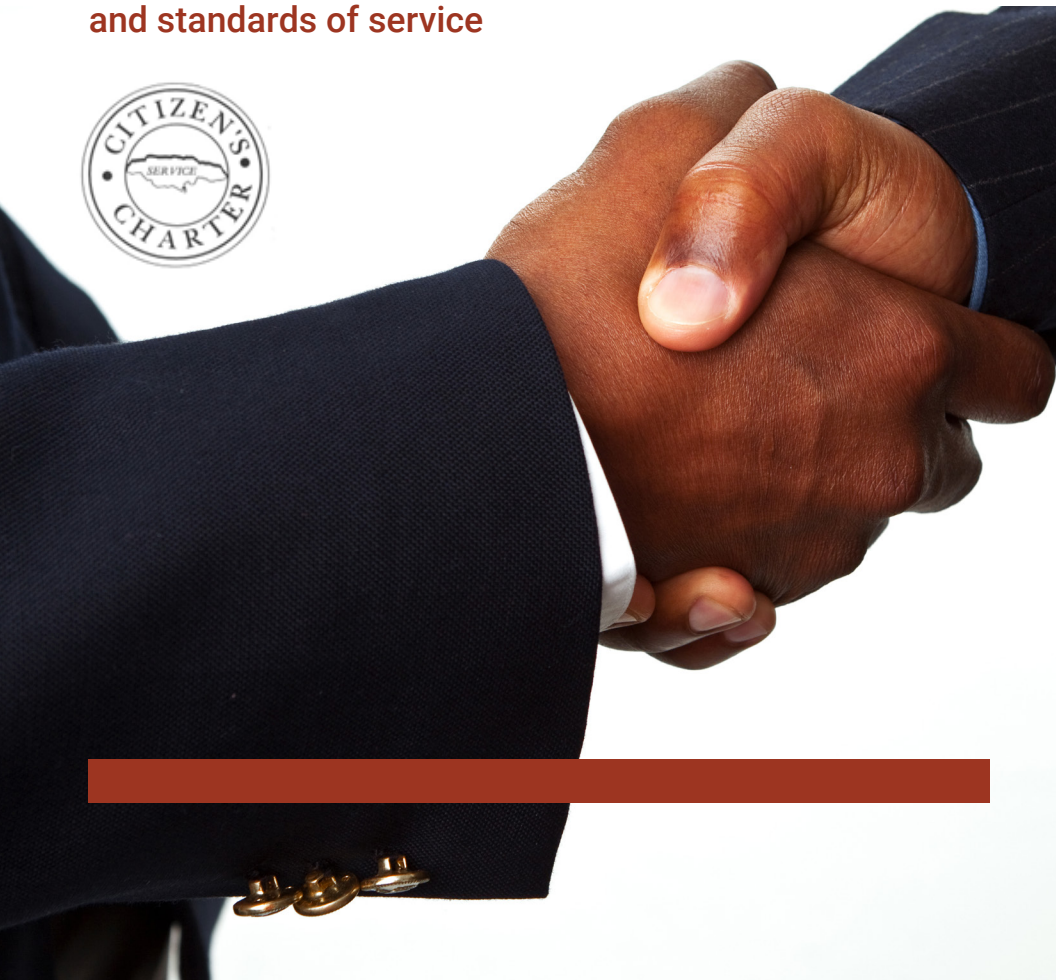




# Citizen's **CHARTER**

Outlining the roles, functions,  
and standards of service





# Introduction

The Ministry of Local Government and Community Development is responsible for advancing the local government agenda in keeping with the national priorities, Vision 2030, Medium Term Expenditure Framework (2019-2021) and other legislative initiatives. The Ministry continues to be the agent of sustainable local development by carrying out the functions of effective development planning, parochial road maintenance, poor relief, solid waste management and disaster preparedness and emergency management.

Through its 14 Municipalities, Local Government and Community Development can make a direct connection with Jamaican citizens which continues to drive community and rural development. The Ministry also oversees seven (7) Agencies, and 15 internal divisions and departments which continue to undertake several initiatives, programmes, and projects to ensure the vision of *“facilitating the development of communities that can deliver sustainable first world services”* is achieved.

# Citizen’s Charter Overview

This Citizen’s Charter is a public document outlining the roles, functions, and standards of service that our customers can expect from the Ministry of Local Government & Community Development and the entities that fall under its purview. It provides information on the procedures involved in accessing services with the objective of improving service delivery and promoting client satisfaction.

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# WELCOME MESSAGE



**Hon. Desmond McKenzie,**  
CD, MP, JP  
**Minister of Local Government  
and Community Development**

This Citizen's Charter of the Ministry of Local Government and Community Development is critical not only to the objectives of the Ministry itself, but also to the effectiveness of its contribution to the objectives of the Government of Jamaica. The commitments of the Ministry to effectively work with and serve our range of stakeholders are now formally captured in this important document.

The Charter is an indispensable accountability tool for us, as policymakers and public servants. It is also a flexible instrument that will evolve with our responsibilities to every Jamaican. Just as importantly, it gives our people a greater insight into the wide spectrum of activities that the Ministry, the Local Authorities and Agencies have, and how we interact with each other to serve them.

The Charter will therefore help to monitor our progress as we contribute to the national effort of recovering stronger and progressing beyond this to the achievement of the National Development Plan - Vision 2030.

I am especially mindful of the critical role of this Ministry in fulfilling the Government's pledge to our citizens to greatly expand the benefits of economic activity, enhance public order, contribute to public health and beauty through efficient public cleansing services, and promote

and protect its economic growth and social development through the strong enhancement of Jamaica's disaster risk management profile.

The World Bank Doing Business Report 2020 reveals the important role of the Ministry of Local Government and Community Development to this country in serving its citizens within the next four (4) years and beyond. It also shows that Jamaica is ranked 71st place in the world out of 190 world economies.

This Citizen's Charter imparts a series of benchmarks that ensures that when our performance is reviewed, we will have achieved our social targets, our technical targets, and delivered on the promises to our people that will continue to cause the local government system to attract national and international esteem and respect.

I look forward to the work that we will continue to do and the achievements that we will record, as Local Government contributes strongly to national development.

# PERMANENT SECRETARY'S MESSAGE

This Citizens' Charter is a statement of commitment to individual, community and national service as well as a performance instrument against which the constituents of that commitment can be assessed. It is also an important means of identifying and promoting the mandate and services that this Ministry, its Agencies, and the Local Authorities have? and provide to the people of Jamaica.

The local government system is all-encompassing, with its wide range of functions affecting the lives of all our citizens from their first breath to the last. As Jamaica continues to strive toward the achievement of the 17 agreed Sustainable Development Goals, the total Ministry is especially focused on Goal 3: Good Health and Well-Being; Goal 6: Clean Water and Sanitation and Goal 11: Sustainable Cities and Communities. These Goals will be met not only by appropriate capital investment, but also by the levels of satisfaction of our people, in whose name this investment is made. This Charter is not only a promissory statement about the outcomes that people can expect at the end of projects or programmes. It is also a formal commitment to modern standards of customer service that they can expect from us, as the normal flow of day-to-day engagement with them.

This is particularly important to us, as our interactions with people all over Jamaica, especially through the Agencies and the Local Authorities, occur every day, whether through the interventions of the Social Development Commission, the Jamaica Fire Brigade, the National Solid Waste Management Authority or the Poor Relief Officers and Parish Disaster Co-ordinators in the Municipal Corporations, to name just a few.

We therefore commit through this Citizens' Charter to improved standards of service to our fellow Jamaicans, and to the advancement of Jamaica.



**Mrs. Marsha Henry Martin**  
Permanent Secretary  
Ministry of Local Government  
and Community Development



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## VISION STATEMENT

To provide a sound policy, legal, technical, and administrative framework that supports excellent service delivery and operational management by the Local Authorities and portfolio agencies, in a manner that advances the ideals of effective local governance and the goals of sustainable community development, through a purpose-driven and competent work force.

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## MISSION STATEMENT

The premier government organization in the Caribbean that facilitates the development of communities that can deliver first-world services through modern, participatory, autonomous, and adaptive systems, for the benefit of all citizens.

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## CORE VALUES

The core principles that are important to the Ministry and which govern its conduct and guide its actions are:

### Good Governance

We are committed to a decision-making process that is participatory, free from corruption and abuse and in accordance with the laws of the country.

### Results Oriented

We are an output-centered organization that strives to achieve our targets at all levels.

### Efficiency

We aim to make the best use of time, effort and cost with a view to accomplishing our mandate.

### Accountability

We accept our individual and collective responsibilities, and we meet our commitments.

### Transparency

We emphasize communication that is accurate, open, and honest.

### Teamwork

We are committed to an environment where every employee is a valued member.

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## Our Services (Online and face-to-face)

The Ministry's services are generally provided in a face-to-face mode. However, where a service is requested virtually, an online response will be provided in keeping with the Ministry's service standards.

## Standards of Service

The Ministry of Local Government & Community Development is committed to meeting the needs of all its stakeholders in a timely and professional manner. As our clients, you should expect the following standards of service:

### Telephone Calls

When you call our offices within working hours, the switchboard operator will:

- Politely identify him/herself and the organization within three (3) rings.
- Respond courteously and politely when answering all questions and calls.
- Inform you of the name of the officer or section to which you are being transferred.
- You should not be transferred to more than two (2) persons before you are assisted, provided you gave the relevant information.
- Keep you informed if you have been placed on hold.

All other employees will likewise identify themselves and state the name of their division/unit. If we are unable to assist, where possible, you will be directed to the appropriate entity.

### Written Correspondence (Letters, Facsimile and Emails)

When you write to us, we will acknowledge receipt within two (2) working days. If an

investigation or research is required, you will be contacted and kept informed of the progress accordingly. Also, we will respond accordingly within five (5) to ten (10) working days.

### Office Visits

We will provide a pleasant, customer-friendly, and efficient receptionist service, which will guide you to the correct department or person who can best assist you, we will also:

- Always treat you professionally and courteously.
- If you have an appointment, you will be attended to within five (5) minutes of the agreed time.
- If you do not have an appointment, you will be seen within ten (10) minutes.
- If the matter requires further engagement, a mutually convenient appointment will be arranged.

### Our Offices are opened:

Monday-Thursday 8:30 a.m.- 5:00. p.m.,  
Friday 8:30 a.m.-4:00 p.m.

## Client's Responsibility

To improve our ability to better serve you, we request that you:

- Communicate to staff in a courteous and respectful manner.
- Provide full and accurate information pertaining to your request/proposal.
- Explain your concerns as clearly and concisely as possible.
- Arrive on time for the confirmed appointment/meeting.
- Allow reasonable time for your request to be processed.

## Our Responsibility

We are committed to:

- Executing our tasks in a professional and efficient manner.
- Demonstrating our commitment to the delivery of high standards of service to our customers.
- Explaining how and where to obtain information and related services.
- Inviting comments and suggestions on the quality of our service.
- Adhering to international best practices in service delivery for local government and rural development.

## Customer Service Improvement Plan (CSIP)

The Ministry of Local Government and Community Development aims to ensure compliance with the Service Excellence Policy and Programme being implemented by the Government of Jamaica. This is being done through the execution of the Customer Service Improvement Plan (CSIP). CSIP maintains a focus on the quality of customer service and to ensure continuous improvement of our operations.

The plan seeks to ensure that at any point of contact with the Ministry the customer's expectations will be met or exceeded. Consideration is also being given to accessibility by any means, electronically or physically, which would include adequate parking, and ease of access to our offices for the physically challenged.

Staff will be continuously sensitized to the importance of service excellence to all customers i.e., internal, and external.

## Commitment to Create Positive Employee Management Relations

The Ministry of Local Government and Community Development is committed to maintaining a positive, empowering, and harmonious work environment that encourages and highlights the process of accountability, respect, and transparency. The Ministry further commits to ensuring that management's decisions and actions are fair and equitable and are enhanced based on merit.



# Access to Information

## **Access to Information Act (2002) – The Citizen's Right to Know**

The Access to Information Act (2002) gives citizens and other persons a general legal right to obtain access to an official government document, other than an exempt document, which would otherwise be inaccessible. The Act aims to reinforce fundamental democratic principles vital to fostering:

- Greater accountability of government to its people.
- Improved and more transparent government.
- Increased public influence on and participation in national decision making.

### **Making Your Application**

To apply for access to official documents under the Act, please complete an application form (found on our website: [www.localgovjamaica.gov.jm](http://www.localgovjamaica.gov.jm)) or write a letter requesting the information desired. In addition, applications are accepted via email or visit to the Ministry of Local Government & Community Development. All requests will be acknowledged within 24 hours of receipt.

You must be as specific as possible in your application and state that the documents are being requested under the Access to Information Act. Be sure to include your contact details - telephone numbers and email address, as it will make it easier for the Access to Information personnel to remain in contact with you.

Please submit your requests to the Responsible Officer stated below:

**Director,  
Documentation, Information  
& Access Services  
Ministry of Local Government  
& Community Development**  
61 Hagley Park, Kingston 10  
Telephone: 876-618-6370-9  
Email:  
Mr. Barrington Haynes :-  
[bhaynes@mlgcd.gov.jm](mailto:bhaynes@mlgcd.gov.jm)

# Complaints Procedure

If you are dissatisfied with the services you have received, you should direct all concerns/complaints in writing (electronic/hard copy) to:

**Corporate Services Division  
Ministry of Local Government and  
Community Development**  
Telephone: 876-618-6370-9  
Email:  
[corporatecommunication@mlgcd.gov.jm](mailto:corporatecommunication@mlgcd.gov.jm)

1. Your complaint(s) will be acknowledged within five (5) working days after they have been lodged.
2. Where an investigation is required, we will provide a written response within three (3) weeks and will periodically update you on the progress of the probe.
3. Where a grievance is established, we will take corrective action where possible to avoid similar incidents in the future.

If the matter has not been resolved to your satisfaction, you may appeal the decision (explaining the reason for your dissatisfaction with the way in which we handled the matter). Your appeal should be addressed to:

**The Permanent Secretary  
Ministry of Local Government and  
Community Development**  
Telephone: 876-618-6370-9  
Email:  
[permanentsecretaryoffice@mlgcd.gov.jm](mailto:permanentsecretaryoffice@mlgcd.gov.jm)

OR

**Principal Director Public Sector  
Modernization Division,  
Office of the Cabinet Office,**  
2A Devon Road, Kingston 10  
Telephone: 876-929-8880-5

If you are still dissatisfied with the outcome of your complaint, final appeal can be made by presenting your case to:

**The Public Defender**  
78 Harbour Street Kingston  
Telephone: 876-922-7089 or 876-922-7109  
Fax: 876-922-9830  
Email: [publicdefender@mail.infochan.com](mailto:publicdefender@mail.infochan.com)

# About Us

The Ministry of Local Government and Community Development provides oversight for Jamaica's fourteen (14) local authorities. The current configuration of the local authorities in Jamaica consists of thirteen (13) Municipal Corporations and one (1) City Municipality.

The Ministry along with its portfolio entities acts as local development agents, for the following areas:

- Infirmaries
- Social Welfare
- Minor Water Supplies and Social Water
- Poor Relief
- Outdoor Poor Relief Services
- Parochial Markets
- Parochial Road
- Planning Approvals
- Vineyard Town Golden Age Home
- Denham Town Golden Age Home
- Fire Services
- Waste Management and Enforcement
- Street Lighting
- Community Development
- Disaster Preparedness and Emergency Management
- Local Governance
- Local Government Amenities (abattoirs, pounds, & cemeteries)
- Local Government Reform
- Local Sustainable Development Planning
- Municipal Parks and Beautification
- Revenue Generation and Enhancement
- Infrastructure Development Programme



**The Manchester Infirmary**



**The Montego Bay Fire Station**

# Appendix 1 - Organizational Structure

## **Finance & Accounts**

Ensures the effective management and accountability of the financial resources and other assets of the Ministry. Provide support and advice to the Permanent Secretary, Agencies and Local Authorities on financial matters relating to the expenditure budgets and other funds and assets under the control of the Ministry.

## **Internal Audit**

Develops and implements a systematic discipline approach to evaluate, improve the effectiveness of risk management, controls, and governance process. Also, to provide reasonable assurance Management that the Ministry, Local Authorities as well as its Agencies affairs have been conducted in conformance to existing laws, policies, and procedures.

## **Agency Liaison & Monitoring**

Ensures that the Local Authorities and the Agencies operate in accordance with - the legislative and policy guidelines established by the relevant Government Bodies and provide the necessary administrative support to enable these bodies to perform effectively and efficiently.

## **Technical Services & Major Projects**

Assists the Local Authorities and Agencies in improving their service delivery to the public by providing technical guidance and support for the upgrading of their physical infrastructure and facilities, such as abattoirs and public markets.

## **Corporate Services**

This division manages the internal services for the Ministry and its agencies and is comprised of the following Sections:

### • Information Communication & Technology

Responsible for the development and maintenance of Local Government's ICT infrastructure. In addition, to enable and empower the Local Authorities to operate at their full potential in a participatory e-governance environment with the use of citizen-centric Information & Communication Technologies (ICTs).

### • Human Resource Management & Development

Facilitates effective manpower planning, recruiting and retention strategies that will strengthen the capacity of the Ministry. In addition, to provide advice, oversight and guidance to the Agencies and Local Authorities on Human Resource matters by ensuring that the relevant policies and best practices are implemented and upheld in accordance with the vision and mission of the Ministry.

### • Corporate Communications

Responsible for the management of communication of the Ministry, through the strategic use of communications platforms and techniques. Give general oversight of communication activities within the Local Authorities and their Agencies.

### • Facilities Management & Administration

Responsible for the provision of an efficient Administrative System to enable staff members to work in a safe, clean environment with the right equipment and supplies to meet the Ministry's objectives.

### • Documentation Information & Access Services

Provides an efficient Records Management System for the Ministry and facilitates the public access to government documents. Also, to provide a modern Documentation and Information Centre in the Ministry that can generate electronic records in a timely manner.

### • Public Procurement

Ensures that the goods and services required by the Ministry are procured and delivered in accordance with the Government of Jamaica Public Procurement Act, 2015 and Regulations.

## **Hazard Mitigation and Risk Management**

Creates a comprehensive and efficient system that is responsive to client's needs and an enabling environment that supports hazard mitigation and risk management in collaboration with urban and regional planning.

# Appendix 1 - Organizational Structure cont.

## Urban and Regional Planning

Creates a comprehensive and efficient system of development planning that is responsive to client's needs and provides an enabling environment that supports Sustainable Planning and Development.

### Local Government Reform

Coordinates and monitors governance activities in support of Vision 2030 Development Plan in role of co-chair for the Governance Thematic Working Group.

## Local Authorities

Local Authorities, officially known as Municipal Corporation and one (1) City Municipality are empowered to make by-laws, regulations, and rules for the good governance of the parishes over which they have jurisdiction. The ministry oversees 13 municipalities and one city municipality islandwide.



The Trelawny Municipal Corporation Building



The Portmore Municipal Corporation Building

# Public Bodies



## **Jamaica Fire Brigade**

The Jamaica Fire Brigade is a statutory body, with the responsibility to protect life and property from fire or other disasters within the Island and its territorial seas.



## **National Solid Waste Management Authority**

The National Solid Waste Management Authority is a Public Body that has oversight responsibility for solid waste management services across the island. These services are carried out through its four (4) regional offices: Metropolitan Parks and Markets Waste Management Limited, Western Parks and Markets Waste Management Limited, Southern Parks Markets Waste Management Limited, and Northern Parks Markets Waste Management Limited.



## **Social Development Commission**

The Social Development Commission's is a Public Body with a mandate to promote and control schemes for, and to do any act or thing which may directly or indirectly serve the advancement of – sport, social, cultural & economic development – for the people of Jamaica and workers in particular.”



## **Office of Disaster Preparedness & Emergency Management (ODPEM)**

The ODPEM is the National Disaster Organization responsible for disaster management in Jamaica and is charged with the responsibility for taking action to reduce the impact of disasters and emergencies on the Jamaican population and its economy. It plays the coordinating role in the execution of emergency response and relief operations in major disaster events.



## **Board of Supervision**

The Board of Supervision is a Statutory Body with regulatory responsibility for the following programmes: Outdoor Poor Relief Assistance, Indoor Poor Relief Assistance (Institutional Care/Infirmaries) and Homeless and Street People Programmes. Golden Age Home (Vineyard Town).

# Appendix 2: Contact Information

Name of Entity	Contact Information
<b>The Ministry of Local Government &amp; Community Development</b>	61 Hagley Park Road, Kingston Telephone: 876-618-7360-9 Fax: 876-754-0210 communications@mlgcd.gov.jm Twitter: @localgovja Instagram: @localgovja
<b>Minister's Office</b>	Minister Ministry of Local Government and Community Development Telephone: 876-618-7360-9 ministersoffice@mlgcd.gov.jm
<b>The Permanent Secretary Office</b>	Permanent Secretary Telephone: 876-618-7360-9 Ext: 2050/51/52/53 permanentsecretaryoffice@mlgcd.gov.jm
<b>Human Resource Management &amp; Development</b>	Senior Director, Human Resource Management and Development Telephone: 876-618-7360-9 hrd@mlgcd.gov.jm
<b>Accounting and Financial</b>	Principal Finance Officer Telephone: 876-618-7360-9
<b>Corporate Communication</b>	Director, Corporate Communication Telephone: 876-618-7360-9
<b>Technical Services &amp; Major Projects</b>	Senior Director, Technical Services & Major Projects



# The Ministry and its Divisions/Departments

## **Local Government Reform**

Project Manager  
Telephone: 876-618-7360-9

## **Facilities Management and Administration**

Director, Facilities Management Administration  
Telephone: 876-618-7360-9

## **Documentation Information and Access Services (Registry, Library and Access to Information)**

Director, Documentation Information & Access Services  
Telephone: 876-618-7360-9

## **Hazard Mitigation and Risk Management**

Director, Hazard Mitigation and Risk Management  
Telephone: 876-618-7360-9

## **Urban and Regional Planning**

Director, Urban and Regional Planning  
Telephone: 876-618-7360-9

## **Legal Services**

Senior Legal Officer  
Telephone: 876-618-7360-9

## **Parochial Revenue Fund**

Senior Director, Parochial Revenue Fund  
Telephone: 876-618-7360-9, Ext.: 2047

## **Information Communication & Technology**

Director, Information Communication & Technology  
Telephone: 876-618-7360-9

## **Agency Liaison and Monitoring**

Senior Director, Agency Liaison and Monitoring  
Telephone: 876-618-7360-9

## **Strategic Policy, Planning & Reform**

Director, Strategic Planning Unit  
Telephone: 876-618-7360-9



# Agencies

Name of Entity	Contact Information
<b>Jamaica Fire Brigade</b>	Commissioner 85 Hagley Park Road, Kingston Telephone: 876-922-0027 Email: hr.jfb@cwjamaica.com
<b>Vineyard Town Golden Age Home</b>	General Manager 3 St. Joseph Avenue P.O. Box 91, Kingston 3 Telephone: 876-928-4312 Email: gahexecutivemail@gmail.com
<b>Denham Town Golden Age Home</b>	Telephone: 876-393-9952, 876-393-9984 Email: denhamtowngoldenagehome@gmail.com
<b>National Solid Waste Management Authority</b>	Executive Director 61 Halfway Tree Road, Kingston 10 Telephone: 876-960-1415 Email: nswma@nswma.gov.jm
<b>Board of Supervision</b>	Secretary 61 Hagley Park Road, Kingston 10 Telephone: 876-618-7360-9 Email: boardofsupervision@mlgcd.gov.jm
<b>Social Development Commission</b>	Executive Director 22 Camp Road, Kingston 4 Telephone: 876-948-1194/948-2034 Email: info@sdcc.gov.jm
<b>Office of Disaster Preparedness and Emergency Management</b>	Director General 2-4 Haining Road, Kingston 5 Telephone: 876-906-9674-5/754-9077-8 Email: odpem@cwjamaica.com



# Local Authorities

Local Authority	Contact Details
<b>Kingston &amp; St. Andrew Municipal Corporation</b> 	Chief Executive Officer 24 Church Street, Kingston Telephone: 876-922-8647 Fax: 876-967-5072 Email: thetownclerk@gmail.com
<b>St. Thomas Municipal Corporation</b> 	Chief Executive Officer 4 South Street, Morant Bay, St. Thomas Telephone: 876-982-2513 Fax : 876-982-2249 Email: ceo.stthomasmc@gov.jm
<b>St. Mary Municipal Corporation</b> 	Chief Executive Officer Hodgson Street Port Maria, St. Mary Telephone: 876-994-2212 Fax: 876-994-2372 Email: ceo@stmarymc.gov.jm
<b>Portland Municipal Corporation</b> 	Chief Executive Officer 1 Gideon Avenue Port Antonio, Portland Telephone: 876-993-2765 Fax: 876-993-3188 Email: ceoadmin@portlandmc.gov.jm
<b>St. Ann Municipal Corporation</b> 	Chief Executive Officer Main Street, St. Ann's Bay, St. Ann Telephone: 876-982-2227 Fax: 876-972-2617 Email: secretary_sapc@yahoo.com
<b>Westmoreland Municipal Corporation</b> 	Contact Details Chief Executive Officer 96 Great George Street Savanna-La-Mar, Westmoreland Telephone: 876-955-2655 Fax: 876-955-2797 Email: ceo@westmorelandmc.gov.jm
<b>Hanover Municipal Corporation</b> 	Chief Executive Officer Church Street, Lucea, Hanover Telephone: 876-956-2305 Fax : 876-956-2958 Email: ceo@hanovermc.mlgcd.gov.jm
<b>Clarendon Municipal Corporation</b> 	Chief Executive Officer Sevens Road, May Pen, Clarendon Telephone: 986-2234 Fax : 876-986-9583 Email: ceo@clarendonmc.mlgcd.gov.jm
<b>Manchester Municipal Corporation</b> 	Chief Executive Officer 32 Hargreaves Avenue Mandeville, Manchester Telephone: 876-962-2278 Email: mmc@manchestermc.gov.jm

# Local Authorities cont.

Local Authority	Contact Details
<b>Trelawny Municipal Corporation</b> 	Chief Executive Officer Water Square, Falmouth, Trelawny Telephone: 876-954-4713 Fax : 876-954-5592 Email: info@trelawny.gov.jm
<b>St. Elizabeth Municipal Corporation</b> 	Chief Executive Officer 58 High Street, Black River, St. Elizabeth Telephone: 876-634-4112 Fax: 876-965-2776 Email: ceo.office@stelizabethmc.gov.jm
<b>Portmore City Municipality</b> 	Chief Executive Officer 1 Cookson Pen, Braeton Parkway Greater Portmore, St. Catherine Telephone: 876-740-7440-2, 876-740-7519 Fax : 876-740-7521 Email: admu@portmoremc.gov.jm
<b>St. James Municipal Corporation</b> 	Chief Executive Officer 19 Union Street Montego Bay, St. James Telephone: 876-979-3945 Fax: 876-952-4066 Email: stjamespc@stjamesmc.gov.jm
<b>St. Catherine Municipal Corporation</b> 	Chief Executive Officer Burke Road, Spanish Town, St. Catherine Telephone: 876-984-3111 Fax: 876-984-2528 Email: ceo.stcatherine@mlgcd.gov.jm



# Notes

61 Hagley Park Road  
Kingston 10, Jamaica  
Telephone: (876)-618-7360-9  
Email: [communications@mlgcd.gov.jm](mailto:communications@mlgcd.gov.jm)  
[permanentsecretaryoffice@mlgcd.gov.jm](mailto:permanentsecretaryoffice@mlgcd.gov.jm)  
[localgovjamaica@mlgcd.gov.jm](mailto:localgovjamaica@mlgcd.gov.jm)  
Website: [www.localgovjamaica.gov.jm](http://www.localgovjamaica.gov.jm)

