

MINISTRY OF ECONOMIC GROWTH AND JOB CREATION



MEGJC © CITIZEN'S CHARTER 2024









WHAT IS THE CITIZEN'S CHARTER

A Citizen's Charter is a document which outlines service portfolio, standards for service, service delivery mechanisms and a commitment to the citizens and stakeholders to deliver on these services as indicated in stated standards.



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MEGJC



ACRONYMS





ACRONYMS

ATI	Access to Information
CCD	Climate Change Division
CSC	Commission of Strata Corporations
CWTC	Central Wastewater Treatment Company
DBJ	Development Bank of Jamaica
DIAS	Documentation, Information & Access Services
ERMB	Environment and Risk Management Branch
FCJ	Factories Corporation of Jamaica
FD	Forestry Department
GOJ	Government of Jamaica
HAJ	Housing Agency of Jamaica
HOPE	Housing, Opportunity, Production and Employment
JIFZD	Jamaica International Free Zone Development
JMB	Jamaica Mortgage Bank
KFZC	Kingston Free Zone Company
LDAC	Land Divestment Advisory Committee
LAMB	Land Administration Management Branch
MBFZC	Montego Bay Free Zone Company
MEGJC	Ministry of Economic Growth and Job Creation
MSME	Micro, Small and Medium Sized Enterprises
NEPA	National Environment and Planning Agency
NGIALPA	Negril Green Island Area Local Planning Authority



ACRONYMS

NLA	National Land Agency
NROCC	National Road Operating & Constructing Company
NSDI	National Spatial Data Infrastructure
NSDMD	National Spatial Data Management Division
NSHP	New Social Housing Programme
NWA	National Works Agency
NWC	National Water Commission
OPD	Office of the Public Defender
ORCC	Ocho Rios Commercial Centre
PAJ	Port Authority of Jamaica
PERB	Professional Engineers Registration Board
RBWCL	Runaway Bay Water Company Limited
REB	Real Estate Board
RWSC	Rural Water Supply Limited
SADCL	St. Ann Development Company Limited
SMU	Squatter Management Unit
UDC	Urban Development Corporation
WPMB	Water Policy and Monitoring Branch
WRA	Water Resources Authority



INTRODUCTION





EXECUTIVE SUMMARY

Welcome to our Citizen's Charter, a reflection of our commitment to providing exceptional Public Service. This charter outlines our dedication to upholding the core values that guide the Public Sector in its mission to serve our Citizen's effectively and efficiently.

THE FIVE CORE VALUES OF THE PUBLIC SECTOR



Through these core values, we aim to build a public sector that is responsive, reliable, and respected by all. We are dedicated to serving you with the highest level of professionalism and care.

ACCOUNTABILITY

We follow the policies, principles, and codes of conduct set by the Government of Jamaica. We welcome scrutiny at all levels, take responsibility for the quality and timeliness of our work, and act to meet our commitments in a cost-effective way. We take pride in our workplace and carefully consider how our actions impact citizens, the environment, and the economy. We are sincerely dedicated to ensuring taxpayers get the best value for their money.





EXECUTIVE SUMMARY



INNOVATION

We are dedicated to creating new ideas that address the evolving needs of our diverse citizens. We welcome innovation and challenge traditional methods. We continually aim to set higher standards of excellence and believe that staying relevant means proactively addressing both new and ongoing challenges.

INCLUSIVITY

We recognise the importance of treating everyone equally, regardless of gender, religion, sexual orientation, age, status, qualifications, experience, disability, individual qualities, talents, perspectives, or socio-economic status. We foster cooperation at all levels to achieve the Government's priorities. We build trust, share authority, and make decisions together.

INTEGRITY AND IMPARTIALITY

We are transparent, honest, fair, and consistent in everything we do. We communicate clearly and respectfully, valuing the professional and personal space of our colleagues and customers. We follow the rules and regulations of the Government of Jamaica and hold ourselves accountable to the highest standards of professionalism and ethics.

SERVICE EXCELLENCE

MEGJC

We strive to deliver the highest quality of service to our citizens by continuously challenging ourselves to perform flawlessly. To achieve excellence, we seek top talent, promote personal and professional growth, and aim to exceed the expectations of our clients, colleagues, and stakeholders. We value and respect each customer, regardless of gender, religion, sexual orientation, age, status, qualifications, experience, disability, individual qualities, talents, perspectives, or socio-economic status. Our customers are our priority, and we are committed to providing efficient service and effective solutions, always focusing on the value they add to the public service.





INTRODUCTION



The Ministry of Economic Growth and Job Creation (MEGJC) was established on March 6, 2016, with the mission to drive economic growth and sustainable development in Jamaica. The primary goal of the Ministry is to enhance the quality of life for all Jamaicans. To achieve this, the Ministry's programmes and projects are aligned with Jamaica's National Development Plan under Vision 2030, focusing on the following national goals and outcomes:

National Goal No. 3: Jamaica's Economy is Prosperous

- National Outcome #08: An Enabling Business Environment
- National Outcome #09: Strong Economic Infrastructure

National Goal No. 4: Jamaica Has a Healthy and Natural Environment

- National Outcome #07: A stable Macroeconomy
- National Outcome #12: Internationally Competitive Industry Structures
- National Outcome #13: Sustainable Management and Use of Environmental and Natural Resources
- National Outcome #14: Hazard Risk Reduction and Adaptation to Climate Change
- National Outcome #15: Sustainable Urban and Rural Development

These objectives are pursued through the formulation and implementation of policies in MEGJC's key portfolio areas:

- Water
- Land
- Environment
- Climate Change
- Housing
- Economic Policy and Investment
- Works
- Urban Renewal

MEGJC also plays a critical monitoring role, ensuring that policies are enforced and that the operations of agencies under its remit comply with the Government of Jamaica's laws, regulations, policies, and procedures.



INTRODUCTION



The Ministry is pursuing these Goals through several Strategic Objectives for the period 2024-2028, which include:

- 1. Improve organizational efficiency over the next 4 years.
- 2. Increase service delivery to 85% by 2028.
- 3. Reduce contribution to greenhouse gas (CO2) emissions in two key areas by 2028.
- 4. Ensure protection of 30% of land mass and marine areas by 2028
- 5. Modernise at least 6 communities across the three counties by 2028.
- 6. Increase access to affordable housing solutions by 2028.
- 7. Upgrade at least three types of infrastructure across five parishes by 2028.
- 8. Reduce processing time for three land management areas by 15% by 2028 (acquisition, ownership/title, subdivisions) some are provided
- 9. Increase contribution to GDP over the next 4 years.

The Ministry's administrative support structure encompasses several Branches and Divisions — Finance & Accounts Division, Legal Services Division, Internal Audit Division, Customer Service Branch, and Corporate Services (Corporate Communications and Public Relations Branch; Strategic Planning, Performance Monitoring, Evaluation and Risk Management Branch; Documentation, Information and Access Services Branch; Information Communication and Technology; Facilities and Property Management Branch; Public Procurement Branch; Human Resource Management & Development Branch). This robust support framework enables MEGJC to effectively fulfil its mandate and contribute to Jamaica's development goals.



MESSAGES





PRIME MINISTER'S MESSAGE



MESSAGE FROM

DR. THE MOST HON.

ANDREW HOLNESS, ON, PC, MP

PRIME MINISTER

A Citizens' Charter is a covenant between a service provider and the people that it serves. It is designed to empower the citizenry of a country by promoting good governance, and transparency and accountability in the delivery of service.

This Citizen's Charter was crafted to highlight the Ministry's service standards that guide continuous improvement in the quality of the services that it delivers to the Jamaican public.

The Charter is therefore a vital step on our journey toward transparency, accountability, and excellence in government services and demonstrates our ability to respond to changes in a dynamic environment.

It also recognises and embraces all citizens as stakeholders and partners in the process towards realising the future that we want for ourselves and our children. Within its pages, you will find the road map directing our efforts towards the Vision 2030 goal of making "Jamaica, the place of choice to live, work, raise families and do business".

Your feedback and engagement with the principles outlined in this document are invaluable. We encourage you to hold us accountable for our commitments and together, we can achieve our shared vision of a better, brighter Jamaica for all.





MINISTER WITHOUT PORTFOLIO'S MESSAGE



MESSAGE FROM HON. **MATTHEW SAMUDA, MP**

MINISTER WITHOUT PORTFOLIO (WATER, ENVIRONMENT, CLIMATE CHANGE, BLUE AND GREEN ECONOMIES)

The Citizens' Charter of the Ministry of Economic Growth and Job Creation underscores our dedication and commitment to delivering the highest service standards to our stakeholders.

It provides consultation, accessibility, grievance redressal, courtesy, and value for money that we offer the public. This is in our quest to drive sustainable development and achieve a Jamaica where individuals are allowed to fulfill their potential. It also serves as a bridge between the government and citizens by fostering a relationship built on trust, collaboration, and mutual understanding.

I, therefore, congratulate all who were involved in the publication of this Citizens' Charter, which represents a critical part of our effort to become more responsive and deliver citizen-friendly service.





MINISTER WITHOUT PORTFOLIO'S MESSAGE



HON.
ROBERT MORGAN, MP
MINISTER WITHOUT PORTFOLIO (WORKS)

A Citizen's Charter is a guiding principle that establishes the foundation for a strong and vibrant society, where the rights and aspirations of every citizen are valued and respected.

The Citizens' Charter of the Ministry of Economic Growth and Job Creation, serves as a testament of our commitment to transparency, efficiency, and progress in our mission to drive economic growth and job creation in Jamaica.

The Charter is in line with the Government's thrust to improve the efficiency, effectiveness and the level of service provided by the public sector to Jamaicans.

Contained within this Charter are the guiding principles and standards that shape our strategies for achieving economic prosperity and job generation.

Your feedback and active engagement with the principles outlined in this Charter are vital to our progress. We invite you to hold us accountable for the commitments we make, as together, we can work towards a stronger, more prosperous Jamaica.





PERMANENT SECRETARY'S MESSAGE



MRS.
ARLENE WILLIAMS
PERMANENT SECRETARY

The realisation of the Ministry of Economic Growth and Job Creation's vision to create "a Jamaican economy which consistently meets or exceeds its growth targets, while providing meaningful jobs and economic opportunities for all in a sustainable manner", hinges upon our renewed commitment to you, the people of Jamaica.

Our dedication remains unwavering, characterized by the highest standards of professionalism, as we strive for service excellence in every interaction. This Citizen's Charter outlines the services we provide, the service standards you can expect, and your vital role in this partnership.

We are dedicated to keeping you well-informed via the various sound media platforms, about our actions to meet your needs. Whether you visit our offices, call us, or correspond with us, your privacy will be respected, and we are committed to understanding your requirements with a view to meeting, and indeed, exceeding your expectations. If, at any point, you believe we have fallen short of the standards set out in this Charter, please let us know. Your feedback is crucial as it empowers us to rectify any shortcomings and improve the service we provide.

At the Ministry of Economic Growth and Job Creation, our unwavering commitment to professionalism, integrity, and respect, combined with the broader public service's collective efforts, will propel Jamaica towards achieving developed country status by 2030.

MEGJC



AT OUR CORE





VISION, MISSION, AND STATEMENT

VISION

A JAMAICAN ECONOMY WHICH CONSISTENTLY MEETS OR EXCEEDS ITS GROWTH TARGETS, WHILE PROVIDING MEANINGFUL JOBS AND ECONOMIC OPPORTUNITIES FOR ALL IN A SUSTAINABLE MANNER.

MISSION

TO PROVIDE VISIONARY LEADERSHIP, APPROPRIATE LEGISLATION, INNOVATIVE POLICIES AND COORDINATED IMPLEMENTATION WHICH FACILITATE INVESTMENTS, SUSTAINED GROWTH AND PROSPERITY FOR ALL IN ANENVIRONMENTALLY SUSTAINABLE MANNER.

STATEMENT

ACHIEVING PROSPERITY THROUGH PARTNERSHIP, ECONOMIC GROWTH AND JOB CREATION 77





CORE VALUES



PROFESSIONALISM

We commit to the highest standard of conduct in our interactions with internal and external customers.

EXCELLENCE

We commit to being the best at what we do at all times through innovation and self-development.

EFFICIENCY

We commit to doing the right things right; to achieving the best results with available resources.

ENVIRONMENTAL/STEWARDSHIP

We commit to preserving the environment through policies, practices and public awareness to ensure healthy and comfortable living for this and future generations.

TEAMWORK

We commit to fostering a collaborative effort with all stakeholders to achieve the Ministry's goals.

ACCOUNTABILITY

We commit to maintaining the highest levels of integrity and ethical standards through openness in all we do, with a view to maintaining public trust.





MANDATE



The Ministry of Economic Growth and Job Creation's mandate is to promote economic growth, create jobs, and support sustainable development in Jamaica. To achieve this, the Ministry includes various Executive Agencies, self-funded public bodies, and fully funded public authorities. These cover areas such as Economic Investment and Development, Public Works, Land Management, Environment, Climate Change, Housing, Urban Renewal, and Water Resources.

The Ministry's functions include creating and implementing policies for these areas. It also monitors compliance with these policies and ensures that its entities follow the Government of Jamaica's rules and guidelines.

MANDATE

Over the next four years, leading up to 2028, the Ministry is dedicated to several key initiatives aimed at fostering sustainable development and improving the quality of life for all Jamaicans. These initiatives include enhancing the governance framework to ensure transparency and accountability, preserving and conserving the island's natural resources through sustainable practices, and facilitating access to affordable and inclusive shelter solutions. Additionally, the Ministry will focus on improving integrated development planning to promote efficient land use and creating a favourable environment for financing business, innovation, and green growth. These efforts are designed to drive economic progress while maintaining ecological balance and social equity.

KEY RESPONSIBILITIES

Our Ministry oversees various aspects related to economic development, employment opportunities, and sustainable growth in Jamaica. Its key responsibilities include:





MANDATE (CONT'D)

1. Economic Development Oversight:

- Supervising and coordinating economic development initiatives.
- Strategising and implementing policies and programmes for sustainable economic growth.

2. Job Creation Initiatives:

- Devising and executing strategies to promote job creation.
- Identifying growth sectors and implementing measures to stimulate employment.

3. Policy Formulation and Analysis:

- Formulating policies conducive to economic growth and job creation.
- Conducting thorough analysis and research to inform and ensure the effectiveness of these policies.

4. Infrastructure Development:

- Developing and maintaining critical infrastructure, including transportation networks, utilities, and digital infrastructure, to support economic growth and job creation.

5. Public-Private Partnerships (PPP):

- Facilitating partnerships between the public and private sector to drive economic development projects and initiatives.

6. Investment Promotion:

- Attracting local and foreign investments by creating a favourable business environment and providing incentives to investors.

7. Sustainable Development:

- Promoting environmentally sustainable practices and integrating environmental considerations into economic growth strategies.

8. Monitoring and Evaluation:

- Continuously assessing the impact of economic growth and job creation programmes and making necessary adjustments for improvement.

9. Stakeholder Engagement:

- Collaborating with various stakeholders, including government agencies, private sector entities, and community organisations, to achieve shared goals in economic development and job creation.

10.Data Collection and Reporting:

- Gathering and disseminating relevant data and information to support evidence-based decision-making in economic growth and job creation efforts.



PORTFOLIOS & DIVISIONS





The Ministry of Economic Growth and Job Creation (MEGJC) oversees several critical areas aimed at fostering economic growth, sustainable development, and improved quality of life for all citizens. Below is a consolidated overview of the Ministry's portfolio areas:.

HOUSING



The Housing portfolio addresses the country's housing needs, aims to create quality housing opportunities, and tackles issues such as squatting to promote personal wealth generation and community development.

This portfolio is supported by various Branches, Units, and Agencies including:

- Housing Management Branch (Social Services Unit, Rent Services Unit, Squatter and Environment Management Unit)
- Housing Policy Research, and Monitoring Branch
- •Land Administration Management Branch
- •Technical Services, Projects and Housing Branch
- Agencies: Real Estate Board, Commission of Strata Corporations, Rent Assessment Board, Housing Agency of Jamaica, Jamaica Mortgage Bank.



HOUSING (CONT'D)

There are two (2) main programmes under the housing Programme:

- The Social Housing Programme
- The New Social Housing Programme (NSHP).

The NSHP was created to enhance the living conditions of the nation's impoverished and disadvantaged groups by offering quality, affordable, and sustainable housing solutions. Implemented by the Ministry of Economic Growth and Job Creation (MEGJC) with administrative and technical support from the Housing, Opportunity, Production and Employment (HOPE) unit. The Housing, Opportunity, Production and Employment (HOPE) Programme has been established to promote and optimise growth and development of Jamaica's youth so that they can become well-adjusted and responsible citizens whilst contributing to Jamaica's development and prosperity.

The NSHP is organised into three main approaches to maximise its impact:

- 1. Indigent Housing Provision: Each of the 63 constituencies will receive five housing units annually, totaling approximately 315 units each year under this scheme.
- 2. Relocation of Vulnerable Communities: Priority is given to individuals whose lives are at immediate risk, ensuring their safety through relocation.
- 3. Upgrading of Tenements ('Big Yards'): One significant upgrade project will be carried out in each constituency annually to improve living conditions in these areas.

URBAN RENEWAL

Urban Renewal aims to create safe, vibrant, inclusive, and sustainable urban centres, enhancing the quality of life through effective partnerships. The Ministry focuses on both hard infrastructure (buildings and roads) and soft elements (creative arts, heritage, culture). The vision is also shaped by Sustainable Development Goal 11: make cities inclusive, safe, resilient, and sustainable.

MEGJC recognises the challenges of urban blight and its corresponding impact on the built and natural environments. As a result, the Ministry has a toolkit for urban renewal, which is guided by strategic policy and supported by practical and sustainable projects and programmes executed through continuous partnerships with key stakeholders in major sectors. Therefore, the Urban Renewal and Development Branch aims to incorporate all the portfolio areas of MEGJC because it is necessary that while we remedy the housing situation, there is preservation of the environment and strong climate adaptation and resilience across our urban spaces.

MEGJC







ENVIRONMENT AND CLIMATE CHANGE

ENVIRONMENT

The Environment portfolio is dedicated to protecting Jamaica's natural resources, minimizing pollution, and integrating environmental considerations into national development planning to achieve environmental sustainability and climate resilience. This involves developing policies, legislation, and programmes in collaboration with agencies like the National Environment and Planning Agency and the Forestry Department.

CLIMATE CHANGE

The Climate Change Division (CCD) represents the Government of Jamaica in regional and international climate negotiations and serves as the national focal point for various climate bodies, including the UNFCCC, CCCCC, the Climate Technology Centre and Network, and the Green Climate Fund (GCF).

The Division's core strategies include:

- Mainstreaming climate adaptation and mitigation in policy, planning, and decision-making
- Implementing adaptation measures to address vulnerabilities
- Reducing greenhouse gas emissions by promoting clean energy
- Raising awareness and promoting training on climate change impacts
- Facilitating access to climate funding
- Supporting climate change research and studies.

The Portfolio is supported by numerous Units/Branches and Agencies. These include:

- Environment and Risk Management Branch
- Climate Change Branch
- Meteorological Services Branch
- Foresty Department
- National Environment and Planning Agency





WORKS

The Works portfolio focuses on the development, implementation, and monitoring of policies, programmes, legislation, and standards for civil works, land reclamation, main roads, flood water control, and seaports through the Works, Infrastructure Policy and Monitoring Branch and the Technical Audit and Special Projects Branch. The Ministry oversees entities like the National Works Agency, Port Authority of Jamaica, and National Road Operating and Constructing Company Limited, and the Professional Engineers Registration Board supporting major infrastructure projects such as the Southern Coastal Highway Improvement Project and Montego Bay Perimeter Road Project.



WATER

The Water portfolio protects and manages the country's water resources, ensuring the provision of potable water and adequate sanitation through the Water Policy Monitoring and Research Branch. Agencies under this portfolio include the Water Resources Authority (WRA) and the National Water Commission (NWC), Rural Water Supply Ltd, and Central Wastewater Treatment Company Ltd. The Ministry promotes water conservation, manages water resources, and improves water supply and sanitation services in line with the National Water Sector Policy & Implementation Plan.







LAND

This portfolio encompasses a wide range of responsibilities, including land administration and management, land use planning, geospatial data governance, and strategic land divestment. Key entities under the portfolio include the National Spatial Data Management Branch (NSDMB), Negril Green Island Area Local Planning Authority (NGIALPA), National Land Agency (NLA), Urban Development Corporation (UDC), and The Land Information Council of Jamaica (LICJ). These Branches and Agencies are responsible for guiding the divestment of government-owned lands, land acquisition and titling, subdivision approvals, development order preparation, and the management and dissemination of geospatial data.

The Ministry provides technical and policy guidance in areas such as land divestment, acquisition, and land-use planning; promotes geospatial capacity building; and monitors the strategic direction of agencies like the National Land Agency to ensure alignment with national development goals. Emphasis is also placed on fostering transparent and efficient land governance systems that support economic growth, infrastructure development, and environmental sustainability.

ECONOMIC POLICY AND INVESTMENT

The Economic Policy and Investment portfolio provides guidance on economic and investment policies, legislation, and projects. This Division collaborates with economic and investment agencies to boost growth, enhance policy implementation, and maximise investment opportunities. Key focus areas include economic planning, industry and commerce policy, and job creation initiatives.





In essence, MEGJC is committed to fostering economic prosperity, enhancing employment opportunities, and ensuring sustainable development, all while aligning with Jamaica's Vision 2030 goals.

• DEVELOPMENT PLANNING, ENVIRONMENTAL POLICY AND MANAGEMENT DIVISION

The Development Planning Policy & Monitoring Branch develops and ensures the implementation of appropriate policies, standards and programmes to facilitate the sustainable development planning and management of natural resources, land use and the built environment. The Branch is responsible for monitoring the Negril/Green Island Area Local Planning Authority, Real Estate Board, Commission of Strata Corporation and the planning portfolio of NEPA.

ENVIRONMENT & RISK MANAGEMENT BRANCH

The Environment and Risk Management Branch (ERMB) is tasked with ensuring the integration of environmental considerations into national development policies, plans and programmes in contribution to the achievement of sustainable national development. The ERMB is also responsible for the protection and conservation of ecologically sensitive areas and endangered wildlife, and it also supports and promotes sustainable development and implementation by monitoring the environment portfolios through NEPA and the Forestry Department.

HOUSING MANAGEMENT

Rent Services Unit

The Rent Assessment Board's operations are governed by the Rent Restriction Act which was originally enacted in 1944 and has jurisdiction over the majority of residential rentals as well as some commercial rentals. The Act has been amended eleven times since its enactment, the latest being in 1983, and is currently being amended by the present Rent Assessment Board. Some of the services offered are Judicial Proceedings (including illegal increase in rent above 7.5% per annum; rent arrears; excess rent Security Deposit); inspections and provision of assistance to prepare notices to quit. (Please see Appendix 1 for the fee structure.)

Squatter Management Unit (SMU)

Its main goals are to coordinate government's response to squatting island wide, as well as to promote planned and sustainable development of land resources. The major functions of the SMU are: Regulatory Framework (policy formulation and formulation of guidelines); facilitating interventions (identifying and selecting squatter sites for action and research); Public Education (increasing public awareness and community mobilisation); as well as coordination and collaboration (monitoring for prevention and containment).







SOCIAL SERVICES UNIT

The Social Services Unit is charged with the responsibility of marketing the Ministry's housing solutions. These solutions are categorised into four main groups, namely Rental Conversions, Upgrading Sites, Joint Venture/ Residual & Serviced Lots and Repossessed Units/Lots. This Unit is comprised of the following areas: Compliance, Housing and Community Development, working in harmony to execute various functions and activities that support the core values and mission of the Ministry of Economic Growth and Job Creation.

HOUSING POLICY, RESEARCH AND MONITORING BRANCH

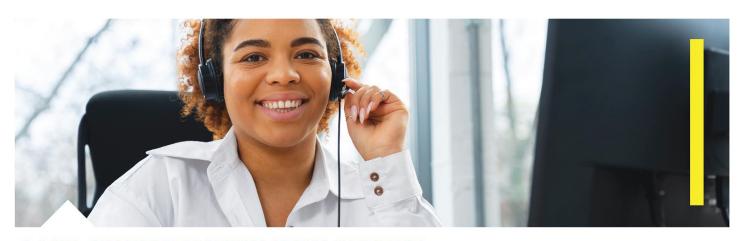
The Housing Policy Branch manages the formulation of legislation, policies, programmes and standards governing the housing sector. As such, it is the facilitator through which horizontal or integrated policy decision-making occurs within the various Departments and housing related agencies falling under the Ministry.

ECONOMIC POLICY AND INVESTMENT BRANCH

The Economic Policy and Investment portfolio of the Ministry offers guidance, leadership, and oversight for creating and updating economic and investment policies and laws. It also monitors the implementation of investment projects within the Ministry's agencies and departments. This Division works closely with economic and investment agencies to promote growth and investment strategies. It aims to improve policies, ensure successful project implementation, maximise the benefits of current investments, and expand investment opportunities in Jamaica.







LAND ADMINISTRATION MANAGEMENT

The Land Administration Management Branch is vital in securing land for housing projects. This Branch acquires informally occupied properties, helps develop them into organized housing schemes, and manages these areas until they are formally recognised. They work with land surveyors to perform subdivision surveys, helping people in informal settlements obtain land titles with the Legal Department's assistance. The Branch also ensures land is used effectively to meet the housing needs of Jamaicans and support well-planned community growth. They handle tasks such as issuing notices for informal settlers to vacate lands owned by the Minister of Housing, valuing lands the Ministry wants to acquire, and managing land sales. Additionally, they use Geographic Information Systems (GIS) to map and manage lands owned by the Minister of Housing.

LAND POLICY AND ADMINISTRATION BRANCH

The Branch exercises responsibility for the development, monitoring and implementation of portfolio policies, programmes and legislation relating to land management and administration. It provides Secretariat support to the Land Divestment Advisory Committee and guidance relating to the compulsory acquisition of land/property to support economic and social development in the national interest. The Branch is also responsible for monitoring the National Land Agency (NLA).

METEOROLOGICAL SERVICE BRANCH

The mission of the Meteorological Service Branch is to take full advantage of man's present knowledge of weather and climate; to take steps to improve significantly that knowledge and to foresee and prevent potential man-made changes in climate that might be unfavourable to the well-being of humanity.

NATIONAL SPATIAL DATA MANAGEMENT BRANCH

The Branch is mandated to manage the development and implementation of a National Spatial Data Infrastructure (NSDI) and provide advice on policy, legislation and regulation supported by comprehensive and accurate spatial data.

MEGJC





•TECHNICAL AUDIT & SPECIAL PROJECTS BRANCH

The strategic objectives of the TASPB are to plan, design Greenfield Sites into housing solutions; to regularise Brownfield Sites and provide the requisite infrastructure such as roads & drainage, potable water, electricity and sewage to improve human settlements; monitor works related projects being implemented/administrated by agencies on behalf of MEGJC; and to implement 1200 housing units under the HOPE Programme.

WATER POLICY AND MONITORING BRANCH

The Water Policy & Monitoring Branch (WPMB) is responsible for the development of policies, legislation and monitoring of all the water agencies to ensure compliance with the policies and procedures of the Government, as well as managing the Government's investment programmes in the sector. The areas include water and wastewater management, and the monitoring of capital projects and programmes in the areas of water supply and sewerage services.

WORKS POLICY, RESEARCH AND MONITORING BRANCH

The role of the Works Policy, Research and Monitoring Branch is to manage the development, implementation, monitoring and evaluation of policies, legislation and standards for works infrastructure agencies (inclusive of roads, bridges, highways and port related projects) within the context of the role and mandate of the Ministry.

•CORPORATE SERVICES:

The technical areas within the Ministry are supported by the following corporate services:

The Corporate Services Division comprises of:

- ► Corporate Communications and Public Relations
- ▶ Strategic Planning, Performance Monitoring, Evaluation & Risk Management Branch
- ▶ Documentation, Information and Access Services Branch
- ▶ Information, Communication and Technology Branch
- ► Human Resource Management & Development Branch
- ► Facilities and Property Management Branch
- ▶ Public Procurement Branch





AGENCIES & SUBJECT AREAS

The Ministry has responsibility for the following subjects which are organized under the priority areas below.

PRIORITY AREA	AGENCIES AND COMMITTEES	SUBJECT
Economic Policy and Investment	 Development Bank of Jamaica (DBJ) Port Authority of Jamaica (PAJ) Urban Development Corporation (UDC) Factories Corporation of Jamaica (FCJ) 	Economic Growth Special Economic Zones Development
Works	 National Road Operating & Constructing Company (NROCC) National Works Agency (NWA) Professional Engineers Registration Board Port Authority of Jamaica (PAJ) 	Civil WorksNational Urban UpgradingPort Development and RegulationMain Roads
Land	 National Land Agency (NLA) Land Development and Utilization Commission Land Divestment Advisory Committee (LDAC) National Spatial Data Management Division (NSDM) 	 Emancipation Lands Estate Management/Property Management Lands (including Crown Lands and Land Settlements) Land Policy and Administration Land Development & Utilization Land Reform Land Registration Land Surveys National Geographic Data Management National Land Policy Public Sector Estate Management Town and Country Planning Parish Boundaries Physical Planning Subdivision of Land





AGENCIES & SUBJECT AREAS

PRIORITY AREA	AGENCIES AND COMMITTEES	SUBJECT
Housing	 Architects Registration Board Housing Agency of Jamaica (HAJ) Jamaica Mortgage Bank (JMB) Port Royal Brotherhood Real Estate Board (REB), Commission of Strata Corporations (CSC) Rent Assessment Board Urban Development Corporation (UDC) – and its subsidiaries 	 Housing Relocation of Human Settlements Factory Construction Economic Growth Quantity Surveyors Registration Act
Water	 Central Wastewater Treatment Company (CWTC) National Water Commission (NWC) Rural Water Supply Limited RWSL) Water Resources Authority (WRA) 	 Sewerage Domestic Water Supply Surface and Underground Water Resources Water Policy and Monitoring
Environment/Climate Change	 Beach Control Authority Forestry Department (FD) National Environmental and Planning Agency (NEPA) (Includes National Resource and Conservation Authority, Town Planning Department, Town and Country Planning Authority, Land Development and Utilization) 	 Environmental Regulation Air Quality and Control Beach Control and Coastal Management Climate Change Marine Conservation and Protection Meteorology Forests National Environmental Protection Watershed Management Wildlife Protection





PORTFOLIO AGENCIES & AREAS



The National Works Agency (NWA) will create a world class, safe, and quality main road network, which meets the needs of our clients in the towns, communities and districts where they vacation, work and live. The NWA's role is to plan, build and maintain a reliable, safe and efficient main road network and flood control system, which will protect life and property; support the movement of people, goods and services; reduce the cost of transportation; promote economic growth and quality of life; and protect the environment.



The Professional Engineers Registration Board (PERB) which was established under the Professional Engineers Registration Act (PERA) of 1987 is a Statutory Body with responsibility for the registration of Engineers and for the regulation of the practice of engineering in Jamaica. The Board exercises the following regulatory functions: Registration of Engineers; Issues Certificates of Authorization to organizations; Determines the categories of engineering work in which applicants are to be registered; Regulates the practice of engineering in Jamaica; Promotes and ensures the maintenance of acceptable standards of professional conduct by persons registered under the Professional Engineers Registration Act of 1987; and Prescribes the procedure to be followed in instituting disciplinary proceedings against Engineers in relation to professional conduct.



Negril/Green Island Area Local Planning Authority (NGIALPA) the local planning authority for the development order area straddling the parishes of Hanover and Westmoreland, defined in the NGIALPA Development Order. The main objective is the orderly and progressive development of land described in the Development Order.



National Land Agency (NLA) brings together the core land information functions of Government under one roof and includes: Land Titles; Surveys & Mapping; Land Valuation & Estate (Crown Land) Management. This merger enables the Government to build on the synergy of these combined functions and create a modern national land (spatial) information system to support sustainable development.



The Land Divestment Advisory Committee (LDAC) has been given legal authority to provide advice in ensuring that Government-owned lands are disposed of fairly, transparently, and equitably.



MEGJC

Rural Water Supply Limited offers technical services to government and non-government companies in project planning, project investigation, contract formulation and evaluation and on-site supervision of projects.





PORTFOLIO AGENCIES & AREAS



National Water Commission (NWC) is the main institution responsible for major water and sewerage operations, including production of water collection, water treatment and disposal of urban sewerage. Provision for rural water is shared between the NWC and the Parish Councils.



Water Resources Authority (WRA) is responsible for the management, protection and controlled allocation and use of Jamaica's water resources. The WRA maintains a hydrological database and provides data, information and technical assistance to government and non-government institutions.



Central Wastewater Treatment Company Limited (CWTC) is responsible for the construction, operation, and management of sewage treatment facilities.



Forestry Department ensures the protection and conservation of forests on Government held land in Jamaica.



National Environment & Planning Agency (NEPA) represents a merger between the Natural Resources Conservation Authority (NRCA), the Town Planning Department (TPD) and the Land Development and Utilization Commission (LDUC). The aim of the merger is to integrate environmental, planning, and sustainable development policies and programmes.



The Environmental Foundation of Jamaica (EFJ) was established to facilitate the promotion and implementation of activities which will conserve and manage the natural resources and environment of Jamaica and improve and positively impact child development.





PORTFOLIO AGENCIES & AREAS



Factories Corporation of Jamaica (FCJ) is one of the drivers of the Government of Jamaica's economic growth and job creation agenda by providing real estate solutions for a variety of industries such as light manufacturing, agro- processing, warehousing and business process outsourcing. FCJ, is the largest provider of real estate in Jamaica. Factories Corporation of Jamaica has over one hundred facilities island-wide strategically situated, whether in close proximity to the island's ports, or commercial districts.



Urban Development Corporation (UDC) The UDC aims to fulfill its role as the nation's main urban and rural development agency and facilitator, by effectively and efficiently assigning and managing our resources, so as to ensure the economic viability of the Corporation, sustainable national development and the best quality of life for the citizens of Jamaica.



Jamaica Mortgage Bank (JMB) - the main functions of the Bank are the mobilization of loan funds for on-lending to public and private sector housing developers and other lending institutions and the operation of a secondary mortgage market facility. The provision of mortgage insurance services as set out in the mortgage insurance law no. 26 of 1960, whereby loans made to purchasers of residential dwellings can be insured.



The Development Bank of Jamaica (DBJ) is a wholly owned Government company that provides a range of services to Jamaican entrepreneurs of all sizes – from start-ups to micro, small and medium- sized enterprises (MSME) to large businesses. These services include access to low-cost financing for capital and operating expenditure; loans for projects in the productive, retail and distribution sectors; direct funding for large projects in strategic sectors which are supported by the Government; collateral support to MSMEs that have difficulty finding security; capacity development and technical assistance; and solutions for renewable energy and energy efficiency. The DBJ is the secretariat for the Government's public-private partnerships and privatization programmes and is also responsible for establishing a viable and sustainable venture capital and private equity industry in Jamaica.



The Port Authority of Jamaica (PAJ) is a statutory corporation established by the Port Authority Act of 1972. It is the principal maritime agency responsible for the regulation and development of Jamaica's port and shipping industry. The Port Authority is responsible for the safety of all vessels navigating the ports of entry and regulation of the tariffs charged on goods passing through the public wharves. To be a strong financially strong and dominant provider of industrial, commercial and office space that is customer focused and efficiently managed by an empowered cadre of staff.





PORTFOLIO AGENCIES & AREAS



Housing Agency of Jamaica (HAJ) is a wholly owned, self-funding government entity and falls under the portfolio responsibility of the newly created Ministry of Economic Growth and Job Creation in the Office of the Prime Minister. HAJ's main activities include property development, the construction, and sale of housing solutions for low to middle-income earners and the regularization of tenure on land through titling services.



Commission of Strata Corporation (CSC) is responsible for monitoring, regulating and supervising Strata Corporations through the provision of administrative and investigative services.



Real Estate Board (REB) is mandated to bring order to the conduct of real estate business. This was necessary to protect members of the public who use the services of real estate dealers to purchase property or who contract with private land and housing developers for the acquisition of units in housing schemes.



Port Royal Brotherhood (PRB), a body constituted for the purpose of undertaking and encouraging the reconstruction and development of Port Royal and for matters incidental thereto or connected therewith.



PRODUCTS, SERVICES & PROGRAMMES

The Ministry of Economic Growth and Job Creation (MEGJC) is primarily responsible for providing appropriate legislation and innovative policy formulation. The portfolio areas within the Ministry which carry out these functions are:

- Economic Policy and Investment
- Works
- Housing
- Environment
- Climate Change
- Water
- Land
- Urban Renewal

MEGJC also has responsibility for the facilitation of projects and programme implementation, as well as monitoring of its portfolio agencies.

In addition to the areas mentioned above, our products and services include:

- Undertaking large infrastructural projects to facilitate economic activities, which promotes growth and development
- Preparation and implementation of plans in designated areas
- Primary infrastructure development in designated areas specifically, water systems, sewerage systems, roads and drains
- Residential, commercial and recreational facilities
- Technical services (Urban and Regional Planning, Engineering, Architecture, Quantity Surveying), Geographic Information Systems (GIS), Environmental Management and Project Implementation services
- Estate and Facilities Management services which include rentals/leases and maintenance of buildings and properties
- Property sales
- Management services through the UDC's associate company, the St. Ann Development Company, its subsidiaries and related entities
- Utilities through Runaway Bay Water Company
- Development of tourism products/services, hotels, resorts, attractions, beaches and parks
- Planning, design, development and management of various projects on behalf of Government agencies particularly, educational and health facilities, police stations, sporting complexes and civic and community centres
- Judicial Proceedings (illegal increases in rent above 7 ½% per annum; arrears of rent; excess rent (security deposit); review of the rent assessed by the Rent Assessment Officer; and Review of Denial of Exemptions from the provisions of the Rent Restriction Act)
- Mediation between Landlords and Tenants.



SERVICE STANDARDS





SERVICE COMMITMENTS

Professional Conduct:	We are dedicated to upholding the highest standards of professional conduct in the execution of our duties.
Positive Attitude and Proactivity:	Our approach is characterized by a positive attitude, and we proactively engage in fulfilling our responsibilities.
Customer-Centric Approach:	We actively seek to comprehend and meet the needs of our customers in a helpful and courteous manner.
Respect and Privacy:	The privacy and dignity of our customers are paramount, and we treat them with the utmost respect.
Impartiality:	Our interactions with customers are impartial, ensuring fairness and equity in all dealings.
Efficient and Timely Service:	Requests for service are handled promptly, efficiently, and effectively.
Timely and Accurate Information:	We provide timely and accurate information to facilitate informed decision-making.
Special Needs Consideration:	Special attention is given to those with special needs, ensuring their requirements are met.
Clear Directional Signs:	Clear directional signs on our premises assist visitors in locating their destinations accurately.
Environmental Responsibility:	We are committed to acquiring environmentally friendly goods and services to minimise our ecological footprint.
Feedback Follow-Up:	We facilitate meaningful follow-up on feedback and comments provided by our customers to continually improve our services.
Enhanced Digital Services	To make our services more accessible and reduce the need for physical office visits, we offer enhanced digital services. These online platforms allow you to access information, such as application forms. This commitment to digital transformation is part of our continuous effort to improve efficiency and streamline processes.



MINIMUM GENERAL SERVICE STANDARDS

OUR COMMITMENT TO YOU

Customers can expect that WE WILL:

Acknowledge website comments within two (2) working days.

Provide current and accurate information on our website.

Acknowledge receipt of emails within two (2) working days.

Acknowledge e-mail correspondence and voice-mail messages within two (2) working days.

Answer telephones within three (3) rings in a courteous and polite manner, with the name of the Ministry clearly stated.

Ensure you are not placed on hold for more than thirty (30) seconds unless you have been advised and agree to wait longer.

Acknowledge written correspondence within five (5) working days, and a timeframe is given for the resolution of issues. If the timeframe cannot be met, a full explanation will be sent to you.

Ensure that you are informed of policy/price adjustments in advance where feasible, and no later than two (2) working days after implementation.

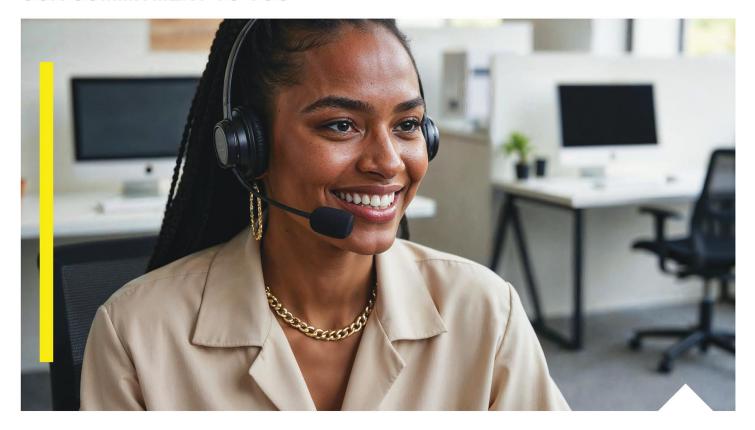
Conduct Customer Service Surveys annually.





MINIMUM CUSTOMER SERVICE STANDARDS

OUR COMMITMENT TO YOU



Ensure you do not interface with more than two (2) employees before your enquires are answered.

Facilitate responses to queries within five (5) working days.

Reply to queries within fifteen (15) working days if the subject matter is more complex and requires more attention.

Customers will be contacted if prolonged investigations are needed, and a timeframe agreed on for a response.

Complaints will be responded to within five (5) working days.



Based on specific services offered by this Branch, you can expect that WE WILL:

Satisfy requests for geospatial data from international entities within twenty (20) working days.

Satisfy requests for geospatial data from local entities within ten (10) working days.

Resolve Esri ArcGIS Software deployment and installation reporting instances within two (2) – three (3) working days.

Provide an initial response to the GIS User Needs Assessment Form within ten (10) days after receipt.

Satisfy requests for map printing services within two (2) - five (5) working days.

Provide an initial response to training requests within two (2) - five (5) working days.

Provide a Training Quotation within five (5) working days after receipt of the completed Training Needs Assessment form.

Provide a Training Plan within ten (10) working days after approval of the training quotation.

Provide training certificates and course records within 4 weeks after completion of training.

NATIONAL DEVELOPMENT PLANNING POLICY & MONITORING BRANCH Based on specific services offered by this Branch, you can expect that WE WILL:

Provide confirmation of subdivision applications within four (4) - eight (8) weeks of receipt of error-free application.

Notify respective Parish Councils of application errors within two (2) weeks of receipt.

Provide written notification to Parish Councils within two (2) days following receipt of the Minister's decision.

Provide response to public enquires relating to development planning within thirty (30) days of receipt of all information.





METEOROLOGICAL SERVICE BRANCH

Based on specific services offered by this Branch, you can expect that WE WILL:

Respond to special requests for meteorological data within ten (10) - fourteen (14) working days;

Provide additional information to supplied data within three (3) working days of receiving request;

Respond to errors in information provided within three (3) working days after error is detected;

Issue Warning Messages through the electronic media, websites and automated recording on the 116 Hotline, as necessary, at standard times of 5:00 am and 5:00 pm daily;

Issue Bulletins during tropical cyclone threat, as necessary, every three (3) hours between the hours of 5:00 am and 11:00 pm daily;

Issue regular 24 (twenty-four) hour weather forecasts through the media twice daily at 5:00 am and 4:00 pm.

WE WILL also disseminate through established distribution lists:

Seasonal Climate Outlook by the last day of each month for the ensuing 3-month period;

Rainfall Summary by the **25th day of each month** for the previous month;

Farmer's Bulletin by the **25th of each month** for the previous month;

Climate Impact Newsletter by the **25th of each month** for the previous and ensuing 3-month period.

And WE WILL have available:

Moon Phase Data by October 31 for the ensuing calendar year.

Other Astronomical Data by December 31 for the ensuing year.



DOCUMENTATION, INFORMATION AND ACCESS SERVICES BRANCH (DIASB) GENERAL SERVICE

Based on specific services offered by this Branch, you can expect that WE WILL:

Answer telephone calls within three (3) rings;

Answer telephone calls in a courteous manner, clearly stating the name of the Branch;

Acknowledge receipt of emails within 24 hours;

Ensure customers are not placed on hold for more than thirty (30) seconds;

Greet walk-in customers in a polite and professional manner;

Acknowledge and action walk-in request(s) immediately;

Provide an initial response to email query within two (2) to four (4) working days based on the nature of the query;

OPERATIONAL SERVICE STANDARD

Based on specific services offered by this Branch, you can expect that WE WILL:

Satisfy request for one (1) to five (5) files within five (5) minutes of request based on the availability of files;

Satisfy request for six (6) to nineteen (19) files within one (1) hour of request based on the availability of files;

Satisfy request for twenty (20) or more files within three (3) working days based on the availability of files;

Create official files within one (1) working day of request;

Update/docket files within three (3) days of receipt;

Process and dispatch mails externally by 10 am daily.

Process and dispatch mails internally Mondays - Thursdays by 3 pm and on Fridays by 2 pm;

Process mail marked "URGENT" immediately upon receipt;





DOCUMENTATION, INFORMATION AND ACCESS SERVICES BRANCH (DIASB)

OPERATIONAL SERVICE STANDARD (CONT'D)

Customers with Access to Information (ATI) requests can expect that WE WILL:

Acknowledge receipt of Access to Information (ATI) queries in writing within two working days of receipt;

Inform ATI applicant within fourteen (14) days of receipt, whether the application will be transferred to another public authority;

Inform the ATI applicant within thirty (30) calendar days of receipt whether the application for access to information will be disclosed and access granted, or inform of the Right of Appeal;

Observe all procedures in administering ATI queries in accordance with the ATI Act and regulations;

Respond to library queries within two (2) working days;

Respond to Virtual Reference Queries immediately.

FINANCE AND ACCOUNTS DIVISION

Customers to receive accounting services can expect that WE WILL:

Provide payment thirty (30) days after receipt of invoice (provided that all relevant documents are present and accurate).

Give reasons for the delay if payment is not made within thirty (30) days.

Provide appropriate alternate timeframe based on the complexity of issues to be resolved.



OUR CUSTOMERS' ROLE



In an effort to provide better service, the Ministry of Economic Growth and Job Creation requests the following from you our valued customers:

Always be courteous and respectful to our staff.

Provide full and accurate information when required to do so.

Explain any concerns you may have clearly and concisely.

Provide feedback when things go wrong.

Arrive in time for appointments and meetings.

Adhere to security regulations.

MEGJC

Provide constructive comments and suggestions on our service delivery.

Participate in our online client service surveys.

Observe honesty, professionalism and integrity.

Adhere to records management practice and procedures as outlined by the various Branches and regulations.

Comply with the various regulations, including the Access to Information Act.





COMPLAINTS PROCEDURE

If you need to file a complaint with the Ministry of Economic Growth and Job Creation, please follow these guidelines:

ATTEMPT RESOLUTION AT THE SOURCE

Before submitting a formal complaint, please bring the issue to the attention of the supervisor in the relevant Unit or Branch. Often, this can lead to a quicker resolution.

ESCALATING A COMPLAINT

If the supervisor is unable to resolve your complaint, you can escalate it through any of the following methods:

- ▶ Email
- ▶ Telephone
- ▶ Written letter addressed to the Customer Service Branch

COMPLAINT INFORMATION REQUIREMENTS

When submitting a complaint, ensure you include the following:

- ▶ Your name
- ▶ Contact information
- ► The date of the incident or issue
- ► A detailed description of the complaint
- ▶ Details of the prior attempt to resolve the issue with the supervisor

ACKNOWLEDGMENT OF COMPLAINTS

All escalated complaints will be acknowledged within five (5) working days of receipt.

COMPLAINT REVIEW AND RESOLUTION

Complaints will be reviewed, and efforts will be made to resolve the issue promptly and fairly. The Ministry is committed to providing resolutions in a timely manner.

If the complaint cannot be resolved by the Customer Service Branch it will be escalated to the Ministry's Permanent Secretary:

The Permanent Secretary

Ministry of Economic Growth and Job Creation 25 Dominica Drive, Kingston 5 Telephone: 876-926-1690 Email:

info@megjc.gov.jm Website: www.megjc.gov.jm

If you're not satisfied with the response or outcome from the Ministry, you may escalate your complaint to the Public Defender:

The Public Defender

78 Harbour Street, Kingston

Tel: 876-922-7089 or 876-922-7109

Fax: 876-922-9830

Email: publicdefender@mail.infochan.com



HOW TO CONTACT US





CONTACT US



HEAD OFFICE

The Towers 25 Dominica Drive Kingston 5 Tel: (876) 926-1690 info@megjc.gov.jm www.megjc.gov.jm

CORPORATE BRANCH OFFICES

- LAND POLICY & ADMINISTRATION BRANCH
- ENVIRONMENT & RISK MANAGEMENT BRANCH
- DEVELOPMENT PLANNING POLICY & MONITORING BRANCH
- CLIMATE CHANGE BRANCH

16A Half-Way Tree Rd, Kingston 5 (876) 633-7500

REGIONAL OFFICES

2 Brooks Avenue, May Pen, Clarendon 876-986-2278

MEGJC

Barracks Road, Savanna-la-mar, Westmoreland 876-955-2754 Albion Road, Montego Bay, St. James 876-952-3400 1 Bravo Street, St. Ann's Bay, St. Ann 876-972-7964





		100000	
	ENTITY NAME	ADDRESS	TELEPHONE
	Agencies		
	Negril Green Island Area Local Planning Authority (NGIALPA)	Community Centre, Norman Manley Blvd, Negril, Westmoreland	(876) 957-4473
	National Land Agency	8 Ardenne Road, Kingston 10	(876) 750-5263
D	Policy Branches		
LANI	Land Policy & Administration Directorate	16A Half Way Tree Road, Kingston 5	(876) 906-5551 (876) 633-7351
	Land Administration Management Branch (LAMB)	16A Half Way Tree Road, Kingston 5	(876) 968-7806
	Development Planning Policy & Monitoring Division	16A Half Way Tree Road, Kingston 5	(876) 633-7500
	National Spatial Data Management Branch (NSDMB)	191 Old Hope Road, Kingston	(876) 977-0233 (876) 927-0441 (876) 927-0398
Ш	Agencies		
CHANGE	National Environment & Planning Agency (NEPA)	10-11 Caledonia Avenue, Kingston 5	(876) 754-7540
	Forestry Department	173 Constant Spring Road, Kingston 8	(876) 618-3205
MA	Policy Branches		
ENVIRONMENT/CLIMATE	Meteorological Service Branch	65 ¾ Half Way Tree Road, Kingston 10	(876) 929-3728 (876) 929-7268 (876) 929-3706 (876) 929-3692
	Environment and Risk Management Branch (ERMB)	16A Half Way Tree Road, Kingston 5	(876) 633-7500 (876) 926-8583
EN	Climate Change Branch (CCB)	16A Half Way Tree Road, Kingston 5	(876) 920-9117 (876) 633-7351





	ENTITY NAME	ADDRESS	TELEPHONE
		Agencies	
WATER	Rural Water Supply Limited	3 rd Floor – The Towers, 25 Dominica Drive, Kingston 5	(876) 754-5485
	National Water Commission	28-48 Barbados Avenue, Kingston 5	(888) 225-5692
	Water Resources Authority	Hope Gardens, Kingston 7	(876) 927-0077
3	Central Wastewater Treatment Company Limited	18 Oxford Road, Kingston 5	(876) 728-0440
	Policy Branch		
	Water Policy & Monitoring Branch	The Towers, 25 Dominica Drive, Kingston 5	(876) 926-1590
	Agencies		
HOUSING	Real Estate Board	24 Trafalgar Road, Kingston 5	(876) 926-9748 (876) 920-2950
	Commission of Strata Corporation	24 Trafalgar Road, Kingston 5	(876) 926-9748 (876) 920-2950
	Jamaica Mortgage Bank (JMB)	33 Tobago Avenue, Kingston 10	(876) 929-6350
呈	Housing Agency of Jamaica (HAJ)	13 Caledonia Avenue, Kingston 5	(876) 968-7522
		Policy Branch	
	Housing Policy, Research & Monitoring Branch	The Towers, 25 Dominica Drive, Kingston 5	





	ENTITY NAME	ADDRESS	TELEPHONE
		Units	
r'D)	Land Administration & Management Unit	The Towers, 25 Dominica Drive, Kingston 5	-
	Projects and Technical Services Unit	The Towers, 25 Dominica Drive, Kingston 5	-
(CONT'D	Housing Fund Unit	The Towers, 25 Dominica Drive, Kingston 5	-
HOUSING (Housing Management Directorate	The Towers, 25 Dominica Drive, Kingston 5	-
SOS	Housing Management Units		
Ξ	Squatter and Environment Management Unit	The Towers, 25 Dominica Drive, Kingston 5	-
	Social Services Unit	Ground Floor – The Towers, 25 Dominica Drive, Kingston 5	-
	Rent Services Unit	The Towers, 25 Dominica Drive, Kingston 5	-
Agencies		Agencies	
	National Road Operating & Construction Company (NROCC)	10-16 Grenada Way, Kingston 5	(876) 926-7830 (876) 926-4808
S	National Works Agency (NWA)	140 Maxfield Avenue, Kingston 5, Kingston 10	(876) 926-3210
WORKS	Professional Engineers Registration Board	9 Leinster Road, Kingston 5	(876) 906-9573
	Housing, Production, Production & Employment (HOPE)	16A Half Way Tree Road, Kingston 5	(876) 926-1590
	Policy Branch		
	Works Policy Branch	The Towers, 25 Dominica Drive, Kingston 5	(876) 926-1590





2	ENTITY NAME	ADDRESS	TELEPHONE
	Agencies		
NVESTMENT	Development Bank of Jamaica (DBJ)	Oxford Road, Kingston 5	(876) 929-4000 (876) 619-4000
	Factories Corporation of Jamaica (FCJ)	17 Knutsford Boulevard, Kingston 5	(876) 968-4766
	Urban Development Corporation (UDC)	12 Ocean Boulevard, 9 th Floor – Kingston Mall, Kingston	(876) 656-803
2	Policy Branch		
	Economic Policy and Investment Branch	The Towers, 25 Dominica Drive, Kingston 5	(876) 926-1590





OPENING HOURS

Our offices are open to the public during the following times:

All Locations:

Monday - Thursday 8:30 am - 5:00 pm

Friday

8:30 am - 4:00 pm

with the exception of the in-person service hours below;

Cashier:	Monday - Thursday: 8:30 am - 3:00 pm Friday: 8:30 am - 2:00 pm
Library:	Monday - Thursday: 8:30 am - 5:00 pm Friday: 8:30 am - 4:00 pm
Mailroom:	Monday - Thursday: 8:30 am - 5:00 pm Friday: 8:30 am - 4:00 pm
Rent Board:	Monday - Thursday: 8:30 am - 4:00 pm Friday: 8:30 am - 3:30 pm
Land Administration Management Branch:	Monday - Thursday: 8:30 am - 5:00 pm Friday: 8:30 am - 4:00 pm



APPENDIX





APPENDIX I

RENT ASSESSMENT BOARD CURRENT FEE STRUCTURE

Application	Cost
Application for Determination of the standard rent (Registration)	\$20.00
Application for Exemption form the Rent Restriction Act	\$20.00

FEES

Zones	Cost for Service
CSO	\$1080.00
Kingston 1	\$2280.00
Kingston 2	\$1160.00
Kingston 3	\$1400.00
Kingston 4	\$1120.00
Kingston 5	\$1160.00
Kingston 6	\$1350.00
Kingston 7	\$1480.00
Kingston 8	\$1480.00
Kingston 9	\$1680.00
Kingston 10	\$1400.00
Kingston 11	\$1400.00
Kingston 12	\$1400.00
Kingston 13	\$1400.00
Kingston 14	\$1400.00
Kingston 15	\$1480.00
Kingston 16	\$1240.00
Kingston 17	\$1480.00
Kingston 19	\$1800.00
Kingston 20	\$1560.00
6 Miles Bull Bay	\$1480.00



APPENDIX I

RENT ASSESSMENT BOARD CURRENT FEE STRUCTURE

FEES (CONT'D)

Zones	Cost for Service
7 Miles Bull Bay	\$1640.00
8 Miles Bull Bay	\$1760.00
9 Miles Bull Bay	\$1880.00
10 Miles Bull Bay	\$2000.00
11 Miles Bull Bay	\$2120.00
Gordon Town	\$1640.00
Juber spring, Jacks Hill	\$2680.00
St. Andrew	\$2000.00
St. Catherine	\$3000.00
St. Ann	\$5000.00
St. Elizabeth	\$5000.00
St. Mary	\$5000.00
Manchester	\$5000.00
Trelawny	\$5000.00
St. James	\$5000.00
Hanover	\$5000.00
Portland	\$5000.00
Westmoreland	\$5000.00
Clarendon	\$5000.00





APPENDIX II

DOCUMENTATION, INFORMATION & ACCESS SERVICES

ONLINE SERVICES

Mandarin ILS

In an effort to improve and modernise the reference and research services offered by the Library, the Documentation, Information and Access Services Branch has implemented a web-based Integrated Library Software (Mandarin ILS). The software facilitates an Open Public Access Catalogue (OPAC), which allows staff and the general public web-based search access to the library's catalogue/holdings. Users can therefore access the collection and conduct information searches from any remote location once they have internet access. Digitised or electronic publications/items in the collection can also be accessed via the database. The database can be accessed via the Ministry's website or the URL provided below:

https://megjc.mlasolutions.com/m5/catalog/(S(u1xxvpossxbkcigxv0k2q2wo))/Default.aspx?installation=Default

Virtual Reference Service

The virtual reference service is a real-time reference service that is provided to staff and the general public. This service allows an information seeker to engage in real-time chat with the Librarian about any ready reference query. This service is also accessible via the Ministry's website using the "Ask a Librarian" link.

Access To Information (ATI) Act

To access the ATI Act, please see the website link provided below: www.moj.gov.jm.





MINISTRY OF ECONOMIC GROWTH AND JOB CREATION

The Towers 25 Dominica Drive Kingston 5 Jamaica, West Indies Telephone: (876) 926-1590 Fax: (876) 926-4449 Email: info@megjc.gov.jm www.megjc.gov.jm f megjc_jm

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