



St. Catherine Municipal Corporation



CITIZENS' CHARTER

“Not for self but for country”

Citizens' Charter Overview

The St. Catherine Municipal Corporation is one of the fifteen (15) Municipalities of Jamaica, including Portmore. This entity is also known as the Local Authority and is mandated with the responsibility to ensure that proper service delivery standards and other obligations of the government are manifested to the inhabitants of the Parish.

To manage the financial activities, transactions and procurement practices of St. Catherine and by extension Jamaica; to determine policies to obtain conformity to the applicable legal requirements, standards and guidelines.

The St. Catherine Municipal Corporation is committed to meeting the needs of its stakeholders in an efficient and professional manner. As our clients, you should expect from us the service standard as laid out in this charter.

This charter serves as our covenant with you our stakeholders and clients.

Therefore the Officers of the St. Catherine Municipal Corporation are to give account of the allotted resources and to ensure that all the residents within St. Catherine are treated equitably in the distribution of all the services that are delivered daily.

Acknowledgement

Sincere gratitude to the staff members of the St. Catherine Municipal Corporation for developing the Corporation's first Citizens' Charter. Their commitment and continued support will aid the Corporation to realize its ultimate goal, which is to provide efficient and effective service to the citizenry of the parish of St. Catherine.

Also, special thanks goes out to the Political Directorate for its contribution to the establishment of this document and to the overall service delivery.

Last but not least, heartfelt gratitude is expressed to the citizenry for allowing the Political and Administrative directorates of the St. Catherine Municipal Corporation to serve you.

Vision Statement

To manage the orderly development of the Parish through proper planning. This will be achieved by involving citizens in the decision making process to address the infrastructural, economic, environment and social needs of the Parish.

Mission Statement

To provide top quality service to our customers who are the citizens of the Parish, to effectively enforce the various local government laws and regulations and lead economic development, while protecting the environment throughout the Parish.

Core Values

1. Honesty
2. Efficiency
3. Respect
4. Accountability
5. Transparency

*Message from the Chairman, St. Catherine Municipal Corporation &
Mayor of Spanish Town,*

Councillor Norman Scott



Local Government has seen many changes since its inception over four (4) centuries ago, and with good reason. The needs of citizens have evolved dramatically over the years; therefore in meeting the present demands, it is critical that policymakers develop new programmes and implement new systems that will reflect relevance and appropriateness in a globalized economy.

One of the main objectives of the Citizens' Charter is to improve service delivery to the public by increasing efficiency and effectiveness in all aspects of our operations. Also, it is a key document that equips citizens with the relevant information necessary to hold Local Authorities accountable in the delivery of important services.

For the St. Catherine Municipal Corporation it is not business as usual; instead we have a greater commitment to fulfilling the demands of all citizens, and we stand guided by the policies within the Citizens' Charter. With the support of our hardworking team of administrators, technical advisors, elected officials as well as line staff, our mission will be accomplished.

Cllr. Norman Scott

His Worship, the Mayor

*Minority Leader's Message - St. Catherine Municipal Corporation
Councillor Lloyd Grant*



Local Governance is a critical component in the structure of any Democracy. It is the arm of government that interacts more intimately with citizens and is therefore more sensitive to the existing needs. In our attempt to meet the demands of the populace, there must be interaction; ensuring that our objectives are in tandem with expectations. At the Local Government level, the fundamental expectation of citizens is for services to be delivered efficiently and effectively. Taxpayers need the assurance that they are receiving the best quality service and value for money.

With this in mind, some of the key elements of our Citizens' Charter are clear and concise goals, the path we will take to accomplish these goals and what policies are being implemented to ensure efficiency, accountability and transparency. As Directors, we will listen to the needs of citizens, accept our shortcomings and endeavour to improve where we have fallen short.

This Citizens' Charter will serve many purposes, including that of being a road map that will ensure that we stay on course with our goals and objectives. We are cognizant that we exist in a rapidly evolving society which demands that we stay innovative; hence we are committed to constantly finding new ways to enhance our operations so that those we serve will be the recipients of excellent service

Councillor Lloyd Grant

Old Harbour, South Division

*Message from the CEO, St. Catherine Municipal Corporation,
Mr. Andre Griffiths*



The St. Catherine Municipal Corporation was established in the 1800s with the main purpose of serving the citizens of the parish. The Citizens' Charter is the guideline that the citizenry will use as their minimum standard for the Corporation. It is the means by which the Corporation can be judged.

The Corporation will be aiming to raise the standards by which we operate on a daily basis in an effort to deliver sterling customer service .

This Corporation will be giving above-average services and provide the best technical advice in all areas of the Local Authority's functions. We will remain committed to the standards that are laid out in this charter , as we partner to give service above self.

Andre Griffiths

Chief Executive Officer

HISTORY OF LOCAL GOVERNMENT

Local Government was introduced in Jamaica around 1662-1663, just a few years after the British capture of Jamaica in 1655. The early form of Local Government was called the Vestry system, patterned after the form of Local Government that existed in England at the time. This name came about because a body called the Vestry governed local authorities. The Vestry of each parish was drawn from the Lay Magistrates and the Clergy of the particular parish. These Vestries supported the Clergy, maintained the churches, offered relief to the poor, maintained the few roads which existed at the time, and maintained public order.

The Vestries operated in the interest of and for the benefit of the planter class. By the 1850s their rule had become corrupt and inefficient. The system was abolished in 1866 following the Morant Bay Rebellion. It had lasted for 200 years. It was replaced by a system of Municipal and Road Boards, whose membership was nominated by the Governor. The major changes, which took place in the Vestry system, concerned the number of parishes.

In 1664 when the system was first introduced, there were seven parishes. By the time the system was abolished this number had increased to a total of 22. Law 22 of 1867 reduced the number of parishes to 14. Elected representation was restored to Local Government in 1886 with the creation of Parochial Boards, which combined the functions of the Municipal Boards and the Road Boards.

During the twenty-year period between the abolition of the Vestries and the establishment of the Parochial Boards, there was a significant increase in the responsibilities of Local Government. Some of the functions that were extended to Local Authorities at that time were:

Public Health in 1867; public markets in 1874; fire services in 1875; and water supplies in 1875. Later, abattoirs, building regulations, public beaches, sanitation and public cleansing and street lighting were added.

The parish structure created by Law 20 of 1867, the extension of functions during the period 1866-86, and the creation of Parochial Boards in 1886, all created the modern Local Government system that exists today.

HISTORY OF LOCAL GOVERNMENT (CONT'D.)

Some significant developments have taken place in the system over the last 100 years.

These are:

- 1923 – The Kingston City Council and St Andrew Parochial Board were amalgamated to form the Kingston and St Andrew Corporation (KSAC).
- 1901 – Port Royal was re-established as a parish and re-absorbed by KSAC in 1946.
- 1947 – Universal adult suffrage was extended to Local Government.
- The term of office of the Mayors, Deputy Mayors, Chairmen, Deputy Chairmen was extended from one year to run with the life of the Council.
- 1956 – The Municipal and Parish Councils Services Commissions and a Unified Service for the 12 Parish Councils were established.

LOCAL GOVERNMENT REFORM

Local Government Reform proceeds from recognition of the unique contribution which Local Government can make in the provision of quality local services; ensuring responsiveness of Government to the needs and views of citizens and communities; and also toward the establishment of a model of governance which can meet the challenges of the twenty-first century. Therefore despite deficiencies in the past performance of Local Government, its crucial importance to the future dictates that the correct approach must be to seek to reform the institution rather than to weaken or dismantle it. The Reform Programme is therefore predicated on three main areas of thrust, which are:

1. Restoration of Parish Councils and KSAC to the status they enjoyed prior to the mid 1980s when almost all of their functions and responsibilities were taken away.
2. Correction of chronic deficiencies which have characterized the performance of Local Authorities in the past, and which had been extensively documented in the many Studies which had been carried out on Local Government, but on which no action had previously been taken.
3. Establishment of a Local Government system which embraces an approach to governance capable of dealing with the issues and challenges which face society as we venture into a new millennium.

WHAT ARE THE POWERS OF THE COPORATION?

The St. Catherine Municipal Corporation has a substantial degree of autonomy within the parish of St. Catherine. It has responsibility for:

- Making regulations as the need arises;
- Determining the way and manner of the keeping of swine, goats or sheep, dog, horse, cattle or poultry, within their parish;
- Determining how animals are transported within public places;
- Determining the opening and closing of any thoroughfare or public places permanently or temporarily;
- Determining the opening of portions of any thoroughfare or public place; not including the main road;
- Preventing the replacement or removal of barriers in any thoroughfare or public placement;
- Preventing or regulating meetings in any thoroughfare or public place;
- Preventing loitering in public place;
- Regulating the opening of any new thoroughfare or public places;
- Determining where, if any, automobiles are parked;
- Determining the number of taxis within a parish;
- Determining the number of passengers in a taxi and the fare to be charged;
- Granting licences for public amusement;
- Establishing quiet zones;
- Determining the management of sewage on property in towns;
- Regulating and managing parks and parochial buildings;
- Regulating and managing the sale of meat for public consumption;
- Establishing street names and numbers;
- Regulating rivers, and the people and the vehicles using the rivers;
- Regulating the removal of houses over any thoroughfare or places.

WHAT IS THE ROLE OF THE MAYOR?

The Mayor/Chairman of the Council has a critical role. The Mayor provides leadership to the Council and is often the “face” of the Corporation when responding to Parish issues, articulating Parish concerns, responding to media inquiries or attending major community events.

In addition to the duties as a member of Council, the Mayor must:

- provide leadership and direction to the Council;
- preside when in attendance at all Council meetings, except where the Council’s by-law provides otherwise (See Part 6), by taking the Chair and calling the members to order;
- receive and submit in the proper manner, all motions presented by the members;
- represent and support the Council;
- represent the Council at all Civic functions and carry out Civic duties
- ensure transparency in the daily operations of the Council
- act as a catalyst for change and development
- perform other functions as the Minister may, by order, confer upon the Mayor as the Minister sees it fit or at the request of the Mayor.
- Nominate for approval by Council, the members and chairpersons of the committees of the Council.

WHAT IS THE ROLE OF THE COUNCILLOR?

1. Aggressively represent the concerns of the citizens of the division in a clear, well researched and articulate manner.
2. Attend regular monthly meetings of the Corporation.
3. Attend the sub-committee meetings of the Corporation as required.
4. Make representations to the Municipal Corporation in all matters concerning:
 - Municipal Corporation (Parish Council Roads) - repairs & maintenance .
 - Public Cleansing, Garbage collection etc.
 - Maintenance of Parks and Markets.
 - Upkeep of Public Cemeteries
 - Installation of new streetlights and maintenance of existing ones.
 - Construction and maintenance of Public Sanitary conveniences.
 - Liaise with the Poor Relief Department in respect of the needs of the Poor in the Division.
 - Establishment and maintenance of minor water supply systems i.e. entombment of springs, construction and maintenance of catchment tanks and community wayside tanks.
 - Monitor the operations of Children's Homes, Homes for the Aged or the Homeless, (Street People), to ensure their proper functioning.
 - To control Public Vending

WHAT IS THE ROLE OF THE COUNCILLOR? (cont'd.)

- Ensure the equitable allocation of all funds collected by the Municipal Corporation among all Divisions in the Parish.
 - Recommend the establishment of Public Parking facilities.
 - Monitor the establishment and maintenance of Transportation Centers, especially in the main towns of the Parish
 - Streamline and regularize building regulations.
5. Work with the Members of Parliament to ensure that activities are not being duplicated
 6. Be generally available to your Division in order to answer questions, write recommendations give advice, and identify the needs with a view to providing assistance.
 8. Work with the Parish Development Committees in planning for the division
 9. Liaise with Agencies such as the Ministry of Social Security, NWA and JSIF and other NGOs and assist them to submit applications for projects in the community.
 10. Ensure that the individual companies who qualify as contractors with the Municipal Corporations, the NWA and National Contracts Commission (NCC) are registered.
- NB: The Councillors' Handbook is available on website to assist Councillors with their functions.

SUPPORTING ACTS AND REGULATIONS THAT ARE USED:

- To operate a local governance structure which enables community participation in all programme and plans of the Corporation.
- To continuously engage and educate the public on disaster mitigation and response measures in keeping with the objectives of ODPEM.
- To provide clients with clean , pleasant, friendly and safe environment.
- To keep clients informed about any delay in service.
- To operate and enforce the laws under the following acts and regulations:
 - * The Local Governance Act, 2016
 - * The Local Government (Financing and Financial Management) Act, 2016
 - * The Local Government (Unified Services and Employment) Act, 2016
 - * The Parochial Rates and Finance Act
 - * The Pound Act.
 - * The Keeping of Animals Act.
 - * The Cemeteries Act
 - * The Property Tax Act
 - * The Licences on Trade and Business Act
 - * The Financial Administration and Audit Act
 - * The Barbers and Hairdressers Regulations
 - * The Butchers and Associate Butchers (Regulations)
 - * The Places of Amusement Regulations
 - * Town and Country Planning Act and Regulations
 - * The Parish Councils' Building Act
 - * The Local Improvements Act
 - * The Local Improvements (Community Amenities) Act
 - * Land Acquisition Act
 - * The Land Utilization Act
 - * The NRCA Act and Regulations (Parish Councils') Act 1901
 - * The Housing Act

BASIC SERVICES OFFERED

- Regulating and maintaining the town's transportation centers and parking facilities.
- Approval of building and subdivision developments
- Control of public vending
- Maintenance of Parochial Roads and Drains
- Maintenance of Public Cemeteries, Markets, Abattoirs , Pounds and open spaces (eg. Parks)
- Licensing of Butchers, Barbers, Hairdressers and Places of Amusements , Beauty Salons, Barber Shops.
- Granting of entertainment license (concerts, parties, street dances and other promotional activities).
- Coordinating disaster mitigation and response planning activities.
- Provision of Social Water/Drought Relief.
- Regulating Minor Water Supplies.
- Provision of Street Lighting .
- Provide Social Services(counseling, case management, institutional care and other assistance based on need).
- Monitoring of Solid Waste
- Regulating Home Burials
- Provision of Cemetery Burial
- Paid Parking (Permit Parking)

OUR RESPONSIBILITIES

- We are responsible to provide timely information on government policies and changes in service under the Corporation's purview, which affect daily activities.
- We are responsible to uphold the values of the Public Service by maintaining integrity, objectivity, transparency and accountability.
- We are responsible to manage the resources of the Parish to obtain optimum level of service delivery in all areas of operation.
- We are responsible to ensure that all approved building sites are checked and constructed within the ambit of the law to protect life and property.

RESPONSIBILITIES OF THE PUBLIC

While the St. Catherine Municipal Corporation continues to serve you, there are five (5) main critical areas - that is your responsibility:

1. Please ensure that all documents and information with respect to your request for service are provided to facilitate speedy processing.
2. To pay stipulated fees for the requested transaction.
3. To develop a greater level of respect and trust for the services offered by the Council.
4. To help us protect and maintain your communities.
5. To comply with simple, reasonable and legal requests to ensure that you are served in an efficient and timely manner.

STANDARDS OF SERVICE COURTESY AND HELPFULNESS

When you call, write or visit our offices during working hours or during states of disaster, the Corporation guarantees that the following will be exhibited:

- Telephones are answered within five **(5)** rings
- Employees answering the telephone will state the name of the organization and identify themselves in a polite and professional manner.
- Customers making enquiries will not have to interface with more than two **(2)** employees
- Customers telephoning the Organization will not be put on hold for longer than **One (1) minute**.
- Customers visiting the location will be acknowledged and guided to the correct department within **five (5) minutes**.
- Customers will not have to wait in line for more than **thirty (30) minutes** except in situations beyond our control.
- Customers will be seen within **ten minutes (10)** of the agreed time of any pre-arranged appointment
- Customers without appointment requesting to see specific officers will be seen within **thirty (30) minutes**; if this is not possible then an appointment should be arranged
- Letters will be acknowledged within **ten (10)** working days and a time frame given for the resolution of issues. If the time frame cannot be met a full explanation will be sent to the customer.
- Facsimile/E-mail correspondence and Voicemail messages will be acknowledged within **two (2)** days
- Customers will be informed of policy/price adjustments in advance where feasible, and no later than **two (2)** days after implementation
- Customer service surveys will be conducted at least once per year.
- Actual performance against stated standards will be displayed for customer information at least twice per year.

DEPARTMENTS OF THE CORPORATION

The St. Catherine Municipal Corporation is located in the Emancipation Square of the Old Capital of Jamaica – **St. Jago Dela-Vega** presently **Spanish Town**. It is housed in the former Old House of Assembly. The building is over three hundred (300) years old and served for several purposes in the past such as: **Beckford and Smith High School** now **St. Jago High School**, **St. Catherine Parish Library** and the **Collector of Taxes**.

The Municipal Corporation of St. Catherine is the main Local Planning Authority of St. Catherine and serves the people in various ways. These services prevail through three (3) main departments: Administration, Roads and Works and Poor Relief.

ADMINISTRATION

- Finance/Administration
- Audit
- Disaster Preparedness
- General Administration
 - Office Management
 - Human Resource Management
 - General Management
 - Public and Community Relations
 - Information Technology
- Commercial Services
 - Markets
 - Compliance
 - Municipal Services
 - Cemeteries
 - Car /Bus Parks
- Local Government Tax Unit
 - Trade Licence / Property Tax

ROADS AND WORKS

- Building
- Minor Water Supplies
- Planning (functions are from Roads & Works and Administration)

POOR RELIEF

- Indoor Services (Infirmary)
- Outdoor Services (General care and assistance)

*****Property tax / Trade licence is paid at Tax Administration Jamaica Offices in the Parish. (Spanish Town, Linstead and Old Harbour)**

FINANCE AND ADMINISTRATION

The Finance Unit is directly responsible for the collection of user fees on behalf of the Corporation. These fees include burials in cemeteries or family plots, minor water supplies, photocopying of documents, Billboards and Signs, planning/subdivision fees, Places of Amusement, Barbers/Hairdressers, Butchers, and clamping fees.

The unit is also responsible for the paying of contractors for drain cleaning, road and bushing works done; as well as making payments to all the Corporation's suppliers of goods and services. Therefore -

- Requests for information on Admin-related services will be addressed between 1-2 weeks.
- Information on changes in any service policy or fees will be communicated to the public within one month's notice.
- Payments for works done by contractors or to individuals for community development will be made one (1) month after work is done.
- Payments to suppliers for goods and services will be paid promptly but in some cases can take up to one month after goods or services have been received as per credit contract.
- Clients wishing to renew or register Barbers/Hairdressers or Amusement Licences will be seen within 10-15 minutes after arrival or sooner ; dependent on the amount of persons waiting in line.



DISASTER MITIGATION & RESPONSE MANAGEMENT

This unit addresses all aspects of man-made and natural disasters such as Earthquakes, Fire , Flood, Hurricanes and Freak Storms. Therefore according to the disaster, the unit commits:

- To respond to emergencies **within 24 hrs** of reporting.
- Activate Parish Emergency Center **within one hour** of the release from ODPEM.
- Activate Emergency Shelters **within 3 hrs** based on the situation and directives from the National Emergency Operations Centre.
- Coordinating assessment process after an emergency.
- Establish and provide information on shelters and shelter managers.
- To execute activities aimed at sensitizing the public to preparedness and response.

COMMERCIAL SERVICES

This unit was established in October 2000 to revitalize existing commercial entities with a view to identifying new services for the parish. The unit is entrusted with the overseeing of markets, cemeteries, car / bus parks, parking and enforcement. As such the unit commits:

- To notify the public at least 1 week before the closure or relocation of any market for works to be done;
- To notify the public by gazette, in the local newspapers, of the various streets earmarked for parking one (1) month before it is implemented;
- Inform the various entities with arrears on billboards/signs at least 3 weeks prior to the removal of such signs.
- To give at least 3 weeks' notice before the removal of illegal structures from "No Vending" areas .

ROADS & WORKS

The Chief Engineering Officer, formerly Superintendent, is appointed by Law and has the responsibility to ensure rehabilitation and maintenance of minor roads, drains, sidewalks, traffic/identification signs, inspection of bridges, buildings and parks that fall under the mandate of the Corporation. This department also includes other subsections such as the Building and Minor Water Supplies Divisions. As such the Department makes the following commitment:

- To conduct site visits for building plans (residential/commercial) within fourteen **(14) days** to meet the ninety **(90) days** approval standards.
- To conduct site visits within fourteen **(14) days** to meet the **six (6) months** approval standard for subdivision and cellular sites and towers.
- Provide safe potable water from the Minor Water Supplies System to our customers.
- Ensure that infrastructure (Parochial Roads, Drains, Markets, Cemeteries, Parks etc) are in an acceptable standard despite the limited resources available.
- To respond to complaints **within 1-2 weeks** in cases where resources are available.
- Ensure that minor water supplies are upgraded in a timely manner to meet the changing demand of the customers.



PLANNING

The Planning Department serves as the Local Planning Authority for the parish for which the orderly development of the parish is entrusted.

Responsibilities include:

Change of Use, Streetlight queries, lease arrangements involving the Corporation's lands, subdivision/building applications, strata application and advertisement (billboards/signs). The Department therefore commits to:

- Approving applications requiring planning and building permission within the **ninety (90) days** approval processing time.
- To address complaints and queries within **three (3)** working days; however based on the query eg., research material, response may take up to **five (5)** workings day.
- To maintain an efficient level of service delivery by facilitating processing and completing new clientele applications within **fifteen (15) minutes**.



SOCIAL SERVICES

This Department was established to relieve poverty and destitution within St. Catherine. It provides Non-Institutional (outdoor) and Institutional (Indoor/Infirmery) care for adults and children. Application for assistance may be sought via telephone, writing or in person. When seeking assistance vital information such as name, address and details of the need is required. Therefore the unit commits to:

- Greet clients with pleasant countenance.
- Provide courteous and helpful service
- Provide a clean, pleasant, safe and private environment for interviewing and counseling confidentiality
- Provide where possible **24 hours** response to applications made according to section 30 of the Poor Relief Act.
- Provide where possible a one stop service by liaison with other agencies.
- Clients will be acknowledged **within five (5) minutes** of visiting the department.

Easy to use complaint procedures

Appeal can be made to the following according to section 33 of the Poor Relief Act :

Secretary
Board of Supervision
Ministry of Local Government & Rural Development
61 Hagley Park Road,
Kingston 10.

MONTHLY GENERAL AND COMMITTEE MEETINGS OF THE CORPORATION

The Municipal Corporation is mandated to convene meetings commencing on the second Thursday of each month and the first of such meetings is known as General Council. These meetings are necessary to discuss matters of various concerns in the interest of the citizenry of St. Catherine for approval. The majority of the Council's Business is conducted through Committee of the Council as is laid out in the By-Laws of the Corporation. Each committee addresses matters of relevance based on the Regulations, Acts, Laws and Policies in force at time. Complaints or request by the public for assistance are submitted to the relevant Committees. The Committees of Council are as follows:

1. Poor Relief
2. Finance & Planning
3. Parish Disaster Planning, Management & Safety
4. Physical Planning & Environment
5. Infrastructure & Traffic
6. Public Health & Sanitation
7. Human Resources
8. Municipal & Commercial Services
9. Local Public Accounts



FINANCE & PLANNING COMMITTEE

This Committee consists of forty- one (41) Councillors and is held on the first Wednesday following the second Thursday of each month (unless otherwise rescheduled). Its duties entail the following :

- Oversee the management of the financial affairs of the Municipal Corporation;
- Oversee the preparation of the budgets, statements and plans and their submission to the Corporation for approval;
- Ensure overall financial management of the Local Authority in accordance with applicable legal requirements, standards and guidelines;
- Consideration and award of contracts for infrastructure and other development;
- Social/Economic Development Planning;
- Corporate Planning/ convening of Annual Budget Meeting
- Information Management & Technology;
- Asset Management.

PARISH DISASTER PLANNING, MANAGEMENT & SAFETY

Forty-one (41) Councillors should also be in attendance to address issues relating to:

- Disaster Prevention, Mitigation & Management Plan for the parish;
- Establish Emergency Shelters
- Community Relations & Affairs
- Co-ordinate Agencies, Organizations & Volunteers with a mandate or role in Disaster Preparedness, Mitigation or response
- Parish Safety and Security

PHYSICAL PLANNING & ENVIRONMENT COMMITTEE

This is a 23 member Committee and under the operation of the Municipal Corporation's Building Act and other Rules, Regulations, Laws, Act, Orders that otherwise enables it to address:

- Billboards/Advertising Signs
- Approval of Building and Subdivision Plans
- Street Lights
- Bathing Beaches
- Recreational Facilities
- Dilapidated and dangerous buildings and fences
- Solid Waste Management as it relates to Environment
- Licensing Places of Amusement (Cinema, Coney Island, Entertainment Centres etc.)

INFRASTRUCTURE & TRAFFIC COMMITTEE

This Committee consists of forty-one (41) members and is governed by the relevant approved Acts and Laws of Jamaica and is responsible for:

The provision of, maintenance and general administration of all Minor Water Supply services throughout the parish such as rain water catchment tanks, wayside tanks, entombments and gravity-fed systems, transportation of water to drought-stricken areas-conditions applies.

- Building maintenance
- Parking Controls
- Minor Water Supply
- Roads and Works

PUBLIC HEALTH & SANITATION COMMITTEE

This is a 22 Member Committee with the responsibility to address issues relating to:

- Butchers
- Barbers
- Hairdressers
- Food Handlers
- Meat Shops
- Restaurants
- Lodging Houses
- Hotels

Bushing of empty lots and other public health matters governed by the Public Health Act

HUMAN RESOURCES COMMITTEE

Govern by the relevant Acts, Order and Regulations, only twenty-two (22) of the forty-one Councillors are approved to sit on the above Committee to address matters relating to:

- Employment
- Appointment
- Transfer
- Promotions
- Discipline
- Retirement benefits
- Manpower research and Planning
- Training and development
- Industrial relations, arbitration, condition of service
- Civic Ceremonies & Events

MUNICIPAL & COMMERCIAL SERVICES **COMMITTEE**

This Committee is appointed in accordance with Section 38 Sub-section 1 of the Local Governance Act and has a membership of twenty-two (22) Councillors and has the following duties:

1. Regulating and controlling activities relating to:
 - Markets
 - Abattoirs
 - Cemeteries
 - Car Parks & Bus Terminals
 - Pounds
 - Public Sanitary Conveniences
 - Public Beaches
 - Income Generating Activities
 - Municipal Police and Compliance
 - Lease Arrangements
 - Licensing and Registration of Vendors
2. Making recommendations on matters relating to revenue enhancement
3. Preparing Revenue Budget



POOR RELIEF COMMITTEE

In accordance with the Local Governance Act, 2016 Section 38 Sub-Section 8 and Section 17 Sub-Section 2 of the Poor Relief Act; Four (4) Councillors sit on this Committee to address matters relating to the Poor as set out in the Poor Relief Act. Other persons are co-opted to serve on this committee; they include two nominees of the Board of Supervision and a member from the Registrar Generals' Department.

- Some Services of the Poor Relief Department:
- Infirmary Services
- Dole Payment
- ABC Homework Programme
- Care-Centre
- Linstead Drop-In Centre
- Indigent Assistance



LOCAL PUBLIC ACCOUNTS COMMITTEE

Established in accordance with the Local Governance Act, 2016 Section 38 (7) this committee has a membership of Twelve (12) members, made up of Civil Society and specified members of the Council. The Committee has the following duties:

- To Review the performance of the Local Authority to determine whether accountability, transparency and ethical standards are being observed;
- To review performance of the Local Authority to assess whether service delivery standards and other obligations of the Council to the inhabitants of the Local Authority are being achieved; and
- According to Section 38(7)(d) of the Local Government Act, to call on Officers of the Local Authority to give account and to explain matters as specified in paragraphs (a) to (c).
- To examine the financial activities, transaction and procurement practices of the Local Authority to determine conformity with applicable legal requirements, standards and guidelines
- The committee is mandated to meet every quarter to review the Corporations' performance for the period.

COMMITMENT TO OUR EXTERNAL CUSTOMERS:

WE WILL:

- Demonstrate the highest level of professional conduct in the performance of our duties
- Display a positive attitude and be pro-active in the exercise of our duties.
- Seek to understand and satisfy the needs of our customers in a helpful and courteous manner;
- Respect the privacy and dignity of our customers;
- Be impartial in dealing with our customers ;
- Deal with requests for service in a timely , efficient and effective manner;
- Provide timely and accurate information;
- Pay particular attention to those with special needs;
- Provide clear directional sign on the compound to assist visitors to locate their exact destination ;
- Provide a pleasing and comfortable environment in which to conduct business;
- Facilitate meaningful follow-up of feedback and comments ;
- Ensure that all staff members wear identification cards to facilitate easy identification and greater security;
- Be always mindful of the welfare of the most vulnerable in the society .

WHEN PROVIDING FOR PERSONS WITH SPECIAL NEEDS, WE WILL:

- Do all we can to assist you in making your visit comfortable and enjoyable . However , in order to accommodate your individual needs it is compulsory that you contact us in advance so that special arrangements can be made.
- Provide facilities (ramps and rails) for persons with special needs.

COMMITMENT TO EACH OTHER

WE WILL:

- Treat each other with respect and dignity ;
- Work honestly, efficiently and creatively;
- Return telephone calls promptly ;
- Answer call with **three (3) rings** by identifying the receiver and the Division /unit ;
- Communicate courteously ;
- Dispatch mail within **24 hours** of receipt at the Registry. If there is a delay, senders and recipients will be told and advised when items will be dispatched.
- Strive always for equity and fairplay in our dealings with each other;
- Foster positive interaction between our internal and external customers ;
- Seek to uphold the Vision, Mission and Values of the St. Catherine Municipal Corporation;
- Engender an environment where religious beliefs and ideas can contend;
- Be always mindful of the welfare of the most vulnerable; and
- Aggressively pursue sustainable development practices which ensure the protection of the environment and wise use of our natural resources.

COMMITMENT TO CREATE POSITIVE EMPLOYEE-MANAGEMENT RELATIONS

Management will:

- Encourage employees to make suggestions to improve procedures ;
- Listen to the views of employees;
- Seek to ensure the welfare of Staff:
- Provide a clean , safe, healthy and pleasant environment in which to work;
- Facilitate a learning environment with development opportunities for staff;
- Provide clear instructions and ensure mutual agreement on deadlines for the completion of work;
- Ensure that the appropriate resources are available to carry out assignments;
- Hold officers accountable for their performance with specific emphasis on service delivery;
- Acknowledge and provide continuous feedback on performance;
- Encourage staff commitment to ongoing improvement of interpersonal communication , teamwork, internal and external customer service;
- Ensure there is a well trained and strongly motivated staff;
- Foster an environment of fair play and trust;
- Ensure that staff members are familiar with Grievance Procedures, Code of Conduct , Disciplinary Code and Delegation of Functions processes; and
- Facilitate the resolution of conflict management and seek to provide the proper environment to manage conflict in a dignified, professional and sensitive manner

COMMITMENT TO CREATE POSITIVE EMPLOYEE-MANAGEMENT RELATIONS

Employees will:

- Make suggestions for the improvement of procedures where necessary;
- Freely communicate with Management ;
- Cooperate with the providers of employee welfare initiatives to ensure intended benefits are realized;
- Maintain a clean, safe, healthy and pleasant work environment;
- Continually search for new techniques and actions to improve general performance and more effective service delivery;
- Collaborate with Management on performance standards to ensure the efficient and effective completion of work;
- Employ appropriate resources to carry out assignments;
- Maintain interest and pride in their jobs;
- Use feedback to improve performance;
- Use avenues provided for career growth and development;
- Hold Management accountable for effective leadership;
- Seek to inform themselves on the Grievance Procedures , Code of Conduct, Disciplinary Code and Delegation of Functions processes;
- Commit to improving interpersonal communication, teamwork, internal and external customer service;
- Work ethically , efficiently and creatively and strive to merit employer's trust ; and use the procedures available for effective conflict management and resolution ;
- It is only by meeting these commitments to ourselves that we can truly our commitment to our customers.

COMPLAINTS

When complaints are lodged with the St. Catherine Municipal Corporation , we will:

- Acknowledge them within **two (2) working days**;
- Conduct an investigation and provide you with a progress report; and
- Where we determine there to be operational weaknesses , ensure corrective actions to avoid similar incidents.

COMPLAINTS PROCEDURE

Complaints should be addressed to:

**The Chief Executive Officer
St. Catherine Municipal Corporation
Emancipation Square
P.O., 52
Spanish Town
Tel: 984-3111/3112/907-1795/0296
Fax: 984-2528
Email: stcatherinemc@mlgcd.gov.jm**

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

**Principal Director
Standards Monitoring and Evaluation
Office of the Prime Minister
2a Devon Road
Kingston 6
Tel: 929-1423/920-4765
Fax: 929-6676**

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

**The Public Defender
78 Harbour Street
Kingston
Tel: 922-7089 or 922-7109
Fax: 922-9830
Email: publicdefender@mail.infochan.com**

Opening Hours for the Corporation's Offices

Mondays—Thursdays 8:30 a.m. to 5:00 p.m
Fridays 8:30 a.m. to 4:00 p.m

Visiting Hours for the Infirmary

Daily 10:00 a.m. to 12:00 noon
2:00 p.m. to 4:30 p.m.

HOW TO CONTACT US

Chief Executive Officer

St. Catherine Municipal Corporation
Emancipation Square
Spanish Town P.O., Box 52
St. Catherine, Jamaica
Tel: (876) 984-3111/3112
Fax: (876) 984-2528

Department /Unit Numbers

Mayor's Office	(876) 984-3150
Planning	(876) 984-3111/3112
Roads & Works	(876) 984-3111/3112
Public Relations	(876) 749-4102
Commercial Services	(876) 749-3724
Poor Relief	(876) 749-2132
Disaster Unit	(876) 943-8869
Infirmary	(876) 618-6366
Human Resource	(876) 984-8887

“Not for self but for country”