

A decorative border of palm trees surrounds the text. The border consists of a top row of 18 palm trees, a bottom row of 18 palm trees, and two vertical columns of 18 palm trees each on the left and right sides.

MAMPONG MUNICIPAL ASSEMBLY

CLIENT SERVICE CHATTER

PREPARED BY MUNICIPAL PLANNING OFFICE

MAMPONG MUNICIPAL ASSEMBLY

CLIENT SERVICE CHARTER

INTRODUCTION

The Mampong Municipality is among the 43 Metropolitan, Municipal and District Assemblies (MMDAs) in the Ashanti Region of Ghana. It was established under Legislative Instrument (L.I. 1908, 2007). The Municipal Capital, Mampong is about 57km from the regional capital Kumasi. The Municipality share boundaries in the south by Sekyere South District, the East by Sekyere Central and the North by Ejura Sekyeredumase Municipal.

The Municipal area forms about 2.2% of the total and area of the Ashanti Region. The Municipality is located on longitudes 0.05 degrees and 1.30 degrees west and latitudes 6.55 degrees and 7.30 degrees north, covering a total land area of 449km. It has about 79 settlements with 61% being rural.

The rural are mostly found in the Northern part of the municipality where communities with less than fifty (50) people dispersed. The major settlements of the Municipality are Mampong, the Administration capital, Krobo, Dadease, Asaam, Kofiase, Adidwan and Apaah. The Municipality has one (1) constituency (Mampong Constituency) and seven (7) Zonal Councils. Farming is the major occupation in the Municipality and crops cultivated include; cocoa, cocoyam, cassava and vegetables.

The Client Service Charter has been developed pursuant to the Service Delivery Standards of the Local Government Service and in accordance with the best international practices in local governance, taking into consideration the needs of our numerous and diverse clients. Our Charter lets you know what you can expect in your dealings with us or when you contact us, including our service standards and outlines; how you can help us continue to meet your expectations in our delivery of services.

1.0 VISION

Mampong Municipal Assembly's aspire to become a highly professional socio-economic service provider that creates opportunity for Human Resource Development in partnership with other Administrative authorities in the Municipality.

2.0 MISSION STATEMENT

“Mampong Municipal Assembly exists to raise the living standards of the people through the formulation and implementation of policies in support of Agriculture, Education, Infrastructure and health by skilled and motivated staff in partnership with the private sector NGO's and the various communities.

Functions

The functions of the Municipal Assembly, like all other Assemblies are basically derived from statute, as mandated by the local Government Act, 2016 Act 936. These functions which are broadly aimed at attaining its objectives and fulfilling its mission of improving the quality of life of its people are to;

- Be responsible for the overall development of the Municipal and ensures the preparation and submission of development plans and budgets to the relevant central government Agency/Ministry through the Regional Co-ordinating council (RCC)
- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the Municipality.
- Promote and support productive activity and social development in the Municipal and remove any obstacles to initiative and development.
- Initiate programmes for the development of basic infrastructure and provide Municipal works and services in the Municipality.
- Be responsible for the development, improvement and management of human settlements and the environment in the Municipality
- Co-operate with the appropriate national and local security agencies and be responsible for the maintenance of security and public safety in the Municipality.
- Ensure ready access to Courts in the district for the promotion of justice
- Ensure ready access to courts and public tribunals in the Municipality, for the promotion of justice.
- Initiate, sponsor or carry out such studies as may be necessary for the discharge of any of the functions conferred by Act 462 or any other enactment.
- Perform such other functions as may be provided under any other enactment.

- Effectively and efficiently perform these functions, the Assembly requires variety of skills and professional to man its various post created to operate its organization structure.

2.2 LEGAL PROVISIONS AND GUIDELINES

The Mampong Municipal Assembly operates within the following legal provisions and guidelines:

- The 1992 Constitution of the Republic of Ghana
- Local Governance Act, 2016 (Act 936)
- Public Financial Management Act, 2016 (Act 921)
- Public Procurement Act, 2016, (Act 914)
- Spatial Planning Act, 2016 (Act 925)
- National Development Planning (System) Regulations, 2016 (L.I. 2232)
- Composite Budget Guidelines, 2018
- Public Health Law, 2012 (Act, 851)
- Mental Health Act, 2012 (Act 846)
- Bye laws
- The Section 296 of Criminal Offence Act, 1960 (Act 29) in respect of stray animals.
- The Auction Sales Act, 1989 (PNDC Law 230).
- The Liquor Licensing Act, 1970 (Act 331)
- The Control and Prevention of Bush Fires Act, 1990(PNDC Law 229).
- The Section 296 of Criminal Offence Act, 1960 (Act29) in respect of littering.

2.3 THE OBJECTIVES OF THE MAMPONG MUNICIPAL ASSEMBLY

The Mampong Municipal Assembly is the highest political and administrative body of the Municipal and therefore exercises deliberative, legislative and executive functions. It has the mission and responsibility to improve the quality of life of the people through sustainable development. To achieve this mission, the Assembly has set the following objectives:

- To facilitate the effective functioning of the local government institutions in the Municipal
- To ensure efficiency and effectiveness in the mobilization and utilization of resources in the Municipal Assembly and its decentralized departments

- To monitor, co-ordinate and harmonize the implementation of development plans and activities in the Municipal Assembly
- To facilitate the provision of basic social and economic infrastructure and services in the Municipal
- To facilitate community-based and private sector development in the Municipal.

WE ARE RESPONSIBLE FOR:

- Issuance of Building permit.
- Birth and Death registration.
- Issuance of Business Operating Licenses.
- Approval of Planning Schemes and Layouts.
- Development Control-orderly physical development of settlements.
- Waste Management
- Revenue Mobilization
- Fixing Rates
- Provision of basic socio-economic infrastructure, including schools, markets, lorry packs, public institutional toilets and roads.
- Facilitate the provision of water
- Sports Development.
- Facilitate the effective functioning of the Local Government Administration in the Municipality.
- Monitor, co-ordinate and harmonize the implementation of development plans and activities in the Municipality.
- Ensure efficiency and effectiveness in the use of resources of the Municipality and the decentralized departments.
- Facilitate community based and private sector development in the Municipality

CORE VALUES**Accountability**

- Creativity
- Discipline
- Integrity
- Loyalty
- Anonymity

Client Oriented

- Diligence
- Equality
- Innovativeness
- Commitment

Timeless**Transparency****SERVICE STANDARDS**

We shall issue certificates and provide other services within the following time frames;

SERVICE	TIME FRAME (MONTHS/DAYS)
Issuance of building permits	Within two(2) months
Preparation & approval of planning schemes/layout	Within six(6) months, one(1) year depending the size settlement
Issuance of Business Operation Licences	Within three(3) working days
Issuance of Birth certificate	Under 1 year- 1 day Above 1 year- 2 weeks
Issuance of Death certificate	Fresh death- 1 day Already buried - 3 weeks
Waste management	Daily removal of refuse at transfer station
Issuance of food vendors certificate	Within eight (8) working days
Public education on hygiene practices	Daily

INFORMATION TRANSPARENCY AND CONVENIENCE

Notice board will be made available at our offices and sub-district offices.

The Mampong Municipal Assembly will provide its clients with all the necessary information they need to access its services

Information will also be made available at our revenue points throughout the district.

WE STRIVE FOR:

- Continuous improvement in our service delivery
- The creation of an enabling environment for socio-economic development.
- Empowerment of women and other vulnerable groups to participate in governance and Assembly's development agenda.
- The protection and promotion of public health and the prevention of diseases.
- Provision of information in an open and transparent manner.
- Creation of conducive environment for public-private partnership (PPP) in our service delivery to ensure efficiency and effectiveness.
- Compilation of a comprehensive socio-economic data that will be Accessible to the public.

COURTESY AND CO-OPERATION

- All office doors are marked to facilitate easy identification.
- Friendly client's service officers will be on hand to provide various services.
- Assembly staff with clear identification will also be available to provide information and other support service.
- A well trained development control task force will visit various construction sites to ensure adherence to building regulations.
- Developers are entreated to produce valid development permits.
- Courteous revenue collectors will go round daily to collect various rates.
- Rate payers are entreated to pay approved sums and collect receipts covering amount paid.

WHAT WE EXPECT FROM THE PUBLIC

The Assembly expects full co-operation and compliance with its rules, regulation and procedures to ensure smooth service delivery. To access any of the services we provide, we require as follows:

Business should be duly registered with the registrar General's Department.

Business address and location including street names and numbers should be made available.

Provide registered indenture (Land title certificate) and four (4) building of Architectural drawings for the issuance of building/development permits.

Ensure that a child has a weighing card and in the case of persons above one (1) year, baptismal certificate and ID card.

To obtain a death certificate it is expected that a duly signed cause of death certificate /affidavit is provided.

The public will participate in the various community level Education programmes on sanitation, hygiene, revenue collection and others.

The bye-laws of the Assembly will be complied with to ensure effective administration of the district.

OTHER COLLABORATING AGENCIES

The Mampong Municipal Assembly shall collaborate with the following Department and Agencies:

- The Internal Audit Agency
- Internal Revenue Service
- The Value Added Tax Office
- Electricity Company of Ghana
- Ghana Water Company
- Lands Commission
- Land Valuation Board
- Community Water and Sanitation Agency

- Ghana Aids Commission.
- NADMO.
- Ambulance Service.
- Ghana Health Service.
- National Health Insurance Authority.
- Education Service
- Agricultural

PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS

BIRTHS, MARRIAGE, DIVORCE & DEATHS

SERVICE TYPE	TIME FRAME	SERVICES
Birth Certificate	Under One (1) Year – One (1) Day	<ul style="list-style-type: none"> • Produce weighing card • Fill a form • Pay approved fee • Issuing of Birth certificate
	Above One (1) Year – One (1) Month	<ul style="list-style-type: none"> • Fill a Form • Form Sent to Regional Office for vetting • To Head Office for signing and printing of Certificate
Death Certificate	Newly Deceased (1 Day)	<ul style="list-style-type: none"> • Fill a form • Pay approved fee • Issuance of burial permit and Death Certificate
	Already buried (1 Month)	<ul style="list-style-type: none"> • Fill a form • Pay approved fee • Issuance of burial permit and Death Certificate

Marriage Certificate	<p>*28 Days for publication of proposed marriage</p> <p>*Marriage Certificate issued within 5 days after marriage</p>	<ul style="list-style-type: none"> • Complete and publish Form for Notice of Registration at specified places for 28 days. • Couple and two (2) witnesses complete Form of Registration (FR) • Couple submit (FR) with affidavit • Issuance of Marriage Certificate within five (5) days after marriage <p>NB: (Requirements for Marriage Registration: Colour copy of photo ID of couple and two (2) witnesses, two (2) passport pictures of each couple, affidavit)</p>
Divorce Certificate		<ul style="list-style-type: none"> • SEE REGISTRAR OF MARRIAGES AT ASSEMBLY

PHYSICAL PLANNING DEPARTMENT

Six (6) simple steps for obtaining development and building permits

STEP	ACTION NEED BY CLIENT/ASSEMBLY
STEP 1: PURCHASE OF FORMS	Buy your development and building permit applications form and Jacket form the Finance Office of the Assembly
STEP 2: REQUIREMENTS	BASIC REQUIREMENTS <ul style="list-style-type: none"> • Evidence of Land Ownership (Receipt /Chief's Consent) • Signed Site Plan (Must be endorsed by a qualified Surveyor or equivalent) • Building Permit Jacket (To be obtained from Municipal Finance Office) • Four (4) copies of Building Drawings (Drawings must be endorsed)

	<ul style="list-style-type: none"> • Property rate payment receipt (for existing buildings) <p>ADDITIONAL REQUIREMENTS (For multi-purposes and multi-usage)</p> <ul style="list-style-type: none"> • Four (4) copies of structural drawings approved by an Architect or Structural Engineer • Soil test report • Ghana National Fire Service report • Environmental protection Agency report • Structural integrity report in case development has already commenced or is completed (for building above 2-storey) • Drawings must be satisfied by a Structural Engineer or Architect • Up to date business registration and operating permit (for commercial organizations) • Property rate payment receipt (for existing buildings)
STEP 3: COMPLETION OF FORMS	Complete the application form in full with the required information. Add the above listed documents.
STEP 4: PAYMENT AND SUBMISSION	<p>Pay processing fees and submit completed form with all required attachments to the Town & Country Planning Unit of the Assembly. On submission, you shall be informed about the following:</p> <ul style="list-style-type: none"> • Corrections to be made (if any) • Date for site inspection.
STEP 5: PROCESSING	<ol style="list-style-type: none"> 1. The secretariat will process the application within two (2) weeks of receipt of application for the Technical Sub-Committee's inspection, assessment and recommendations. 2. The Technical Sub-Committee's recommendation on the application is forwarded to the Spatial Planning

	<p>Committee within a month of receipt of application for final decision.</p> <p><i>NB: Applicant maybe informed of corrections to be made.</i></p> <p>3. The final decision of the Spatial Planning Committee is communicated to the applicant in writing with two (2) working days.</p> <p>POSSIBLE DECISIONS</p> <ul style="list-style-type: none"> • Approval • Regularization • Refusal • Deferral
<p>STEP 6: ASSESSMENT, PAYMENT & COLLECTION</p>	<ol style="list-style-type: none"> 1. On approval, the Works Department will assess and communicate payment due to the applicant 2. Pay the approved permit fee or penalty fee at the Finance Office of the Assembly and collect your development and building permit from the Works Department of the Assembly with the payment receipt. 3. In the case of the refusal, the applicant will be notified and advised on what needs to be done for further consideration. 4. In case of refusal, the applicant will be notified of the reason(s) for the refusal. 5. ALL PERMIT APPLICATIONS TAKE MAXIMUM OF THREE (3) CALENDAR MONTHS (All things being equal)
<p>CAUTION</p>	<p>UNDER NO CIRCUMSTANCE SHOULD ANY PAYMENT BE MADE TO ANY MIDDLEMAN BESIDES THE DESIGNATED OFFICES. ANY</p>

	<p>CLIENT WHO DISREGARD THIS CAUTION DOES SO AT HIS/HER OWN RISK AND THE ASSEMBLY SHALL TAKE NO RESPONSIBILITY WHATSOEVER.</p>
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NB: The Permit Application Steps apply to Permanent Structures only.

FINANCE DEPARTMENT

SERVICE TYPE	TIME FRAME	REQUIREMENTS
Business Operating Permit	One (1) Day	<ul style="list-style-type: none"> • Application letter • Building permit (if operating in a container/kiosk) • Payment of required fees • Issuance of permit
Certificates for Contractors/Supplier	One (1) Day	<ul style="list-style-type: none"> • Application letter on Company's letterhead • Submission of Registrar General's, Works & Housing (where applicable) and GRA Certificates • GRA TIN • Account Details (Account Name, Bank, Branch, Account Number) • Payment of approved fees • Issuance of Certificate

DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEVELOPMENT

SERVICE TYPE	TIME FRAME	REQUIREMENTS
Disability Fund	Five (5) minutes any working day; quarterly	<ul style="list-style-type: none"> • Register with the Assembly with two (2) FULL size photos • Submit application letter with a full photograph of applicant

		<ul style="list-style-type: none"> • Vetting of applicants • Disbursement of funds to successful applicants
Child Maintenance and Welfare	Working day within two (2) weekly sittings	<ul style="list-style-type: none"> • Make a verbal/written complaint to the Department • The Department issues summons to both the complainant and the defendant to appear before a Committee • The Panel Committee sits on the case and settles it • Dissatisfied party may make an appeal or seek redress at the courts of law
Family Dispute Resolution	Working days within two (2) weekly sittings	<ul style="list-style-type: none"> • Make a verbal/written complaint to the Department • The Department issues summons to both the complainant and the defendant to appear before a Committee • The Panel Committee sits on the case and settles it • Dissatisfied party may make an appeal or seek redress at the courts of law

CLIENT SERVICE UNIT

SERVICE TYPE	TIME FRAME	REQUIREMENTS
General Complaints	One (1) – five (5) Working Days	<ul style="list-style-type: none"> • Visit Client Unit or Call Client Service Officer (CSO) • Lodge your complaint verbally or written • Leave your contact number or address with CSO

		<ul style="list-style-type: none"> • Wait for a feedback within five (5) working days • Report issue directly to MCD/MCE/PM if not satisfied with first response
Specific Complaints	Within two (2) weeks	<ul style="list-style-type: none"> • Visit Client Unit or Call Client Service Officer (CSO) • Lodge your complaint verbally or written • Leave your contact number or address with CSO • Wait for a feedback within five (5) working days • Report issue directly to MCD/MCE/PM if not satisfied with first response
Courtesy Call on MCE/MCD	Within ten (10) minutes waiting time	<ul style="list-style-type: none"> • Report at Reception for direction to MCE/MCD • Register at the MCE/MCD Secretariat • Indicate purpose of visit (Official/Private/Personal) • Wait for your turn at the MCE/MCD Secretariat • Sign-out at MCE/MCD Secretariat on your way out.

THE ASSEMBLY'S COMMITMENTS AND YOUR RESPONSIBILITIES

WHAT WE STRIVE FOR

- Continuous improvement in our service deliver
- Sustainable Industrialization, Modernized Agriculture and Human Capital Development
- The creation of enabling environment for socio-economic development

- Empowerment of women and other vulnerable groups to participate in governance and the Assembly's development agenda
- The protection and promotion of Public Health and the prevention of diseases
- Provision of information in an open and transparent manner
- Creation of a conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness
- Compilation of a comprehensive socio-economic database that will be accessible to the public
- Readily accessible information on all activities of the Assembly

COURTESY AND COOPERATION

- All office doors are marked to facilitate easy identification
- Friendly Client Service Officers will be on hand to provide various services
- Assembly Staff are also available to provide professional support services
- A well trained development control taskforce will visit various construction sites to ensure compliance to building regulations
- Courteous Revenue Collectors with tags will go round daily to collect various rates

WHAT WE EXPECT FROM THE PUBLIC

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery: to access any of the services we provide:

- Business should be duly registered with the Registrar General Department and the Municipal Assembly:
- Prompt payment of Property Rates, Business Operating Permits and Basic Rates.

- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.
- Prompt report of unauthorized development, illegal connections and crime.
- Active participation in all Communal Labour activities at the community level.
- Active participation in the various community level education programmes on sanitation, hygiene, revenue collection and Town Hall Meetings.
- Avoidance of littering of all forms and reports those that litter.
- Developers are entreated to produce valid development permits.
- Strict Compliance with by-laws of the Assembly.

DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES

- You can make your enquiry or lodge complaints at our Client Service Center or by contacting our hotline on
- We aim to acknowledge and respond to your written communication within seven (7) working days.
- Our suggestion box has been placed at a conspicuous location to take your suggestion on daily basis and we commit to providing feedback within five (5) working days upon receipt.
- If we cannot fully provide an answer to your query within that specified time, we will provide you with an interim response and advice you as to when a final response can be expected.
- We aim to investigate your complaints, provide you with the proposed action to solve it, and seek your feedback about the proposed action within seven working days of receiving your complaint.
- We aim to follow up with you on executed action to make sure it has been executed within the specified period and seeking feedback about the final result.

- If you are not satisfied with the proposed action, we will provide you with the right to raise a grievance to the office of the Presiding Member.

MAIN DISTRICT ADMINISTRATION OFFICE

MAMPONG MUNICIPAL ASSEMBLY
P.O. BOX 25
MAMPONG-ASHANTI

SUB-OFFICES

MAMPONG ZONAL COUNCIL
P.O. BOX 25
MAMPONG ASHANTI

BENIM ZONAL COUNCIL
P.O. BOX 25
MAMPONG ASHANTI

KOFIASE ZONAL COUNCIL
P.O. BOX 25
MAMPONG ASHANTI

MPRIM ZONAL COUNCIL
P.O. BOX 25
MAMPONG ASHANTI

YONSO ZONAL COUNCIL
P.O. BOX 25
MAMPONG ASHANTI

ADIDWAN ZONAL COUNCIL
P.O. BOX 25
MAMPONG ASHANTI

NKWANTA ZONAL COUNCIL
P.O. BOX 25
MAMPONG ASHANTI

**PUBLIC RELATIONS AND COMPLAINTS COMMITTEE
MAMPONG MUNICIPAL ASSEMBLY
P.O.BOX 25 MAMPONG ASHANTI**

**THE MUNICIPAL CHIEF EXECUTIVE
MAMPONG MUNICIPAL ASSEMBLY
P.O.BOX 25
MAMPONG ASHANTI**

WHERE YOU CAN FIND US OR COLLECT INFORMATION FROM US

To access our service, you can locate the office at Asante Mampong, the Municipal Capital

COMPLAINTS AND COMMENTS

WHEN REGISTERING A COMPLAINT

When contacting us if you are dissatisfied with a service from OHLS or other Civil Service Organization, we would like you to:

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect the Mampong Municipal Assembly to do
- Keep a record of events
- Follow up with the relevant staff member, if possible

7.2 WHERE TO ADDRESS YOUR COMPLAINTS

You may address your comments and complaints to:

- a. **THE PRESIDING MEMBER
MAMPONG MUNICIPAL ASSEMBLY
POST OFFICE BOX 25
MAMPONG-ASHANTI**

Email: mampongmunicipal0@gmail.com

Website: www.mampongmunicipalassembly.gov

- a. **The Client Service Unit is located at the Administrative Block of the Assembly,
Room 24, ground floor.**

7.3 YOUR VIEWS COUNT

If something goes wrong, we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this we need to know what kind of service you need and how this compares with the service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you.

Where you are still not satisfied with the outcome, you may address your comment/ complaints to:

COMPLAINTS

MMA welcomes comments and complaints from the public, its valued clients and customers. Such issues should be addressed to:

**THE CHAIRMAN OF THE PUBLIC RELATIONS AND COMPLAINTS COMMITTEE
(PRCC)**

P. O. BOX 25

MAMPONG-ASHANTI