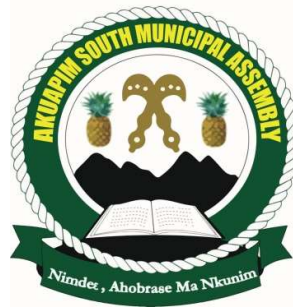


# AKUAPIM SOUTH MUNICIPAL ASSEMBLY

## CLIENT SERVICE CHARTER



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## CHAPTER ONE

### **1.0 INTRODUCTION**

We are the Akuapim South Municipal Assembly (ASMA) established under the Ministry of Local Government and Rural Development (MLGRD) of the Republic of Ghana in 2020 by L.1 2396 of 2020 in accordance with the Local Governance Act, 2016, Act 936 and chapter 20 of the 1992 Ghana's Republican Constitution with Aburi as the Municipal Capital. The Assembly was created in 2012 by LI 2040 as a district Assembly until its elevation into a municipal status in 2020.

The Akuapim South Municipal Assembly is the highest administrative and political authority in the municipality established in 2012 by an Act of Parliament (Legislative Instrument 2040). It has deliberative, legislative and executive powers by which it enacts and amends by-laws, generates its own revenue for development and commands political authority over its jurisdiction. The Assembly is headed by the Municipal Chief Executive who is appointed by the President and approved by two-thirds of the General Assembly members present and voting. The Chief Executive is vested with political authority.

Structurally, the Assembly consists of 26 electoral areas and four zonal councils. The zonal councils consist of the elected Assembly members and five-unit committee members per electoral area who serve on the council on rotational basis within their four year tenure of office. The General Assembly comprises of 26 elected and 12 appointed Assembly members, the Municipal Chief Executive and the Member of Parliament as an ex-officio member without voting rights.

The zonal councils include Aburi, Obodan, Dago and Adjenase/Pakro, all staffed to help facilitate the operations of the Assembly's functions at the local level by serving as coordinating centres. The zonal councils function as the mini Assembly at the sub-structure level with the social services departments such as Social welfare and Community Development, Agriculture, Environmental Health, NADMO, Works, Finance and Central Administration having officers stationed in each council to offer services at the local level in accordance with their mandate.

The General Assembly is headed by an elected Presiding Member with the Municipal Coordinating Director as the Secretary. The Assembly has two committees (Executive

committee and Public Relations and Complaints committee chaired by the Presiding member).

The executive committee has five statutory sub-committees which facilitate the performance of its statutory functions. These Include:

1. The Development Planning Sub-Committee; responsible for the overall development planning, monitoring and evaluation of the municipality
2. Works Sub-Committee; responsible for the control of development and oversight on physical works of the Assembly
3. Finance and Administration; responsible for revenue mobilization, financial management and administration of the Assembly
4. Justice and Security; responsible for the overall justice and security management of the municipality
5. Social Services Sub-Committee; responsible for the social service delivery including education, health, social protection, sanitation services among others in the municipality.

Furthermore, the Municipal Assembly has 13 departments comprising of schedule 1 and 2 with other quasi government agencies such as National Commission for Civil Education, Information Services Department, Electoral Commission of Ghana, Ghana Health Insurance Authority among others.

The Akuapim South Municipal Assembly is poised for industrialization and inclusive growth and development which is underpinned by modern agriculture, education and research.

This Client Service Charter has been developed pursuant to the Service Delivery Standards of the Local Government Service and in accordance with best international practices in local governance, taking into consideration and account, the needs of our numerous and diverse clients from within and without. The service delivery standards are our minimum levels of expected service in terms of quality, time and cost that we intend to deliver to our clients. These Service delivery standards include Participation, Professionalism, Efficient and Effective use of scarce resources, Focus on our clients, Accountability and Transparency.

Our Charter, therefore, lets you know what you can expect in your dealings with us or when and how you can contact us, including our service standards and outlines how you can help us continue to meet your expectations in our delivery of services.

## **1.2 VISION**

The vision of the Akuapim South Municipal Assembly is to be a first class client service and development oriented Municipal Assembly.

## **1.3 MISSION**

The Akuapim South Municipal Assembly exists to improve the quality of life of its people through the provision of social services and the creation of an enabling environment for accelerated and sustainable development, within the framework of democratic decentralization.

## **1.4 GOAL**

The goal of the Municipal Assembly is to improve the living standard of the people in the municipality by facilitating effective, balanced, inclusive and sustained growth and reducing poverty in all forms through effective resource mobilization, allocation and management.

## **1.5 CORE VALUES**

In the quest towards our strategic vision and the achievement of our mission, we shall always be guided by our shared values: **Accountability, Transparency, People-centred service, Professionalism, Integrity and Inclusive development.**

## CHAPTER TWO

### **2.0 FUNCTIONS OF THE AKUAPIM SOUTH MUNICIPAL ASSEMBLY (L.1 2396)**

Sections 12 and 13 of the Local Governance Act, 2016, Act 936 stipulates that a Municipal Assembly shall:

- exercise political and administrative authority in the district;
- promote local economic development; and
- provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law
- be responsible for the overall development of the district;
- formulate and execute plans, programmes and strategies for the effective mobilisation of the resources necessary for the overall development of the district;
- co-ordinate, integrate and harmonise the execution of programmes and projects under approved development plans for the district
- promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
- sponsor the education of students from the district to fill particular manpower needs of the district especially in the social sectors of education and health,
- initiate programmes for the development of basic infrastructure and provide municipal works and services in the district;
- be responsible for the development, improvement and management of human settlements and the environment in the district;
- in co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
- ensure ready access to courts in the district for the promotion of justice;
- act to preserve and promote the cultural heritage within the district;
- execute approved development plans for the district;
- guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions
- monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the district and national economy in accordance with government policy.

## **2.1 OUR RESPONSIBILITIES**

### **We are therefore responsible for:**

- Controlling, regulating, inspecting, supervising, licensing of premises upon which any profession, occupation, trade, or business is carried on.
- Issuance of Building permits.
- Birth & Death registration.
- Issuance of Business Operating Licenses.
- Approval of Planning Schemes/Layouts.
- Development Control, Orderly Physical Development of Settlements.
- Waste management.
- Revenue mobilization
- Fixing of rates.
- Provision of basic socio-economic infrastructure, including Schools, Markets, water, Lorry parks, Institutional Toilets and Roads.
- Levying and collecting taxes, rates, duties and fees.
- Development, improvement and management of human settlements and the environment in the Municipality
- Collaboration with the relevant National and Local Security Agencies to maintain security and public safety.
- Promoting justices by ensuring ready access to the Law Courts.

## CHAPTER THREE

### 3.0 FUNCTIONALITY OF DEPARTMENTS

The Akuapim South Municipal Assembly functionally, is operated by the organogram below

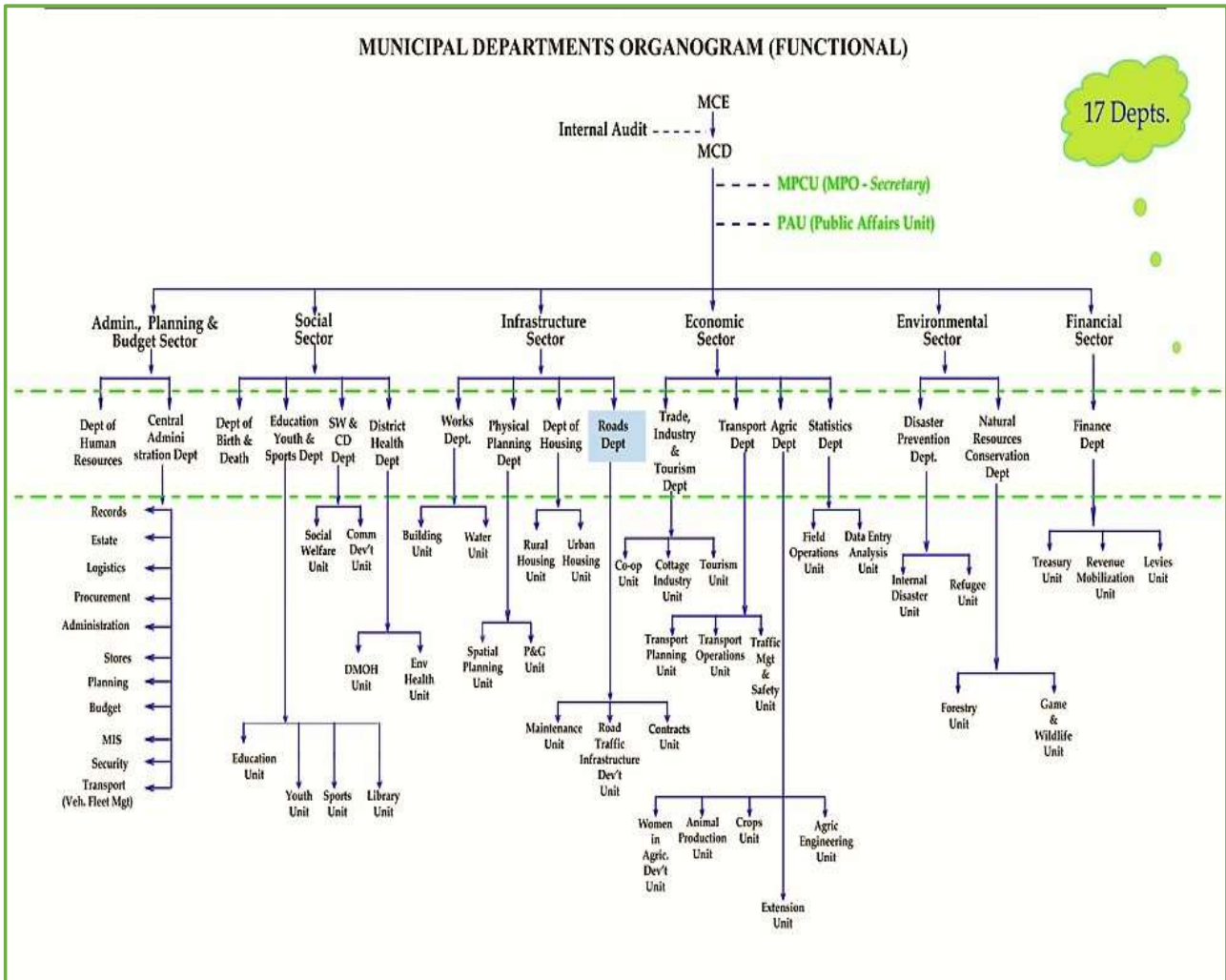


Figure 1: Municipal's Assembly's Organogram

### 3.1 DEPARTMENTS OF THE ASSEMBLY

The following departments, government sub-vented agencies and services exist in the Akuapim South Municipal Assembly:

Departments of the Assembly	Decentralized Departments	Government Sub-vented Agencies	Services
i. Central Administration	i. Ghana	i. National	i. Ghana
ii. District Health Department	Health Service	Disaster Management Organization (NADMO)	Police Service
iii. Department of Social Welfare and Community Development	i. Ghana Education Service	i. National Commission for Civic Education (NCCE)	i. Ghana National Fire Service
iv. Department of Agriculture		i. Electoral Commission of Ghana	Immigration Service
v. Education, Youth & Sports		v. National Health Insurance Authority	v. Ghana National Ambulance Service
vi. Department of Physical Planning		v. National Youth Authority	
vii. Works Department		i. Information Services Department	
iii. Department of Trade, Industry & Tourism Development		i. National Identification Authority	
ix. Department of Finance			
x. Department of Disaster Prevention			
xi. Natural Resource Conservation			
xii. Human Resources Department			
iii. Department of Statistics			
iv. Department of Roads			
xv. Transport Department			
vi. Department of Birth & Death			

## **3.2 ROLES OF EXISTING DEPARTMENTS**

### **3.2.1 CENTRAL ADMINISTRATION**

The Central Administration Department is the Secretariat of the Assembly and is responsible for the provision of support services, effective and efficient general administration and organization of the Assembly. The Department also coordinates these activities of the Assembly:

- General administrative functions
- Development planning and management functions
- Budgeting functions
- Rating functions
- Statistics and information services generally, and

The Department comprises the following units of the assembly:

- Records
- Estate
- Transport
- Logistics
- Procurement
- Administration
- Stores
- Planning
- Budget
- Security

**LOCATION:** The offices of all the Units under the Central Administration Department are located at the main Assembly Complex at Aburi-Kumasi.

### **3.2.2 DISTRICT HEALTH DEPARTMENT**

The department of Health at the Municipal Assembly level consists of the office of the Municipal Medical Officer of Health and the Environmental Health Unit.

The functions of the Department of Health are to:

- advise on the construction and rehabilitation of clinics and health centers or facilities;
- assist in the operation and maintenance of all health facilities under the jurisdiction of the Municipality;

- assist to undertake health education and family immunization and nutrition programmes;
- coordinate works of health centers or posts or community based health workers;
- facilitate collection and analysis of data on health;
- promote and encourage good health and sanitation;
- facilitate diseases control and prevention;
- assist to formulate, plan and implement Municipal health policies within the framework of national health policies and guidelines provided by the Minister of Health;
- assist to educate and inform residents of the Municipality about sanitation and personal hygiene;
- facilitate and assist in regular inspection of the Municipality for detection of nuisance of any condition likely to be offensive or injurious to human health;
- assist to establish, install, build and control public latrines, lavatories, urinals and wash places;
- assist the Assemblies in the licensing of persons to build and operate public latrines, lavatories, urinals, washhouses and related services in the Municipality;
- assist to establish, maintain and carry out services for the removal and treatment of liquid waste;
- assist to establish, maintain and carry out the removal and disposal of refuse, filth and carcasses of dead animals from any public place;
- assist to regulate any trade or business which may be harmful or injurious to public health or a source of danger to the public or which otherwise is in the public interest to regulate;
- assist to provide for the inspection of meat, fish, vegetables and other foodstuff and liquids of whatever kind or nature, whether intended for sale or not and to seize, destroy and otherwise deal with such foodstuff or liquids as are unfit for human consumption;
- facilitate supervision and control of the manufacture of foodstuffs and liquids of whatever kind or nature intended for human consumption;
- assist to provide, maintain, supervise and control slaughter houses and pounds and all such matters and things as may be necessary for the convenient use of such slaughter houses;
- assist in the control of noise, odour, dust and smoke pollution.

**LOCATION:** The Municipal Health Directorate is situated at the ICT Centre near the Kom Polyclinic while the Environmental Health Unit is located near the main entrance of the Aburi Botanical Gardens.

### **3.2.3 DEPARTMENT OF SOCIAL WELFARE AND COMMUNITY DEVELOPMENT**

The Social Welfare and Community Development Department assists the Assembly to formulate and implement social welfare and community development policies within the framework of national policy.

The Department is mandated to:

- facilitate community-based rehabilitation of persons with disabilities;
- assist and facilitate provision of community care services including:
  - registration of persons with disabilities;
  - assistance to the aged;
  - social welfare services;
  - hospital welfare services;
  - assistance to street children, child survival and development; and
  - socio-economic and emotional stability in families;
- assist to maintain specialized residential services in the Municipality;
- facilitate the registration and supervision of non-governmental organizations and their activities in the Municipality;
- assist to organize community development programmes to improve and enrich rural life through:
  - Literacy and adult education classes;
  - Voluntary contribution and communal labour for the provision of facilities and services such as water, schools, library, community centres and public places of convenience or;
  - teaching deprived or rural women in home management and child care.

**LOCATION:** The Social Welfare and Community Development Department is located at the Assembly Annex in the Aburi Botanical Gardens.

### **3.2.4 DEPARTMENT OF AGRICULTURE**

The Agriculture Department in the Municipality performs the under listed roles:

- participates in provision of extension services in the areas of natural resources management, and rural infrastructural and small scale irrigation in the Municipality;
- assists in the formulation and implementation of agricultural policy for the Municipal Assembly within the framework of national policies;
- submits report on the implementation of policies and programmes to the Municipal Assembly;
- advises the Assembly on matters related to agricultural development in the Municipality;
- promotes extension services to farmers;
- assists and participate in on-farm adaptive research;
- leads the collection of data for analysis on cost effective farming enterprises;
- participates in the education and enforcement of legislation on fisheries; (i) promote the formation of viable fishermen associations and assist in fish farming;
- promotes soil and water conservation measures by the appropriate agricultural technology;
- disseminates and adopts improved soil and water conservation methods; (l) promote agro-forestry development to reduce the incidence of bush fires;
- promotes an effective and integrated water management;
- assists and facilitate sustained pasture and forage production and act as out grower to farmers;
- assists development of animal health services infrastructure;
- assists in developing forage production, ranges and farmlands;
- assists in developing early warning systems on animals diseases;
- facilitates and encourages vaccination and immunization of livestock and control of animal diseases;
- advises and encourages crop development through nursery propagation;
- assists the construction, rehabilitation and maintenance of fish landing sites;
- promotes agro-processing and storage;

**LOCATION:** The Department of Agriculture is located at the Assembly Annex in the Aburi Botanical Gardens.

### **3.2.5 EDUCATION, YOUTH & SPORTS**

The Education, Youth and Sports Department of the Assembly is responsible for pre-school, special school, basic education, youth and sports, development or organization and library services within the municipality.

The department harmonizes the activities and functions of the following agencies operating at the municipal level,

- The Ghana Education Service
- The Youth Council;
- The Sports Council; and
- The Library Board.

The functions of the Department are to:

- assist in the formulation and implementation of policies on Education in the Municipality within the framework of National Policies and guidelines;
- encourage, report on implementation of policies and matters relating to basic education in accordance with reporting format provided by the Minister;
- advise the Assembly on matters relating to preschool, primary, junior high schools in the Municipality and other matters that may be referred to it by the Assembly;
- facilitate the appointment, disciplining, posting and transfer of teachers in pre-schools, basic schools and special schools in the Municipality;
- assist in keeping records of teachers;
- advise on discipline of teachers in accordance with their conditions of service;
- assist in the appointment of school welfare officers;
- facilitate the granting of study leave to teachers who gain admission to higher level educational institutions in accordance with the condition of service of teachers;
- advise on the appointment of Head teachers;
- facilitate the supervision of pre-school, primary and junior high schools in the Municipality
- advise on the formation of school Management Committees.

**LOCATION:** The office of the Education Directorate is situated near the Adonten Senior High School.

### **3.2.6 DEPARTMENT OF PHYSICAL PLANNING**

The Department of Physical Planning at the Municipal level manages the activities of the Department of Town and Country Planning and the Department of Parks and Gardens.

The Department is mandated to

- advise the Assembly on national policies on physical planning, land use and development;
- co-ordinate activities and projects of departments and other agencies including Non-Governmental Organizations to ensure compliance with planning standards;
- assist in preparation of physical plans as a guide for the formulation of development policies and decisions and to design projects in the Municipality.;
- assist to identify problems concerning the development of land and its social, environmental and economic implications;
- advise on setting out approved plans for future development of land;
- advise on preparation of structures for towns and villages within the Municipality;
- collaborate with the Survey Unit in the performance of its functions;
- assist to offer professional advice to aggrieved persons on appeals and petitions on decisions made on their building;
- facilitate consultation, co-ordination and harmonization of developmental decisions into a physical development plan;
- assist to prepare a Municipal Land-Use Plan to guide activities in the Municipality.;
- advise on the conditions for the construction of public and private buildings and structures;
- assist to provide the layout for buildings for improved housing layout and settlement;
- ensure the prohibition of the construction of new buildings unless building plans submitted have been approved by the Assembly;
- advise and facilitate the demolition of dilapidated buildings and recovery of expenses incurred in connection with the demolition;
- advise the Assembly on the siting of bill boards, masts and ensure compliance with the decisions of the Assembly;
- advise on the acquisition of landed property in the public interest; and
- undertake street naming, numbering of house and related issues.

**LOCATION:** The Physical Planning Department is located in the Aburi Botanical Gardens.

### **3.2.7 WORKS DEPARTMENT**

The Department of Works of the Assembly is a merger of the Public Works Department, Department of Feeder Roads and the Municipal Water and Sanitation Unit, Department of Rural Housing and the Works Unit of the Assembly.

The Works Department is mandated to

- assist the Assembly to formulate policies on works within the framework of national policies;
- assist to establish and specify the programmes of action necessary for the implementation of physical plans;
- facilitate the implementation of policies on works and report to the Assembly;
- advise the Assembly on matters relating to works in the Municipality;
- assist to prepare tender documents for all civil works projects to be undertaken by the Assembly through contracts or community initiated projects;
- facilitate the construction, repair and maintenance of:
  - (i) public roads including feeder roads, and
  - (ii) drains along any streets in the major settlements in the Municipality;
- advise on the construction, repair, maintenance and diversion or alteration of the course of any street;
- encourage and facilitate maintenance of Public buildings and facilities in the Municipality;
- assist to build, equip, close and maintain markets and prohibit the erection of stalls in places other than the markets;
- assist to peg and demarcate all physical developments prepared for all major settlements in the Municipality;
- facilitate the provision of adequate and wholesome supply of potable water for the entire Municipality;
- assist to inspect projects undertaken by the Assembly with relevant Departments of the Assembly
- advise the Assembly on the prohibition of:
  - digging of burrow pits or other excavations, and
  - the sinking of wells or their closure;
- assist to maintain public buildings made up of offices, residential accommodation and ancillary structure;

- provide technical and engineering assistance on works undertaken by the Assembly;
- facilitate the registration and maintenance of data on public buildings,
- Advise and encourage owners of premises to;
  - Remove or trim trees, shrubs or hedges which interfere with traffic, wires or works on any street;
  - Remove dilapidated structures or fences in any public place
  - Paint, white wash or colour wash the outside of any building forming part of the premises;
  - Tidy up the premises; and
  - Remove any abandoned vehicles or objects which constitute nuisance;
- protection or prevention of obstructing access to fire hydrants;
- provide technical advice for the machinery and structural layout of building plans to facilitate escape from fire, rescue operation and fire management.

**LOCATION:** The Works Department is located at the main Assembly Complex at Aburi-Kumasi.

### **3.2.8 DEPARTMENT OF TRADE, INDUSTRY & TOURISM DEVELOPMENT**

The Department of Trade, Industry and Tourism under the guidance of the Assembly deals with issues related to trade, cottage industry and tourism in the Municipality.

The Department is to

- assist in the formulation of policies on trade and tourism in the Municipality within the framework of national policy and guidelines;
- facilitate the implementation of policies on trade, industry and tourism in the Municipality;
- advise the Assembly on issues related to trade and industry in the Municipality;
- assist in the
  - collection and dissemination of tourism, trade and industry, statistical data and other information, and
  - prevention of smuggling in collaboration with agencies responsible for internal security, Customs and Excise;
- prepare and submit half-yearly reports on tourism, trade and industries to the Assembly;

- assist in sourcing funding to support the implementation of programmes and projects to promote trade and industry in the Municipality;
- facilitate the promotion and development of small scale industries in the Municipality;
- advise on the provision of credit for micro, small-scale and medium scale enterprises;
- assist to design, develop and implement a plan of action to meet the needs and expectations of organized groups;
- co-ordinate the organization of field extension works to identify projects, collate relevant data, disseminate information and provide feedback information;
- assist in the establishment and management of rural and small-scale industries on commercial basis;
- promote the formation of associations, co-operative groups and other organizations which are beneficial to the development of small-scale industries;
- assist in offering business and trading advisory information services;
- facilitate the promotion of tourism in the Municipality.;
- assist to identify, undertake studies and document tourism sites in the Municipality;
- facilitate private sector participation in the development of tourism in the Municipality;
- compile a register of all trade, industry/associations in the Municipality
- assist to regulate and control markets including the fixing and collection of stall rents and tolls;
- advise on licensing of petrol and gas services and filling stations in the Municipality;
- advise the Assembly on the prohibition, restriction, regulation and licensing on the:
  - manufacture
  - distillation
  - sale
  - transportation
  - distribution
  - supply
  - possession, and
  - consumption of any alcoholic beverage including “akpeteshie”, palm wine and fermented liquors;
- assist to provide for the control, regulation, inspection, supervision and licensing of:

- social halls, dance halls and places of entertainment
- hotels, rest-houses, lodging and eating houses, and
- premises or lands where a profession, occupation, trade or business is carried out.

**LOCATION:** The office of the Cooperative Unit under this Department is located at the main Assembly Complex at Aburi-Kumasi.

### **3.2.9 DEPARTMENT OF FINANCE**

The Finance Department is responsible for the sound financial management of the Assembly's resources.

The Department

- ensures access at all reasonable times to files, documents and other records of the Municipal Assembly;
- keeps, render and publish statements on Public Accounts;
- keeps receipts and custody of all public and trust monies payable into the Consolidated Fund;
- facilitates the disbursement of legitimate and authorized funds;
- prepares financial reports at specific periods for the Assembly;
- prepares payment vouchers and financial encumbrances;
- undertakes revenue mobilization activities of the Assembly, and
- Makes provision for financial services to all departments in the Municipality.

**LOCATION:** The Finance Department is located at the main Assembly Complex at Aburi-Kumasi.

### **3.2.10 DEPARTMENT OF DISASTER PREVENTION**

The Disaster Management and Prevention Department is to

- assist in planning and implementation of programmes to prevent and/or mitigate disaster in the Municipality within the framework of national policies;
- facilitate the organization of public disaster education campaign programmes to:
  - create and sustain awareness of hazards of disaster; and
  - emphasize the role of the individual in the prevention of disaster;

- assist and facilitate education and training of volunteers;
  - to fight fires including bush fires, or
  - take measures to manage the after effects of natural disasters;
- prepare and review the Municipal disaster prevention and management plans to prevent or control disasters arising from
  - floods, bush fires, and human settlement fires
  - outbreak of communicable diseases; and
  - earthquakes and other natural disasters.
- facilitate the organization of disaster management exercises annually;
- ensure compliance with rules in respect of private and public properties to ensure adequate protection against disasters;
- facilitate the provision of emergency shelters and services in the event of disasters;
- in consultation and collaboration with appropriate agencies, identify disaster zones and take necessary steps to;
  - educate people within the areas, and
  - prevent development activities which may give rise to disasters in the area;
- participate in post disaster assessment to determine the extent of damage and needs of the disaster area;
- co-ordinate the receiving, management and supervision of the distribution of relief items in the Municipality;
- investigate reports and analyze the nature of hazards, vulnerability and risk situations;
- facilitate collection, collation and preservation of data on disasters in the Municipality;
- inspect and offer technical advice on the importance of fire extinguishers;
- co-ordinate the organization of Fire Volunteer Squads at the community level; and
- assist and facilitate rescue and valuation services to those trapped by fire and other emergency situations.

### **3.2.11 DEPARTMENT OF NATURAL RESOURCE CONSERVATION**

The Natural Resources Conservation Department of the Municipal Assembly is for the sustainable development of the forestry and wildlife resources and protected areas, in the Municipality by combining functions of the Departments of Forestry and Wildlife.

The Department is mandated to

- assist the Assembly in the formulation of policies for the conservation of natural resources in the Municipality within the framework of national policy on natural resources, conservation and report on the implementation of the policies and programmes to the Assembly;
- facilitate the creation of awareness on the benefits of forests and wildlife conservation;
- encourage investment in commercial timber plantation and the preservation of wildlife;
- assist and facilitate the establishment and maintenance of tree nurseries and forest plantations for sale to the public;
- facilitate the promotion and support of the development of:
  - private nurseries, woodlots, fodder poles and timber, and
  - wildlife reserves including rearing of animals for the production of bush meat and horn by individuals, institutions and organizations;
- advise on the prohibition, restriction or regulation of the
  - hunting, capture, killing or sale of animals or any specified species, and
  - cutting, logging or destruction of vegetation growing along any river, stream watercourse, degraded hill slopes and river sources and courses;
- facilitate replanting or re-forestation of water courses and degraded land;
- assist in developing collaborative mechanisms for;
- the sustainable management and utilization of timber and non-timber products, and the protection of forest and water resources from bush fires, illegal harvesting, agricultural encroachment and pollution;
- assist the Assembly in the mapping out of areas for natural environment, preservation and protection:
  - advise the Assembly on measures to embark on to prevent soil erosion; and
  - assist in prohibiting farming practices which are detrimental to the environment.

### **3.2.12 HUMAN RESOURCES DEPARTMENT**

The Human Resources Department is mainly responsible for managing, developing capabilities and competencies of staff as well as coordinating human resources management programmes to efficiently deliver public services.

The department is responsible for

- ensuring effective and efficient administration of human resources;
- ensuring that institutional policies in respect of employment, personnel, wages and salaries are translated into good management practises;
- facilitating recruitment of competent personnel
- maintenance of good workplace interactions
- ensuring inter and intra departmental collaboration to facilitate staff performance
- the development of the capabilities, skills and knowledge of staff;
- ensuring general welfare of staff.

**LOCATION:** The Human Resources Department is located at the main Assembly Complex at Aburi-Kumasi.

### **3.2.13 TRANSPORT DEPARTMENT**

The Department of Transport is to assist the Assembly formulate and implement policies on transport services within the framework of national policies.

The Department is mandated to

- advise the Assembly on matters relating to transport services in the Municipality;
- prohibit or restrict the driving of general or any specified vehicles on specified roads or specified direction;
- regulate the use and conduct of public vehicles, including the routes and parking places in accordance with the Driver and other detail Vehicle Licensing Authority Act (Act 569);
- provide for the identification of licensed vehicles;
- license taxis, bicycles and motor bikes and prescribe fees to be paid;
- establish, acquire and maintain transport services;
- maintain records of classified contractors and consultants in the transport services industry within the Municipality;
- prepare composite progress and annual reports on transport works in the Municipality;
- assist in the review of road designs by consultants for designated roads; and
- establish, maintain and control parks for motor and other vehicles.

### **3.2.14 DEPARTMENT OF STATISTICS**

As part of the process of integrating statistics at the assembly level, a Municipal Statistical Department has been established to produce the official statistics and indicators required for decision-making, planning, monitoring and evaluation of development programs and projects. The Mission of the department is to harness, produce and manage quality local level statistics which is based on national standards using competent staff for evidence-based decision making in support of local and national development. The department is mandated to perform the following activities for the Municipality:

- Data collection i.e., primary and secondary
- Data compilation, analysis, storage and archiving
- Data dissemination.

**LOCATION:** The Statistics Department is located at the main Assembly Complex at Aburi-Kumasi.

### **3.2.15 DEPARTMENT OF BIRTH AND DEATH**

The Births and Deaths Registry was established by the Act 301 of 1965 to handle and develop the births and deaths registration system in Ghana. Its core business is to provide accurate and reliable information on all births and deaths occurring within Ghana for Socio-economic development of the Country through their registration and certification.

The Department of Birth and Death is therefore responsible for the

- legalization of registered Births and Deaths
- storage and management of births and deaths records/registers
- issuance of Certified Copies of Entries in the Registers of Births and Deaths upon request.
- effecting corrections and insertions in the Registers of Births and Deaths upon request
- preparation of documents for exportation of remains of deceased persons
- processing of documents for the exhumation and reburial of remains of persons already buried.
- verification and authentication of births and deaths certificates for institutions, especially the foreign missions in Ghana.

**LOCATION:** The Department of Birth and Death is located near the main entrance of the Aburi Botanical Gardens.

## CHAPTER FOUR

### 4.0 SERVICE DELIVERY STANDARDS

All Departments, Units and Agencies must, as a minimum condition, meet service standards to citizens promptly and courteously at all service delivery points. The following are expected from our departments and services within the municipality:

- Provide friendly and helpful service;
- Help service users make the right choices in accessing services;
- Provide appropriate signage and information desks;
- Answer calls promptly;
- Respond to queries and complaints promptly;
- Respond to mail and email correspondence promptly;
- Resolve customer complaints fairly, consistently, professionally and promptly;
- Encourage service users to make suggestions on how to better the services offered;

We shall strive to provide the following services within the specified time frame.

<b>SERVICE</b>	<b>TIME FRAME (MONTHS/DAY)</b>
Issuance of Building permits	Within three (2) Months of application
Preparation and approval of planning schemes/layout	Within six (6) Months or one year depending on the size of the settlement
Issuance of Business Operating Licenses	Instant Service after payment of required fees
Issuance of Birth Certificate	Under 1year (1 Day) Above 1 year (1 Month)
Issuance of Death Certificate	Newly deceased (1 Day) Already buried (1 Month)
Waste Management	Once weekly collection
Issuance of food vendors certificate	Instant Service after passing through test

<b>SERVICE</b>	<b>TIME FRAME (MONTHS/DAY)</b>
Feedback on Complaints Lodged	Within Five (5) working days upon receipt
Feedback on Correspondences	Within Seven (7) working days upon receipt
Ambulance Service	Instant after a distress call
Fire Service	Instant after a distress call
Immigration Service (Passport Acquisition)	Within one (1) month after successful application
Police Service (Normal/Patrols)	Instant after a distress call

#### **4.1 PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS**

##### **4.1.1 BIRTHS & DEATHS REGISTRY**

<b>SERVICE TYPE</b>	<b>CATEGORY</b>	<b>TIME FRAME</b>	<b>SERVICES/REQUIREMENTS</b>
Birth Certificate	Under one (1) Year	One (1) day	<ul style="list-style-type: none"> <li>• Produce Weighing Card</li> <li>• Fill a Form</li> <li>• Pay approved fee</li> <li>• Issuing of Birth Certificate</li> </ul>
	Above one (1) year	One (1) Month	<ul style="list-style-type: none"> <li>• Fill a Form</li> <li>• Form sent to Koforidua for vetting and to Accra for signing and printing of Certificate</li> </ul>

Death	Newly deceased	(1 Day)	<ul style="list-style-type: none"> <li>• Fill a form</li> <li>• Pay approved fee</li> <li>• Issuance of Burial Permit and Death Certificate</li> </ul>
	Already buried	(1 Month)	<ul style="list-style-type: none"> <li>• Fill a Form</li> <li>• Pay approved fee</li> <li>• Issuing of Burial Permit and Death Certificate</li> </ul>

#### 4.1.2 DEVELOPING AND BUILDING PERMITS

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

	ACTION NEEDED BY CLIENT & ASSEMBLY
<b>STEP 1:</b>	<b>PURCHASE OF FORMS</b>
Buy your development and building permit application form and Jacket from the Finance Office of the Assembly	
<b>STEP 2:</b>	<b>BASIC REQUIREMENTS</b>
<ul style="list-style-type: none"> <li>• Evidence of Land Ownership (Receipt/Chiefs Consent, land title, indenture dully signed)</li> <li>• Signed Site Plan (Must be endorsed by a qualified Surveyor or equivalent professional)</li> <li>• Building Permit Jacket(To be obtained from Municipal finance office)</li> <li>• 4 copies of Building Drawings (Drawings must be endorsed)</li> <li>• Property rate payment receipt (For existing buildings)</li> </ul>	

### **ADDITIONAL REQUIREMENTS**

(For multi-purpose and multi-usage buildings)

- 4 copies of structural drawing 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 buildings of 2-storey)
- Drawings must be certified by Structural Engineer or Architect
- Up to date business registration and operating permit (For commercial organizations).
- Property rate payment receipt (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**

- Pay Processing fees and submit forms completed form with all required attachments to the Physical Planning department of the Assembly.

On Submission, you shall be informed about the following:

- Corrections to be made (if any)
- Date for site inspection

**STEP 5: PROCESSING OF DEVELOPMENT/BUILDING PERMIT**

- The secretariat will process the application within two weeks of receipt of application for subcommittee’s inspection, assessment and recommendation.

- The technical subcommittee recommendation on the application is forwarded to spatial planning committee within a month of receipt of application for final decision.

**NB: Applicant must be informed of any corrections to be made.**

- The final decision of spatial planning committee is communicated to applicant in writing within two working 2 working days.

- POSSIBLE DECISIONS: Approval, Regularization, Refusal, Deferral.

**STEP 6: ASSESSMENT AND PAYMENT**

- On approval, the Works Department will assess and communicate payment due to the applicant.

- 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 payment receipt.

- In the case of a Deferral, the applicant will be notified and advised on what to be done for further consideration.

- In case of a Refusal, applicant will be notified for reason(s) for refusal.

**NB: All permit application takes maximum of 3 calendar months (all things being equal).**

**CAUTIONS:** Under no circumstance should any payment be made to any middle man outside of the designated offices. Any client who disregard this caution is doing it at his or her own risk and the assembly shall take no responsibility whosoever.

**NB: The Permit Application Steps apply to Permanent Structures only.**

#### 4.1.3 OPERATING PERMITS AND CERTIFICATES

Service type	Requirements	Time frame
Business Operating Permit	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Building Permit (if Operating in a container/kiosk)</li> <li>• Payment of required fee</li> <li>• Issuance of permit</li> </ul>	One Day
Certificate for contractors or suppliers	<ul style="list-style-type: none"> <li>• Application on letter head</li> <li>• Submission of Registrar General, Works and Housing (where applicable) and GRA certificates</li> <li>• GRA TIN</li> <li>• Account details (Account name, Bank, Branch, Account number)</li> <li>• Approved fees</li> <li>• Issuance of Certificate</li> </ul>	Instant

#### 4.1.4 Social Welfare Services

Service type	Requirement	Time frame
Disability Fund	<ul style="list-style-type: none"> <li>• Register with Assembly with two photo passport picture size</li> <li>• Submit the application with full photograph of the applicant to the assembly.</li> <li>• Vetting of Applicant</li> </ul>	5- minutes any working day quarterly.

	<ul style="list-style-type: none"> <li>• Disbursement of funds to successful applicants.</li> </ul>	
Child Maintenance and welfare.	<ul style="list-style-type: none"> <li>• Make a verbal or written Compliant to the department.</li> <li>• The department issues summons to both complainant and defendant to appear before a committee.</li> <li>• The panel committee sits on the case and settles it.</li> <li>• Dissatisfaction party may make appeal or seek for redress at the court of law.</li> </ul>	Working days within 2 weekly sittings.
Family dispute Resolution	<ul style="list-style-type: none"> <li>• Make a verbal or written compliant to the department</li> <li>• The department issues summons to both complainant and defendant to appear before a committee.</li> <li>• The panel committee sits on the case.</li> <li>• Dissatisfaction party may make appeal or seek for redress at the court of law.</li> </ul>	

#### 4.1.5 CLIENT SERVICE

Service type	Requirements	Time frame
General Complaints	<ul style="list-style-type: none"> <li>• Visit the Client Unit of the Assembly or Call Client Service Officer</li> </ul>	One to Five Working days

<b>Service type</b>	<b>Requirements</b>	<b>Time frame</b>
	<ul style="list-style-type: none"> <li>• Lodge your complaint verbally or written</li> <li>• Leave your contact Number or Address with Client Service Officer.</li> <li>• Wait for a feedback within five working days.</li> <li>• Report directly to MCE /MCD if you are not satisfied with your first response.</li> </ul>	
Specific compliant	<ul style="list-style-type: none"> <li>• Visit Client Unit or Call Client Service Officer.</li> <li>• Lodge your complaint verbally or Written</li> <li>• Leave your contact Number or Address with CSO.</li> <li>• Wait for a feedback within five working days.</li> <li>• Report directly to MCE /MCD if you are not satisfied with your first response.</li> </ul>	Within 2 weeks

<b>Service type</b>	<b>Requirements</b>	<b>Time frame</b>
<p>Courtesy call on MCE/MCD/Any other HOD/UNIT HEAD</p>	<ul style="list-style-type: none"> <li>• Report at the reception for direction to MCE/MCD/HOD/UNIT Office.</li> <li>• Register at MCE/MCD Secretariat.</li> <li>• Indicate purpose of visit (official/Private/Personal)</li> <li>• Wait for your turn at the secretariat to see Officer concerned.</li> <li>• Sign out at the secretariat on your way out.</li> </ul>	

## CHAPTER FIVE

### **5.0 OUR COMMITMENTS AND YOUR RESPONSIBILITIES**

#### **5.1 WE STRIVE FOR:**

- Continuous improvement in our service delivery.
- Sustainable Industrialization, Modernized Agriculture and Human Capital Development through shared and inclusive growth and development.
- The promotion and provision of participatory, democratic and all inclusive planning, development and growth
- The creation of an 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, accountable 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.
- The mobilisation, utilisation and management of public resources in an efficient, cost effective, transparent and accountable manner within the framework of best international financial practices
- Readily accessible information on all activities of the Assembly.

#### **5.2 PARTNERSHIP, COURTESY AND COOPERATION**

- All office doors are marked to facilitate easy identification.
- Friendly Client Service Officers will be on hand to provide various services sought.
- Assembly Staff are also available to provide professional support services.
- A well trained development control task force will visit various construction sites to ensure compliance with building regulations and requirements to enhance public safety.
- Courteous Revenue Collectors with Tags will go daily to collect various rates.
- Robust partnership policy framework for partnership with our stakeholders and development partners

### **5.3 RESPONSIBILITIES OF THE GENERAL PUBLIC**

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery. To do business with us and also access our services outlined, our clients should do the following depending on the type of client you are and service(s) you seek from us:

- 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.
- Promptly report all unauthorized developments, illegal connections and crime to the Assembly or its agents duly authorized.
- 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 report those that litter.
- Developers are entreated to produce valid development permits.
- Strict Compliance with by-laws of the Assembly.

### **5.4 DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES**

- You can lodge your enquiry or complaints at our Clients Service Centre or by contacting our hotline on 0268024331.
- We aim to acknowledge and respond to your written communication within 7 working days.
- Our suggestion box has been placed at a conspicuous location to take your suggestions on a daily basis and we commit to providing feedback within 5 working days upon receipt.
- If we cannot fully provide an answer to your query within that specified time, we will provide you an interim response and advise you as to when a final response can be expected.
- We aim to investigate your complaint, provide you 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 the executed actions 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.

## **5.5 CONTACT ADDRESS/NUMBERS**

### **A. CONTACT ADDRESS**

Akuapim South Municipal Assembly

Post Office Box 124

Aburi— Eastern Region

*Ghana Post GPS Address:* E3-016-2732

*Telephone:* 0268024331

*E-mail:* [official@aksma.gov.gh](mailto:official@aksma.gov.gh) / [akuapimsouthma@gmail.com](mailto:akuapimsouthma@gmail.com)

*Facebook:* @asma aburi

*Website:* [www.aksma.gov.gh](http://www.aksma.gov.gh)

## B. HELP LINES

You may call any of these lines below for various services

General enquiries and Complaints (Client Service)	0268024331
Disability Support /Domestic Violence (Social Welfare)	0592111621 0500201440
Ambulance Emergency Line	0299376297 193
Fire Service Emergency Line Fire Commander	192 0244808055/
Ghana Police Service Municipal Police Commander	18555 / 112 / 191 0243809991
Municipal Immigration Commander	0244203588
Assembly Bills Payments Enquiries	0245225697
Report of Disaster	0246826756
Building Permits Enquiries	0244538250 0244529970
Ghana Water Faults (Eg Pipe Bursts)	02073850880 03422021611-2
Agric Extension Services	0207655449
ECG Faults	0205164188