



ATWIMA NWABIAGYA MUNICIPAL ASSEMBLY

NKAWIE

SERVICE DELIVERY CHARTER

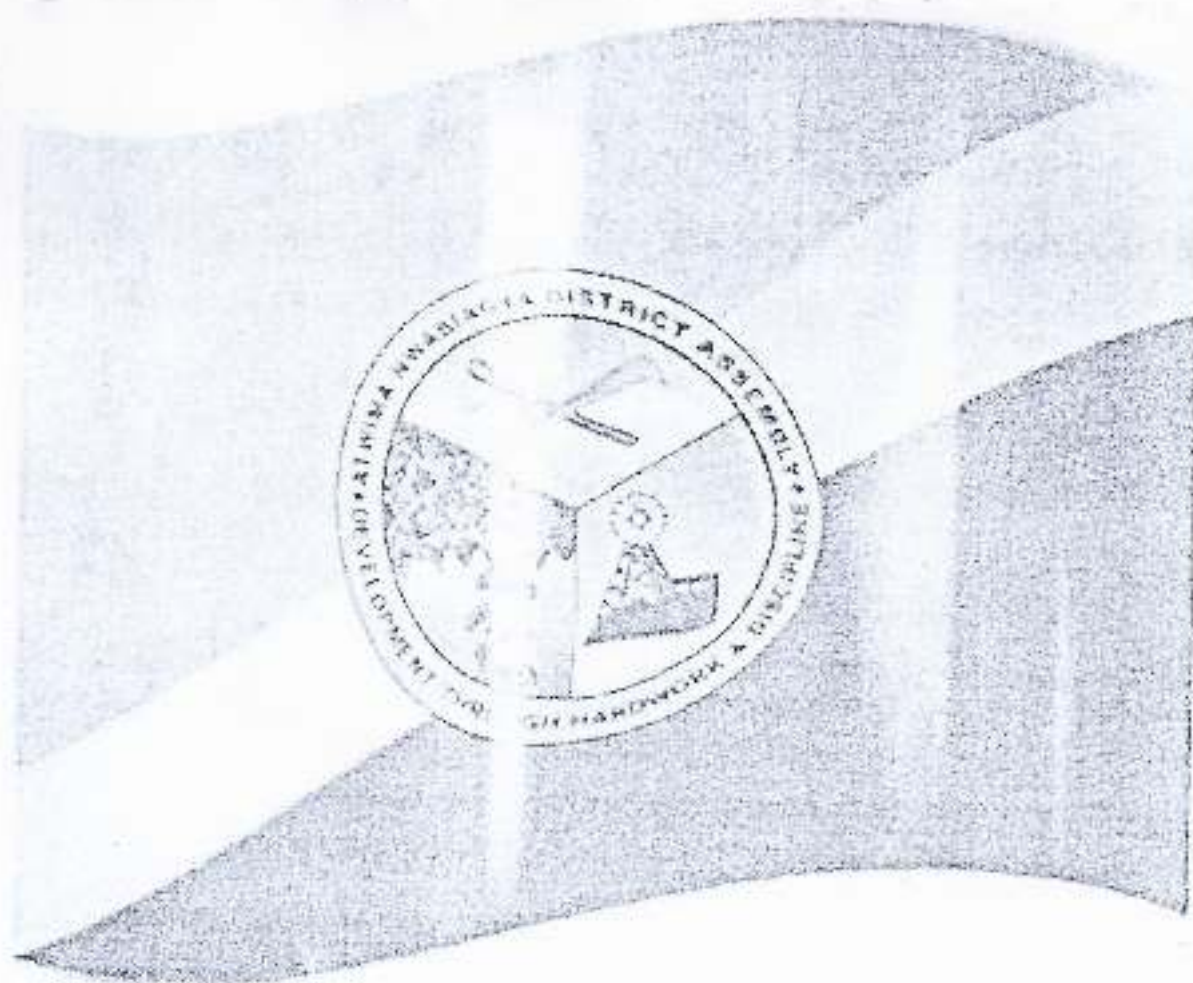


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CHAPTER ONE

1.1 INTRODUCTION

This service charter is a public commitment by Atwima Nwabiagya Municipal Assembly to deliver high quality services to our clients and stakeholders. This service charter sets out to define and enlighten our stakeholders on who we are, our mandate, our core functions, services that we deliver and the service standards you can expect when you deal with us.

This charter describes the standards of service that clients can expect from the Assembly, staff and other outsourced agents and contractors of the Assembly. It is based on activities, policies, set standards and guidelines already in place within the Assembly. It also aims at providing clients with a clear description of the roles and responsibilities as they apply to clients service activities and also sets out some baseline time for our services.

This charter will be amended and reviewed regularly taking into account our stakeholders suggestions and findings on surveys and new changes within the Local Government service and as well the operating environment.

Continuous assessment and monitoring of our performance will be carried out and reported in our annual Progress Report.

1.2 THE MUNICIPAL PROFILE

Atwima Nwabiagya Municipal Assembly is one of the Forty-three (43) Administrative Assemblies in Ashanti Region. The Assembly was previously called Atwima District Council until promulgation of legislation of the Local Government Law 1998 (PNDC LI 207) for the purpose of naming it Atwima District Assembly. On 18th February, 2004 it was changed to Atwima Nwabiagya District Assembly which was established under the Ministry of Local Government and Environment of the Republic of Ghana.

However, in 2018, it was upgraded to Municipality status by Legislative Instrument (LI 2298). The Assembly then became Atwima Nwabiagya Municipal Assembly. It has about 64 settlements with Nkawie as the administrative capital with about 35.3 percent being urban and 64.7 being rural.

political and administrative head is Hon. Michael Amoah Awuku.

a. Location and Size

Atwima Nwabiagya Municipal lies approximately between latitude 6° 32'N and 6° 75' N, and between longitude 1° 36' and 2° 00' West. It is situated in the western part of the Ashanti region and shares common boundaries with Ahafo Ano South and Atwima Mponua District (to the West), Atwima Nwabiagya North District (to the South) and Kwadaso Municipal Assembly (to the East). It covers an estimated area of 184sq km.

b. Relief

The lands have average heights of about 77 meters above sea level. The high lands have gentle to steep slopes. The highest points in the Municipality can be found in Nkonteng. There are a number of wider valleys with no evidence of stream flow. These valleys provide opportunities for rice, sugarcane and vegetable cultivation.

c. Drainage

The Offin River drains the surface area of the Municipality. There are however, several streams in the Municipality. These include Kobi, Asuoychoah, Bedibehom, Yaa Ankamah and Owahyen.

d. Geology and Minerals

The Municipality is underlain by the Lower Birimian rocks, which consist of phyllites, greywaches, schists and gneiss, and the Cape Coast Granite. Both the Lower Birimian and the Cape Coast Granite are of considerable economic importance since they do bear Gold, and good clay deposit for ceramics and brick making.

e. Vegetation

The vegetation found in the Municipality is predominantly the semi-deciduous type. There are some pockets of forest available in the Municipality for forest research and other climate change studies.

d. Climate

The Municipality lies within the wet semi-equatorial zone, which is marked by double maximum with annual rainfall ranging between 170cm and 185cm. The major rainfall season is from Mid-March to July, and the minor season is between September and mid-November.

f. Soil and Characteristics

The soil characteristics ranges from medium to coarse texture which is good structured and moderately gravel. The soils have a fairly high moisture holding capacity. The soils are marginal for mechanical cultivation. Hand cultivation is recommended. The soils are good for agriculture. They are suitable for tree and arable crops such

as cocoa, citrus, oil palm, mangoes, guava, avocado, maize, cassava, yams, cocoyam, plantain, pawpaw, groundnuts, pineapple and ginger. The valley bottom soils are good for the cultivation of rice, sugarcane, and vegetable.

f. Constituency

The Municipality has one constituency called Atwima Nwabiagya South constituency. The Member of Parliament for the constituency is Hon. Emmanuel Agyei Anwhere.

g. Traditional Set-Up

The Municipality does not have paramount Chief. The Towns and Villages are being ruled by the Traditional Chiefs, Sub-chiefs and Queen Mothers.

The Municipality has some prominent chiefs and notable among them are Nkawie Panin, Nkawie Kuma, Toase, Abuakwa and many others. They are the custodians of the Lands over here.

h. Religious Composition

According to the 2010 population and housing report, Christianity is the dominant religion in the Municipality (83.2%) with about 165 churches in the Municipality, Islam (10.0%) there are about 25 mosques, Traditional Religion (0.1%), Other Religions (0.6%), and No Religion (11.3%). There is cordiality among the religious groups and this situation provides a good environment for the development of the Municipality.

1.3 VISION

The vision of the Assembly is to be a first class leader in local governance, committed to creating a happy, healthy and self-sufficient Municipal Assembly with resilient infrastructure base.

1.4 MISSION

The Atwima Nwabiagya Municipal Assembly exists to ensure equitable service provision for people-centered development through effective and efficient utilization of available resources within the context of good governance.

1.5 GOALS

The development goal of the Atwima Nwabiagya Municipal Assembly is to ensure that the socio-economic wellbeing of the people is enhanced. Below are the Municipal goals:

- a. To improve the quality of life of the people through the provision of basic social amenities and services.
- b. To promote and support productive activity and social development and remove any obstacles to initiate development.
- c. To bring up strategies to effectively mobilize resources necessary for the overall development of the district.

1.6 OUR MANDATE

The mandate of the Atwima Nwabiagya Municipal Assembly as expressed in the Local Governance Act, is to facilitate the improvement in the quality of life of the people in the Municipality through the provision of basic social amenities and services and including the promotion of socio-economic development within the context of good governance.

1.7 CORE VALUES

In our pursuit of excellence, the Atwima Nwabiagya Municipal Assembly will be guided by the following core values:

Innovation and Creativity

We promote best practices, technology and consistently explore new ways of delivering services to the general public.

Effective Partnership

We embrace long term sustainable partnerships with all stakeholders, Civil Society Organisations (CSOs) and other international Organizations.

Responsiveness / Diversity

We understand and value the contributions of the people and priority needs of the Municipal

Dedication and Discipline

We keep our commitments with the citizens and serve them with a sense of urgency.

Safe and Accessible Neighborhoods

We create a safe environment for the well-being of and for the people we serve.

1.3 COMMITMENTS

The Atwima Nwabiagya Municipal Assembly is committed to

- Provide opportunities and create enabling environment for all children to access, participate and complete quality, relevant and sustainable basic education
- Improve the competitiveness of micro and small enterprises by facilitating the provision of business development programmes and integrate support services
- Facilitate improvement in the quality of life of the people in the District through the provision of basic social amenities and services and the promotion of socio-economic development within the context of governance
- Facilitate the functional, orderly and sustainable development of settlements as well as the efficient and judicious use of land for national development
- Provide opportunities and create enabling environment for all children to access, participate and complete quality, relevant and sustainable basic and secondary education.
- Promote sustainable agriculture and thriving agri-businesses through effective extension and other support services to farmers, processors and traders for improved livelihood
- Improve the competitiveness of micro and small enterprises by facilitating the provision of business development programmes and integrated support services.

CHAPTER TWO

CORE FUNCTIONS (L.I 2305)

We are responsible for:

- ❖ Exercising political and administrative authority in the Municipality
- ❖ Controlling, regulating, inspecting, supervising, licensing of premises for carrying out any profession, occupation, trade or business and/or transactions.
- ❖ Issuance of Building and Development permits
- ❖ Marriage, Divorce, Births & Deaths registration.
- ❖ Issuance of Business operating licenses.
- ❖ Approval of planning schemes/layouts
- ❖ Development Control (orderly physical development of settlements).
- ❖ Waste Management in partnership with other contractors
- ❖ Revenue Mobilization across all ratable sectors and entities
- ❖ Fixing of Rates on yearly basis through stakeholders consultations.

- ❖ Providing basic Socio-Economic Infrastructure, including Schools, Markets, Water, Lorry Parks, sanitation facilities (Public and Institutional Toilets) Roads
- ❖ Promoting Local Economic Development
- ❖ Collaborating with the relevant National and Local Security Agencies to maintain security and public safety.
- ❖ Promoting justice by ensuring ready access to courts

Legal Provisions and Guidelines

The Atawima Nwabiagya Municipal Assembly operates within the following legal provisions, Usages, and guidelines:

- ⌚ 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.

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)
- ❖ Gazzetted Bye laws
- ❖ The Section 296 of Criminal Offence Act, 1960 (Act 29) in respect of stray animals.

CHAPTER THREE

3.1 SERVICE STANDARDS

All Departments, Units and Agencies must, as a minimum, meet the following service standards:

- We serve citizens promptly and courteously at all service delivery points;
- We provide friendly and helpful service;
- We help service users make the right choices in accessing services;
- We provide appropriate signage and information desks;
- We answer all calls promptly
- We respond to queries and complaints promptly;
- We respond to mail and email correspondence promptly;
- We encourage service users to make suggestions on how to better the service offered.

SERVICE	TIME FRAME (MONTHS/DAYS)
Issuance of Building permits	Within three (3) Months
Preparation and approval of planning schemes/layout	Within six (6) Months or one year depending on the size of the settlements
Issuance of business Operating Licenses	Issuance Service after payment of required fees
Issuance of Birth Certificate	Under ten(10) year, one (1) Day Above one (1) year one (1) Month
Issuance of Death Certificate	One (1) Month
Feedback on Complaints Lodged	Five (5) working days upon receipt
Feedback on Correspondences	Seven (7) working days upon receipts
Ambulance Service	Instant after a distress call
Fire Service	Instant after a distress call
Police Service (Normal / Patrols)	Instant after a distress call

CHAPTER FOUR

4.1 PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS

4.1.1 BIRTHS, MARRIAGE, DIVORCE & DEATHS

SERVICE TYPE	S	STEPS	DURATION
Birth Certificate	Under one (1) Year One (1) day	- Produce weighing card from the hospital where child was born - Fill a form - Pay an approved fee - Issuing of Birth certificate from the office the same day NB: The colour of the certificate is pink	One Day
Birth certificate	Above one(1) year	- Fill a form - Carefully read through the form for correct spelling. - Pay an approved fee - Issuing and printing of Birth Certificate from Accra NB: - The colour of the certificate is green with a hologram - Place of birth is where the applicant was born and not where the applicant is currently dwelling - If applicant has already applied for a certificate a search must be done because any anomaly in the new one will delay the whole process or the new one will not come since no one person can have two certificate.	Three Weeks
Death Certificate	Above one (1) year one (1) Month	- Fill a form - Form Sent to Accra for vetting - To Accra for signing and printing of certificate	One(1)
Already buried one (1)Month	Newly deceased one day (1Day)	- Fill a form - Pay approved fee - Issuance of burial permit and Death Certificate	Burial permit will be Issued on the same day

	Already buried one (1) Month	• Fill a form • Pay approved fee • Issuance of burial permit and Death Certificate	One(1) Month
Marriage Certificate	21 Days for publication of proposed marriage	Complete the publish Form for Notice of Registration at specified places for 21 days	Twenty one (21) days
Marriage Certificate	• Marriage Certificate issued within 3 days after marriage	• Couple and two witnesses complete Form of Registration (FR) • Couple submit FR with affidavit • Payment of approved fees • Issuance of Marriage Certificate within three (3) days after marriage ND: (Requirements for Marriage Registration & prior copy of photo ID of couple and two (2) witnesses, two (2) passport pictures of each couple, affidavit)	Three(3) days
Divorce Certificate		SEE REGISTRAR OF MARRIAGE AT ASSEMBLY	

4. 2 PHYSICAL PLANNING AND WORKS DEPARTMENT

4.2.1 PROCEDURE AND REQUIREMENT FOR OBTAINING BUILDING PERMIT

Any person or organization which intends to commence with the construction of a building whether for residential, commercial industrial or other purposes in the Atwima Nwabingya Municipal Assembly's jurisdiction must obtain a building permit. This is mandatory on the part of such individuals and organizations as it conforms with the land Use and spatial planning law Act 925

In order to eliminate or minimize unnecessary delays in obtaining building permits, the following information on the requirements and procedures are provided to enable the developer obtain building permit in a timely and efficient manner

It is intended to serve as a practical guide with clear and simple procedures to both our client and officials to enhance transparency and trust in acquiring building permit

Stage 1

BASIC REQUIREMENTS FOR BUILDING AND DEVELOPMENTS

Every applicant/developer is required to have the following documents

- A. Buy Building Permit Application Form (JACKET) from the Finance Office
- B. A site plan/Cadastral which is clearly drawn by a professional
- C. Official letter on the status of the Land i.e. Allocation/Lease from the land owner
- D. Four (4) copies of Building Drawings (Drawing must be endorsed)
- E. Above all, applicants should at all times provide their digital address as part of the basic requirements.
- F. The Jacket should be purchase at approved fees from the Revenue Office.
- G. The Revenue Officer should make sure the jacket is endorsed.

ADDITIONAL REQUIREMENTS (For multi-purpose and multi-usage) like Filling Station, LPG, School etc

- 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)

Stage 2

Complete the Building Permit Application Form (Jacket) with assistance from the Physical Planning Office at room 117.

Stage 3

Submission of Forms

Applicants should submit development application/drawings with all the necessary attachments to the Desk Officer at the Physical Planning Department at Room 117 and pay the approved fee to the Revenue Officer and should obtain an official receipt.

Physical Planning Form "A" must be completed by the applicant at the Physical Planning Department.

1. Vetting by the physical planning Department

- A. Zoning checks
- B. Planning Assessments
- C. Further Consultation

2. Vetting by the Works Department

- A. Structural assessments
- B. Architectural Assessments
- C. Assess Permit Fees

Stage 4

PROCESSING

A Technical Sub-Committee (including a physical planning Officer and an officer from the Works Department) will undertake site inspection with the applicant on an agreed date and submit report to the Spatial Planning Committee.

Stage 5

APPROVAL AND NOTIFICATION

The spatial Planning Committee will meet to consider the report of the Technical Committee for approval or otherwise on a monthly basis.

The building Jacket will be signed by the MCE, The district Engineer, The Environmental and the Physical Planning Officer through the Physical Planning Department.

Approved plans or otherwise of applicants will be notified by the following methods:

- A. Publish list on the notice board.
- B. Personal contacts through telephone calls etc.

Stage 6

Applicant collects permit from the Municipal Physical Planning Office and duly signed by the authorized officers.

DURATION

If all the requisite documents are duly provided by the applicant, All permits will be processed for collection within 3 Months.

Note:

- A. Building Permit Form Jacket is not an approved permit
- B. Receipts issued for any processing fees is not a permit as well
- C. Building Permits are Valid for five years from the date of approval.
- D. After five years fresh approval will have to be sought to make the permit valid

DEPARTMENT OF SOCIAL WELFARE AND COMMUNITY DEVELOPMENT

A. PROCESS OF REGISTERING PERSONS WITH DISABILITIES

- (i) Identification and verification of Persons with Disabilities (PWDs)
- (ii) Provision of Persons With Disabilities registration form

1. Items needed for registration:

- (i) Pwows Identity Card (Ghana Card)
- (ii) Voters ID card
- (iii) Two (2) passport sized pictures
- (iv) Contact number(s)
- (v) Contact of sibling or any other relative
- (vi) Residential address/Electoral area

B. PROCESS OF APPLYING FOR DISABILITY COMMOND FUND (OCF)

- 1. The applicant must be a disabled person
- 2. The applicant must be a resident of the District
- 3. The applicant should register with the department
- 4. The applicant should present an 'application letter requesting for support from the Disability Fund Management Committee (DFMC) through the Department of Social Welfare and Community Development

DURATION FOR RESPONSE:

THREE(3) DAYS

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.

5.1.1 CLIENT SERVICE

The first point of call for clients/visitors is the clients service office at Room 1 on the ground floor.

All clients/visitors should first go to the clients office for enquiries for appropriate address by the desk officers

5.1.2 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 02495555605
- 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.

5.1.3 CONTACT ADDRESS OR CONTACT PERSONS

A. CONTACT ADDRESS

Atwima Nwabiagya Municipal Assembly
Post Office Box 17
Nkawie - Ashanti Region
Ghana Post GPS Address: AH-
0002 Telephone:
Email:
Facebook:
Website: www.atwima-nwabiagyamun.gov.gh

B. CONTACT PERSONS

1. Hon. Michael Amoah Awuku - Municipal Chief Executive - 0557171555
2. Hon. John Hawkson Anane - Presiding Member - 0540102435
3. Mr. I. K. Acheampong - Municipal Coordinating Director - 0249555605
4. Ms Freda Bosuo Danso - HR - 0248623145
5. Client Service Centre- 0352290104


MUNICIPAL CHIEF EXECUTIVE
ATWIMA NWABIAGYA
MUNICIPAL ASSEMBLY
NOKWIE

Receipt.

- If we cannot fully provide an answer to your query within that specified time, we will provide you with an interim response and advise 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.

5.1.3 CONTACT ADDRESS OR CONTACT PERSONS

A. CONTACT ADDRESS

Atwima Nwabiagya Municipal Assembly

Post Office Box 17

Nkwie-Ashanti Region

GPS Address: AH-002-1614

Website: www.atwinamma.gov.gh

B. CONTACT PERSONS

- | | |
|--|--------------|
| 1. Hon. Wisdom Osei Boamah , Municipal Chief Executive | -0242260809 |
| 2. Hon. John Nyamekye , Presiding Member | -0243673765 |
| 3. Mr. Eric Anarfi , Municipal Coordinating Director | - 0242871700 |
| 4. Ms. Princess Agyapong , Human Resource Manager | -0246771325 |
| 5. Client Service Centre | - 0352290104 |