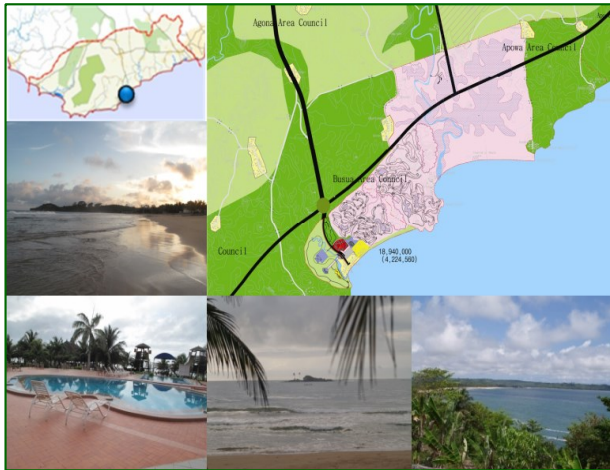




AHANTA WEST MUNICIPAL ASSEMBLY

CUSTOMER SERVICE CHARTER OF THE AHANTA WEST MUNICIPAL ASSEMBLY



**MANAGEMENT OF THE ASSEMBLY
December 2021**

TABLE OF CONTENT

TABLE OF CONTENT.....	2
OUR LOCATION.....	3
VISION STATEMENT	3
MISSION STATEMENT	3
CORE VALUES.....	3
CHAPTER TWO	4
OUR FUNCTIONS	4
CHAPTER THREE	6
OUR SERVICE STANDARDS	6
CHAPTER FOUR.....	7
PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS	7
WHAT WE EXPECT FROM THE PUBLIC:.....	10
DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES ...	10
CONTACT US.....	12

OUR LOCATION

The Ahanta West Municipality is located in the southern most part of the region and its capital, Agona Nkwanta is about 23.6 km east of the regional capital, Takoradi. It lies between Latitudes 4°, 451 N, Longitudes 1°, 581 W. and shares boundaries with Nzema East Municipality to the west, Effia-Kwesimintsim Municipality to the East, Tarkwa-Nsuaem Municipality and Mpohor District to the North.

VISION STATEMENT

The vision of the Municipality for development is to become “an efficient, effective and peaceful Municipality with a serene environment that promotes wealth creation, enhanced socio-economic infrastructure and improved living standards”.

MISSION STATEMENT

The Municipal Assembly’s mission is to improve the quality of life of the people of Ahanta West by efficiently and effectively mobilizing the human and material resources with development partners for socioeconomic development.

CORE VALUES

To realise these vision and mission, the Assembly is guided by; client-oriented, equity, commitment, timeliness, transparency and accountability.

CHAPTER TWO

OUR FUNCTIONS

The functions of the Assembly as stipulated in Section 12 without limiting subsections (1) and (2), of the Local Governance Act, 2016 (Act 936) is to;

- 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;
- 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, making sure that the sponsorship is fairly and equitably balanced between male and female students;
- 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;
- initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and
- perform any other functions that may be provided under another enactment.

The Ahanta West Municipal Assembly operates within the following legal

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

CHAPTER THREE

OUR SERVICE STANDARDS

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

- Serve citizens promptly and courteously at all service delivery points;
- 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;
- 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 (1Day) Above one (1) year one (1) Month
Issuance of Customary Marriage Certificate	One (1) day
Issuance of Death Certificate	One (1) day
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

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
Death Certificate	Above one (1) year one (1) Month	<ul style="list-style-type: none"> • Fill a form • Form Sent to Dansoman Polyclinic for vetting • To Accra for signing and printing of certificate
Already buried one (1) Month	Newly deceased one day (1Day)	<ul style="list-style-type: none"> • Fill a form • Pay approved fee • Issuance of burial permit and Death Certificate
	Already buried one (1) Month	<ul style="list-style-type: none"> • Fill a form • Pay approved fee • Issuance of burial permit and Death Certificate
	21 Days for publication of proposed marriage	Complete the publish Form for Notice of Registration at specified places for 21 days
Marriage Certificate	<ul style="list-style-type: none"> • Marriage Certificate issued within 5 days after marriage 	<ul style="list-style-type: none"> • Couple and two witnesses complete Form of Registration (FR) • Couple submit FR with affidavit • Payment of approved fees • Issuance of Marriage Certificate within five (5) days after marriage <p>NB: (Requirements for</p>

SERVICE TYPE	TIME FRAME	SERVICES
		Marriage Registration: Color copy of photo ID of couple and two (2) witnesses, two (2) passport pictures of each couple, affidavit)
Divorce Certificate		.SEE REGISTRAR OF MARRIAGE AT ASSEMBLY

STEPS	ACTION NEEDED BY CLIENT ASSEMBLY
STEP 1: PURCHASE OF FORMS	Buy your development and building permit
STEP 2: REQUIREMENTS	<p>BASIC REQUIREMENTS</p> <ul style="list-style-type: none"> • Evidence of Land Ownership (Receipt Chiefs Consent) • Signed Site Plan (Must be endorsed by a qualified Supervisor or equivalent) • Building Permit Jacket (To be obtained from Municipal Finance Office) • Four (4) copies of Building Drawing (Drawing must be endorsed) • Property rate payment receipt (For existing buildings) <p>ADDITIONAL REQUIEMENTS (For multi-purpose 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

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 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.

CONTACT US

CONTACT ADDRESS

Ahanta West Municipal Assembly

Post Office Box 1

Agona Nkwanta-Western Region

Ghana Post GPS Address: WH – 002 - 6463

Telephone : +233 054 805 8182 (Dedicated Line for Services)

:+233 059 338 0920 (Dedicated Line for the Vulnerable and
Complaints)

Email:

Facebook:

Website: www.ahantawest.gov.gh

CONTACT PERSONS

- Hon. Hon. Henrietta Mary Eyison – Municipal Chief Executive –
0244727759
- Hon. Andrews Ntsiful – Presiding Member – 0200154707
- Innocent Haligah – Municipal Coordinating Director – 0244365823
- Client Service Centre