

OFFICE OF THE ABLEKUMA CENTRAL MUNICIPAL ASSEMBLY

CLIENT SERVICE CHART



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CHAPTER ONE

INTRODUCTION

1.1 PROFILE OF THE ASSEMBLY

Ablekuma Central Municipal Assembly (AbCMA) was created by a Legislative Instrument (LI 2376) of 2019. It was carved out of Accra Metropolitan Assembly (AMA) and inaugurated on 19th February, 2019. The capital of the Assembly is Lartebikorshie. The creation of the District resulted from an effort to decentralize government system, by bringing it closer to local people. The Municipal forms part of the twenty-nine (29) Metropolitan, Municipal and District Assemblies (MMDAs) in the Greater Accra Region of Ghana. The Municipal capital is Laterbiokorshie which is a highly urbanized mixed community with residential and commercial functions. The capital has close proximity to Accra, the national capital and has functional relationship with other key urban centers of Accra. The Municipality is an urban environment dominated by build environment and human ecology with very minimal natural ecology. The municipality is highly urbanized and is constituted by seven (7) Electoral Areas namely; Laterbiokorshie, Nmemeete, Mataheko, Gbortsui, Mambrouk, Adwenbu and Abossey Okai. As an urban municipality, it has contiguous settlements with no boundaries between localities. This makes it difficult to ordinarily delineate the main communities making up the Municipality. However the main communities that make up the municipality include; Abossey Okai, Lartebikorshie, Mataheko, Russia, Sabon Zongo, Sukura, West Abossey Okai and Zoti.

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.

1.2 MOTTO

Ablekuma aba kum wo

1.3 VISION

The vision of the Ablekuma Central Municipal Assembly is “To make the Municipality an ideal place to be within the Context of Excellent Service”

1.4 MISSION

“To improve the living standard of residents by harnessing the human and material resources in a participatory, cost effective and sustainable manner”

1.5 CORE VALUES

As a service oriented Municipality, Ablekuma Central Municipal Assembly has adopted core values that reflect its outlook and vision. They are the winning culture that defines the attitudes and behaviours required of staff in order to realize our Vision. Our values include the following:

- **Innovativeness**

We embrace technology, promote best practices and consistently explore new ways of delivering services.

- **Diligence**

We approach service delivery and dealings with clients carefully and with persistent effort.

- **Discipline**

We keep our commitments with the City dwellers and serve with a sense of urgency.

- **Professionalism**

We demonstrate requisite skills and competencies, and adapt best practices in the delivery of services to the satisfaction of our clients whilst adhering to ethical standards.

CHAPTER TWO

FUNCTIONS, LEGAL PROVISIONS AND OBJECTIVES OF THE ASSEMBLY

2.1 FUNCTIONS OF THE MUNICIPAL ASSEMBLY

In line with provisions of the Local Governance Act 2016, Act 936, the functions of the District Assembly are as follows:

- a. Responsible for the overall development of the district
- b. Formulate and execute plans, programmes and strategies for effective mobilization of resources necessary for the overall development of the district
- c. Promote and support productive activities and development in the district and remove any obstacles for the initiative and development
- d. Sponsor the education of students from the district to fill particular manpower needs of the district especially in the Social Section of education and health, making sure that the sponsorship is fairly and equitable balance between male and female students
- e. Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district
- f. Responsible for the development, improvement and management of human settlement and the environment in the district.
- g. In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district
- h. Ensure ready access to Courts in the district for the promotion of justice

Section 12 Sub-section 4 of Act 936 also mandate the District Assembly to:

- a. Execute approved development plans for the district
- b. Guide, encourage and support the sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans
- c. Initiate and encourage joint participation with other persons or bodies to undertake projects under approved development plans
- d. 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.

2.2 LEGAL PROVISIONS AND GUIDELINES

The Ablekuma Central 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)
- Gazetted 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 ABLEKUMA CENTRAL MUNICIPAL ASSEMBLY AND ITS OBJECTIVES

The Ablekuma Central 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.

CHAPTER THREE

3.1 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 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

4.1 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

		<ul style="list-style-type: none"> 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><i>NB: (Requirements for Marriage Registration: Colour copy of photo ID of couple and two (2) witnesses, two (2) passport pictures of each couple, affidavit)</i></p>
Divorce Certificate		<ul style="list-style-type: none"> SEE REGISTRAR OF MARRIAGES AT ASSEMBLY

4.2 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	<p>BASIC REQUIREMENTS</p> <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) 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)
<p>STEP 3: COMPLETION OF FORMS</p>	<p>Complete the application form in full with the required information. Add the above listed documents.</p>
<p>STEP 4: PAYMENT AND SUBMISSION</p>	<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.
<p>STEP 5: PROCESSING</p>	<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 Committee within a month of receipt of application for final decision. <p><i>NB: Applicant maybe informed of corrections to be made.</i></p> <ol style="list-style-type: none"> 3. The final decision of the Spatial Planning Committee is communicated to the applicant in writing with two (2) working days. <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

	<ol style="list-style-type: none"> 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)
CAUTION	UNDER NO CIRCUMSTANCE SHOULD ANY PAYMENT BE MADE TO ANY MIDDLEMAN BESIDES THE DESIGNATED OFFICES. ANY CLIENT WHO DISREGARD THIS CAUTION DOES SO AT HIS/HER OWN RISK AND THE ASSEMBLY SHALL TAKE NO RESPONSIBILITY WHATSOEVER.

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

4.3 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

4.4 DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEVELOPMENT

SERVICE TYPE	TIME FRAME	REQUIREMENTS
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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 • 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

4.5 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 • 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.

CHAPTER FIVE

OUR COMMITMENTS AND YOUR RESPONSIBILITIES

5.1 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

5.2 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

5.3 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.

5.4 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.

CHAPTER SIX

WHERE TO FIND US

6.1 PHYSICAL LOCATION

The AbCMA is located Laterbiokorshie, Old AMA Sub-Metro Office, Pipe Ena.

6.2 OUR MAILING ADDRESSES ARE:

- a. **POST BOX:**
THE OFFICE OF THE ABLEKUMA CENTRAL MUNICIPAL ASSEMBLY
POST OFFICE BOX A.O 228
ABOSSEY OKAI
TEL: 233-302-951226
- b. **E-MAIL:**
info.admin@abcma.gov.gh
- c. **WEBSITE:**
www.abcma.gov.gh
- d. **DIGITAL ADDRESS**
GA-316-6121

6.3 SOME IMPORTANT TELEPHONE NUMBERS

NO.	CONTACT PERSON	PHONE NUMBER(S)
1.	Hon. Municipal Chief Executive	
2.	Municipal Co-ordinating Director	
3.	Hon. Member of Parliament (MP)	
4.	Hon. Presiding Member	
5.	Deputy Director, Central Administration	
6.	Municipal Finance Officer	
7.	Client Service Unit	

CHAPTER SEVEN

COMPLAINTS AND COMMENTS

7.1 WHEN REGISTERING A COMPLAINT

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

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect the AbCMA 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 OFFICE OF THE ABLEKUMA CENTRAL MUNICIPAL ASSEMBLY

POST OFFICE BOX A.O 228

ABOSSEY OKAI

TEL: 233-302-951226

b. E-MAIL:

info.admin@abcma.gov.gh

c. The Client Service Unit located in Administrative Officers room at the main office

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:

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

P. O. BOX A.O 228

ABOSSEY OKAI