

# AHAFO ANO NORTH MUNICIPAL ASSEMBLY



## CLIENT SERVICE DELIVERY CHARTER



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# **AHAFO ANO NORTH MUNICIPAL ASSEMBLY SERVICE DELIVERY CHARTER**

## **1. INTRODUCTION**

Ahafo Ano North Municipal Assembly (AANMA) is one of the 260 administrative districts in the Ghana and one of the 43 districts in the Ashanti Region. It was created in 1988 as a district but became a Municipal Assembly in 2017 through LI 2264. It has a total population of 126,220 (2017 Projection).

In accordance with Constitution of Ghana and in line with the Local Governance Act, Act 936 of 2016 and other relevant statues and regulations, this Client Service Delivery Charter has been prepared to provide information on the services and expected standards to facilitate efficient transaction of business with the public (our clients). It also seeks to provide an explicit guide to our clients and other stakeholders on the service delivery processes of the Municipal Assembly and to reiterate the Assembly's unwavering dedication to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

## **2. VISION**

The Municipal Assembly aspires to achieve a healthy, literate and democratic society with equal and fair socio-economic opportunity for all citizens.

## **3. MISSION STATEMENT**

The Assembly exists to improve the living conditions of the people in the Municipality through the development and mobilization of human and material resources in meeting the socio- economic needs and aspirations of the people.

## **4. CORE VALUES**

The Municipal Assembly as part of the Local Government Service, shares the core values of Service which include;

- i. Fairness and equity

- ii. Respect for All
- iii. Responsiveness iv. Openness and Honesty
- v. Inclusiveness
- vi. Timeliness

## **5. FUNCTIONS**

The functions of the Ahafo Ano North Municipal Assembly include deliberative, legislative and executive functions; as spelt out in Section 12 and 13 of the Local Governance Act, Act 936 of 2016. They are;

- (1) The Municipal Assembly shall exercise political and administrative authority in the municipality, provide guidance, give direction to and supervise other administrative authorities in the municipality as may be prescribed by law.
- (2) A Municipal Assembly shall exercise deliberative, legislative and executive functions.
- (3) Without limiting subsections (1) and (2), the Municipal Assembly shall
  - (a) be responsible for the overall development of the Municipality;
  - (b) formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the Municipality;
  - (c) promote and support productive activity and social development in the Municipality and remove any obstacles to initiative and development;
  - (d) sponsor the education of students from the district to fill particular manpower needs of the Municipality especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;
  - (e) initiate programmes for the development of basic infrastructure and provide municipal works and services in the Municipality;
  - (f) be responsible for the development, improvement and management of human settlements and the environment in the Municipality;

- (g) in co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the Municipality;
- (h) ensure ready access to courts in the district for the promotion of justice;
- (i) act to preserve and promote the cultural heritage within the Municipality
- (j) 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
- (k) perform any other functions that may be provided under another enactment.

(4) A Municipal Assembly shall take steps and measures that are necessary and expedient to

- (a) execute approved development plans for the Municipality;
- (b) guide, encourage and support sub- Municipal local government bodies, 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 execute approved development plans;
- (d) promote or encourage other persons or bodies to undertake projects under approved development plans; and
- (e) monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the Municipal and national economy in accordance with government policy.

(5) The Municipal Assembly shall co-ordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the Municipality and other development programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non-governmental organisations in the district.

(6) The Municipal Assembly in the discharge of its duties shall

- (a) be subject to the general guidance and direction of the President on matters of national policy; and
- (b) act in co-operation with the appropriate public corporation, statutory body or non-governmental organization.

(7) Public corporations, statutory bodies and non-governmental organisations shall co-operate with the Municipal Assembly in the performance of their functions.

(8) In the event of a conflict between the Municipal Assembly and an agency of the central Government, public corporation, statutory body, non-governmental organisations or individuals over the application of sub section (5) or (6), the matter shall be referred by either or both of the parties to the Regional Co-ordinating Council for resolution.

## **6. GENERAL SERVICES**

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

- Control of development through issuance of permits for the construction of temporary and permanent structures
- Supervise and give technical advice for the construction of public and private structures
- Monitor construction of development projects
- Approval of opening of private basic schools and establishment of new public schools
- Enrolment of children into pre tertiary schools
- Monitoring and supervision of educational delivery
- Provision of extension services
- Construction and maintenance of roads
- Waste management and sanitation services
- Preventive, curative and rehabilitative services
- Revenue mobilization, utilization and accountability
- Birth and Death Registration
- Education on civil rights and responsibilities
- Control of noise
- Maintenance of peace and security
- Creating awareness on Government programmes for feedback
- Establishment and maintenance of cemeteries
- Business advisory and promotional services
- Supporting sports development
- Creating social protection interventions

## **7. THE ORGANISATIONAL STRUCTURE**

To ensure efficient discharge of its mandate, the Municipal Assembly has the following Departments and Agencies

### **7.1. Central Administration**

□ Administrative Unit

- Human Resource Unit
- Audit Unit
- Budget Unit
- Development Planning Unit
- Security Unit
- Environmental Health Unit
- Client Service Unit
- Procurement Unit

### **7.2. Works Department**

- Building and Inspectorate Unit
- Water and Sanitation Unit
- Feeder Roads

### **7.3. Finance Department**

□ Accounts Unit

- Revenue Unit

### **7.4. Agricultural Department**

- Extension Unit
- Crops Unit
- Livestock Unit
- Veterinary Unit
- Women in agriculture development Unit
- Engineering Unit



## **7.5. Department of Social Welfare and Community Development**

- Social Welfare Unit
- Community Development Unit

## **7.6. Education Youth and Sports Department**

- Inspectorate Unit
- Educational management and information Unit
- Human Resource Management Unit
- Finance and Administration
- Sports Unit

## **7.7. Health Department**

- Preventive Section
- Disease Control Section
- Rehabilitative Section

## **7.8. Physical Planning Department**

- Town and Country Planning Unit
- Parks and Gardens

## **7.9. Natural Resource Conservation, Forestry, Game and Wildlife Department**

- Natural Resource Division
- Forestry Division
- Game and Wildlife Division

## **7.10. Disaster Prevention and Management Department**

- National Disaster and Management Organization (NADMO)
- Fire Service

## **7.11. Trade and Industry Department**

- Business Advisory Centre (BAC)
- Co-operatives

## **7.12. Urban Roads Department (Yet to be established)**

### **7.13. Transport Department (Yet to be established)**

### **7.14. Specialized Agencies Operating in the Municipality**

- National Commission on Civic Education
- Commission on Human Rights and Administrative Justice
- National Service Scheme
- Electoral Commission
- Youth Employment Agency
- Non Formal Education Division □ Ghana Water Company Limited
- Ghana Police Service
- Ghana Fire Service
- Ghana Immigration Service
- Ghana Audit Service
- Judicial Service
- Cocobod
- Quality Control Unit of Cocobod
- Ghana Post Service

## **8. Organizational Structure of the Municipal Assembly**

The Municipal Assembly is composed of the Municipal Chief Executive (MCE - who is appointed by the president and approved/confirmed by Hon. Assembly members as the representative of the ruling government), Hon. Assembly Members (both elected by the electorates and those appointed by the president in consultation with relevant bodies) and the Member of Parliament (MP). The Assembly has 58 members made up of the MCE, MP, 39 elected members and 17 appointees. Although the MP is a member of the Assembly, he has no voting right.

The Municipal Assembly operates through the committee system. It has the Executive Committee (Execo) which is chaired by the MCE and made up of all the chairpersons of the mandatory sub-committees (Development Planning, Social Services, Works, Justice and Security and Finance and Administration), Chairperson of Agriculture and Environment Sub-Committee and one male and a female Assembly members who were elected to Execo by the Hon. Assembly Members. The

Municipal Co-ordinating Director is the secretary to the Executive Committee. The Presiding Members (PM) conveys and presides at meetings of the Assembly.

### **9. Sub-Structures of the Assembly and their Electoral Areas**

The Municipal Assembly has seven (7) Zonal Councils, thirty-eight (38) Unit Committees and thirty-nine (39) Electoral Areas through which its works to deepen the decentralization process. The Area/Town/Zonal Councils and Unit Committees are established by LI 1967, 2010. Section 9 of LI 1967 establishes the Zonal Councils. They ZCs perform complimentary services for the Municipal Assembly to ensure easy access to services of the Municipal Assembly at the local level. Their functions as spelt out in the LI 1967 include;

- To enumerate and keep records of all rateable persons and properties in the town
- To assist any person authorized by the Assembly to collect revenue due the Assembly
- To recommend to the Assembly the naming of all streets in its area of authority and cause all buildings in such streets to be numbered.
- To plant trees in any streets and erect tree guards to protect them provided that the streets are not unduly obstructed thereby
- To perform such other functions as may be delegated by the Assembly.
- To organize with any other relevant organization annual congresses of the people of the Town/Area for the purpose of discussing development of the town/area including raising voluntary or other contributions to fund development
- Be responsible for the day to day administration of the Town/Area;
- Arrange revenue collection contracts with the Assembly and collect revenue due to the Assembly;
- Prepare annual budgets of revenue and recurrent and development budgets of the Town Council for approval by the Assembly;
- Open and maintain bank accounts;
- Provide, operate and maintain community services in the town;
- Take such steps as may be necessary to prevent disasters including floods and bush fires in the town;
- Recommend short, medium and long term development plans for the town for approval of the Assembly;

- Make proposals to the Assembly for the levying and collection of special rates for projects and programmes within the town;
- Submit to the approval and direction of the Assembly, to implement schemes for economic development and social justice as may be entrusted to them.

### **Zonal Council and their Electoral Areas**

S/N	Zonal Council (ZC)	ZC Capitals	Electoral Areas
1	Tepa Zonal Council	Tepa	Tepa Katabo
			Tepa Beposo
			Tepa Wawase
			Tepa Odumase
			Tepa Zongo
			Tepa South West
2	Kwasu-Abu Zonal Council	Akwasiase	Akwasiase
			Akwasiase Zongo

			Mabang
			Mabang-Ankaase
			Boagyaa No.1
3	Abu-Bone Zonal Council	Manfo	Manfo
			Keniago
			Asuhyiae
			Mfanibu
			Dwaaho
			Dotuam
4	Subriso Zonal Council	Subreso	Subriso
			Bosikese
			Twabidi
			Achina
			Akrofoso

			Nfante
			Numesua
5	Anyinasuso Zonal Council	Anyinasuso	Odumase
			Anyinasuso
			Jacobu
			Kyekyewere
6	Suponso Zonal Council	Suponso	Bonkrom
			Suponso
			Katapei
			Tete-Amakrom
			Boagyaa No.2
			Gyamerakrom
7	Biakoye Zonal Council	Betiako	Betiako
			Mmofrafadwene
			Abonsuaso
			Tafo
			Sikafoamantem

## 10. CODE OF CONDUCT

We shall endeavor to optimize the satisfaction of our clients at all times and therefore the following Code of Conduct shall be strictly adhered to in line with the standard expected of Metropolitan, Municipal and District Assemblies (MMDAs) by the Local Government Service.

They are;

### 10.1 Anonymity

Staff of the Assembly shall serve the people of the Municipality with neutrality and anonymity in transactions that deserves exhibition of such conduct and therefore shall

- Not seek individual recognition for their work by styling themselves in any manner beyond their official position
- Conduct the work assigned to them without enquiring about benefits or reward from that project or task.
- Maintain political neutrality in the performance of their public functions and duties

- Not put themselves in a position where personal interest conflicts or is likely to conflict with the performance of the functions of their office

## **10.2 Client Orientation, Loyalty and Commitment**

Stakeholders and all community members are the clients of the Assembly and therefore exist to serve clients of the Municipality. All clients are entitled to dedication, loyalty and commitment of the staff of the Assembly. In the discharge of their official duties, officers and staff of the Assembly shall:

- Ensure that service to our clients take precedence over all other activities
- Maintain high standards of accountability, transparency and responsibility in the conduct of all public business
- Appreciate and accept clients as the beneficiaries of their work
- Be committed to the holistic development of all aspects of the community including the quality of life of the vulnerable in society.

## **10.3 Transparency and Accountability**

Transparency and accountability is fundamental to nonpartisan decision making in local governance. Relations between the Assembly and Communities shall be governed by respect and undergirded by consultation, collaboration and accountability for decisions and outcomes of decisions. In the discharge of their duties staff of the Assembly shall:

- Respect and comply with the laws and acts at all times in a manner that ensures accountability and transparency to promote public confidence
- Design and implement all stages of programs, projects and tasks to include the provision of information and receipt of evaluative feedback from all stakeholders
- Not accept gifts where it will appear to influence or result in influencing the performance of official duties.
- Disqualify themselves from participating in any deliberation regarding a transaction in which they or a close family member have a direct financial or other interests.

## **10.4 Diligence, Discipline and Timeliness**

Officers and staff of Local Government Service shall perform their duties with diligence and discipline, whilst adhering to specific time-frames, time-related schedules, targets and objectives.

Staff of the Assembly shall;

- Discharge their duty of providing service with diligence, competence, discipline and in a timely fashion.
- Provide support with technical content, skill development and strategies that will positively impact on the social context of the community.
- Work towards social cohesion, integration and unification of diverse interests in the community
- Ensure adequate stakeholder consultation and collaboration in all development goals and action plans in the community
- Not be involved in any decision on allocation of services or resources of the Assembly when they have interests, financial or non- financial in such service or resource.

### **10.5 Creativity and Innovativeness**

The staff of the Assembly shall employ their skills and imaginations in producing new ways of dealing with issues confronting the Assembly to add value to its relationships.

Staff shall:

- Anticipate the needs of their communities and continuously develop ways to add value to its relationships.
- Provide the highest possible standard of service to the public.
- In challenging circumstances, exhibit high sense of innovation and creativity in good faith and without sacrificing quality and efficiency of service
- Bring to the attention of management any deficiency in the provision of service to the public

### **10.6 Equity and Impartiality**

In the planning and execution of duties, our clients and Community members shall be treated with equity and impartiality, regardless of their political affiliation, ethnicity, gender, sexual orientation and personal beliefs.

Staff Shall:

- Recognize that the local communities and clients have a right to be treated with fairness and equity
- Refrain from doing acts detrimental to the welfare of other persons..
- Exercise fairness and impartiality when dealing with all customers, suppliers, contractors

- Conduct themselves with integrity, impartiality and honesty in their official and private conduct
- Be accountable to the general public for all decisions and actions taken □ Submit themselves to scrutiny that is appropriate to their office.
- Restrict information only when the wider public interest clearly demands such restriction

### **10.7 Integrity**

In the discharge of their role, function, duties and obligations to the public, staff shall observe the following basic standards of conduct to maintain the integrity of the Municipal Assembly:

- Respect and comply with the laws and acts at all times in a manner that promotes public confidence in the integrity, accountability and transparency of the Ghana Public Service or Local Government Service
- Ensure they do not place themselves under any financial or other obligations to individuals or organizations that might influence them in the performance of their official duties
- Facilitate or make available any information to the public that the law sanctions.

## **11. SERVICE DELIVERY STANDARDS**

To ensure our staff delivery to the utmost satisfaction of our clients, staff are under obligation to comply with the following service delivery standards developed by the Local Government Service;

### **11.1 Participation**

We endeavor to involve relevant stakeholders including Departments, Assembly Members, Zonal Councils, Unit Committees, Public Agencies, Civil Society Organizations, Media, Private Sector, Traditional Councils, Opinion Leaders, and Community Members etc in planning, implementation, monitoring and evaluation of projects and programmes to ensure satisfactory delivery of service.

To this end, we shall;

- involve stakeholders in the annual fee-fixing resolutions;
- organize public hearings involving stakeholders during the planning and budgeting process;



- conduct regular surveys to ascertain the level of community knowledge on agreements reached during service delivery consultations;
- Involve relevant CSOs, beneficiary departments and communities in quarterly and annual monitoring of projects.

## **11.2 Professionalism**

We shall endeavor to demonstrate the requisite skills and competencies, and the ability to adopt best practices in the delivery of services to the satisfaction of our clients whilst adhering to ethical standards and professionalism. It is required that staff working in MMDAs maintain high levels of specialist knowledge; keep up-to-date with current research, methodologies and processes. Staff must participate in induction processes, professional development, effective performance management processes and professional peer supervision and support.

To ensure professionalism, the Municipal Assembly will endeavor to;

- Conduct Performance Appraisals with staff within intervals of six months or yearly;
- Prepare and implement staff development plan for staff on an annual basis;
- Ensure that the output of staff is measured in reference to standards stipulated in the code of conduct for the service bi-annually;
- Conduct annual in-service training for the professional development of staff; and
- Establishes annual award schemes for staff who demonstrate professionalism in the performance of their duties.

## **11.3 Client Focus**

We endeavor to apply client focus requirements to prioritize and consistently develop affordable and accessible services in a timely manner. In this regard, we to implement the following measures;

- Establish a functional Client Service Unit
- Publish and disseminate our Client Service Charter
- Establish a mechanism (suggestion box, etc.) for the receipt of complaints from clients on daily basis and to provide feedback to clients effectively within five (5) working days of the receipt of a complaint;
- Acknowledge and respond to correspondences effectively within Seven (7) working days upon receipt.

- Orientate staff to be responsible to the needs of PWDs
- Provide special treatment for PWDs, the aged and other vulnerable groups
- Ensure construction of disability friendly facilities including public offices

#### **11.4 Transparency**

We shall endeavor to provide all stakeholders with the understanding of how the Assembly operates, and furnish them with easy access to adequate and timely information regarding decisions and actions taken by the Assembly. In this regard, we

- Update and display monthly revenue and expenditure information on Assembly's notice boards and at other vantage places;
- Publish and display audit report on Assembly and its Zonal Councils' notice boards on receipt of the report;
- Disseminate draft budget estimates to Assembly members at least two weeks to the General Assembly meetings and publish the approved budget on the Assembly's notice boards and websites
- Publish General Assembly meeting minutes on zonal council notice boards, websites and other public designated locations on quarterly basis.

#### **11.5 Efficient and Effective use of Resources**

We ensure optimal use of resources (including time, human resources, natural resources, financial resources, etc.) to provide services and products that satisfy the requirements of users in a timely manner. Therefore we:

- procure goods, works and services in conformity with the Public Procurement Act and on time;
- ensure that at least 90% of activities, projects and programmes implemented are within the Annual Action Plan and Budget;
- ensure that financial transactions are in line with relevant national laws  Provide all clients with timely services.

#### **11.6 Accountability**

We take responsibility for our actions and/or in-actions in rendering services

and informing citizens on the use of public resources. To this end, we shall;

- Organize stakeholders’ public budget hearing in the local dialect most widely spoken within the municipality (Twi) on an annual basis;
- Publish and implement comments contained in the annual Audits Reports within two weeks of receipt;
- Publish monthly financial statements by the 20<sup>th</sup> of the ensuing month on the MAs’ notice board, community information centres, etc;
- Provide information on programmes, projects, revenue and expenditure to the public using local radio/FM stations on a monthly basis;
- Organize four (4) quarterly Municipal Audit Committee meetings to discuss and act on Audit Reports.

## 12. SERVICE DELIVERY STANDARDS

We shall provide the following services within the following time frames:

SERVICE	TIME FRAME (MONTHS/DAYS)
<b>Permit acquisition</b>	
<input type="checkbox"/> Issuance of building permits	Maximum three months
<input type="checkbox"/> Preparation and approval of planning schemes	Quarterly
<input type="checkbox"/> Issuance of Business Operating Licenses (B.O.P)	Two days
<b>Planning</b>	
<input type="checkbox"/> Preparation of Municipal Medium Term Development Plan (MTDP)	Every 4 years
<input type="checkbox"/> Preparation of Annual Composite Action Plan (AAP)	By the end of September annually
<input type="checkbox"/> Preparation and submission of Quarterly Progress Report	By the end of March, June, September and December each year.
<input type="checkbox"/> Preparation and submission of Annual Progress Report	By the end of January each year.
<input type="checkbox"/> Organization of quarterly Municipal Planning Co-ordinationg Meeting	By the end of March, June, September and December each year.
<b>Budgeting</b>	

<input type="checkbox"/> Organization of quarterly Budget Committee Meetings	By the end of March, June, September and December annually
<input type="checkbox"/> Organization of stakeholders meetings on fee fixing and Budget preparation	September each year
<input type="checkbox"/> Preparation and submission of Annual Composite Budget	By the end of October each year.
<b>Procurement</b>	
<input type="checkbox"/> Preparation of Annual Procurement Plan	By the end of November annually
<input type="checkbox"/> Quarterly review/update of annual Procurement Plan	By the end of March, June, September and November annually
<b>Finance</b>	
<input type="checkbox"/> Preparation and submission of Monthly Trial Balance	By the 15 <sup>th</sup> of ensuing month (January to December annually
<input type="checkbox"/> Preparation and submission of Quarterly Financial Reports	By the 15 <sup>th</sup> of April, July, October and January annually
<input type="checkbox"/> Preparation and submission of Annual Accounts	By the 15 <sup>th</sup> of January of the ensuing year
<b>Auditing</b>	
<input type="checkbox"/> Preparation of Annual Audit Plan	By end of January annually
<input type="checkbox"/> Preparation and submission of Quarterly Internal Audit Reports	By the 30 <sup>th</sup> of April, July, October and January annually
<input type="checkbox"/> Organization of quarterly Audit Committee Meetings	By the end of March, June, September and December annually
<input type="checkbox"/> Preparation and submission of Annual Audit Committee Reports	By end of January annually
<input type="checkbox"/> Response to External Audit Management Letter	Within 30 days after receipt of management letter
<b>Human Resource Management</b>	

<input type="checkbox"/> Preparation of Annual Capacity Building Plan	By 15 <sup>th</sup> January annually
<input type="checkbox"/> Preparation and submission of Quarterly Capacity Building	By the 15 <sup>th</sup> of April, July, October and January annually
<input type="checkbox"/> Validation of monthly salaries	Monthly
<input type="checkbox"/> Preparation and review of Staff Performance Appraisal	January and July annually
<b>Sanitation</b>	
<input type="checkbox"/> Waste management control (Door – to – Door Refuse Collection)	Weekly

<input type="checkbox"/> Cleaning of Central Business District (CBD) and Market Centers	Daily
<input type="checkbox"/> Registration and Issuance of food vendors certificate	Within a month
<input type="checkbox"/> Public education on hygiene practices.	Daily
<b>Agriculture extension service</b>	
<input type="checkbox"/> Provision of information on agricultural technologies to farmers	5 days in a week
<input type="checkbox"/> Field officers provide services in communities to farmers	5 days in a week
<input type="checkbox"/> Development and promotion of agribusiness	3 months minimum
<input type="checkbox"/> Training of farmers on improved farm practices	5 days in a week
<b>Provision of veterinary service</b>	
Vaccination of poultry and livestock	1-3 days
Vaccinate of pest against rabies	1 month
Issuing of livestock travel permit	1 day

Meet inspection and approval	1 day
Prophylactic treat of disease	2days
Field livestock treatment	1day
Clinical surgical treatment	1 day
<b>HEALTH DELIVERY</b>	
<input type="checkbox"/> Provision of emergency medical and surgical care	Seen within 5 minutes of arrival at the health facility
<input type="checkbox"/> Organize Municipal Epidemic Management Committee Meetings	Quarterly (But where necessary, based on emergency)
<input type="checkbox"/> Provision of pharmaceutical services (OPD)	Within 30 minutes upon receipts of prescription
<input type="checkbox"/> Provision of laboratory services	Within 24 hours
<input type="checkbox"/> Provision of in -patient clinical care	Daily review of patients
<input type="checkbox"/> Provision of specialist secondary and primary clinical consultation	Within 3 hours of arrival at health facility
<input type="checkbox"/> Antenatal care (ANC)	Within 2 hours of arrival at facility
<b>EDUCATION</b>	
<input type="checkbox"/> Enrollment of pupils into pre-tertiary schools	Within first week of re- opening in the first term
<input type="checkbox"/> Organise District Education Oversight Committee (DEOC) Meetings	Quarterly

### 13. WE STRIVE FOR:

- Consistency in delivering quality service.
- Create a conducive environment for businesses to thrive
- Provision of sufficient avenues and opportunities to enhance Socio-Economic Development.
- Maintenance of public physical health and safety

- Communicating with the public in an open and transparent manner
- Providing conducive conditions that will enhance Public Private Partnership.
- Compilation of a comprehensive socio-economic database that will be accessible to the public.

#### **14. COURTESY AND CO-OPERATION**

- All office doors are given unique identifiable marks
- Excellent customer services would be provided by officers to our clients
- Assembly staff are readily available to provide information and support if any
- A competent Development Control Task Force is in place to ensure adherence to building regulations.
- Developers are entreated to produce valid development permits.
- Well trained revenue collectors in place for daily revenue collection.
- Rate payers are entreated to pay approved sums and demand receipts covering amounts paid.

#### **15. WHAT WE EXPECT FROM THE PUBLIC**

The Municipal Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth delivery of services for the benefit of the whole Municipality. To access any of our services, the following is required;

- Clients promptly pay their taxes for rapid development of the municipality
- The business should be duly registered with the Registrar General's Department
- Business address and location including street names and numbers should be made available.
- Provide registered indenture (Land Title Certificate) and four (4) copies of Architectural Drawings for the issuance of building/development permits
- Ensure that a child has a weighing card and in the case of persons above one (1) year, baptismal certificate and ID card.
- To obtain a death certificate, it is expected that a duly signed cause of death certificate/affidavit is provided.

- The public will participate in the various community level education programmes on sanitation, hygiene, revenue collection and others.
- The bye-laws of the Assembly would be complied with to ensure effective administration of the municipality.
- Participate in Parent Teacher Association (PTA) meeting, speech days, and school durbars
- Participate in general cleaning exercises
- Maintain clean environment
- Adopt extension advice
- Expect feedback on Assembly's services
- Make use of Assembly's Client Service Unit
- Prompt reporting of adverse health, nuisance/excessive noise, unauthorized development etc to the Client Service Unit for prompt action

## **16. OTHER COLLABORATING AGENCIES**

The Municipal Assembly shall collaborate with the following Departments and Agencies:

- Ashanti Regional Coordinating Council
- Local Government Service
- Ministry of Local Government and Rural Development
- Ghana Revenue Authority (GRA)
- Ghana Audit Service
- Judicial Services
- The Ghana Police Service
- Ghana National Fire Service
- Ghana Immigration Service
- VRA/NED
- Ghana Water Company
- Lands Commission
- Lands Valuation Board
- Stool Lands
- Community Water and Sanitation Agency
- Registrar General's Department



- Environmental Protection Agency
- Banking and other Financial Institutions
- Ghana Education Service
- Ghana Health Service
- Civil Society Organisations
- Non-Governmental Organisations
- Ghana AIDS Commission
- Media
- Ghana Ambulance Service □ The Electoral Commission
- National Health Insurance Scheme
- National Identification Authority
- National Service Scheme

## **17. COMPLIANTS/COMMENTS**

The Municipal Assembly welcomes comments and complaints from its valued clients and customers and the general public. Such issues should be addressed to:

**THE MUNICIPAL CHIEF EXECUTIVE AHAFO ANO NORTH MUNICIPAL ASSEMBLY P.O. BOX 70 TEPA - ASHANTI EMAIL: info@aanma.gov.gh/admin@aanma.gov.gh TEL: +233-20506-9335**

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

OR

**PUBLIC RELATIONS AND COMPLAINTS COMMITTEE**

**AHAFO ANO NORTH MUNICIPAL ASSEMBLY P.O. BOX 70 TEPA- ASHANTI  
TEL: +233 207937276**

To access our service, you can locate our offices in the following places:

a. Central Administration Block Located at Tapa along Tapa-Bechem high street.

b. **Sub-Offices:**

- Tapa Zonal Council Office located at Tapa Twon
- Kwasu-Abu Zonal Council located at Akwasiase Town
- Abu-Bone Zonal Council located Manfo Town

- Subreso Zonal Council located Subreso Town
- Ayinasuso Zonal Council located Ayinasuso Town
- Suponso Zonal Council located Suponso Town
- Biakoye Zonal Council located Betiako Town