

# ASANTE AKIM CENTRAL MUNICIPAL ASSEMBLY



## CLIENT SERVICE CHARTER

**TEL:**

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## LIST OF ACRONYMS

1. AACMA Asante Akim Central Municipal Assembly
2. HOD Head of Department
3. PRCC Public Relations and Complaints Committee
4. MCE Municipal Chief Executive
5. PM Presiding Member
6. MCD Municipal Co-ordinating Director
7. CHRAJ Commission on Human Rights and Administrative Justice
8. LEAP Livelihood Empowerment Against Poverty
9. AAP Annual Action Plan
10. MMTDP municipal Medium Term Development Plan
11. FBO Farmers' Based Organization
12. OPD Out Patient Department
13. NADMO National Disaster Management Organization
14. NHIS National Health Insurance Scheme
15. NGO's Non- Governmental Organization
16. GES Ghana Education Service
17. GHS Ghana Health Service
18. PWD Persons Living With Disability

## CHAPTER ONE

### 1.1 INTRODUCTION

The Office of the **Asante Akim Central Municipal Assembly (AACMA)** which was created by L.I 2056, has Konongo-Odumasi as its twin Capital Town. It was carved out of the then Asante Akim District Council in 1988 and was elevated to Municipality status by legislative Instrument (L.I) 1907 in February 2007. It used to be Asante Akim North Municipal Assembly but with the carving out of Asante Akim North District Assembly in July 2012, the name was changed to Asante Akim Central Municipal Assembly. For decentralization and local government representation, the Municipality has one (1) Electoral Constituency for parliamentary representation, twenty-five (25) electoral areas and three (3) zonal councils namely Konongo-Odumasi, Dwease-Praaso and Owereagya.

#### 1.1.1 LOCATION AND SIZE

The Asante Akim Central Municipal Assembly is in the eastern part of the Ashanti Region. It shares boundaries with Asante Akim North District at the North, Ejisu- Juaben and Sekyere East at the West, Asante Akim South at the East and South.

The Land size of the Municipality is 300 square kilometers (km<sup>2</sup>) forming 1.6% of the total land area of Ashanti region.

#### 1.1.2 POPULATION

The total population of the Municipality is 10,0340 (projected from 2021 Population 91, 673 with a growth rate of 2.7% per annum). Sex disaggregation of the population in the Municipality follows both the national and regional trends where females outnumber males. Females represent 51.50 percent of the Population against 48.50 percent of males.

The Population is predominantly urban, as most of the people in the Municipality are in the Urban settlements (65.8% represents Urban and the remaining 34.2% represents Rural).

#### 1.1.3 GOVERNANCE IN AACMA

The Asante Akim Central Municipality is the main authority that ensures the preparation, approval and Implementation of Development Plans within AACMA.

The Municipal Assembly in its functions embarks on programs, projects and activities in provision of social amenities such as the construction of schools, boreholes, toilet facilities, roads, school furniture, Health Facilities, streetlights and many others.

### 1.2 ESTABLISHMENT OF THE MUNICIPAL ASSEMBLY

Section 1 of the Legislative Instrument LI 2057 and Local Governance Act 2016 (Act 936) provides for the establishment of the Asante Akim Municipal Assembly and its area of Authority and Electoral Areas. These Electoral Areas are;

No.	ELECTORAL AREAS	COMMUNITIES
1.	ODUMASE SANTENESO	SANTENESO, OHENE- NKWANTA
2.	ODUMASE APEBUOSO	AGYAREAGO, APEBUOSO
3.	KONONGO MARKET CIRCLE	PT OF AHYIAEM, MKT AREA
4.	OBENEMASE	BIMMA, OBENEMASE
5.	PRAASO EAST	AHENBRONUM
6.	KONONGO ABOSOMTWEAGYA	KWAOKROM, ABOSOMTWEAGYA
7.	PRAASO WEST	NKWADUM

8.	NSIAKROM	BOATENKROM, NSIAKROM, BEPOSO, NYAMEBEKYERE
9.	KONONGO FREETOWN	FREETOWN
10.	ODUMASE ZONGO	ZONGO
11.	AHYIAEM	ASESEWA, ITALIAN BASE
12.	ZONGO EFAM	ZONGO EFAM
13.	ZONGO ESORO	BOMIRESO
14.	NYABOO	ATUNSU, NYABOO
15.	AHENBRONUM	AHENBRONUM
16.	AMERFA- KYEKYEWERE	LOWCOST, KYEKYEWERE
17.	DWEASE NEWTOWN	NEWTOWN
18.	DWEASE AHENBRONUM	AHENBRONUM
19.	ADUMKROM	KRAMOKROM, ANURUSO
20.	ODUMASE NEWTOWN	MKT AREA, KWAKYEWAAASO
21.	KYEKYEBIASE	KWAKORKOR, GYEDIMU
22.	PATRIENSA WEST	PATRIENSA WEST
23.	PATRIENSA AHENBRONUM	AHENBRONUM
24.	PATRIENSA EAST	PATRIENSA EAST
25.	KONONGO NEWTOWN	WARD 6, HABITAT

### **1.3 VISION**

Asante Akim Central Municipal Assembly aspires to become a world-class organization providing customer friendly and client-focused services to its stakeholders.

### **1.4 MISSION**

The Asante Akim Central Municipal Assembly exists to ensure improvement in the quality of life of the people through the formulation and implementation of policies to promote Agriculture, Education, Health and Infrastructure, by a motivated and highly skilled staff.

### **1.5 CORE VALUES**

The core values of Asante Akim Central Municipal Assembly are Accountability, Client-oriented, Creativity, Innovations, Discipline, Diligence and Equity.

## CHAPTER TWO

### 2.0 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 Municipal Assembly are as follows:

- a. Responsible for the overall development of the municipal
- b. Formulate and execute plans, programmes and strategies for effective mobilization of resources necessary for the overall development of the municipal
- c. Promote and support productive activities and development in the municipal and remove any obstacles for the initiative and development
- d. Sponsor the education of students from the municipal to fill particular manpower needs of the municipal 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 municipal.
- 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 mandates the Municipal Assembly to:**

- a. Execute approved development plans for the municipal
- b. Guide, encourage and support the sub-municipal 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 municipal and national economy in accordance with government policy.

## **2.2 LEGAL PROVISIONS AND GUIDELINES**

The Asante Akim 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)
- Gazette Bye laws
- 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).
- Section 296 of Criminal Offence Act, 1960 (Act29) in respect of littering.

## **2.3 ASANTE AKIM CENTRAL MUNICIPAL ASSEMBLY AND ITS OBJECTIVES**

The Asante Akim 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.

## **2.4 DEPARTMENTS OF THE MUNICIPALASSEMBLY**

Section 78 of the Local Government Act 2016 (Act 936) specify Departments of the Municipal Assembly as follows:

1. Central Administration Department
2. Finance Department
3. Education, Youth and Sports Department
4. Municipal Health Department
5. Agriculture Department
6. Physical Planning Department
7. Social Welfare and Community Development Department
8. Works Department
9. Trade and Industry Department
10. Natural Resources, Forestry Conservation and Game and Wildlife Department
11. Disaster Prevention Department
12. Roads Department
13. Human resource Management Department
14. Transport Department
15. Department of Statistics
16. Department of Birth and Death

**NB: i. The Assistant Director has been designated to act as a transport officer to steer its affairs in absence of the Transport Department.**

**ii. Natural Resource, Forestry Conservations and Game and Wildlife Department is suited at Juaso and therefore has oversight responsibility of the municipal.**

## **2.5 COLLABORATING AGENCIES**

- Ghana Police Service
  - Judicial Service (District Magistrate Court)
  - Ghana Post
  - Ghana Health Service
  - Ghana Education Service
  - Social Security and National Insurance Trust (SSNIT)
  - National Health Insurance Scheme
  - Minerals Commission
  - Environmental Protection Agency
  - Office of the Administrator of Stool Lands
  - Centre for National Culture

- Ghana News Agency
- Information Services Department
- National Ambulance Service
- The Ghana National Fire Service
- The Ghana Revenue Authority
- The Electricity Company of Ghana
- Ghana Water Company Ltd.
- Legal Aid Commission
- Rent Control
- Audit Service
- Drivers Vehicle License Authority
- Audit Service
- Marriage Registry
- Ghana Immigration Service
- Public Employment Centre
- National Council for Civic Education
- Right to Information Bill

## CHAPTER THREE

### 3.0 SERVICE STANDARD OF THE ASANTE AKIM CENTRAL MUNICIPAL ASSEMBLY

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 enquiries and complaints promptly.
- Respond to mail(s) and email(s) correspondence promptly.
- Encourage service users to make suggestions on how to better the service offered.

<b>SERVICE</b>	<b>TIME FRAME (MONTHS/DAYS)</b>
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 (3) Month
Issuance of Death Certificate	One (1) day
Feedback on Complaints Lodged	Five (5) working days upon receipt
Feedback on enquiries	15mins 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

### 4.0 PROCESSES AND PROCEDURES IN OBTAINING SERVICES FROM DEPARTMENTS

#### 4.1 PHYSICAL PLANNING DEPARTMENT

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

STEP	ACTION NEED BY CLIENT/ASSEMBLY
<b>STEP 1: PURCHASE OF FORMS</b>	Buy your development and building permit applications form and Jacket form from the Finance Office of the Assembly
<b>STEP 2: REQUIREMENTS</b>	<p><b>BASIC REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• Evidence of Land Ownership (Receipt /Chief's Consent)</li> <li>• Signed Site Plan (Must be endorsed by a qualified Surveyor or equivalent)</li> <li>• Building Permit Jacket (To be obtained from Municipal Finance Office)</li> <li>• Four (4) copies of Building Drawings (Drawings must be endorsed)</li> <li>• Property rate payment receipt (for existing buildings)</li> </ul> <p><b>ADDITIONAL REQUIREMENTS</b> (For multi-purposes and multi-usage)</p> <ul style="list-style-type: none"> <li>• Four (4) copies of structural drawings approved by an Architect or Structural Engineer</li> <li>• Soil test report</li> <li>• Ghana National Fire Service report</li> <li>• Environmental protection Agency report</li> <li>• Structural integrity report in case development has already commenced or is completed (for building above 2-storey)</li> <li>• Drawings must be satisfied by a Structural Engineer or Architect</li> <li>• Up to date business registration and operating permit (for commercial organizations)</li> <li>• Property rate payment receipt (for existing buildings)</li> </ul>
<b>STEP 3: COMPLETION OF FORMS</b>	Complete the application form in full of the required information. Add the above listed documents.
<b>STEP 4: PAYMENT AND SUBMISSION</b>	<p>Pay processing fees and submit completed form with all required attachments to the Physical Planning Department of the Assembly. On submission, you should be informed about the following:</p> <ul style="list-style-type: none"> <li>• Corrections to be made (if any)</li> <li>• Date for site inspection.</li> </ul>

<p><b>STEP 5: PROCESSING</b></p>	<ol style="list-style-type: none"> <li>1. The secretariat will process the application within two hours. (2) weeks of receipt of application for the Technical Sub-Committee’s inspection, assessment and recommendations.</li> <li>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.</li> </ol> <p><i>NB: Applicant maybe informed of corrections to be made.</i></p> <ol style="list-style-type: none"> <li>3. The final decision of the Spatial Planning Committee is communicated to the applicant in writing within <b>two (2) working days.</b></li> </ol> <p><b>POSSIBLE DECISIONS</b></p> <ul style="list-style-type: none"> <li>• <b>Approval</b></li> <li>• <b>Regularization</b></li> <li>• <b>Refusal</b></li> <li>• <b>Deferral</b></li> </ul>
<p><b>STEP 6: ASSESSMENT, PAYMENT &amp; COLLECTION</b></p>	<ol style="list-style-type: none"> <li>1. On approval, the Works Department will assess and communicate payment due to the applicant</li> <li>2. Pay the <b>approved permit fee</b> or penalty fee at the <b>Finance Office</b> of the Assembly and collect your development and building permit from the Works Department of the Assembly with the payment receipt.</li> <li>3. In the case of the refusal, the applicant will be notified and advised on what needs to be done for further consideration.</li> <li>4. In case of refusal, the applicant will be notified of the reason(s) for the refusal.</li> <li>5. <b>ALL PERMIT APPLICATIONS TAKE MAXIMUM OF THREE (3) CALENDAR MONTHS (All things being equal)</b></li> </ol>
<p><b>CAUTION</b></p>	<p><b>UNDER NO CIRCUMSTANCE SHOULD ANY PAYMENT BE MADE TO ANY MIDDLEMAN BESIDES THE DESIGNATED OFFICES. ANY CLIENT WHO DISREGARDS THIS CAUTION DOES SO AT HIS/HER OWN RISK AND THE ASSEMBLY SHALL TAKE NO RESPONSIBILITY WHATSOEVER.</b></p>

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

#### 4.2 FINANCE DEPARTMENT

SERVICE TYPE	TIME FRAME	REQUIREMENTS
Business Operating Permit	One (1) Day	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Building permit (if operating in a container/kiosk)</li> <li>• Payment of required fees</li> <li>• Issuance of permit</li> </ul>
Certificates for Contractors/Supplier	One (1) Day	<ul style="list-style-type: none"> <li>• Application letter on Company's letterhead</li> <li>• Submission of Registrar General's, Works &amp; Housing (where applicable) and GRA Certificates</li> <li>• GRA TIN</li> <li>• Account Details (Account Name, Bank, Branch, Account Number)</li> <li>• Payment of approved fees</li> <li>• Issuance of Certificate</li> </ul>

#### 4.3 EDUCATION, YOUTH AND SPORTS DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Implementing GES Government approved National pre-tertiary educational policies and programs.	Five (5) working days	Appointment of teachers and other non-teaching staff to various schools to teach as well as admission of pupils.
Ensuring that through GES all Ghanaian children of school-going age are provided with inclusive and equitable quality formal education and training at the pre-tertiary level.	Five (5) working days	Effective teaching and efficient management of resources to make education delivery relevant to the manpower needs of the nation.

#### 4.4 MUNICIPAL HEALTH DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Provision of specialists, secondary and primary clinical consultations	Within 3 hours of arrival	<ul style="list-style-type: none"> <li>• As required.</li> </ul>
Provision of emergency medical and surgical services	Seen within 5 minutes of arrival	<ul style="list-style-type: none"> <li>• As required.</li> </ul>
Provision of general laboratory services	Within 24 hours of specimen collection	<ul style="list-style-type: none"> <li>• As required.</li> </ul>
Provision of general radiology services.	Within 90 minutes of receipt of request	<ul style="list-style-type: none"> <li>• As required.</li> </ul>
Provision of pharmaceutical services (OPD)	Within 30 minutes upon receipt of prescription at the dispensary	<ul style="list-style-type: none"> <li>• As required.</li> </ul>
Provision inpatient clinical care	Daily review of patients	<ul style="list-style-type: none"> <li>• As required.</li> </ul>
Provision of preventive, promotive and rehabilitative care	Throughout the year	<ul style="list-style-type: none"> <li>• As required.</li> </ul>
Provision of operational and clinical research to enhance quality of care	When the need arises	<ul style="list-style-type: none"> <li>• As required.</li> </ul>
Provision of on-the-job training for health trainees in post -secondary and tertiary institutions.	Throughout the year	<ul style="list-style-type: none"> <li>• As required.</li> </ul>

## 4.5 AGRICULTURE DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Sensitization, implementation and monitoring of Planting for Food & Jobs (PFJ) phase (II) in the Municipal	Daily	<ul style="list-style-type: none"> <li>Distributors and Retailers inform the Agric department to inspect and verify PFJ inputs received before they commence sale of the inputs in the district.</li> <li>Agric officers monitor the sale of these inputs.</li> <li>Beneficiary farmers are visited on their farms to help in the provision of technical knowhow.</li> </ul>
Technology Transfer	February-March	<ul style="list-style-type: none"> <li>Select suitable sites with farmers to establish demonstration plots.</li> <li>Provide inputs and logistics for the establishment of demonstration plots to transfer improved and modern farming practices.</li> </ul>
Conducting yield analysis in the Municipal	December-March	Map out an area to conduct yield studies on the various crops cultivated in the district.
Farm and home visits	January-December	<ul style="list-style-type: none"> <li>Visit farmers at home for training and demonstration.</li> <li>Visit farmers field to demonstrate technology to farmers.</li> <li>Demonstration on crops.</li> </ul>
Formation and strengthening of Farmer Based Organizations	January-December	<ul style="list-style-type: none"> <li>Formation of FBO at all the operational areas.</li> <li>Registration of FBO.</li> <li>Training FBO on group dynamics, record keeping, correct usage of Agro-chemicals and nutritional education.</li> </ul>
Public education and awareness creation on emerging issues	Daily	Public awareness is created on any emerging issue through radio discussions, churches and mosque.
Promoting food safety and security in the Municipal	Daily	Ensuring proper post-harvest management

#### 4.6 CENTRAL ADMINISTRATION DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
<b>ADMINISTRATIVE</b>		
Receipt and reply of general correspondence	Within 2 working days	<ul style="list-style-type: none"> <li>All correspondences are received and filed by the Registry department.</li> <li>These correspondences are address to the appropriate department/Unit heads by the MCD for necessary action to be taken.</li> </ul>
Public Relation and Complaints Committee.	Within 7 working days	<ul style="list-style-type: none"> <li>The PRCC meets upon receiving a complaint.</li> <li>The Committee commenced their investigation and invite parties involved to help address the issue before them.</li> <li>The PM (Chair of the Committee) presents their findings and recommendation to the Assembly for implementation.</li> </ul>
Recording of minutes/reports of all official Meetings	As when it happens	<ul style="list-style-type: none"> <li>Minutes /reports are recorded by administrative officers and filed accordingly.</li> </ul>
Preparation of Quarterly and Annual Performance Report.	Quarterly/Annually	<ul style="list-style-type: none"> <li>Collating Departmental/Units Reports into a holistic Performance Report of the Municipal.</li> </ul>
Preparation of Municipal Medium Term Development Plan	Every 4 years	<ul style="list-style-type: none"> <li>Review of previous MMTDP</li> <li>Stakeholders'/Community engagement.</li> <li>Preparation of first draft.</li> <li>Presentation of first draft to stakeholders.</li> <li>Preparation of second draft.</li> <li>Organizing Town Hall Meeting.</li> <li>General Assembly approval.</li> <li>Submission of final draft.</li> </ul>
Preparation of Annual Action Plan and budget	Annually	<ul style="list-style-type: none"> <li>Collating inputs from departments/Units</li> <li>Drafting of AAP and budget.</li> <li>Presentation of AAP to management.</li> </ul>
Monitoring of projects	Depends on the project timeframe	<ul style="list-style-type: none"> <li>Constituting monitoring team •</li> <li>Visitation of project sites.</li> <li>Preparation and submission of monitoring report.</li> </ul>

<b>ENVIRONMENTAL HEALTH UNIT</b>		
<b>COMPLAINTS</b> 1. Attending complaints such as a. Stray animals b. Insanitary premises c. Indiscriminate dumping of waste e. Open defecation Accumulation of waste water. f. Blockage of public drain etc. g. Cemetery management d. Market sanitation	Within 2 days	<ul style="list-style-type: none"> <li>Complainants come with complaints to the office.</li> <li>Follow up is made to the said premises/place for action.</li> <li>Legal action is taken where and when necessary.</li> </ul> <p><b>Note: complaints should be related to Environmental Sanitation.</b></p>
<b>FOOD HYGIENE</b> Meat Inspection	Daily from 6am to 9am	<ul style="list-style-type: none"> <li>Animals meant for public consumption are brought to the slaughter house to undergo ante mortem and post mortem.</li> <li>Carcasses are either passed as fit or unfit for consumption.</li> </ul>
Screening of food vendors and handlers	1 or 2 days	<ul style="list-style-type: none"> <li>Food vendors or handlers are referred for laboratory examination at an approved facility.</li> <li>Issuance of Certificate based on medical reports (fit or unfit to vend or not).</li> </ul>
Inspection Reports for Restaurants, Bars, Hotels, Guest Houses etc. for onward issuance of permits and certification.	2 days	<ul style="list-style-type: none"> <li>Applicants either come with a letter from Tourist Board to the office.</li> <li>A day is arranged for the inspection at the said premises.</li> <li>Suitability Report and Certificates are awarded when the premises meet Environmental Standards.</li> </ul>
Burial of Pauper and infectious bodies etc.	As and when it occurs, and is buried immediately.	<p style="text-align: center;"><b><u>FOR PAUPER CASES</u></b></p> <ul style="list-style-type: none"> <li>Receival of Coroner's Inquest from the Police and duly signed by the coroner.</li> </ul> <p style="text-align: center;"><b><u>FOR INFECTIOUS CASES</u></b></p> <ul style="list-style-type: none"> <li>Receival of Medical Cause of Death from the Hospital or Holding Facility</li> <li>Issuance of Burial Permit</li> <li>Meets with family to plan burial</li> <li><b>Note: Body is not handed over to the family as its now the property of the State.</b></li> </ul>
Lifting of Skip Containers (Zoomlion)	Every 3 days	<ul style="list-style-type: none"> <li>Skip Trucks are used to lift Skip containers from the Transit points to the final disposal sites.</li> </ul>

Dislodging	1-7 days	<ul style="list-style-type: none"> <li>When Managers of Public and Private toilets or landlords reports to the office for dislodging.</li> </ul>
Monitoring the Emptying of household dustbins	Weekly	<ul style="list-style-type: none"> <li>Follow ups are made to ascertain the regular emptying of dustbins.</li> </ul>
Cleaning of markets, lorry stations, streets etc.	Daily	<ul style="list-style-type: none"> <li>Laborers are made to sweep the premises.</li> </ul>
Educating and training food and drinks vendors or handlers	Organizing workshop where and when the need arises	<ul style="list-style-type: none"> <li>NGOs, GHS, GES, individuals, etc. through the Environmental Health Unit conduct workshop for food vendors/handlers.</li> <li>Through the Environmental Health Unit, we carry out WASH activities.</li> </ul>
<b>STATISTICS DEPARTMENT</b>		
Collection of data on rateables items within the municipal	Annually	<ul style="list-style-type: none"> <li>A. Department publicizes such an activity annually through public address systems, information centers, and radio stations across the district.</li> <li>B. The public is sensitized on the economic benefits of such activities towards the development of the district</li> <li>C. Field officers are trained on the concepts of data collection and entry skills and equipped with logistics for the operation</li> <li>D. Data is analyzed, interpreted and publicized for the use of the general public.</li> <li>•</li> </ul>
Allocation /or reallocation of assembly's market stores and stalls	10 working days	<ul style="list-style-type: none"> <li>A. The department receives and forwards appropriate application letters and issues of conflict on market stores/stalls to the market stores and stalls committee.</li> <li>B. The committee seeks the availability of vacant facilities from the revenue unit.</li> <li>C. The committee vets' applications to determine applicant's suitability or otherwise for the allocation.</li> <li>D. Committee investigates issues with conflicts and makes decisions.</li> <li>E. The committee also investigates into dormant facilities and occupants who default rent to make decisions on possible reallocation.</li> <li>F. The committee through the department conveys decisions to the public.</li> </ul>
Assisting the public with data assessment.	7 working days	<ul style="list-style-type: none"> <li>A. The department receives application letters from the public through the MCD/MCE.</li> <li>B. Request is processed either at the municipal office or the regional office.</li> <li>C. Processed data is sent to the mcd for approval</li> <li>D. The department conveys message to applicant for collection of processed data.</li> </ul>

Public sensitization on the importance of data to the development of the municipal	5 working days	<p>A. The department books appointment with some radio stations and information centers within the Municipal.</p> <p>B. Head of department briefs the public on;</p> <ul style="list-style-type: none"> <li>i. What data is,</li> <li>ii. Processes of data collection, analysis, management and dissemination.</li> </ul> <ul style="list-style-type: none"> <li>• How the public can access all types of data iv. The importance of data/ why the public should always cooperate with data collectors.</li> </ul>
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#### 4.7 SOCIAL WELFARE AND COMMUNITY DEVELOPMENT DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Child rights protection and promotion	Daily	<ul style="list-style-type: none"> <li>• Resolution of reported child maintenance cases.</li> <li>• Resolution of reported pregnancy maintenance and paternity cases.</li> <li>• Resolution of reported child custody and access cases.</li> <li>• Resolution of abandoned babies.</li> <li>• Resolution of family integration cases.</li> <li>• Resolution of reported and identified child labor cases.</li> </ul> <p>All these cases when reported at the department are investigated, resolved sometimes referred to the appropriate institution for amicable settlement.</p>
Community care programs	Daily	<ul style="list-style-type: none"> <li>• Registration of persons with disability</li> <li>• Registration of applicants of the disability fund.</li> <li>• Monitoring the disbursement and utilization of the disability fund.</li> <li>• Facilitate the enrolment of the Vulnerable unto the NHIS system.</li> <li>• Regulating the operations of day care Centers.</li> <li>• Registration and regulating the operations of NGO's and Associations in the district.</li> <li>• Citizenry Bureau</li> <li>• Case management for LEAP beneficiaries with challenges.</li> <li>• Monitoring the disbursement of cash grants for leap beneficiaries.</li> </ul>

Hospital welfare services	Daily	<ul style="list-style-type: none"> <li>• Ensuring that the health care needs of children are provided by their parents.</li> <li>• Ensuring that children who are physically and emotionally abused are given the medical and emotional support needed.</li> <li>• Ensuring that the vulnerable are provided with the basic health care services needed.</li> <li>• Providing counselling services to the vulnerable (PWDs, women, aged, children etc.)</li> </ul>
Justice administration	2 days.	<ul style="list-style-type: none"> <li>• Support the Magistrate and other Panel members on the administration of justice with respect to child's rights and welfare.</li> <li>• Investigating cases of contravention of the Children's Act 560, 1998, Juvenile justice Act, Domestic Violence Act and Criminal Code that appears before the family tribunal and making appropriate recommendation for the decision of the court.</li> </ul>
Social education and training	Daily	<ul style="list-style-type: none"> <li>• Mass meetings</li> <li>• Focus group discussions on topical social issues.</li> <li>• Organizing Skills training for the vulnerable in their respective communities in order to make ends meet.</li> </ul>

#### 4.8 WORKS DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Issuance of building permit	Within 30 days	<ul style="list-style-type: none"> <li>• Submission of application.</li> <li>• Vetting by the physical Planning and Works Department and other agencies.</li> <li>• Collation of Technical findings.</li> <li>• Site inspection.</li> <li>• Technical consideration of application by Technical Sub-committee.</li> <li>• Consideration of application by the Spatial Planning Committee.</li> <li>• Processing of Spatial Planning Committee decisions.</li> <li>• Issuance of Development permit.</li> </ul>
Development control	Quarterly	<ul style="list-style-type: none"> <li>• Radio discussion</li> <li>• Stakeholders Engagement.</li> </ul>
Project Management and Quantity surveying	Depends on the project	<ul style="list-style-type: none"> <li>• Planning stage</li> <li>• Preparation of working drawings</li> <li>• Preparation of estimates</li> <li>• Preparation of bill of quantities.</li> </ul>

		<ul style="list-style-type: none"> <li>• Preparation of tender documents</li> <li>• Bid opening</li> <li>• Tender Evaluation</li> <li>• Award of contract.</li> <li>• Project supervision</li> </ul>
Monitoring of projects	Depends on the project timeframe	<ul style="list-style-type: none"> <li>• Constituting monitoring team</li> <li>• Visitation of project sites.</li> <li>• Preparation and submission of monitoring report.</li> </ul>

#### 4.9 DISASTER PREVENTION DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Educate and sensitize the public on disaster prevention and mitigation	Quarterly	<ul style="list-style-type: none"> <li>a. Letters sent to the opinion leaders in the community or town</li> <li>b. Announcement is made in the community on the said date on the letter</li> <li>c. Community durbar to engage with community members with our human resource personnel's.</li> </ul>
De-silting Major Drains/clean up exercise to avoid flooding and other related diseases	Quarterly	<ul style="list-style-type: none"> <li>a. Announcement is made in the community through information Centre to inform the community members that, this is what NADMO is embarking on so the community members should join hand.</li> </ul>
Community based anti-bush/domestic fire education/radio talk show	1st quarter and November through to December	<ul style="list-style-type: none"> <li>a. Letters sent to the opinion leaders in the community or town.</li> <li>b. Announcement is made in the community on the said date on the letter.</li> <li>c. Community durbar to engage with community members with our human resource personnel's.</li> <li>d. Radio talk show.</li> </ul>
Disaster preparedness education on floods, rain/windstorm	2 <sup>nd</sup> quarter throughout	<ul style="list-style-type: none"> <li>a. Letters sent to the opinion leaders in the community or town.</li> <li>b. Announcement is made in the community on the said date on the letter.</li> <li>c. Community durbar to engage with community members with our human resource personnel's.</li> </ul>
Disaster risk reduction and Climate change adaptation advocacy (DRR&CCAA)	Daily	<ul style="list-style-type: none"> <li>a. Letters sent to the opinion leaders in the community or town.</li> <li>b. Letters sent to our stakeholders like Ghana National Fire Service (GNFS), Environmental Protection Agency (EPA) etc.</li> <li>c. Announcement is done through information Centre to the people</li> <li>d. Final program takes place at the hall.</li> </ul>
Training of Disaster Volunteer Groups (DVGs)/ formation of Disaster Clubs in Schools.	2 working days	<ul style="list-style-type: none"> <li>a. Letters sent to the school heads and community leaders.</li> <li>b. Selection is made among the students and the community members.</li> <li>c. Training is done.</li> <li>d. Formation of the Disaster Clubs.</li> </ul>

Undertake Emergency Response	As at when disaster happens	<ul style="list-style-type: none"> <li>a. Complaints are received through phone calls from the victims or other persons.</li> <li>b. Response Team is mobilized and sent to the scene for rescue.</li> </ul>
Establishment of District Disaster Committee	1 working day	<ul style="list-style-type: none"> <li>a. Letters to the various members of the committee which is stated in the NADMO Act 571</li> <li>b. MCE is the chairman</li> </ul>
		<ul style="list-style-type: none"> <li>c. NADMO Director is the secretary</li> <li>d. Swearing in of members</li> <li>e. Municipal Disaster Committee is formed.</li> </ul>
Public education on road safety	1 working day	<ul style="list-style-type: none"> <li>a. Letters sent to the Drivers Unions.</li> <li>b. Letters sent to our stakeholders like Ghana Police Service, Road Safety Commission, etc.</li> <li>c. Announcement is done through information Centre in the communities.</li> <li>d. Final program takes place at a durbar ground.</li> </ul>
Inspection of market centers, commercial places and public institutions	3 working days	<ul style="list-style-type: none"> <li>a. Letters sent to the managers of the institutions on the said date of the inspection</li> <li>b. The team mobilizes to the various places to check, fire extinguishers, exit point, fire detector, documentation surrounding their operations</li> <li>c. Observations</li> <li>d. Recommendations</li> </ul>

## CHAPTER FIVE

### 5.0 OUR COMMITMENTS AND YOUR RESPONSIBILITIES

#### 5.1 WHAT WE STRIVE FOR

- Continuous improvement in our delivery service.
- 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 numbered to facilitate easy identification
- Friendly Client Service Officers 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 with building regulations
- Courteous Revenue Collectors with tags will go round daily to collect various rates

#### 5.3 WHAT WE ASK FROM THE PUBLIC

The quality of service we can provide for you depends on the inputs and co-operation we receive from you. Accordingly, we expect you to:

- Identify yourself by name, and if necessary, organization and grade.
- Comply with our rules, guidelines and regulations.
- Accord our staff, the utmost respect.
- Clarity/purpose
- Indicate what you expect the Assembly to do
- Sign or thumbprint to authenticate complaint/enquires
- Add your telephone number
- Follow up with the relevant HOD

#### 5.4 WHAT TO EXPECT FROM US

- Welcome client
- Brief introduction of the institution
- Direct client to the appropriate office base on the purpose
- Follow up call to appreciate your visit
- Client Satisfaction (recommendations/suggestions)

## **The process:**

### ***In writing, we will:***

- Reply to all letters within five (5) working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone when to expect a full reply.
- Treat faxes and e-mails which are duly signed as official documents.

### ***By telephone, we will:***

- Identify ourselves by organization, name and grade.
- Inform you when you may expect a full reply, if we are unable to answer your enquiry immediately.
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence.

### ***On appointment, we will:***

- See you within ten minutes of the agreed time.
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

## CHAPTER SIX

### 6.0 WHERE TO FIND US

#### 6.1 PHYSICAL LOCATION

- a. The Assembly is located at Ahyiaem, behind Jubilee Park and Ambulance Bay.
- b. The Client Service Unit is located on the ground floor of the assembly premises, room number 11.

#### 6.2 OUR MAILING ADDRESSES ARE:

ASANTE AKIM CENTRAL MUNICIPAL  
ASSEMBLY  
ASSEMBLY POST OFFICE BOX 55 KONONGO  
-ODUMASI.

TEL: 03221-94728/0322194761

E-MAIL: [asanteakimcentral4@gmail.com](mailto:asanteakimcentral4@gmail.com)

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

#### 6.3 SOME IMPORTANT TELEPHONE NUMBERS

NO.	CONTACT PERSON	PHONE NUMBER(S)
1.	Hon. Municipal Chief Executive	0243018582
2.	Municipal Co-ordinating Director	0206415423
3.	Hon. Member of Parliament (MP)	
4.	Hon. Presiding Member	0242968179
5.	Municipal Works Engineer	0244727210
6.	Municipal Finance Officer	0246258272
7.	Client Service Officer	0545476763
8	Municipal Social Welfare and Community Dev't officer	0247589523
9	Municipal Environmental Health Officer	0246981349
10	Municipal Planning Officer	0244734647
11	Records Management Unit	0553274404
12	Municipal Statistician	0273590890
13	Municipal Budget Analyst	0242652473
14	Municipal Procurement Officer	0248439661
15	Municipal Environmental Health officer	0243026348
16	Municipal Physical Planning Officer	0242140438
17	Municipal Education Director	0244693029
18	Municipal Health Director	0244964330
19	Municipal NADMO Director	0243633818

## CHAPTER SEVEN

### 7.0 COMPLAINTS AND COMMENTS

#### 7.1 WHEN REGISTERING A COMPLAINT

When contacting us for unsatisfied service from AACMA, we would like you to:

- Indicate which of our services you are dissatisfied with.
- Indicate what you expect the AACMA to do.
- Follow up with the relevant staff/department/unit, if possible.

#### 7.2 WHERE TO ADDRESS YOUR COMPLAINTS

*You may address your comments and complaints to:*

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

ASANTE AKIM CENTRAL ASSEMBLY

P. O. BOX 55

KONONGO- ODUMASI

TEL: 03221-94728/0322194761

E-MAIL: [asanteakimcentral4@gmail.com](mailto:asanteakimcentral4@gmail.com)

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

#### **NOTE:**

The channel of communication in dealing with the AACMA shall be as follows:

- a. From Serving Officer through Departmental Head to MCD and to MCE.
- b. From the Public to the Head of Department to MCD and to MCE.

#### 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 them 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) OFFICE OF THE ASANTE AKIM CENTRAL MUNICIPAL ASSEMBLY**

**P. O. BOX 55 KONONGO**

**KONONGO-ODUMASI.**