

THE NEW CLIENT SERVICE CHARTER



MFANTSEMAN MUNICIPAL ASSEMBLY

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CHAPTER ONE

1.0 INTRODUCTION

We are the Mfantseman Municipal Assembly under the Ministry of Local Government and Rural Development.

VISION STATEMENT

“A prosperous Municipality with improved social services and improved quality of life of its people”.

MISSION STATEMENT

“To improve upon the standard of living of the people through exploitation of human and natural resources and operating within an open and fair society with economic opportunities existing for all”.

CORE VALUES

Innovation and Creativity

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

Effective Partnership

We embrace long term sustainable partnerships with all stakeholders

Responsiveness / Diversity

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

Dedication and Discipline

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

Safe and Accessible Neighbourhoods

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

CHAPTER TWO

FUNCTIONS (L.I 2026)

We are responsible for:

- Exercising political and administrative authority
- Controlling, regulating, inspecting, supervising, licensing of premises for carrying out any profession, occupation, trade or business, Issuance of Building and Development permits, Marriage, Divorce, Births & Deaths registration, Issuance of Business operating licenses.
- Approval of planning schemes/layouts
- Development Control (orderly physical development of settlements).
- Waste Management
- Revenue Mobilization
- Fixing of Rates
- Providing basic Socio-Economic Infrastructure, including Schools, Markets, Water, Lorry Parks, sanitation facilities (Public and Institutional Toilets) Roads
- Promoting Local Economic Development
- Collaborating with the relevant National and Local Security Agencies to maintain security and public safety.
- Promoting justice by ensuring ready access to courts
- Legal Provisions and Guidelines

The Mfantseman Municipal Assembly operates within the following legal provisions and guidelines:

- ❖ The Auction Sales Act, 1989 (PNDC Law 230).
 - ❖ The Liquor Licensing Act, 1970 (Act 331)
 - ❖ The Control and Prevention of Bush Fires Act, 1990(PNDC Law 229).
 - ❖ The Section 296 of Criminal Offence Act, 1960 (Act29) in respect of littering.
- The 1992 Constitution of the Republic of Ghana

- Local Governance Act, 2016 (Act 936)
- Public Financial Management Act, 2016 (Act 921)
- Public Procurement Act, 2016, (Act 914)
- Spatial Planning Act, 2016 (Act 925)
- National Development Planning (System) Regulations, 2016 (L.I. 2232)
- Composite Budget Guidelines, 2018
- Public Health Law, 2012 (Act, 851)
- Mental Health Act, 2012 (Act 846)
- Gazetted Bye laws
- The Section 296 of Criminal Offence Act, 1960 (Act 29) in respect of stray animals.

CHAPTER THREE

3.1 SERVICE STANDARDS

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

- 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 (1) Day 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

4.1 PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS

4.1.1 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
Death Certificate	Above one (1) year one (1) Month	<ul style="list-style-type: none"> • Fill a form • Form Sent to Saltpond Hospital for vetting • To Accra for signing and printing of certificate
Already buried one (1) Month	Newly deceased one day (1Day)	<ul style="list-style-type: none"> • Fill a form • Pay approved fee • Issuance of burial permit and Death Certificate
	Already buried one (1) Month	<ul style="list-style-type: none"> • Fill a form • Pay approved fee • Issuance of burial permit and Death Certificate
Marriage Certificate	21 Days for publication of proposed marriage	Complete the publish Form for Notice of Registration at specified places for 21 days

Marriage Certificate	<input type="checkbox"/> Marriage Certificate issued within 5 days after marriage	<ul style="list-style-type: none"> • Couple and two witnesses complete Form of Registration (FR) • Couple submit FR with affidavit • Payment of approved fees • Issuance of Marriage Certificate within five (5) days after marriage <p>NB: (Requirements for Marriage Registration: Colour copy of photo ID of couple and two (2) witnesses, two (2) passport pictures of each couple, affidavit)</p>
Divorce Certificate		SEE REGISTRAR OF MARRIAGE AT ASSEMBLY

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

	<p>ADDITIONAL REQUIREMENTS (For multi-purpose and multi-usage)</p> <ul style="list-style-type: none">• Four (4) copies of structural drawings approved by an Architect or Structural Engineer• Soil test report• Ghana National Fire Service report• Environmental protection Agency report• Structural integrity report in case development has already commenced or is completed (for building above 2-storey)• Drawings must be satisfied by a Structural Engineer or Architect• Up to date business registration and operating permit (for commercial organizations)• Property rate payment receipt (for existing buildings)
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CHAPTER FIVE

5.1 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.

5.2 DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES

- You can make your enquiry or lodge complaints at our Client Service Unit
- 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.

5.3 CONTACT ADDRESS OR CONTACT PERSONS

A. CONTACT ADDRESS

Mfantseman Municipal Assembly

Post Office Box SP 28

Saltpond-Central Region

Ghana Post GPS Address: CM- 0019-6367

Telephone:

Email:

Facebook:

Website: www.mfantsemanma.gov.gh

B. CONTACT PERSONS

1. Hon. Kenneth Kelly Essuman – Municipal Chief Executive – 0244512767
2. Hon. John Afful – Presiding Member- 0244228890
3. Alhaji Haruna A. Salam – Municipal Coordinating Director – 0246188282
4. Ms. Charlotte Adjei - Client Service Unit - 0551941724