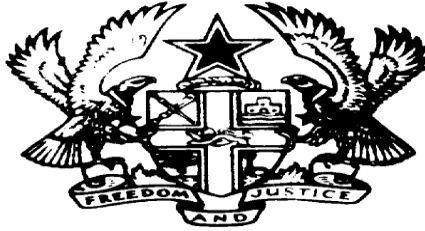


GUSHEGU MUNICIPAL ASSEMBLY

GUSHEGU



REPUBLIC OF GHANA

CLIENT SERVICE CHARTER

2021

info@Gushegumunicipalassembly@gmail.com

Gushegu Municipal Assembly: Accountability, client-oriented, creativity, diligence, discipline, equity, integrity, innovativeness, timeliness and transparency.

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FOREWORD

This Client Service Charter has been developed to monitor efficient service delivery and serve as the blueprint for the Gushegu Municipal Assembly (GMA). This will help to further facilitate the standardization of the services delivered and to communicate to the public the exact services that GMA delivers. It details the service standards that GMA is committed to delivering to our stakeholders and outlines a complaints procedure for our esteemed stakeholders who may have challenges with our services.

Through this document, the GMA will be able to communicate to stakeholders vital information about what it commits to do, how to contact us, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It will enhance the participation of civil society and interest groups in the provision of services as well as provide transparent mechanisms for contact, accessibility and complaints.

Another fundamental reason for the development of this Charter is to highlight to our clients, the various services offered by GMA, the procedures to follow to access them, and the timeframe within which to obtain each service.

It is our expectation that stakeholders who engage GMA are served in line with our values of being professional, ethical, efficient and responsive. Our commitment as an entity is to ensure that we provide the highest standards of excellence in client service delivery.

We welcome your feedback as we work together to create a customer-centric culture and to deliver value to you: our stakeholders.

A handwritten signature in blue ink, appearing to be 'Fuseini Karim', written over a horizontal line.

For: Municipal Coordinating Director
Fuseini Karim
(Assistant Director I)

CHAPTER ONE

1.0 INTRODUCTION

The Client Service Charter provides information on the services rendered by the Gushegu Municipal Assembly to its clientele and states what the public need to know concerning the activities of the ministry and further indicates how feedback could be communicated with regards to any of our services. It also outlines our service standards, fees charged (if any) in assessing our service and defines what the public can expect from us.

The Gushegu Municipality is one of the Sixteen (16) administrative MMDAs of the Northern Region of Ghana. The Municipality prior to its recent elevation was created by an Act of Parliament (Act 18, 1959) and by the Legislative Instrument (LI) 1783. However, in July, 2017 the District was elevated to a Municipality status with L.I.178 by H.E. the President of the Republic of Ghana in accordance with the relevant provisions of the law and to meet the fast urbanising nature and growth of the population. The elevation to a Municipal status will ensure that development is spread to all parts of the area.

The Gushegu Municipality is autonomous in relation to planning, budgeting and implementation of projects. It is the highest administrative and political authority in the Municipality, located in the North Eastern Corridor of the Region and shares borders with eight (8) other Districts and Municipalities which include Natong and Karaga to West, Saboba and Chereponi to East, East Mamprusi, Bunkurugu and Yunyoo to West, Yendi and Mion to the South. The Municipality has over 395 communities with an estimated population of 111,259 (2010 PHC, GSS) covering a land area of approximately 2,674.1 km². It is about 114 km from the Northern Regional capital, Tamale. Gushegu is the seat of Administration of the Municipality with Kpatinga being the second largest town.

The Municipal Assembly as a Legislative Political and Administrative Authority is composed of 38 members comprising the MCE, MP and Twenty-Five (25) elected and eleven (11) appointed. However, there is only one female Assembly person who is appointed by the Government. Hon. Robert Dawuni Yaja, Assembly Member for the Waawu Electoral Area is the Presiding Member for the Assembly.

Hon. Musah Issah is the Municipal Chief Executive (MCE). He is the chairperson for the Municipal Security Committee (MUSEC) and the Municipal Tender Committee. The sub-structures are eight (8) consisting one (1) Town Council and seven (7) Area Councils.

The Assembly functions or works through a network of statutory sub-committees and other adhoc committees.

There is an Executive Committee which is chaired by the Municipal Chief Executive, three other Members elected by the Assembly and the Secretary who is the Municipal Coordinating Director. The Executive Committee is also composed of the Chairpersons of the five statutory sub-committees of the Assembly, namely, Finance and Administration, Justice and Security, Social Services, Works and Development Planning as well as an Agriculture sub-committee and two other members elected by members of the Assembly.

Other Committees of the Assembly are: Municipal Security Committee (MUSEC), Municipal Statutory Planning Committee, Municipal Education Oversight Committee (MEOC), Municipal Entity Tender Committee, Municipal Spatial Planning Committee, Municipal Disaster Management Committee, Municipal Health Committee, Municipal AIDS Committee, Municipal Tender Review Committee and Audit Committee.

Meetings of the Assembly are chaired by the Presiding Member who is elected from among its members by Two-Thirds majority of all the members of the Assembly.

The Gushegu Municipal Assembly is headed by the Municipal Chief Executive, who is nominated by the President and approved by Two-Thirds of the members of the Municipal Assembly Members present and voting.

Heads of Departments of the Assembly attend meetings of relevant sub-committees and advise accordingly. The Executive Committee is responsible for the performance of executive and coordinating functions of the Assembly. It is responsible for the implementation of the resolutions of the Assembly and oversees the administration of the Municipality. The committee is expected to:

1. Coordinate plans and programs of the Sub-Committees and submit these plans as comprehensive plans of action to the Assembly
2. Implement resolutions of the Assembly.
3. Oversee the administration of the Municipality in collaboration with the office of the Municipal Chief Executive.
4. Recommend where it considers necessary, in the case of Municipal non-decentralized departments to the appropriate government Ministry, Department and Agencies (MDAs), the appointment and replacement of officers within the area of authority of the Assembly.
5. Adopt measures to develop and execute approved plans of the units, areas and town and Sub-Municipal Councils within the area of authority of the Assembly.
6. Recommend to the Municipal Assembly the coordination, integration and harmonization of Development Plans and Policies.

1.1 MANDATE

The mandate of the Municipal Assembly includes directing the development process peculiar to the local areas within its geographical boundaries.

1.2 VISION

A Municipality where there is equal access to social services through equitable distribution of development projects and programmes, equal access to available economic opportunities, sustained environment, accelerated economic growth and respect for human right and social justice.

1.3 MISSION STATEMENT

Gushegu Municipal Assembly exists to improve on the living conditions of the people in the municipality through the provision of social and economic infrastructure and to ensure a peaceful and secure environment for business. This is to be achieved in partnership with the private sector and other development agents with a well-trained and motivated staff.

1.4 CORE VALUES

The core values of the Gushegu Municipal Assembly are an institution which promotes client focus, professionalism, transparency, accountability, participation in Good local governance. All this serves to achieve improved local economy by harnessing resources for accelerated and Sustainable Development towards higher living standards and the attainment of the MDGs.

1.5 STRATEGIC PLAN

To improve upon the general living standard of people through a concerted effort of all stakeholders to achieve self-reliance, accountability, unity of purpose with the creation of the necessary enabling environment for the growth of the private sector-led economy based on the principle of good governance.

CHAPTER TWO

2.0 FUNCTIONS

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
- 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

The Gushegu 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)
- ❖ Gazzetted Bye laws
- ❖ The Section 296 of Criminal Offence Act, 1960 (Act 29) in respect of stray animals

CHAPTER THREE

3.0 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.

CHAPTER FOUR

4.0 PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS.

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
Feedback on Complaints Lodged	Five (5) working days upon receipt
Feedback on Correspondences	Seven (7) working days upon receipts
Issuance of Marriage Certificate	• Complete and publish Form for Notice of Registration at specified places for 28 days • Couple and two witnesses complete Form of Registration (FR) • Couple submit FR with affidavit • Payment of approved fees • Issuance of Marriage Certificate within 5 days after marriage • NB: Requirements for Marriage Registration: Color copy of photo ID of couple and 2 witnesses, Two passport pictures of each couple, affidavit.
Divorce Certificate	See Registrar of Marriage at Assembly

Specific Complaints	Visit Client Service Unit or Call Client Service Officer *Lodge your complaints verbally or written *Leave your contact Number or Address with Client Service Officer *Wait for a feedback within five working days *Report issues directly to MCD/MCE/PM if not satisfied with first response.
Courtesy call on Municipal Chief Executive/Municipal Coordinating Director	Report at the reception/secretary for direction to MCE/MCD Office *Register at MCE/MCD reception *Indicate purpose of visit (Official/Private/Personal) *Wait for your turn at the MCE/MCD reception *Sign-out at the reception on your way out

4.1 STEPS INVOLVED IN OBTAINING DEVELOPMENT/BUILDING PERMITS

STEP 1: PURCHASE OF FORMS	Buy your development and building permit application form and Jacket from the Finance Office of the Assembly.
STEP 2: REQUIREMENTS	BASIC REQUIREMENTS

	• 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) ADDITIONAL REQUIREMENTS (For multi-purpose and multi-usage) • 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
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	• Up to date business registration and operating permit (for commercial organizations) • Property rate payment receipt (for existing buildings)
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CHAPTER FIVE

5.0 COURTESY AND COOPERATION.

- ❖ Our 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 task force will visit various construction sites to ensure compliance to building regulations.
- ❖ Courteous Revenue Collectors will go round daily to collect various rates/fees.
- ❖ 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 report those that litter.
- ❖ Developers are entreated to produce valid development permits.
- ❖ Strict Compliance with by-laws of the Assembly.

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 or by contacting our hotline on **037 2099974**
- 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 Honorable Presiding Member.

- The Social Welfare and Community Development Department of the Assembly can be reached on a Hotline **0502034648** on any report or complaint of abuse or violence against vulnerable persons, particularly children and women.

5.3 CONTACT ADDRESS AND CONTACT PERSONS

A. CONTACT ADDRESS

Gushegu Municipal Assembly

Post Office Box Gu 1, Gushegu

Northern Region

Ghana Post GPS Address: NG-00037-8944

Telephone: 037 2099974

Email: info@gushegumunicipalassembly@gmail.com

Facebook: <https://www.facebook.com/groups/1783858493499>

Website: www.gusheguma.gov.gh

B. CONTACT PERSONS

1. Hon. Yaja Dawuni Robert– Municipal Chief Executive – 0240879584
2. Hon. Robert Dawuni Yaja – ?
3. Osman Musah – Municipal Coordinating Director – 0242006400
4. Client Service Centre – 037 2099974

C. EMERGENCY SERVICES

1. Police: 0208190828/0245137820/ 112/191
2. Fire Service: 112/192
3. Ambulance Service: 193/0544190411/0209100229/193/112
4. NADMO: 0246626850