GUSHEGU MUNICIPAL ASSEMBLY

GUSHEGU

REPUBLIC OF GHANA

CLIENT SERVICE CHARTER

2026

info@Gushegumunicipalassembly@gmail.com

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

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.

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Osman Musah
(Municipal Coordinating Director)

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. Abdulai A. Osman, Assembly Member for the Nakohugu Electoral Area is the Presiding Member for the Assembly.

Hon. Abdul-Hafiz Adam 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) Zonal 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.

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.

- 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 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 lD of couple and 2 witnesses, Two passport pictures of each couple, affidavit.
Divorce Certificate	See Registrar of Marriage at Assembly

	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 • Up to date business registration and

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 with 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 liter.
- 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:

- Businesses 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.

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:

B. CONTACT PERSONS

1. Hon. Abdul-Hafiz Adam – MCE – 0249815191
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: 0209681432