



CLIENT SERVICE CHARTER

KWAHU WEST MUNICIPAL ASSEMBLY

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1.0 INTRODUCTION:

We are the Kwahu West Municipal Assembly (KWMA) under the Ministry of Local Government and Rural Development (MLGRD) of the Republic of Ghana. The Kwahu West Municipal was established by Legislative Instrument (L. I 1870) in 2007. It is highest political and administrative authority in the Municipality. It is made up to 38 Assembly members out of which 25 are elected and the remaining 12 are appointed by government. Also 34 are males while 4 are females. They form the highest decision making body of the Assembly. The Assembly structure has two (2) main committees; Executive Committee and Public Relations and Complaints Committee.

It is located in the Eastern Region of Ghana and it is one of the 33 districts in the Eastern Region. It lies between latitudes 6 30' North and 7 North and longitudes 0 30' West and 1 West of the equator. The Municipality is bordered to the North by Kwahu South District, to the West by Asante- Akim South District, to the East by Atiwa East District and to the South by Birim North District. The Municipality has a total land size of 401km with 241 communities. It is about distance of 241kms from Accra.

The Municipality population growth rate is relatively higher than Eastern Regional growth rate of 2.1% and the national growth of 2.5%. The main reason accounting for the high growth rate is immigration. In 2017, the population of the Municipality was estimated at 111,813 based on 2010 Population and Housing Census growth rate of about 2.7%.

The Client Service Charter has been developed and managed according to the guidelines provided by the Local Government Service Delivery Standards and according to the best intentional practices in Local governance, taking into consideration the needs of our numerous and diverse clients. Our Charter lets you know what you can expect in your dealings with us or when you contact us, including our service standards.

ECONOMIC RESOURCES:

The major economic activities in the Municipality are mainly trading and transport services. Other economic activities include; banking/ financial services, ceramics, farming, baking, wood works, and mining. These present unique opportunities for employment and help promote the economic development of the Municipality.

FESTIVAL AND TOURISM:

Historically, the Kwahus' are business itinerants which took them to places like Suhum, Nsawam and Sekondi etc. They were primarily engaged in petty sandals making, tailoring and 'chop bar' operations. These business often kept them too busy all year round expect in two months after Christmas where their business activities slowed down. During low peak business period, the Kwahus returned home to reunite with their families to reflect and settle family issues. This period also offered some them the opportunity to marry. This has evolved over the period and coincided with Eastern and culminated into the popular Eastern festival notably ' Kwahu ooo Kwahu'. People come from within and outside Ghana mainly to have fun at the serene mountains part of the Municipality.

2.0 CONSTITUTIONAL INSTITUTE

Constitutional provisions: Local government is enshrined in Article 241/3, as is decentralization (Article 240/2) Article 35 requires the state ‘to take appropriate measure to ensure administrative and financial decentralization and to give opportunities to people to participate in decision making at every level in national life and government ‘. The constitution also establishes the District Assemblies Common Fund (DACF) and provides for less than 5% of the total government revenue to be paid into it for use by District Assembly for development.

2.1 VISION STATEMENT

“A Highly Trained and Motivated Assembly for Effective Service Delivery”.

2.2 MISSION STATEMENT

“The Kwahu West Municipal Assembly exist to improve the quality of the its people through effective mobilization and development of human resources provision of social services and the creation of an enabling environment for accelerated and sustainable development”.

2.3 CORE VALUE

“Accountability, Client Orientation, Innovation, Diligence, Discipline, Loyalty, Professionalism Fairness, Transparency and Open to Partnership”.

2.4 FUNCTIONS OF THE MUNICIPAL ASSEMBLY:

The functions are basically derived from the statutes as mandated by the local Government Act, 2016, Act 936 and a Legislative instrument 1870 of 2004, which established the Assembly. They are aimed at achieving its mission of improving the living condition of its people. They include:

- Be responsible for the general development of the Assembly by ensuring the timely presentation and submission of budget and development plans of the relevant central government agencies be through the Regional Coordinating Council.
- Be responsible for the maintenance of security, public safety and law and order in the Assembly in collaboration with the relevant security agencies.
- Promote and support productive activities and social development in the Municipality and remove any obstacle to its initiatives.
- To ensure success and promotion of justices in the Assembly.
- Initiate programmes for the development, improvement of human settlement and the environment.
- Initiate, sponsor, or carry out such studies as may be necessary for the discharge of any of the functions conferred on it by Act 642 or any other enactment and also perform such other functions that may be provided under any other enactment.
- Some unique tourism potentials that exist include; health walk, marathon and cycle.

WE ARE ALSO RESPONSIBLE FOR:

- Controlling, regulating, inspecting, supervising, licensing of premises upon which any profession, occupation, trade or business is carried on.
- Issuance of building permits.
- Birth and Death 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.
- Collaborate with the relevant National and Local Security Agencies to maintain security and public safety.
- Promote justice by ensuring ready access to courts.
- Provision of basic socio-economic infrastructure, including schools, markets, water, lorry parks, institutional toilets and roads.
- Levying and collecting taxes, rates, duties and fees.
- Development, improvement and management of human settlements and the environments in the districts.

SERVICE PRINCIPLES

In order to maximize clients' service satisfaction, we shall adhere to the following principles:

- Good governance
- Competence within the civil services;
- Merit-based Human Resource Management practice;
- Equity
- Honesty
- Respect
- Humility and
- Integrity.

3.0 WHY THIS SERVICE CHARTER

In conformity with our mandate and line with our service principles, this service charter has been developed to provide information on services and expected standards to facilitate expedient transaction of business with our clients. It is also meant to provide a practical guide to our clients and stakeholders on the service delivery process of the Assembly and to publicly demonstrate the Assembly's commitment to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

3.1 SERVICE DELIVERY TIME FRAME

We shall issue certificates and provide other services within the following time frames.

SERVICE	TIME FRAME (MONTHS/DAY)
Issuance of building permits.	1 Month
Preparation and approval of planning schemes/layouts	1 Month
Issuance of Business operating licenses	Within 1 Week
Issuance of Birth Certificates	3 Weeks
Issuance of Death Certificates	3 Weeks
Waste management	1 Day
Issuance of food vendors certificates	2 Days
Feedback on Complaints Lodged	7 Working Days
Feedback on Correspondences	7 Working Days
Issuance of Marriage Certificate	Within 21 Days

3.2 PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS:

Stages/Steps of Getting a Birth and Death Certificate

DEPARTMENT	TIME FRAME	SERVICES
BIRTH CERTIFICATE	Under one (1) Year one (1) day	-Produce weighing card -Fill a form -Enter in the birth register book Issuing of birth certificate
	Above one (1) Year one (1) Month	- Fill a form -Send to Koforidua for vetting -To Accra for signing and printing of certificate.
DEATH CERTIFICATE	Newly deceased (1 Day)	- Fill a form -Enter in the death register -Issuing of burial permit and death certificate
	Already buried (1 month)	-Fill a form -Enter in the death register -Issuing of burial permit and death certificate

MARRIAGE CERTIFICATE

Customary Marriage: -

TYPE OF MARRIAGE	TIME FRAME	SERVICE
Customary Marriage	Statutory 21 days required for completion and signing of certificate	<ul style="list-style-type: none">- Provide Application- Provide Affidavit- Two witness each from couple- Contact addresses of couple and their witness-Advertising of application for 21days

Stages / Steps of Getting a Building Permit

1. Get your site plan from the land owner (5 sets)
2. Get a title from the lands commission or lands title registry (where applicable)
3. Get an architect / draughtsman to drawn up your building plan or consult Town and Country Planning Unit.
4. Buy forms at the Physical Planning Department (PPD) formerly Town and Country Planning Department and building permit application jacket from the Finance Department.
5. Fill the form with the help of Municipal Town Planning office or Works Department.
6. You will be told of the required processing fees.
7. A day will be set for site inspections.
8. The Technical Sub-Committee will visit the site and request for changes where applicable.
9. Final form is submitted with the architectural drawings and other drawings and documents.
10. Permit will be granted after meetings of the Technical Sub-Committee and Spatial Planning Committee respectively.
11. The process takes about 2 -3 months after submission of application.

WE STRIVE FOR:

- Continue improvement in our service delivery.
- The creation of an enabling environment of socio- economic development.

COUTERSY AND COOPERATION:

- Developers are entreated to produce valid development permits.
- Courteous Revenue Collectors will go round daily to collect various rates.
- Rate payers are entreated to pay approved sums and collect receipt covering amounts paid.

4.0 SERVICE STANDARD DELIVERY

We shall endeavor to:

- Provide our client with timely, credible and reliable service.
- Publish and disseminate relevant policies, regulation, guideline and circulars for the efficient and effective Human Resource Management of Public Service organizations;
- Demonstrate honesty, respect, humility and integrity towards clients;
- Show our preparedness to listen to our clients;
- Demonstrate commitment to the provision of reliable and accurate information in a timely manner;
- Acknowledge clients' rights;
- Acknowledge diversity
- Ensure easy identification of our offices;
- Provide mechanisms for effective feedback on our services;
- Provide a friendly and efficient environment for our clients.

4.1 WHAT WE EXPECT FROM OUR CLIENTS

- Submission of timely and accurate information
- Clear communication
- Close collaboration
- Cordial relations
- Collegiality
- Respect
- Candor
- Trust
- Understanding
- Cooperation
- Reliability
- Feedback

4.2 DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES

- You can lodge your enquires or complaints at our Client Service Center or by contacting our hotlines 0342296269.
- We aim to acknowledge and respond to your written communication within 7 working days.
- Our suggestion box has been placed at a conspicuous location to take your suggestions on a daily basis and we commit to providing feedback within 5 working days upon receipt.

- If we cannot fully provide an answer to your query within that specific time, we will provide you an interim response and advise you as to when a final response should be expected.
- If you are unhappy with the service you have received or if you feel that we have not met the standards in this charter, then;
- We aim to investigate the complaints, provide you with the proposed action to solve it, and seek your feedback about the proposed actions within seven working days of receiving your complaint.
- We aim to follow up with you on the executed action, make sure it has been executed within the specific 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.