

UPPER MANYA KROBO DISTRICT ASSEMBLY

ASESEWA



SERVICE CHARTER

OFFICE OF UPPER MANYA KROBO
DISTRICT ASSEMBLY
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CHAPTER ONE

INTRODUCTION

We are the Upper Manya Krobo District Assembly (UMKDA) established under the Ministry of Local Government and Rural Development (MLGRD) of the Republic of Ghana in 2018 by L.I 2305 of 2017 in accordance with the Local Government Act, 2016, Act 936 with Asesewa as the District Capital. The District is poised for industrialization which is underpinned by modern agriculture, education and research.

The Client Service Charter has been developed pursuant to the Service Delivery Standards of the Local Government Service and in accordance to best international practices in local governance, taking into consideration the needs of our numerous and diverse clients. Our Charter lets us know what you can expect in your dealings with us or when you contact us, including our services standards, and outlines how you can help us continue to meet your expectations in our delivery of services.

VISION

A safe, Prosperous and Responsive Model District

MISSION

To improve the quality of life of the people and the environment through efficient resource mobilization and sound development administration.

CORE VALUES

In order to improve service delivery and in line with the Local Government Service Delivery Standard, the Upper Manya Krobo District Assembly ascribes to the following:

1. Participation
2. Professionalism
3. Client Focus
4. Transparency
5. Efficient and effective use of resource
6. Accountability

CHAPTER TWO

FUNCTIONS

WE ARE RESPONSIBLE FOR:

- Controlling, regulating, inspecting, supervising, licensing of premise upon which any profession, occupation, trade, or business is carried on.
- Issuance of Building permits.
- Birth & Death registration.
- Issuance of Business operating licenses.
- Approval of planning schemes/layouts.
- Development Control i.e. orderly physical development of settlements.
- Waste management.
- Revenue mobilization
- Fixing of rates.
- Provision of basic socio-economic infrastructure with gender mainstreaming including Schools, Markets, water, Lorry parks, institutional Toilets and Roads.
- Development, improvement and management of human settlements and the environment in the District.
- Collaborate with the relevant National and Local security Agencies to maintain security and public safety.
- Promote justices by ensuring ready access to courts.
- Social welfare of the vulnerable.

CHAPTER THREE

SERVICE STANDARDS

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

3.1.1 Serve citizens promptly and courteously at all service delivery points;

3.1.2 Provide friendly and helpful service;

3.1.3 Help service users make the right choices in accessing services;

3.1.4 Provide appropriate signage and information desks;

3.1.5 Answer calls promptly;

3.1.6 Respond to queries and complaints promptly;

3.1.7 Respond to mail and email correspondence promptly;

3.1.8 Resolve customer complaints fairly, consistently and promptly; and

3.1.9 Encourage service users to make suggestions on how to better the services offered.

3.2 We shall strive to provide the following services within the specified time frame:

SERVICE	TIME FRAME (MONTHS/DAY)
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 settlement.
Issuance of business Operating Licenses	Instance Service after payment of required fees
Issuance of Birth Certificate	Under 1year (1 Day) Above 1 year (1 Month)
Issuance of Death Certificate	Newly deceased (1 day) Already buried (1 Month)
Issuance of food vendors certificate	Instance Service
Feedback on Complaints Lodged	Five (5) working days upon receipt
Feedback on Correspondences	Seven (7) working days upon receipt

CHAPTER FOUR
PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS

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 • Issuance of Birth certificate
	Above one (1) year One (1) Month	<ul style="list-style-type: none"> • Fill a form • Form Sent to Koforidua for vetting • To Accra for signing and printing of certificate
Death Certificate	Newly deceased (1 Day)	<ul style="list-style-type: none"> • Fill a form • Pay approved fee • Issuance of burial permit and Death certificate
	Already buried (1 Month)	<ul style="list-style-type: none"> • Fill a form • Pay approved fee • Issuance of burial permit and Death certificate
	Burial at home	<ul style="list-style-type: none"> • Obtain burial permit • Submit application letter to the Assembly • Inspection of premises by DEHO • Pay approved fee • Issuance of permit • Supervision of burial by DEHO
Marriage Certificate	<p>*28 Days for publication of proposed marriage</p> <p>*Marriage Certificate issued within 5 days after marriage</p>	<ul style="list-style-type: none"> • 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 <p>NB: (Requirements for marriage Registration: Color copy of photo ID of couple and 2 witnesses, Two passport pictures of each couple, affidavit)</p>
Divorce Certificate		<ul style="list-style-type: none"> • SEE REGISTRAR OF MARRIAGE AT ASSEMBLY






PHYSICAL PLANNING DEPARTMENT

SIX (6) SIMPLE STEPS FOR OBTAINING DEVELOPMENT AND BUILDING PERMITS

STEP	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 Assembly
STEP 2: REQUIREMENTS	<p>BASIC REQUIREMENTS</p> <ul style="list-style-type: none"> ➤ Evidence of Land Ownership (Receipt/Chief's Consent) ➤ Signed Site Plan (Must be endorsed by a qualified Surveyor or equivalent) ➤ Building Permit Jacket (To be obtained from District Finance Office) ➤ 4 copies of Building Drawings (Drawings 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"> ➤ 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 buildings above 2-storey) ➤ Drawings must be certified by a Structural Engineer or Architect ➤ Up to date business registration and operating permit (For commercial organization) ➤ Property rate payment receipt (For existing buildings)
STEP 3: COMPLETION OF FORMS	Complete the application form in full with the required information. Add the above listed documents
STEP 4: PAYMENTS & SUBMISSION	<p>1. Pay processing fees and submit completed with all required attachments to the Town & Country Planning Unit of the Assembly. On submission, you shall be informed about the following:</p> <ul style="list-style-type: none"> ➤ Corrections to be made (if any) ➤ Date for site inspection
STEP 5: PROCESSING	<p>1. The secretariat will process the application within two weeks or receipt of application for the Technical Sub-Committee's inspection, assessment and recommendation.</p> <p>2. The Technical sub-committee's recommendation on the application is forwarded to the Spatial Planning Committee with a month of receipt of application for final decision. NB: Applicant may be informed of any corrections to be made.</p> <p>3. The final decision of the Spatial Planning Committee is communicated to the applicant in writing within 2 working days.</p> <p>POSSIBLE DECISIONS:</p> <ul style="list-style-type: none"> ➤ Approval ➤ Regularization ➤ Refusal ➤ Deferral
STEP 6: ASSESSMENT, PAYMENT & COLLECTION	<p>1. On approval, the Works Department will assess and communicate payment due to the applicant</p> <p>2. Pay the approval permit fee or penalty fee at the Finance Office of the Assembly and collect your development and building permit from the Work's Department of the Assembly with the payment receipt</p> <p>3. In the case of deferral, the applicant will be notified and advised on what needs to be done for further consideration.</p> <p>4. In case of refusal, the applicant will be notified of the reason(s) for the refusal</p> <p>5. ALL PERMIT APPLICATIONS TAKE MAXIMUM OF THREE (3) CALENDER MONTHS (All Things being equal)</p>
CAUTION	UNDER NO CIRCUMSTANCE SHOULD ANY PAYMENT BE MADE TO ANY MIDDLE MAN BESIDES THE DESIGNATED OFFICES. ANY CLIENT WHO DIREGARD THIS CAUTION DOES SO AT HIS/HER OWN RISK AND THE ASSEMBLY SHALL TAKE NO RESPONSIBILITY WHATSOEVER

NB: The Permit Application steps apply to both Permanent and Temporal Structures.

TRAFFICE INDICATORS

	CAUTION/DANGER/BREACH OF THE LAW/DEMOLIITION & SURCHARGE
	POSITIVE STEPS TO COMPLIANCE, BUT DON'T START BUILDING
	SIGNIFICANT STEPS TO COMPLIANCE BUT DON'T START BUILDING
	WITHIN COMPLIANCE ZONE, KEEP IT UP
	FULL COMPLIANCE/START BUILDING/COMMENCE DEVELOPMENT

FINANCE DEPARTMENT

Service type	Requirements	Time frame
Business Operating Permit	<ul style="list-style-type: none">• Application letter• Building Permit (if operating in a Container/Kiosk)• Payment of required fees• Issuance of Permit	One day
Certificate for Contractors/Suppliers	<ul style="list-style-type: none">• Application letter on Company's letter head• Submission of Registrar General's, Works & Housing (where applicable) & GRA Certificates• Payments of approved fees• Issuance of Certificate	One day

DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEVELOPMENT

SERVICE TYPE	REQUIREMENTS	TIME FRAME
DISABILITY FUND	<ul style="list-style-type: none"> • Register as a person with disability with two passport photographs • Submit application letter with a full photograph of applicant addressed to the chairman of the Disability Fund. • Vetting of selected applicants • Disbursement of fund to approved/successful applicants. 	5 minutes Any working day Quarterly with 14-days After vetting
CHILD MAINTENANCE	<ul style="list-style-type: none"> • Complainant reports case to the Department • The department issues a summons letter to both the complainant and the defendant to appear before the Panel Committee. • The panel committees sits on the case and settles it 	Any working day 5 minutes Within 2-weekly sittings
FAMILY DEplete RESOLUTION	<ul style="list-style-type: none"> • Complainant reports case to the department • The department issues a summons letter to both complainant and the defendant to appear before the panel committee • The panel committee sits on the case and settle it. 	Any working day 5 minutes Within 2 –weekly sitting

CLIENT SERVICE UNIT

Service Type	Requirements	Time Frame
General Complaints	Visit client Unit or Call Client Service Officer Lodge your complaint verbally or written Leave your contact Number or Address with CSO Wait for a feedback within five working days *Report issue directly to DCE/PM/DCD if not satisfied with first response	One to five working days
Specific Complaints	Visit client Unit or Call Client Service Officer Lodge your complaints verbally or written Leave your contact Number or Address with CSO Wait for a feedback within five working days *Report issue directly to DCE/PM/DCD if not satisfied with first response	
Courtesy Call on MCE/MCD	Report at Reception for direction to MCE/MCD Register at DCE/DCD Secretariat Indicate purpose of visit (Office/Private/Personal) Wait for your turn at the DCE/DCD Secretariat Sign –out at DCE/DCD Secretariat on your way out	Within 15 minute waiting time

CHAPTER FIVE

OUR COMMITMENTS AND YOUR RESPONSIBILITIES

WE STRIVE FOR:

- Continuous improvement in our service delivery
- The creation of an 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.

COURTESY AND COOPERATION:

- All 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
- Developers are entreated to produce valid development permits
- Courteous Revenue Collectors with personal identity Tags will go round daily to collect carious rates
- Rates payers are entreated to pay approved sums and collect receipts covering amounts paid.

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 District Assembly.
- Prompt payment of Property Rates, Business Operating Permits and Basic Rates
- 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 reporting of persons who litter
- Strict Compliance with by-laws of the Assembly

DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES

- You can lodge your enquiry or complaints at our Clients Service Center or by contacting our hotline on 0542547856.
- 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 answer to your query within that specified time, we will provide you an interim response and advise you as to when a final response can be expected.
- We aim to investigate your complaint, 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 the executed actions, 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

CONTACT ADDRESS OR CONTACT PERSONS

CONTACT ADDRESS

Upper Manya Krobo District Assembly

Post Office Box 52

Asesewa- Eastern Region

Ghana post GPS: EU-0111-6955

Telephone: 0244726307

E –mail: info@umkda.gov.gh

Facebook: uppermanyakrobo

Website: www.umkda.gov.gh

CONTACT PERSONS

1. *Hon. Joe Sam – District Chief Executive – 0244430322*
2. *Hon. Nyarko Bismark Tetteh – Member of Parliament – 0244126672*
3. *Hon. Eric Tetteh – Presiding Member -0246537969*
4. *Mr. Majeed Ayariga – District Coordinating Director – 0244726307*
5. *Client Service Centre – 0542547856*

NOTE: ALL THE CONTACT PERSONS CAN BE REACHED DURING WORKING HOURS