



AKUAPEM NORTH MUNICIPAL ASSEMBLY AKROPONG - AKUAPEM

THE NEW SERVICE CHARTER






YEAR OF PUBLICATION:
2019



SYMBOLS

- ❖ Three folded mountains-signifying the mountainous nature of the area.
- ❖ Book – formal education started in Akuapem
- ❖ Candle – light providing illumination to all

COLOURS

	Yellow: Wealth, Creativity and Personal Power
	White: Transparency, Understanding and Fresh Beginning
	Green: Support, Balance, Peace and Ecology
	Black: Authority, Power, Potential and Possibility
	Blue: Serenity, Calm and Spirituality

MOTTO

Biakoye, Nimdee ne Nkoso

AKUAPEM NORTH MUNICIPAL ASSEMBLY

The Akuapem North Municipal Assembly (ANMA) is under the Office of Head of Local Government Service (OHLGS) of the Republic of Ghana. The Assembly was created out of the then Akuapem District Council (ADC) as a District by Legislative Instrument (L.I.) 1430 in pursuance of the Government's Decentralization Policy and Local Government Reform Policy with Akropong-Akuapem as its capital. The Assembly was then upgraded to a Municipality in 2012 by Legislative Instrument (L.I.) 2024 and L.I 2041, 2018 when Okere District was carved out of it.

The total membership of the Assembly is Forty (48), made up of thirty-three (33) elected members (each elected by the electorate of the respective thirty-three 33 Electoral Areas), and fifteen (15) Government appointees (30% of the total membership) as well as the Municipal Chief Executive and one (1) Member of Parliament of Akropong Constituency. The Member of Parliament is non-voting member.

GEOGRAPHICAL LOCATION

The Municipality is located in the South-eastern part of the Eastern Region, about 58 km. from Accra on the Akuapem – Togo Range. It shares boundaries with other Municipalities and Districts as indicated below:

- ❖ To the South-East - Shai Osudoku District Assembly, Greater Accra Region
- ❖ To the South-West - Akuapem South District Assembly, Eastern Region
- ❖ To the West - Suhum Municipal Assembly, Eastern Region
- ❖ To the North-West - New Juaben Municipal Assembly, Eastern Region
- ❖ To the East - Yilo Krobo Municipal Assembly, Eastern Region
- ❖ To the North-East - Okere District Assembly. Eastern Region

VISION OF THE ASSEMBLY

To create a sustainable modernized Municipality through the delivery of world class services.

MISSION STATEMENT

The Akuapem North Municipal Assembly exists to improve the living conditions of the people through efficient mobilization and equitable distribution of resources to enhance local development.

GOAL

Improve the living conditions of the people in the Municipality.

CORE VALUES

CORE VALUES AND JUSTIFICATIONS OF THE ASSEMBLY ARE:

NO	CORE VALUES	JUSTIFICATION
1	Excellence	Attracting, developing and retaining the excellent/best talents for our Municipal services, challenging our people, demonstrating a “Can Do” spirit and fostering a collaborative and mutually supportive environment.
2	Accountability	We operate under transparency, openness and totally responsible for actions and inactions.
3	Client-Oriented	Client satisfaction is core in the provision of services and other dealings.
4	Integrity	Honest in our dealing with client.
5	Innovativeness	Showing dynamism in our operations to enhance service delivery.
6	Timeliness	Deliver services with promptness.
7	Proactiveness	We make things happen.

SERVICE DELIVERY STANDARDS

No.	Standard	Justification
1	Participation	Involvement of relevant stakeholders including Civil Society Groups, Media, Development Partners, Private Sector and Community Members in planning, implementation, monitoring and evaluation of service delivery.
2	Professionalism	Demonstration of requisite skills and competencies and ability to adapt best practices in the delivery of services to the satisfaction of clients whilst adhering to ethical standards.
3	Client Focus	Using client requirement to prioritize and consistently develop affordable and accessible services in a timely manner
4	Transparency	Providing all stakeholders with the understanding of how the Assembly operates, furnishing them with adequate and timely information regarding decisions and actions taken by the service and easy access to same.
5	Efficient & Effective Use of Resources	Optimal use of resources including time, human, natural and financial resources to provide services and products that satisfy the requirements of users in a timely manner and also ensures value for money.
6	Accountability	Take responsibility for actions and in-actions in rendering services and informing citizens about the use of public resources.

FUNCTIONS OF THE ASSEMBLY

Section 12 of the Local Governance Act (2016); Act 936 mandates a District Assembly to exercise under listed amongst others:

1. The District Assembly shall
 - (a) Exercise Political and administrative authority in the District;
 - (b) Promote local economic development and
 - (c) Provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.
2. A District Assembly shall exercise deliberative, legislative and executive functions.
 - Be responsible for the overall development of the district;
 - Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;
 - Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
 - Sponsor the education of students from the district to fill particular manpower needs of the district especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between the sponsorship and female students;
 - In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
 - A district Assembly shall co-ordinate, integrate and harmonize the executive of programmes and projects under approved development plans for the district and other development programmes promoted or carried out by ministries, departments, public organizations and other statutory bodies and non-governmental organizations in the district.
 - Perform any other functions that may be provided under another enactment.

WE ARE RESPONSIBLE FOR:

- Registration of businesses
- Issuance of Operational permits to run commercial vehicles
- Issuance of building permits
- Registration of Births and Deaths and issuance of Births and Deaths Certificates
- Registration of marriages and divorces
- Screening and certification of Food and Drink vendors
- Management of Waste and Sanitation
- Provision of sponsorship, especially for the brilliant but needy students.
- Revenue Mobilization
- Fixing of Rates, Fees and Fines, License etc.
- Provision of basic socio-economic infrastructure, including schools, markets, lorry parks, institutional and public toilets as well as roads amongst others.

- Facilitate the provision of safe water.
- Maintenance of peace and security.
- Mobilizing resources for development.

DEPARTMENTS UNDER THE ASSEMBLY

Departments that commenced establishments on the coming into force of the Instrument:

- Central Administration Department
- Works Department
- Physical Planning Department
- Department of Trade and Industry
- Department of Agriculture
- Department of Social Welfare and Community Development
- Urban Roads Department
- Human Resource Department
- Finance Department
- Disaster Prevention and Management Department
- Natural Resources Conservation Department Forestry, Game and Wildlife Division
- Department of Education
- Health Department
- *Transport Department
*Yet to be established

OTHER COLLABORATING MINISTRIES, DEPARTMENTS and AGENCIES (MDAs)

- Office of Head of Local Government Service
- Regional Co-ordinating Councils
- Ministries
- Security Agencies
- Traditional Authorities
- Development Partners, Non-governmental Organization (NGOs), Community Based Organizations (CBOs), Faith Based Organizations(FBOs)
- Zonal Councils and Unit Committees
- 259 Metropolitan, Municipal and District Assemblies

- Independent Governance Institutions such as Electoral Commission (EC), National Commission for Civic Education (NCCE), Social Security and National Insurance Trust (SSNIT), the Court, Economic and Organize Crime Organization (EOCO), Commission of Human Rights & Administrative Justice (CHRAJ) and Ghana Revenue Authority (GRA).

OUR SERVICE STANDARDS IN TERMS OF TIME

We shall offer services within the following time frames:

SERVICE	TIME FRAME (MONTHS/DAYS)	REQUIREMENTS
Registration of Business	Within one (1) day.	Submission of application letter.
Registration of Births/Deaths	<p>Birth – within twelve (12) months, certificate is issued free and instantly.</p> <p>Death – Burial permit is issued at a fee as per the Fee Fixing and Rate Resolution of the Assembly of the relevant year. If not yet buried and within 12 months of occurrence. A penalty fee is attracted after burial.</p> <p>Death Certificate – Issued when death occurred within the municipality and at a fee as per the Fee Fixing and Rate Resolution of the Assembly of the relevant year. Certificate is instant.</p>	<p>-Submission of Antenatal Record book.</p> <p>-Submission of death certificate</p> <p>-Submission of medical certificate of cause of death</p>
Registration of Ordinance Marriage/Divorce	After customary marriage. Certificate Issuance is instant.	<p>-Affidavit from the court</p> <p>-Application letter</p> <p>-Two (2) passport pictures of couple</p> <p>-photocopy of any valid photo ID</p> <p>-One passport picture for each witness</p> <p>-Cost of registration (GHC100)</p>

Issuance of Building Permit	Within thirty (30) working days.	-Three (3) sets of complete endorsed building construction drawings. -A photocopy of indenture on the land. -Search report/ land title on the land from the Lands Commission.
Operational Permit for Vehicles	Within one (1) day	-Two (2) passport sized photographs -Valid driver license
Certificate of Food and drinks Vendors	Within one (1) day upon medical certification	-A medical report from a recognized health provider. -Passport picture
Registration of Contractors/Suppliers	One (1) day	-Certificate of Incorporation (FORM A)
Registration of: Non-Profit Organisations License	After every quarter	For NGO: -Registrar General documents (4 in number) -Constitution of the NGO -Physical office location
National Health Insurance Cards	After every week	For NHIS: -Valid photo ID card

INFORMATION TRANSPARENCY AND CONVENIENCE

- The Akuapem North Municipal Assembly will endeavour to provide its Clients/Customers with all the information they need to access our services.
- Relevant information is made available at Our Client Service Centre located at Room No. 5 of the New Assembly's offices with telephone number [0302 907 237](tel:0302907237).
- A suggestion box is placed close to the Client Service Centre to facilitate feedback on the quality of our services and also for lodging of complaints for redress.
- Notice boards are available at our offices (Main Assembly office block as well as Town and Area Council Offices) where information is posted for public consumption.
- User friendly website (www.anma.gov.gh) and open to the public.
- Organization of Town Hall meetings to enhance interaction between the office and clients.
- Operationalization of the five (5) zonal councils namely; Adawso, Akropong, Larteh, Mampong and Okorase to enhance citizen participation.

WE STRIVE FOR:

- Effective and efficient collaboration with all stakeholders for resource mobilization.
- Provision of friendly and courteous customer services.
- Continuous improvement in our service delivery.
- Systematic compilation of reliable data base which can be accessible to the general public on demand within the shortest possible time.
- Effective collaboration amongst Departments/Organizations/Agencies to reduce time frames for the discharge of services.
- Provision of information in an open, supportive and transparent manner.
- Prudent use of resources, ensuring honesty, transparency, accountability and integrity.

WHAT WE EXPECT FROM THE PUBLIC

To enable the Akuapem North Municipal Assembly to perform its duties expeditiously, we expect the following from the public:

- Strict adherence to the procedures for lodging of documents and secure official receipts for our services.
- Courtesy and politeness to our staff and same from our staff to them.
- Constructive suggestions about ways of improving upon our services.
- Honouring one's civic responsibilities
- Be law-abiding
- Non-partisan in their dealings with us and same from our staff.

COMPLAINTS AND COMMENTS

You may address your comments and complaints to:

**THE OFFICER-IN-CHARGE
CLIENT SERVICE UNIT
AKUAPEM NORTH MUNICIPAL ASSEMBLY
P. O. BOX 100
AKROPONG-AKUAPEM**

Tel: 0302 907 237

Where you are still not satisfied with the way your complaint was handled, you may write to:

**THE MUNICIPAL CHIEF EXECUTIVE
AKUAPEM NORTH MUNICIPAL ASSEMBLY
P. O. BOX 100
AKROPONG AKUAPEM**

Or you may appeal to:

**THE HON. REGIONAL MINISTER
EASTERN REG. COORD. COUNCIL
P. O. BOX 303
KOFORIDUA**

As a final resort, you may appeal to:

**THE NEW CHARTER OFFICE
C/O OFFICE OF THE PRESIDENT
PUBLIC SECTOR REFORMS SECRETARIAT
PMB STADIUM POST OFFICE
ACCRA**

TEL: 0302 684086/671359/672333

PHYSICAL LOCATION

- ANMA is located 350m off the Mamfe-Akropong as road. The area houses offices such as the Municipal Administrative Office, Ghana Education Service, Disaster Prevention and Management Department, Electoral Commission and the Rural Enterprises Project.
- GPS Address: **E2-0040-8125**
- Street: **D1263 LA PAZ**
- Website: **www.anma.gov.gh**