

*GA CENTRAL MUNICIPAL ASSEMBLY CLIENT SERVICE
CHARTER*

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List of Acronyms

1. *HOD* *Head of Department*
2. *HR* *Human Resource*
3. *ICD* *Information, Communication Department*
4. *MIS* *Management, Information System*
5. *MCE* *Municipal Chief Executive*
6. *MCD* *Municipal Chief Director*
7. *MFO* *Municipal Finance Officer*
8. *MBO* *Municipal Budget Officer*
9. *MEHO* *Municipal Environmental Health Officer*
10. *SW/CD* *Social Welfare & Community Development*

1.0 INTRODUCTION

Ga Central Municipal Assembly is one of the twenty-nine districts in Greater Accra Region, Ghana. Originally it was formerly part of the then-larger Ga South Municipal Assembly on 29 February 2008, until a small portion of the district was split off to create Ga Central Municipal Assembly on 28 June 2012; thus the remaining part has been retained as Ga South Municipal Assembly (currently known as Weija-Gbawe Municipal Assembly). The municipality is located in the western part of Greater Accra Region and has Sowutuom as its capital town.

Currently, we have thirteen (13) Electoral Areas and our area of jurisdiction includes Sowutuom, Awoshie, Anyaa East, Ablekuma , Santa Maria, Nii Okaiman East, Kwashie Bu, Lomnava, Anyaa West, Nii Okaiman West, Ante- Aku, Agape, Olebu . We also share boundaries with Okai kwei North Municipal Assembly to the South, Ga North Municipal Assembly to the East and North, and Weija Gbawe Municipal Assembly to the West.

1.1 Vision

The vision of the Assembly is to provide the Municipality as a distinct district that provides diverse economic opportunities for the total development of the people.

1.2 Mission

The Ga Central Municipal exists to facilitate the development and delivery of socio-economic infrastructure and services for the total improvement of the living conditions of the people.

2.0 THE ASSEMBLY'S CORE VALUES AND JUSTIFICATIONS

<i>NO</i>	<i>CORE VALUES</i>	<i>JUSTIFICATION</i>
1.	Stewardship	Fulfilling our obligation of building a better, stronger and more enterprising Assembly for future generation, protecting the Municipality, meeting our commitments to stakeholders, acting with an owner mentality, developing our people and helping improve communities and the region.
2.	Integrity	Being ethically unyielding and honest and inspiring trust by saying what we mean, matching our behaviours to our words and taking responsibility for our actions.
3.	Excellence	Attracting, developing and retaining the excellent/best talent for our Municipal services, challenging our people, demonstrating a “Can Do” attitude and fostering a collaborative and mutually supportive environment.
4.	Teamwork	Leveraging the power of teamwork, relationships, collaborations and learning to deliver exceptional Municipal service to both residence and Clients wherever they live and/or do business. Work out conflicts directly with the person involved and build a wide network of relations between residence (people) and the Assembly.
5.	Honest Communication	Valuing diversity and contributions, fostering a trusting, open and inclusive environment and treating each person in a manner that reflects the Assembly Values.
6.	Accountable	We operate under transparency and openness.
7.	Proactive and preparedness.	We attach seriousness in our duties and lead in our actions and preparedness.

8.	Innovative	Generate new ideas and creative approaches to problems, encourage creativity in others, recognize and reward innovation and calculated risk taking. Demonstrate a willingness to experiment. Pursue a unique idea or approach to get it implemented.
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3.0 RESPONSIBILITIES OF GA CENTRAL MUNICIPAL ASSEMBLY

We are responsible for;

- Issuance of building permits.
- Birth and death registration.
- Issuance of Business Operation Licenses.
- Approval of Planning Schemes Layouts.
- Development Control- orderly physical development of settlements.
- Waste Management.
- Revenue Mobilization.
- Fixing of rates.
- Provision of basic socio- economic infrastructure, including schools, markets, lorry parks, institutional toilets and roads.
- Facilitate the provision of water,
- Maintenance of peace and security.
- Sports development.

4.0 SERVICES PROVIDED BY THE ASSEMBLY

- Issuance of building permits
- Preparation and approval of planning schemes/layouts
- Issuance of BOPs
- Issuance of Birth Certificate
- Issuance of Death Certificate
- Waste management (door-to-door collection)
- Selling of Stickers/Licences.
- Embossment
- Registration of Operators (Yearly)
- Sensitization of Operators
- Issuance of food vendors certificate
- Public education on hygienic practices.
- Communal provision of refuse education containers.
- Co-ordinate development activities within the municipality.

5.0 SERVICE STANDARDS

In furtherance of the above, we commit ourselves and subscribe to the following service standards;

SERVICES	TIME FRAME (MONTHS/DAYS)
Issuance of building permits	Within 3 months
Preparation and approval of planning schemes/layouts	8 months
Issuance of BOPs	1 day
Issuance of Birth Certificate	Within 10 working days (2 weeks)
Issuance of Death Certificate	2 weeks
Waste management (door-to-door collection)	Once a week collection
Selling of Stickers/Licences	1 day

Embossment	1 day
Registration of Operators (Yearly)	1 week
Sensitization of Operators	3 months
Issuance of food vendors certificate	1 day
Public education on hygiene practices	Daily
Communal provision of refuse education containers	Once in a 1 week
Co-ordinate development activities within the municipality	Daily

6.0 INFORMATION TRANSPARENCY AND CONVENIENCE

- Notice boards are made available at our offices and sub-district offices.
- The Ga Central Municipal Assembly will provide its clients with all the necessary information they need to discuss its services.
- Suggestion boxes are be put at the client service unit to solicit public views on our service delivery.

7.0 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's Department.
- Business address and location including street names and numbers should be made available.
- Developers are entreated to produce valid development permits.
- Provide registered indenture (Land title certificate) and four (4) copies of Architectural drawings for issuance of building/development permits.
- To obtain a birth certificate, ensure that a child has a weighing card in the case of persons under one (1) year, or a person without a weighing card, the person should

come to the office with his/her name, parents name, age and profession, place of birth and residential address.

- To obtain a death certificate it is expected that a duly signed cause of death certificate/ affidavit is provided from a medical officer.
- The public will participate in various community level education programmes on sanitation, hygiene, revenue collection and others.
- The bye-laws of the Assembly will be compiled with to ensure effective administration of the District.

8.0 WHAT TO EXPECT FROM US

- The creation of enabling environment for socio-economic development.
- Continuous improvement in our service delivery
- The protection and promotion of public health and prevention of diseases.
- Empowerment of women and other vulnerable groups to participate in governance and the Assembly's development agenda.
- 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.

9.0 OTHER COLLABORATING AGENCIES

- Ghana Revenue Authority
- Ghana Audit Service
- The Security Agencies
- Ghana Water Company
- Environmental Protection Agency

- Electricity Company of Ghana
- Lands Commission
- Land Valuation Board
- Community Water and Sanitation Agency
- Ghana AIDS Commission
- The Private Sector is also a major collaborating agent that we cherish most and are always welcome to do business with us

10.0 COMPLAINTS AND COMMENTS

Ga Central Municipal Assembly welcomes comments and complaints from the public, its valued clients and customers. Such issues should be addressed to:

**THE CHAIRMAN
PUBLIC RELATION AND COMPLAINTS COMMITTEE
GA CENTRAL MUNICIPAL ASSEMBLY
SOWUTUOM
TEL: 0302336756**

E-mail: info@gcma.gov.gh

In case you are still not satisfied; you may seek further assistance from:

**THE MUNICIPAL CHIEF EXECUTIVE
GA CENTRAL MUNICIPAL ASSEMBLY
SOEUTUOM
TEL: 0302336756**

You may appeal to the address below as a final resort.

**THE NEW CHARTER OFFICE
C/o OFFICE OF THE PRESIDENT
MINISTRY OF PUBLIC RECTOR REFORM
PMB STADIUM POST OFFICE, ACCRA**

**TEL: 030-684086/0302-671359/0302-672333
FAX: 0302-671358**

To access our services, you can locate our office at:

Main Municipal Administration Office located at Ante-Aku adjacent the Kokompe land.

The Client Service Unit is located on the ground floor of the main building.

11.0 YOUR VIEWS COUNT

If something goes wrong, we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this, we need to know what kind of service you need and how this compares with the service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you.

Where you are still not satisfied with the outcome, you may address your comment/ complaints to:

**THE CHAIRMAN
PUBLIC RELATION AND COMPLAINTS COMMITTEE
GA CENTRAL MUNICIPAL ASSEMBLY
SOWUTUOM
TEL: 0302336756**

