

OFFINSO MUNICIPAL ASSEMBLY



CLIENT SERVICE CHARTER

2021

INTRODUCTION

Background

Offinso Municipal was established by Legislative Instrument (L.I.) 1909 of 2007 due to the growing population and the need to ensure that development reaches every part of the Municipality. It was carved out of the then Offinso District and split into Offinso Municipal and the Offinso North District.

Location and Size

The Municipality is located in the extreme north-western part of the Ashanti Region. It has a total land area of 585.7 square kilometers which is 2.4 percent of total land size of the Ashanti Region. The Municipality shares common boundaries with Offinso North in the North, Afigya Kwabre North in the East and South, Atwima Nwabiagya North and Ahafo Ano South Districts in the West and Ejura Sekyeredumase in the North East.

The area is almost symmetrically dissected by the main trunk road forming part of the Trans-African Highway, which serves as the main gateway to the Ashanti Region from the Northern and Bono and Ahafo Regions. The Municipal capital, Offinso New Town is only about 45 minutes' drive from the central business district of Kumasi, the capital of Ashanti region. The Municipal is divided into four (4) zonal councils namely:

- Offinso
- Bonsua
- Abofour
- Samproso.

The topography of the Municipality is generally undulating with an elevation of about 277.8 metres above sea level. It is drained by four main rivers, Offin, Anyinasu, Ode and the Pro Rivers. The Offinso is the main river which drains the surface area of the Municipality. There are a number of waterlog areas and wider valleys with no evidence of stream flow. Farming activities are carried out close to the banks of most of the rivers and streams, thus considerably lowering volume of water in some of them. Measures are required to properly manage the water bodies in the Municipality for sustainable livelihood and environment. Granite is found in the southern and south-eastern portions of the Municipality, stretching from Nyamebekyere through Anyinasuso to Tutuase, which form the basis of high potentials for quarry stones. There are also substantial deposits of gold, sand and clay of which considerable quantity is generated from sand wining.

1.0 VISION STATEMENT

The Offinso Municipal Assembly vision is to position the Assembly as a leading local government institution, which provides excellent social and economic services to make the municipality a preferred destination for residence and investment.

2.0 MISSION STATEMENT

The Offinso Municipal Assembly exists to mobilize all available resources to provide equitable services for the overall development of its area of jurisdiction, within the context of good governance.

FUNCTIONS

The functions of the Municipal Assembly, like all other Assemblies are basically derived from statute, as mandated by the local Government Act, 1993 Act 462. These functions which are broadly aimed at attaining its objectives and fulfilling its mission of improving the quality of life of its people are to;

- ❖ For swift satisfactory resolution of complaints regarding poor service delivered.
- ❖ It provides service to the public in a timing and cost-effective manner.
- ❖ It also deals with complaints for the public regarding services and ensure that problems are addressed adequately
- ❖ The Client Service Unit is charged with monitoring the service delivery and handling of complaints from the public.
- ❖ To facilitate and standardization of the services delivered and to communicate to the public the exact services of the various Departments, Units and Agencies.

WE ARE RESPONSIBLE FOR:

- Issuance of Building permit.
- Birth and Death registration.
- Issuance of Business Operating Licenses.
- Approval of Planning Schemes and Layouts.
- Development Control-orderly physical development of settlements.
- Waste management
- Revenue mobilization
- Fixing rates
- Provision of basic socio-economic infrastructure, including schools, markets, lorry packs, public institutional toilets and roads.
- Facilitate the provision of water
- Sports development.
- Facilitate the effective functioning of the Local Government Administration in the Municipality.
- Monitor, co-ordinate and harmonize the implementation of development plans and activities in the Municipality.
- Ensure efficiency and effectiveness in the use of resources of the Municipality and the decentralized departments.

- Facilitate community based and private sector development in the Municipality

SERVICE DELIVERY STANDARDS OF OFFINSO MUNICIPAL ASSEMBLY

In every enterprise, resource availability forms a core aspect if what the organization intends to achieve and since they are limited, it is very pertinent that, they are managed in a way as to be able to meet the developmental needs in the area of its jurisdiction. To be able to achieve this, minimum standards must be set to use the in a more transparent and accountable manner.

The Offinso Municipal Assembly recognizes this fact as well as views its clientele at the center of its development effort. For its clients to be able to measure the performance of the Assembly, it has identified tools which the public/clients can measure its performance. There are

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

In the performance of our mandate, our clientele are entitled to know what they expect from the Assembly, how services will be delivered, the cost and what they can do when services do not meet their expectation or are not acceptable. If this happens, the Assembly has also provided a complaint and redress mechanism which our clients can use when in their estimation the standards have not be met.

1. Participation

The Assembly is requiring to on a constant basis seat the opinion of the citizens in its area of jurisdiction for the of services. This will put them in a position to make inputs into all decisions that affect them taking into consideration equal representative. Area we seek opinion of our stakeholder in fee fixing resolution, preparation of Medium Term Development Plan, Preparation of Budget, and conduct of Citizens' perception to survey.

2. Professionalism

We also count ourselves to acquire skills and competencies to enable us adopt best practice in the delivery of services to the satisfaction of our client while adhering to ethical standards our staff.

We also ensure that the output of our staff is measured in reference to the standards stipulated in the code of conduct for the service.

3. Client Focus

At the Offinso Municipal Assembly, we treat members of the public as “Clients” who are entitled to get the highest standard of services. These range from the courtesies, we accord them to the stone and style when interacting with members of the public.

To address these issues, we have an established a client service on office and a suggest box through which we receive complaints and suggestions on a daily basis for redress.

4. Transparency

We provide and furnish out stakeholder’s information needed to establish a deep understanding of our mandate. This essentially borders on the utilization of resources as duty bearers. We also cherish the idea to be circumspect in the use of our resources as against our planned budgets and actual expenditure.

To ensure that all these are achieved:

- We have a procurement committee as stipulated in the Public Procurement Act, Act 663.
- Update and display our monthly revenue and expenditure charts on our notice boards and at the Zonal Council Levels.
- Organize Tour Hall Meetings.
- Adopt the Social and Public Expenditure Financial Accountability Format.

5. Efficient And Effective Use of Resources

We also recognize the scarcity of resources available to public institution and as such we are encouraged to use the resources prudently to ensure value for money by being more cost effective.

We do this by:

- Procuring goods and services in with the public procurement Act, Act 663.
- Ensure that, financial transaction is in line with the Public Financial Management Act 2016, Act 921.
- Ensure that the Financial Transactions of the Assembly are audited on a regular basis.

- Ensure that at least 80% of activities projects and programmes implemented are within the Annual Action Plan and Budget.

6. Accountability

The Assembly does this by:

- Organizing stakeholders meeting in fixing fees and rates on annual basis.
- Organizing audit report implementation committee [ARIC] meeting on quarterly basis.
- Prepare our financial statement by the 15th of the ensuring months and submitting them to the Ministry of Local Government and Rural Development Regional Co-ordinating Council, Local Government Secretariat and Audit Service.

OFFINSO MUNICIPAL ASSEMBLY**SERVICE DELIVERY**

NO.	TYPE OF SERVICE	PERSON/OFFICE RESPONSIBLE	TIME FRAME
1.	Issuance Of Building Permit	Physical Planning	WITHIN 2 MONTHS
1.	Business Registration [One Time]	Chief Revenue Superintendent	One [1] Day
2.	Business Operating License [Annual]	Chief Revenue Superintendent	One [1] Day
3.	Development Permit [Residential/Commercial]	Town and Country Planning	2 Weeks
4.	Registration Of Marriage	Registry	3 Weeks
5.	Registration Of Non-Governmental/Civil Society Organization		2 Weeks
6.	Temporary Structure Development Permit	Building Inspectorate/Chief Revenue	5 Days
	Waste Management	Municipal Health and Safety	Daily removal of refuse at transfer station
	Public Education on Hygiene	Municipal Health and Safety	Daily
	Issuance of Food Vendors Certificate		Within Eight (8) working days
	Issuance of Birth Certificate		
	Issuance of Death Certificate		

WHAT WE EXPECT FROM THE PUBLIC

The public is expected to co-operate with the Assembly in the delivery of its duties, services and functions by adhering and complying with rules, regulations, policies and procedures. The public is therefore required to be abreast with the following for compliance.

- We expect all our clients to call at the Client Service unit for direction
- The Assembly's bye-laws for the administration of the district require full compliance for effective co-operation
- The public should be law abiding for the maintenance of peace and security
- To register their newly born babies and evidenced by having birth certificates
- No development of settlements should take place without approved planning scheme layouts.
- No physical development should be carried out without approval in the form of written permit by the Assembly.
- For generating enough revenue for development projects, the public should honor or pay regularly the rates levied by the Assembly.
- Maintenance of clean and hygienic environment.
- Businesses should thrive on the issuance of licenses from the Assembly.
- Business location, address, street names, house numbers and nature of business should be made available.
- Attendance of various programmes organized to sensitize the public on specific issues is demanded.
- Volunteer information necessary for crime prevention/detection and maintenance of peace and order.

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 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 conducive environment for public-private partnership (PPP) in our service delivery to ensure efficiency and effectiveness.
- Compilation of a comprehensive socio-economic data that will be Accessible to the public.
- **COURTESY AND CO-OPERATION**
- All office doors are marked to facilitate easy identification.
- Friendly Client's Service officers will be on hand to provide various services.

- Assembly staff with clear identification will also be available to provide information and other support service.
- A well trained development control task force will visit various construction sites to ensure adherence to building regulations.
- 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 receipts covering amount paid.

WHAT WE EXPECT FROM THE PUBLIC

The Assembly expects full co-operation and compliance with its rules, regulation and procedures to ensure smooth service delivery. To access any of the services we provide, we require as follows: Business should be duly registered with the registrar General's Department.

Business address and location including street names and numbers should be made available.

Provide registered indenture (Land title certificate) and four (4) building of Architectural drawings for the issuance of building/development permits.

Ensure that a child has a weighing card and in the case of persons above one (1) year, baptismal certificate and ID card.

To obtain a death certificate it is expected that a duly signed cause of death certificate /affidavit is provided.

The public will participate in the various community level Education programmes on sanitation, hygiene, revenue collection and others.

The bye-laws of the Assembly will be complied with to ensure effective administration of the district.

OTHER COLLABORATING AGENCIES

The Offinso Municipal Assembly shall collaborate with the following Department and Agencies:

- **The Internal Audit Agency**
- **Internal Revenue Service**
- **The Value Added Tax Office**
- **Electricity Company of Ghana**
- **Ghana Water Company.**
- **NADMO.**
- **Ambulance Service.**
- **Ghana Health Service.**
- **National Health Insurance Authority.**

INFORMATION TRANSPARENCY AND CONVENIENCE

Notice board will be made available at our offices and sub-district offices.

The Offinso Municipal Assembly will provide its clients with all the necessary information they need to access its services

Information will also be made available at our revenue points throughout the district.

Suggestion boxes will be put at vantage points including sub-district offices to solicit for public views on our services delivery.

COMPLAINTS

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

THE CHAIRMAN

PUBLIC RELATIONS AND COMPLAINTS COMMITTEE

OFFINSO MUNICIPAL ASSEMBLY.

P.O.BOX 2

OFFINSO ASHANTI

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

THE MUNICIPAL CHIEF EXECUTIVE

OFFINSO MUNICIPAL ASSEMBLY

P.O.BOX 2

OFFINSO ASHANTI

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

THE NEW CHARTER OFFICE

C/O OFFICE OF THE PRESIDENT

MINISTRY OF PUBLIC SECTOR REFORMS

PMB STADIUM POST OFFICE

ACCRA

TEL; 0302684086/671359/672333

FAX; 0302671353

WHERE YOU CAN FIND US OR COLLECT INFORMATION FROM US

To access our service, you can locate the office at Ashanti Mampong, the District Capital

MAIN DISTRICT ADMINISTRATION OFFICE

OFFINSO MUNICIPAL ASSEMBLY

P.O.BOX 2

OFFINSO-ASHANTI

SUB-OFFICES

ABOFOUR ZONAL COUNCIL

OFFINSO - ASHANTI

SAMPROSO ZONAL COUNCIL

OFFINSO – ASHANTI

OFFINSO ZONAL COUNCIL

OFFINSO – ASHANTI

BONSUA ZONAL COUNCIL

OFFINSO - ASHANTI