

MAY 2020



CLIENT CHARTER
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TANO NORTH MUNICIPAL ASSEMBLY CLIENT CHARTER

1.INTRODUCTION

The **TANO NORTH MUNICIPAL ASSEMBLY (TNMA)** hereinafter referred to as the “**ASSEMBLY**” under the Ministry of **Local Government and Rural Development (MLGRD)** was carved out of the then Tano District Assembly in 2004 under the **Legislative Instrument (LI) 1574 of 2004** and elevated to a municipal status in 2018 under **LI 2267 OF 2017**.

2.LOCATION

The Tano North Municipality is one of the six (6) Administrative Districts/Municipals in the Ahafo Region. It was carved out of the Tano District in 2004 with **Duayaw-Nkwanta** as its Administrative Capital. It was upgraded to a municipal status in 2018.

The Municipality lies between Latitudes 7⁰ 00' N and 7⁰ 25'N and Longitudes 2⁰ 03' W and 2⁰ 15' W. It has a total land area of 837.4 square kilometers. On its western stretch from north to south, the Municipality shares boundaries with Sunyani West District, Sunyani Municipal and Asutifi North District in that order. On the eastern side, Tano North Municipality shares boundaries with Offinso North District in the extreme north-east and Tano South Municipal in the east. In the southern part the Municipality shares boundaries with Asutifi South in the south-west and Ahafo Ano North Municipality in the South-East.

3. MISSION STATEMENT

In pursuance of its vision the Tano North Municipal Assembly exists to improve the quality of life of its people in collaboration with the private sector and other stakeholders by mobilizing available resources for the development of socio-economic facilities and services

4. VISION

The vision of the Assembly is to ensure that the Tano North Municipality becomes a place where all resources are sustainably managed to provide household food security, equitable access to quality health, education, services and gainful employment

5. CORE VALUES

The core values of the Assembly include but not limited to:

- *Professionalism,*
- *Accountability,*
- *Client Focus Participation,*
- *Efficiency and Effectiveness and*
- *Transparency.*

Like all other Assemblies its standards of conduct is embedded in:

- *Anonymity,*
- *Permanence,*
- *Client focus,*
- *Loyalty and Commitments,*
- *Transparency and Accountability,*
- *Diligence Discipline and Timeliness,*
- *Creativity and Innovation and above all,*
- *Integrity.*

6. COMPOSITION OF THE ASSEMBLY

The Assembly has **Thirty-Nine (39)** Members comprising **Twenty-Five (25)** elected members representing the **25 Electoral Areas** and, **Twelve (12)** members appointed by the President, the Municipal Chief Executive and the Member of Parliament. The Hon. Member of Parliament however has no voting right.

7. SUB-STRUCTURES OF THE ASSEMBLY.

The area of jurisdiction of the Assembly is divided into five Town/Area Councils namely:

- *Duayaw Nkwanta Town Council*
- *Yamfo Town Council*
- *Bomaa Area Council*
- *Terchire/Adrobaa Area Council*
- *Tanoso Area Council*

8. FUNCTIONS OF THE ASSEMBLY.

The functions of the Assembly are derived from **sections 12** and **73** of the **Local Governance Act, 2016 (Act 936)**. Below is the summary of the functions of the Municipal Assembly.

The Assembly performs administrative, deliberative and legislative functions. It is also the planning Authority of its area of jurisdiction and is responsible for the sustained development of the Municipality through the preparation and implementation of development plans, programmes and projects. Thus, the Assembly engages in:

- *Formulation and preparation of Municipal Development Plan and Budget.*
- *Effective mobilization and allocation of resources for the provision of public goods and services in the interest of the people.*
- *Developing and ensuring the availability of basic quality services (including waste collection and disposal) promote justice such as ensuring ready access to the courts of competent jurisdiction and other arbitration facilities.*
- *Promoting and supporting productive activity and social development.*
- *Maintaining efficient and effective security and public safety in collaboration with relevant national and local security agencies services.*
- *Creating an enabling environment and co-operation with development partners to carry out development activities in the Municipal.*

- *Co-ordinating and harmonizing the effective administration of all staff, Departments and, Agencies within the Municipality*
- *Ensuring the smooth operation of the entire Government Machinery in the Municipality and efficient and effective service delivery to maximize good governance and public welfare*
- *Ensuring the equitable allocation of resources including funds for the smooth administration of the Municipality and the prudent utilization of resources allocated.*

The Tano North Municipal Assembly shall in the discharge of its functions,

- be subjects to the general guidance and direction of the president on the matters of national policy.*
- Act in co-operation with the appropriate public corporation, statutory body or non-governmental organization.*

In the event of conflict between the Municipal Assembly and an agency of the central government, public corporation, statutory body, non-government organization or individual over the performance of its functions, the matter may be referred to the **Regional Co-ordinating Council (RCC)** for resolution.

9. RESPONSIBILITY

Subject to the provision of the **Local Governance Act, 2016 (Act 936)**, and without prejudice to functions enumerated, the Municipal Assembly shall be responsible for

- *Issuance of development and building permits*
- *Issuance of business operation permit (B.O.P)*
- *Approval of planning scheme layouts / zoning*
- *Prohibit construction of any new building unless and until the plans have been approved by the Assembly*
- *Undertake the demolishing of unauthorized/dangerous buildings and structures in the Municipality*
- *Development control/ orderly physical development of settlements*
- *Waste management and sanitation*

- *Revenue mobilization for development*
- *Fixing of rates*
- *Provision of basic socio-economic infrastructure including schools, markets, lorry parks, public places of convenience, health facilities etc.*
- *Facilitates the provision of water and other public utilities in consultation with providers in the municipality*
- *Maintenance of law and order*
- *Development of sports and recreational facilities*
- *Construction, repair and maintenance*
- *Regulate trade or business which may be noxious, injurious to public safety, or in the public safety, or in the public interest to regulate*
- *Abate nuisance in the municipality*
- *Inspect / regulate the production of all meat, pork, vegetables, foodstuffs or liquor intended for human consumption*
- *Provide, maintain and supervise slaughter houses.*
- *Provide deal with outbreak of disease causing vectors*
- *Control, regulate, inspect, supervise, licensing*
- *Street electrification*
- *Prescribe conditions for erection, construction, demolishing, re-erection and reconstruction/conversion etc. of public and private buildings and structures*
- *Control and regulate the siting of bill board adverts in the municipality*
- *Build, equip, open, close and maintain markets, prohibit erection of stores in places other than designated markets and prevent the sale of unauthorized products.*
- *Build, equip and maintain public primary, junior or high and special schools*
- *Administration of public schools and approval of the opening of private primary and junior high schools.*
- *Provide facilities for arts and crafts, recreation and sports.*
- *Community development programmes*

- *Disaster risk and relief service*
- *Improve agriculture and control animal husbandry*
- *Plant trees and regulate planting and cutting of trees along the streets etc.*
- *Establish and teenage community base industries.*
- *Prohibits and restrict the driving or use of vehicles on any specified road or direction*
- *Regulate routes of public vehicles*
- *License taxicabs, bicycles and motor bicycles and prescribe fees payable*
- *Disease risk and relief services*
- *Establish, maintain and control parks and other vehicles*
- *Prevent and control undesirable of fire in collaboration with appropriate institution*

10. OUR CLIENTELE

The Clientele of the Assembly includes all the institutions, organizations listed under schedules 1.2.3 in the **Local Governance Act, 2016 (Act, 936)** as well as the general public.

11. WHY THIS SERVICE CHARTER

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

12. SERVICE DELIVERY STANDARDS

We shall endeavor to,

- *Provide our clients with timely, credible and reliable services;*
- *Publish and disseminate relevant policies, regulations, guidelines 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; and*
- *Provide a friendly and efficient environment for our clients.*

13. SERVICE DELIVERY TIME FRAME

The specific services provided by the Assembly, and the expected time frame for delivery are presented in the Table 1 below;

No.	SERVICE	TIME FRAME (MONTHS/DAYS)
1	Issuance of Building permit	Within three (3) months or 60 working days from the date of receipt of application
2	Preparation and approval of planning schemes	From six (6) months to one year from the date of receipt of application depending on the size.
3	Issuance of business operating permits(B.O.P)	Within three (3) working days from the date of receipt of application

4	Issuance of birth certificate	Under one (1) year one year above (10 year - two (2) weeks from the date of application
5	Issuance of death certificate	Newly deceased- one (1) day already buried- five(5) working days
6	Issuance of vendor certificate	Within eight (8) working days from the receipt application
7	Public education on hygiene	Daily
8	Issuance of permit for the erection of billboards	Fourteen (14) working days from the date of receipt correspondence.
9	Response to correspondence	Ten (10) working days from the date of receipt of correspondence.

14. THE TANO NORTH MUNICIPAL ASSEMBLY STRIVES FOR

- *Continuous improvements in its 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 valuable information in an open and transparent manner.*
- *Creation of conducive environment for public private partnership (PPP) in its service delivery*
- *Compilation of comprehensive socio-economic database accessible to the general public.*

- *Maintenance of an open and transparent administration that enlists the active participation and support of civic society organizations and the public at large for ensuring good governance and high standard of public welfare.*
- *Promoting the endowment and potential of the Municipality for the attraction of investors to*
- *Improve the standard of living of residents in the Municipality.*

15. WHAT THE ASSEMBLY EXPECTS FROM THE PUBLIC

The Assembly expects full co-operation and compliance with its rules regulations and, procedure to ensure smooth service delivery. To access any of the services provided by Assembly;

- *Business should be duly registered with the Registrar General's Department*
- *Business address and location including street names should be made available to the Assembly immediately*
- *Provide registered indenture (Land title certificate and four (4) copies of architectural drawings for the issuance of building / development permits.*
- *Ensure that a child has a weighing card in the case of persons above one (1) year birth certificate and national ID card.*
- *The public will participate in communal level education programmes or sanitation hygiene, revenue collection and other programmes of the Assembly*
- *The by-laws of the Assembly will be fully complied with to ensure effective administration and cohesive society .*
- *The public will collaborate with the Assembly and enforcement agencies in ensuring security in the municipality'*

16. OTHER COLLABORATING AGENCIES

The **TANO NORTH MUNICIPAL ASSEMBLY (TNMA)** collaborates with all departments, agencies and institutions operating within and outside the Municipality as well as other relevant stakeholders to ensure effective administration and orderly society: Our collaborating agencies include the following:

- *Ghana Revenue Authority (GRA)*
- *The Ghana Police Service*
- *The Ghana Prisons Service*
- *The Ghana Immigration Service*
- *The Volta River Authority (VRA)*
- *Land Valuation Board, Goaso*
- *Community Water and Sanitation Agency (CWSA)*
- *Ghana Aids Commission*
- *Ghana National Fire Service (GNFS)*
- *National Commission on Civic Education*
- *Ghana Statistical Service*
- *Ghana School Feeding Programme (GSFP)*
- *The Ghana Armed Forces (3 BN, Sunyani)*
- *The Youth employment Agency*
- *The Lands Commission, Goaso*
- *NGOs Community Based Organization (CBOs) and Faith Based Organizations (FBOs)*
- *National Commission for Civic Education (NCCE)*
- *National Disaster Management Organization (NADMO)*
- *Traditional Authorities*
- *Other Relevant Institutions*

17. ACCESS TO INFORMATION AND TRANSPARENCY

- *Information about TNMA would be made available on notice boards and other official documents of TNMA at Assembly and sub- district offices.*
- *TNMA would provide its client with all necessary information needed to access its services.*
- *Information can also be accessed at the Client Service Office and other departments of the Municipal Assembly*
- *Suggestion boxes will be put at vantage points including sub-district offices to solicit public views on TNMA's service delivery*
- *The website of TNMA will be regularly updated to provide relevant information on TNMA to the general public.*
 - www.tanonorthmunicipalassembly.com.gh

18. COURTESY AND CO-OPERATION

- *Friendly client services officers always standing by to provide various services*
- *All offices are marked to facilitate easy identification.*
- *Assembly staff with clear identification are also available to provide information and other support services*
- *A well trained development control task force will visit construction sites to enforce adherence to building regulations*
- *Developers are entreated to produce valid development and building permits for inspection*
- *Courteous revenue collectors will go round daily to collect various rates*
- *Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.*

19. COMPLAINTS TO THE ASSEMBLY

The **TANO NORTH MUNICIPAL ASSEMBLY (TNMA)** welcomes comments and complaints from its valued clients and the general public and always endeavors to respond promptly and satisfactorily.

For prompt response to complaints, the public is advised to address their complaints to the following address:

THE CHAIRMAN

PUBLIC RELATIONS AND COMPLAINTS COMMITTEE (PRCC)

TANO NORTH MUNICIPAL ASSEMBLY

P.O.BOX 88

DUAYAW NKWANTA

Any complainant who is not satisfied with the decision of the Public Relations and Complaints Committee (PRCC) may seek the audience and assistance of the Hon. Municipal Chief Executive or the Municipal Coordinating Director at the MAIN MUNICIPAL ADMINISTRATION OFFICE, Located at Duayaw Nkwanta-Koforidua, off the Kumasi–Sunyani Highway

Complaints may also be channeled to the Assembly through the Assembly’s email address:

 info@tanonorthmunicipalassembly.com.gh

 tnmassembly@gmail.com

A complainant who is still not satisfied with the treatment of his complaints may further resort to the Regional coordinating council (RCC) for hearing.

POSTAL ADDRESS;

TANO NORTH MUNICIPAL ASSEMBLY

P.O. BOX 88

DUAYAW NKWANTA