

AWUTU SENYA EAST MUNICIPAL ASSEMBLY



REPUBLIC OF GHANA



CLIENT SERVICE CHARTER

2019

TABLE OF CONTENTS

List of Acronyms.....	ii
1.0 Introduction.....	1
2.0 ASEMA Functions.....	1
2.1 Vision.....	1
2.2 Mission.....	1
3.0 ASEMA Values.....	1
4.0 Our Responsibility.....	2
5.0 Our Service.....	2
6.0 Our Service Standards.....	7-18
7.0 Location (where to find us).....	18
8.0 What We Ask From You.....	19
9.0 If You Contact Us.....	19
10.0 When Complaining	20
10.1 Where to Address Your Complaint.....	20
10.2 Your Views Count.....	21

LIST OF ACRONYMS

ASEMA	AWUTU SENYA EAST MUNICIPAL ASSEMBLY
CRCC	CENTRAL REGIONAL CO-ORDINATING COUNCIL
HOD	HEAD OF DEPARTMENT
MCE	MUNICIPAL CHIEF EXECUTIVE
MCD	MUNICIPAL CO-ORDINATING DIRECTOR
HRM	HUMAN RESOURCE MANAGER
ICT	INFORMATION COMMUNICATION TECHNOLOGY
MDAs	MINISTRIES/DEPARTMENTS AND AGENCIES
MMDAs	METROPOLITAN/MUNICIPAL AND DISTRICT ASSEMBLIES
OHLGS	OFFICE OF THE HEAD OF THE LOCAL GOVERNMENT SERVICE

1.0 INTRODUCTION

The Awutu Senya East Municipal Assembly (ASEMA) is one of the newly created Municipalities in the Central Region. The Municipality was carved out from the former Awutu Senya District in 2012 and established as a Municipality by Legislative Instrument (L.I) 2025 with Kasoa as its capital. The rationale was to facilitate government's decentralization programs and local governance system. The total population in the Municipality is projected at 143,453(2020) with a growth rate of 2.8. This is about 4.9 percent of the Central region's population.

The Awutu Senya East Municipality is mainly urban. Results of the 2010 Population and Housing Census indicate that the Municipality has few rural settlements.

FUNCTIONS OF THE AWUTU SENYA EAST MUNICIPAL ASSEMBLY

The functions of the Municipal Assembly are derived from statute, as mandated by local government Act 462 of 1993 now Act 936 of 2016. These functions are broadly aimed at attaining its objectives and fulfilling its mission of improving the quality of life of its people are:

- Be responsible for the overall development of the municipality and ensure the preparation and submission of development plans and budget to the relevant central government Agency/Ministry through the Regional Co-ordinating Council.
- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the municipality.
- Promote and support productive activity and social development in the municipality and remove any obstacles to initiative and development.
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in the municipal.
- Be responsible for the development, improvement and management of human settlements and the environment in the municipal.
- In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the municipal.
- Ensure ready access to courts and public tribunals in the municipal for the promotion of justice.
- Initiate, sponsor or carry out such studies as may be necessary for the discharge of any functions conferred by Act 462 or any other enactment.
- Perform such other functions as may be provided under any other enactment.

Vision

- To become a well-developed Municipal Assembly that provides and facilitates excellent services to its people to ensure improvement in the quality of life of its people.

Mission Statement

- The Awutu Senya East Municipal Assembly exists to facilitate the improvement in the quality of life of the people in close collaboration with the private sector and other development partners in the Municipality through the mobilization and the judicious use of resources and provision of Basic Socio-Economic Development within the context of commitment to Equity, Accountability, Transparency and excellence

This mandate is realised through the:

- Development of appropriate policy guidelines;
- Use of Information, Communication Technology (ICT); and
- Well-trained, highly motivated staff.

3.0 VALUES OF THE ASEMA

The core values of the ASEMA centre on Professionalism, Accountability, Client Oriented, Transparency, Participation and Creativity.

5.0

SERVICES PROVIDED BY THE ASEMA INCLUDE:

1. Provision of building permit
2. Development control/exercise/projection/supervision services
3. Provision of maintenance and installation
4. Preparation of contract certificates/provision of consultancy services
5. Objective assurance
6. Consulting services
7. Special assignment
8. Provide timely data to stakeholders upon request
9. Roll call, distribution and supervision of sanitary labs at the Kasoa new market
10. Premises inspection to ensure compliance with hygiene and sanitation stand
11. Registration, health screening, certification and education of food vendors
12. Food vending and preparation on sites inspection
13. Registration of households for door to door solid waste collection
14. Law enforcement
15. Stakeholders consultative meeting
16. Rate payers consultative meeting
17. To provide high level of readiness and preparedness of staff to implement activities to achieve desired objective
18. To increase public participation in Covid protocols
19. To update hazard and safe haven maps for all communities in ASEM
20. To increase disaster awareness, disaster preparedness and to reduce vulnerability in the municipality
21. To increase community support and participation in NADMO activities in the communities
22. To improve readiness in the event of real disaster situations
23. To reduce incidences of flood related disasters
24. To celebrate Disaster Day
25. Children right promotion and protection
26. Juvenile justice administration
27. Community care

Service	Time Frame	Procedures
1. Provision of building permits	Three (3) months	<ul style="list-style-type: none"> ➤ Clients are being tasked to provide their building drawings and documents and these documents are being cross checked to correct errors.
2. Development control exercise/projecti on supervision services	Daily 9:am-5:pm	<ul style="list-style-type: none"> ➤ The quantity surveyors then calculate the bill for the building of which afterwards the permit is being processed.
3. Provision of maintenance and installation	Depends on the nature of the work	<ul style="list-style-type: none"> ➤ On daily basis the field technical team are being assigned to the site to check on ongoing projects to see if the developers have obtain building permits or not, permit expiration, dates and also check if their drawings conform with their projects.
4. Preparation of contract certificates/provis ion of consultancy services	Depends on the period the contract is being awarded	<ul style="list-style-type: none"> ➤ Also, the engineers are being assigned to the field to inspect the project and also give technical advice and recommendations to the contractors.
5. Objective assurance	Quarterly	<ul style="list-style-type: none"> ➤ The service engineers at works department are tasked to provide all engineering related problems at the assembly i.e. plumbing, electrical construction etc. and also install equipment and facilities.
6. Consulting services	N/A	<ul style="list-style-type: none"> ➤ Preparation of contract bills, tender documents, payment certificates and provision of consultancy services to government contractors.
7. Consulting services	N/A	<ul style="list-style-type: none"> ➤ Assess the effectiveness of risk management, governance and control process
8. Consulting services	N/A	<ul style="list-style-type: none"> ➤ Provide advisory services in the implementation of assembly programs and projects.
9. Consulting services	N/A	<ul style="list-style-type: none"> ➤ Investigation into issues of interest to management.
10. Consulting services	One week after	<ul style="list-style-type: none"> ➤ Professionalism: when a request is made, if the data is available, stakeholders shall receive it

<p>7. Special assignments</p>	<p>request has been made</p>	<p>same day or the next day, however if data is not available stakeholders shall receive it within one or two weeks depending on the nature of data.</p>
<p>8. Provide timely data to stakeholders upon request</p>	<p>6:00am to 4:00pm</p>	<ul style="list-style-type: none"> ➤ All assembly sanitary laborers working at the Kasoa new market are supervised during sweeping, collection and handling of solid waste at the new market. This occurs after roll call has been conducted and they are distributed to go and work at their respective duty post.
<p>9. Roll call, distribution and supervision of sanitary labs at the Kasoa new market</p>	<p>8:00am-5:00pm</p>	<ul style="list-style-type: none"> ➤ All environmental health staff first conveyer at their respective zonal council offices. After that they move to a specific area within the zonal council to conduct premises inspection on guest houses, hotels, restaurants, eateries, private and public schools, water production factories etc. ➤ Letters are distributed to targeted facilities notifying them about date and venue for the service.
<p>10. Premises inspection to ensure compliance with hygiene and sanitation stand</p>	<p>February to June</p>	<ul style="list-style-type: none"> ➤ Mobile vans are engaged to do further publicity. Medical lab facilities are engaged to health screen vendors whiles Environmental Health staff do the certification and education.
<p>11. Registration, health screening, certification and education of food vendors</p>	<p>2nd January to 31st December</p>	<ul style="list-style-type: none"> ➤ Food vending and preparation sites such as restaurants, eating bars, drinking bars and pure water production sites are visited and inspected to ensure they conform to hygiene and sanitation standards. Health education on food hygiene and nutrition are given to owners of such facilities. Health certificates of vendors are also inspected and defaulters arranged in court for prosecution. ➤ Environmental Health staff at all the six zonal councils collaborate with respective private waste collection companies accredited by the assembly in registration of households for door

<p>12. Food vending and preparation of sites inspection</p>	<p>July to December</p> <p>January to December</p>	<p>to door solid waste collection to prevent in discriminated dumping of waste.</p> <ul style="list-style-type: none"> ➤ Households who refuses to abate insanitary condition upon persistent education, warnings and issuance of abatement notices are arranged before court, prosecuted and fine to serve as deterrent to others. ➤ Invitation letter prepared and dispatched ➤ Invitation letter prepared and dispatched
<p>13.Registration of households for door to door solid waste collection</p>	<p>February and August</p> <p>August</p>	<ul style="list-style-type: none"> ➤ Staff orientation on the 2021 action plan & Inauguration of Municipal Disaster Committee
<p>14.Law enforcement</p>	<p>2nd week of each Quarter 2021</p>	<ul style="list-style-type: none"> ➤ Encourage public to strictly observe Covid protocols ➤ Extensive simultaneous field trips for community hazard mapping
<p>15.Stakeholders consultative meeting</p>	<p>January-December</p> <p>July-October</p>	<ul style="list-style-type: none"> ➤ Education and sensitization of identified vulnerable groups in identified locations
<p>16.Rate payers consultative meeting</p>		
<p>17.To provide High level of readiness</p>	<p>Once in each</p>	<ul style="list-style-type: none"> ➤ Re- train existing Disaster Volunteer Groups

<p>and preparedness of staff to implement activities to achieve desired objective</p>	<p>quarter</p>	<p>(DVGs) and formation of new ones</p>
<p>18.To increase public participation in Covid protocols</p>	<p>Middle of 1st and 2nd half of the year</p>	<ul style="list-style-type: none"> ➤ Disaster simulation exercise
<p>19.To update hazard and safety haven maps for all communities in ASEM</p>	<p>Mid-year</p>	<ul style="list-style-type: none"> ➤ Desilt of drains and clean-ups within the Municipality ➤ Organize rally
<p>20.To increase disaster awareness, disaster preparedness and to reduce vulnerability in the Municipality</p>	<p>January-December</p>	<ul style="list-style-type: none"> ➤ Ask questions to understand clients ➤ Data collection of clients ➤ Sensitization and education
<p>21.To increase community support and participation in NADMO activities in communities</p>	<p>October, 2021</p>	<ul style="list-style-type: none"> ➤ Writing of social investigation report/home study report ➤ Individual counselling ➤ Client supervision ➤ Family counselling and reconciliation ➤ Psycho-social support ➤ Indigene NHIS registration ➤ Filling and giving out summons letters to complainant and respondent
<p>22.To improve readiness in the event of real disaster</p>	<p>1 month-12 months</p>	<ul style="list-style-type: none"> ➤ Write social enquiry reports to court ➤ Filling care orders application ➤ Supervision and probation of juvenile and young offenders ➤ Family tribunal case settlement ➤ Carry-out social enquiry report

<p>situations</p> <p>23.To reduce incidences of flood related disasters</p> <p>24.To celebrate Disaster Day</p> <p>25.Children right promotion and protection</p>	<p>1 month-12 months</p>	<ul style="list-style-type: none"> ➤ Home visitation to clients ➤ Family tribunal panel members ➤ Make recommendations to junior and senior correction centre
<p>26.Juvenile justice administration</p>	<p>1 month-12 months</p>	<ul style="list-style-type: none"> ➤ Psycho-social support to individuals and groups ➤ Family tracing of patients ➤ Carry-out social investigation reports ➤ Registration of Early Childhood Development Centres ➤ Education on the LEAP program ➤ Community entry and mobilization ➤ Organized payment of LEAP grant ➤ Supervision and monitoring of LEAP payment ➤ Data collection on PWDs ➤ Fellow visit to clients ➤ Link clients to resources ➤ Monitor and supervise Residential Home for children ➤ Family tracing and re-unification of missing, abandoned, destitute, orphans and vulnerable children ➤ Registration of PWDs ➤ Review PWDs applications ➤ NHIS indigene registration and renewal
<p>27.Community care</p>		

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7.0 WHAT WE ASK FROM YOU

The quality of service we can provide to you depends on the input and co-operation we receive from you. Accordingly, we expect you to:

- Identify yourself by name, and if necessary, organization or Community.
- Provide the required information in an honest and timely manner
- Comply with our rules, guidelines and regulations
- Accord our staff the utmost respect
- Inform us if you are not satisfied with our services

8.0 WHAT TO EXPECT FROM US

In writing, we will:

- Reply to all letters within five (5) working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by Telephone when to expect a full reply.

By telephone, we will:

- Answer the telephone between two (2) to three (3) rings.
- Identify ourselves by organization, name and grade.
- Inform you when you may expect a full reply, in case we are unable to answer your enquiry immediately.
- Redirect you to the appropriate quarters if the matter in question is not in our

area of competence

On appointment, we will:

- See you within ten minutes of the agreed time.
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

9.0 WHERE TO FIND US:

9.1 PHYSICAL LOCATION

The Office of the Awutu Senya East Municipal Assembly is located off the Kasoa Ofaakor-Jei-River Farms road opposite the Ofaakor Magistrate court.

9.2 OUR MAILING ADDRESSES ARE:

POST BOX:

AWUTU SENYA EAST MUNICIPAL ASSEMBLY
POST OFFICE BOX KS 553
KASOA

TEL: 233-303-973387

E-MAIL ADDRESS

INFOSYS@ASEMA.GOV.GH

WEBSITE

WWW.ASEMA.GOV.GH

SOME IMPORTANT TELEPHONE NUMBERS

NO	CONTACT PERSON	PHONE NUMBER
1.	MUNICIPAL CHIEF EXECUTIVE	233-570832005
2.	MUNICIPAL CO-ORDINATING DIRETOR	233-243306896
3.	MUNICIPAL FINANCE OFFICER	233-208169391
4.	DIRECTOR, PHYSICAL PLANNING	233-244293818
5.	DIRECTOR, URBAN ROADS	233-243582708
6.	HUMAN RESOURCE MANAGER	233-244854755
7.	MUNICIPAL BUDGET ANALYST	233-246441109
8.	MUNICIPAL INTERNAL AUDITOR	233-543467111
9.	MUNICIPAL PROCUREMENT OFFICER	233-242650721
10.	MUNICIPAL DEVELOPMENT PLANNING OFFICER	233-243201979
10.	CLIENT SERVICE UNIT	233-303-973387

10.2 WHERE TO ADDRESS YOUR COMPLAINTS

You may address your comments and complaints to:

- a. OFFICE OF THE AWUTU SENYA EAST MUNIIPAL ASSEMBLY
P. O. BOX KS 553
KASOA

TEL: 233-303-963387

- b. E-MAIL:

INFOSYS@ASEMA.GOV.GH

- c. The Client Service Unit is located in room **No. 2** on the ground floor of the main ASEMA building.

NOTE:

The channel of communication in dealing with the ASEMA shall be as follows:

- a. From the Serving Officer through Departmental Head to MCD
- b. From a non-Civil Servant/general public to the MCD
- c. From retired officers, through the head of the organization where they last served/worked OR through the MCD.

10.3 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 MUNICIPAL CHIEF EXECUTIVE
AWUTU SENYA EAST MUNICIPAL ASSEMBLY
P. O. BOX KS 553
KASOA**

