AWUTU SENYA EAST MUNICIPAL ASSEMBLY

REPUBLIC OF GHANA

CLIENT SERVICE CHARTER

28TH OCTOBER,2021

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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

1.1 BRIEF INTRODUCTION ABOUT THE MUNICIPALITY

The Awutu Senya East Municipal Assembly (ASEMA) is one of the newly created Municipalities in the Central Region. The Municipality was carved out of the former – Awutu Senya District in 2012 and established as a Municipality by Legislative Instrument (LI) 2025. The rationale was to facilitate government's decentralization programmes and local governance system. The people of the Municipality are mainly Guans. There are other settler tribes of different ethnic backgrounds; these include the Gas, Akans, Ewes, Walas/Dagartis, Moshies, Basares and other numerous smaller tribes. The main languages spoken are Akan and English as the official language.

1.2 LOCATION AND SIZE

The Awutu Senya East Municipal is located in the Eastern part of the Central Region within Latitudes 5°45 south and 6°00 north and from Longitude 0°20 west to 0°35 East. It shares common boundaries with Ga South Municipal Assembly (in the Greater Accra Region) at the East, Awutu Senya District at the North and Gomoa East District at the West and South respectively. The Municipality covers a total land area of about **180sq km** about 18% of the total area of the Central Region.

Kasoa the Municipal Capital is located at the south-easting part, about 13km off the Accra-Capital. Other major settlements are Opeikuma, AdamNana, Kpormertey, Ofankor, Akweley, Walantu and Zongo. In spite of the seemingly boundary conflict between the Assemblies concerned, there is effective Collaborative efforts among them for development to the benefit of their respective residents and stakeholders.

1.3 TOPOGRAPHY AND DRAINAGE

The topography of the municipal is characterised by isolated undulating highlands located around the Ofaakor and Akweley area. The nature of topography is directly related to the soil type. The highland and lowland area have loamy soils and clay soils respectively. The drainage in the high areas is not intensive as compared to the lowland areas. The major river namely Okrudu drain into the sea and cause flooding during the rainy season.

1.4 SOIL CHARACTERISTICS

The municipal is underlain by Birrimian rocks, which consist of granites and phyllites. The area is basically low-lying with protruding granitic rocks in some areas. In the semi-deciduous forest zones, the soil type is mostly loamy soils which supports many plants and therefore suitable for arable farming.

These crops include Pineapple, cassava, plantain, yam, maize, cocoa, cola-nuts, citrus and pawpaw.

1.5 CLIMATE

The Municipal forms part of the south-west plains of Ghana which is one of the hottest parts of the country. Temperatures are high throughout the year and range between 23°C-28°C, A maximum of 33 c is attainable during the hot season. Rainfalls are heavy during the major season between March and September. The average rainfall is about 750mm.

1.6 DEMOGRAPHIC CHARACTERISTICS

The population of the Municipality is currently estimated at 133,000*(projected from 2000 Population and Housing Census*). The average annual growth rate of the Municipal is 3.0%. The ratio of male to female 1 to 1.06 and the population is basically youthful.

Household Characteristics: The average Household size of the municipal is 5 (*2000 PHC*) indicating an improvement over the 1984. This shows that there has been a significant reduction in the household size.

Below is a table xxx showing the Housing Characteristics

Housing Characteristics

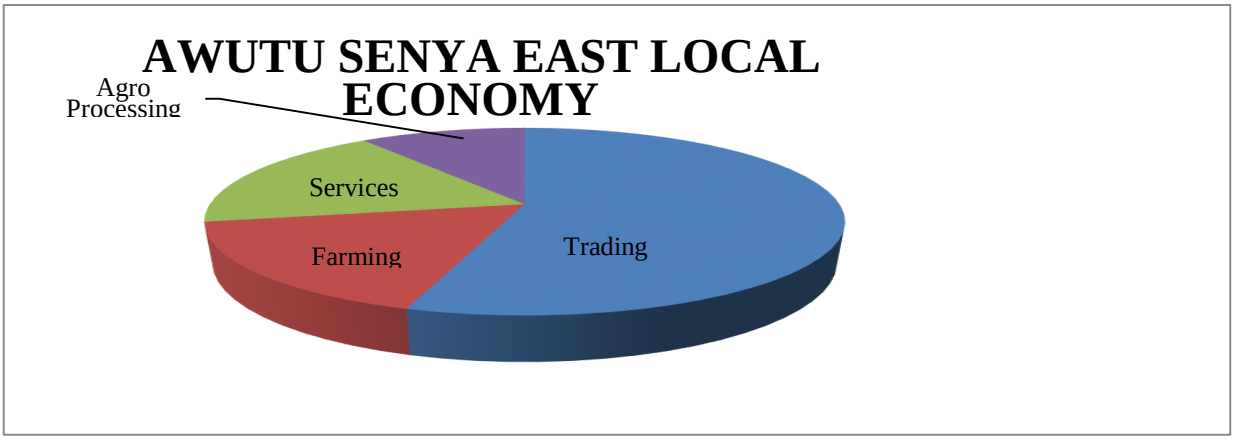
Description	**X'tics**
No. of Houses	87,000
No. of Households (HH)	26,325
Household Size	5
Head of Households (%)	62.3 (M) 37.7 (F) *Source: 2000 PHC*

Religion Composition

Type	**Total**	**Male**	**Female**
Christian	54.9%	26.2%	28.7%
Muslim	32.5%	17.6%	14.9%
Traditional	2.2%	1.9%	0.3%
No religion	8.1%	5.7%	2.4%
Other Religion	2.3%	1.2%	1.1%

(Source: 2000 PHC, Analysis of Dist. Data Implications for Planning)

MUNICIPAL ECONOMY



The main economic activities in the Municipal include Trading mainly wholesale/retail trade, agroprocessing, informal sector service and commerce. Trading and its related activities are the leading economic ventures and employs about 60% of the working population in the Municipality.

Livestock production is also practiced in the Municipality but on a smaller scale.

The private informal sector contribution is enormous. It employs about 21% of the working population in the banking and service sectors but needs to be integrated with the formal sector. Other economic activities include service (banking and internet) and agro processing (Cassava dough, Gari and Corn dough).

2.0 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.

3.0 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 SocioEconomic Development within the context of Good Governance, Equity and Transparency.

This mandate is realised through the:

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

4.0 KEY ISSUES

The Assembly in its quest to develop the Municipal is faced with issues such as frequent power interruptions, Bad roads network, inadequate accommodation for staff, high rent of office accommodation, severe sanitation challenges and traffic congestions.

5.0 BROAD POLICY OBJECTIVES

THEMATIC AREAS	POLICY OBJECTIVES
Enhanced Competitiveness of Ghana's Private Sector	Promote domestic tourism to foster national cohesion as well as redistribution of income

	Accelerated Agricultural Modernization and Natural Resource Management	• Improve agricultural productivity • Promote livestock and poultry development for food security and income • Improve institutional coordination for agriculture development • Reverse forest and land degradation • Enhance community participation in governance and decision-making • Strengthen and develop local level capacity to participate in the management and governance of natural resources
6.0	Infrastructure and Human Settlements Development	• Create and sustain an efficient transport system that meets user needs • Develop adequate human resources and apply new technology • Promote the use of ICT in all sectors of the economy • Accelerate the provision of affordable and safe water • Accelerate the provision and improve environmental sanitation • Ensure the development and implementation of health education as a component of all water and sanitation programmes

VALUES OF ASEMA

Human Development, Productivity and Employment	□ Increase equitable access to and participation in education at all levels □ Expand access to and improve the quality of institutional care, including mental health service delivery □ Ensure the reduction of new HIV and □ Ensure efficient internal revenue generation and transparency in local resource management AIDS/STIs/TB transmission □ Prevent and control the spread of communicable and non-communicable diseases and promote healthy lifestyles
Transparent and Accountable Governance	□ Encourage Public-Private Participation in socioeconomic development. □ Integrate and institutionalize Municipal level planning and budgeting through participatory process at all levels. □ Promote transparency and accountability and reduce opportunities for rent seeking

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

7.0 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.

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- 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.

8.0 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

9.0 SERVICE STANDARDS

We shall issue certificate and provide other service within the following time frames:

SERVICE STANDARDS	TIME FRAME (MONTHS/DAYS)
Provision of building permits	Within 3 months
Development control exercise/projection on supervision services	Daily 9:00am-5:00pm
Provision of maintenance and installation	Depends on the nature of the work
Preparation of contract certificates/provision of consultancy services	Depends on the period the contract is being awarded
Objective assurance	Quarterly
Consulting service	N/A
Special assignments	N/A
Provide timely data to stakeholders upon request	One week after request has been made
Roll call, distribution and supervision of sanitary labs at the Kasoa new market	6:00am-4:00pm
Premises inspection to ensure compliance with hygiene and sanitation stand	8:00am-5:00pm
Registration, health screening, certification and education of food vendors	February to June
Food vending and preparation of site inspection	2nd January to 31st December

Registration of households for door to door solid waste collection	July-December
Law enforcement	January-December
Stakeholders consultative meeting	February and August
Rate payers consultative meeting	Every August
To provide high level of readiness and preparedness to staff to implement activities to achieve desired objective	2nd week of each Quarter 2021
To increase public participation in covid protocols	January-December
To update hazard and safety haven maps for all communities in ASEMA	July-October
To increase disaster awareness, disaster preparedness and to reduce vulnerability in the Municipality	Once in each quarter
To increase community support and participation in NADMO activities in communities	Middle of 1st and 2nd half of the year
To improve readiness in the event of real disaster situations	Mid-year
To reduce incidences of flood related disasters	January-December
To celebrate Disaster Day	October, 2021
Children right promotion and protection	1 month-12 months
Juvenile justice administration	1 month-12 months
Community care	1 month-12 months

10.0 WE STRIVE FOR

Collection and analysis of socio-economic data that will be accessible to the public:

1. Be responsible for development, improvement and management of human settlement and the environment in the Municipality
2. Empowerment of women and other vulnerable group to participate in governance 3 and Assembly's development agenda
3. The protection and promotion of public health and the prevention of disease
4. Provision of information in an open and transparent manner
5. Creation of a conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness

11.0 COURTESY AND COOPERATION

1. Courteous revenue collectors will go round daily to collect various rates
2. Assembly staff with clear identification are also available to provide information and other support service
3. A well trained development control task force will visit various constriction site to ensure adherence to building regulations
4. Developers are entreated to produce valid development permits
5. All office doors are marked to facilitate easy identification
6. Friendly client service officers will be on hand to provide various service

12.0 INFORMATION TRANSPARENCY AND CONVENIENCE

1. A Library will be available for easy assessment of information
2. Notice Boards will be made available at our offices and sub-district officers
3. The Awutu Senya East Municipal Assembly will provide its clients with all the necessary information they need to access its services
4. Information will also be made available at our revenue points throughout the Municipality

5. Suggestion boxes will be put at vantage points including sub-municipal offices to solicit public views on our service delivery
6. Newsletters and brochures
7. Clean friendly environment

13.0 WHAT WE EXPECT FROM THE PUBLIC

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

14.0 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.

15.0 WHERE TO FIND US

15.1 PHYSICAL LOCATION

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

15.2 OUR MAILING ADDRESSES ARE

POST BOX:

AWUTU SENYA EAST MUNICIPAL ASSEMBLY
POST OFFICE BOX KS 553
KASOA

TEL: 233-303-973387

E-MAIL ADRESS
INFOSYS@ASEMA.GOV.GH

WEBSITE
WWW.ASEMA.GOV.GH

SOME IMPORTANT TELEPHONE NUMBERS

NO	CONTACT PERSON	PHONE NUMBER
1.	MUNICIPAL CHIEF EXECUTIVE	233-244963235
2.	MUNICIPAL CO-ORDINATING DIRETOR	233-243240900

3.	MUNICIPAL FINANCE OFFICER	233-208169391
4.	DIRECTOR, PHYSICAL PLANNING	233-244293818
5.	DIRECTOR, URBAN ROADS	233-243582708
6.	HUMAN RESOURCE MANAGER	233-275257067
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

16.0 WHERE TO ADDRESS YOUR COMPLAINTS

You may address your comments and complaints to:

a **OFFICE OF THE AWUTU SENYA EAST MUNICIPAL 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.

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