

**NEW JUABEN NORTH**

**Municipal Assembly**

**SERVICE CHARTER**

**2019**

## Contents

FOREWORD .....	1
VISION .....	2
MISSION .....	2
CORE VALUES.....	2
MOTTO .....	2
BACKGROUND .....	3 and 4
SERVICE DELIVERY STANDARDS .....	5
OUR CLIENTS .....	5
SERVICE DELIVERY TIME- FRAME.....	6,7 and 8
PROCESSES FOR SECURIRNG A BUILDING AND DEVELOPMENT PERMIT .....	9 and 10
OUR COMMITMENT.....	11
CLIENTS RESPONSIBILITIES .....	12
COURTESY AND COOPERATION .....	12
DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES.....	13
WORKING HOURS 08-17hrs (8am - 5pm).....	13
CONTACT ADRESS AND LOCATION .....	13
DIRECTORY .....	14

## FOREWORD

This chapter is in conformity within our mandate and defines the purpose and values of New Juaben North Municipal Assembly.

In this charter we have stated who we are, what we do and what we expect from the public (our clients).

This Service Charter also clearly spells out the service standards you can expect in dealing with us.

The New Juaben North Municipal Assembly is committed to improving the standard of living of the people. This can be achieved through empowering the human resource and transformation of the Private-Informal Sector.

We can only achieve these goals by working with stake holders and for this purpose, we have developed a Charter to guide this process to ensure that stakeholders have a framework for service delivery. This Charter will be revived periodically.

We believe that our service Charter specifies standards for service delivery and rights and responsibility of both parties and how stakeholders can access our services and receive excellent levels of service.

**Hon. Comfort Asante**

**Municipal Chief Executive**

**New Juaben North Municipal Assembly**

## VISION

A leading Local Government institution facilitating excellent local economic development.

## MISSION

Improve the standard of living of the citizens through sustainable mobilization an effective utilization of resources within the framework of good governance.

## CORE VALUES

1. Service delivery
2. Participation
3. Integrity
4. Professionalism
5. Client-focus
6. Transparency
7. Accountability

## MOTTO

Together in Development.

## BACKGROUND

The New Juaben North Municipal Assembly (NJNMA) was carved out of the erstwhile New Juaben Municipal Assembly in 2017 with the promulgation of Legislative Instrument (LI) 2302 OF 2017 and the Local Governance Act, 2016 (Act 936) with the headquarters at Effiduase.

### *Functions of the Assembly*

The Assembly is the highest administrative and political authority of the municipality. It exercises deliberative legislative and executive functions. It is expected to perform the following functions, as provided in section 12 of the Local Governance Act, 2016 (Act 936);

- Responsible for the overall development of the Municipal Area.
- Formulate and executive plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the Municipal Area.
- Promote and support productive activity and social development in the Municipal Area and remove any obstacles to initiative and development.
- Sponsor the education of students from the Municipal to fill particular manpower needs of the Municipal especially in the social sectors of the education and health, making sure that the sponsorship is fairly balanced between male and female students.
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in the Municipal Area.
- Co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the Municipal Area.
- Ensure ready access to courts in the district for the promotion of justice.
- Act to preserve and promote the cultural heritage within the Municipal Area.
- Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment.
- The Assembly shall as well take steps and measures that are necessary and expedient to execute approved development plans for the Municipal Area.
- Guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans.

- Initiate and encourage joint participation with other persons or bodies to execute approved development plans.
- Promote or encourage other persons or bodies to undertake projects under approved development plans; and
- Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the districts and national; economy in accordance with government policy.
- Perform any other functions that may be provided under another enactment.

The NJNMA as well co-ordinates, integrate and harmonizes the execution of programmes and projects under approved development plans and other development programmes promoted or carried out by Departments, public corporations do other statutory bodies and non- governmental organizations in the municipality.

## SERVICE DELIVERY STANDARDS

*We shall endeavor to:*

- Service our clients promptly and courteously
- Provide a friendly environment for our clients
- Ensure easy identification for our offices.
- Show our preparedness to listen to our clients.
- Provide our clients with timely, credible and reliable services
- Publish and disseminate relevant policies, guidelines and reports.
- Resolve clients' complaints promptly, fairly and consistently.
- Respond to queries and complaints promptly.
- Assist service users in decision making.
- Respond to correspondence promptly.
- Provide mechanisms for effective feedback on our services.

## OUR CLIENTS

OUR Clients include all stakeholders

such as the general public, residents, citizens, institutions and government.

## SERVICE DELIVERY TIME- FRAME

The services we provide and the expected time- frame for delivery are in the table below:

<b>SERVICES</b>	<b>DELIVERY TIME-FRAME</b>	<b>REQUIREMENT (WHAT TO PROVIDE)</b>	<b>RESPONSIBLE/ CONTACT DEPARTMENT</b>
Issuance of Building Permits	Within three (3) months	Refer to page 11	Town and Country Planning
Preparation of planning schemes and layout	Within six (6) months	Site Plan	Town and Country Planning
Planning comments on Parcels of Land	One week	Request letter from lands commission	Town and Country Planning
Taxi embossment and stickers	Instant (same day)	One (1) year duration ending 31 <sup>st</sup> December each year.	Finance
Commercial Driver's License (NJNMA)	One (1) day	Two (2) passport size pictures	City guards
Registration of Contractors into the GIFMIS System	Five (5) days	Gra Tin Account Details Register General Certificate Letter head company Certificate of Registration VAT Certificate to commence Business	City guards
Issuance of Business Operating Permit (BOP)	One (1) day	Application letter Building permit (when operating in a container/kiosk) Payment of required fees	Revenue Unit
<b>SERVICES</b>	<b>DELIVERY TIME-FRAME</b>	<b>REQUIREMENT (WHAT TO PROVIDE)</b>	<b>RESPONSIBLE/ CONTACT DEPARTMENT</b>
Receiving payments of franchise by Public toilet contractors	One (1) day		Environmental Health
Registering of food vendors	One (1) day	Inspection of site Medical screening	Environmental Health
Issuance of certificate of habitat to hospitality	One (1) day	Inspection	Environmental Health



industries (Hotels, Restaurants etc)			
Lodging of Complaints	Feedback within five working days	-Lodge complaint verbally or written - Leave your contact number at the client service unit	Public Relations and complaints Committee (PRCC) chaired by Presiding Member (PM)
Feedback on correspondences or letters	Five (5) working days upon receipts	Correspondence/ letters should be addressed to the receiver through MCE or MCD	Central Administration
Disaster (floods, storm)	Instant after a distress call	Regional Office- 0299350505	NADMO (Disaster Management)
Disability Fund	Sane day registration Funds disbursed quarterly as and when released	Register with the Assembly with NHIS or any valid national ID and two passport size pictures	Social Development
Child Maintenance Welfare	Same day	-Make a verbal or written complain to the department -The department issues summons to both the complainant and defendant to appear before a committee. -The committee sits on the case and mediates/ settles it, make an appeal or dissatisfied party may seek redress at the counts of law.	Social Development
Family Dispute Resolution	Same day and or scheduled date with parties involved.	-Make a verbal or written complain to the department -The department issues summons to both the complainant and defendant to appear before a committee. -The committee sits on the case and mediates/ settles it, make an appeal or dissatisfied party may seek redress at the counts of law.	Social Development
Courtesy call on Municipal Chief Executive	Within 10 minutes of waiting time	-Report at Reception (Room 2) -Register at MCE secretariat -Indicate purpose of visit(official/private)	
Ambulance Services	Instant after a distress call		Ambulance Services

Police Services	Instant after a distress call	Regional – 0299206464, 0299200301 Effiduase Patrol - 0299206484	Police Service
Fire Services	Instant after a distress call	Regional - 0500342888	Fire Service
Advertising	One (1) day	Payment of required fees	Revenue Unit
Issuance of Birth Certificate	Above one (1) year (instant)	-Weighing card Complete a form	Birth and Deaths
	Above one (1) year six (6) weeks	-Weighing card or Baptismal card -Affidavit and declaration form where you have no weighing and baptismal card -Compete a form	Births and Deaths
Issuance of Death certificate	Instant one (1) day	Affidavit from high court/letters of administration	Birth and Deaths
Burial permit	Instant one (1) day	Certified copy of cause of death signed by a Doctor	Birth and Deaths
Impounding of stray animals	Auction after 10 days	Arrested animals	Environmental Health or residents
Complains on sanitation issues	One (1) day	-Inspection of environment/surroundings -Action taken by summons to court	Environmental Health
Receiving payments of franchise by Public Toilet Contractors	One (1) day		Environmental Health

# PROCESSES FOR SECURING A BUILDING AND DEVELOPMENT PERMIT

## Step 1: Basic Requirements for all Applications

- ✓ Acquire building permit application form (jacket) from account office.
- ✓ Acquire development permit application form 1 from physical planning development.
- ✓ Evidence of land ownership (land title registration certificate from lands commission).
- ✓ Approved layout site plan duly endorsed
- ✓ Four (4) set of endorsed architecture/working drawings
- ✓ For multi storey structures, commercial and other public user facilities, additional requirements such as epa permit, fire report, hydrological report, geotechnical report, traffic impact assessment report etc. may be required.

## Step 2: Submission of Application forms

- ✓ Submit completed development application form with all necessary documents to the physical planning department.
- ✓ On submission, the applicant shall be informed of:
  - ❖ Corrections to be made.
  - ❖ Additional documents to be attached.
  - ❖ Processing fees to be paid
  - ❖ Submission fees to be paid.

## Step 3: After Submission of Application

- ✓ Within three (3) working days, the secretariat shall notify applicant of receipt of application
- ✓ The physical planning department in conjunction with other departments shall process the application
- ✓ Decision of the spatial planning committee- approved, refused or deferred- shall be communicated to the applicant asp.
  - ❖ Approves: Means an application has met all requirements for permitting.
  - ❖ Refused: Means an application has been declined or rejected for one reason or another

- ❖ **Deferred:** Means an application has not fully met all the requirements for permitting. Further documentation, reports or certificates may be needed to support application.

#### **Step 4: Notification of Payments**

- ✓ The secretariat notifies applicant of permit fees payable to the assembly
- ✓ After payment, the application is signed within three (3) working days and applicant is informed to pick his or her copy.

#### **Why pay permit fees**

An assembly may charge fees for a service provided by the assembly or for a license or permit issued by or on behalf of the assembly.

Development charges shall be rated by, payable to and collected by the planning authority to the exclusion of any other body, except in the case of land estates where other specific bodies take responsibility for providing infrastructure and services

A permit for the change of use of an existing building is not subject to a development charge.

## OUR COMMITMENT

*We strive for:*

- Continuous improvement in our service delivery
- Sustainable industrialization, Modernized Agriculture and Human Capital Development
- 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 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.
- Readily accessible information on all activities of the Assembly.

## CLIENTS RESPONSIBILITIES

We expect the following responsibilities from our clients;

- Businesses should be duly registered with the Registrar General Department and the Municipal Assembly.
- Prompt payment of property Rates, Business Operating Permits and Basic Rates.
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.
- Prompt report of unauthorized development, illegal connections and crime.
- Baseness and properties should be numbered
- Active participation inn the various community level education programmes on sanitation hygiene, revenue collection and Town Hall meetings
- Avoidance of littering of all forms and report those that litter.
- Developers are entreated to produce valid development permits
- Strict compliance with Assembly by-laws
- A child should have birth certificate in case of any deaths
- Demand feedback on Assembly's service.

## COURTESY AND COOPERATION

- All office doors are marked to facilitate easy identification.
- Friendly Client Service Officers will be on hand to provide various services.
- Assembly Staff are also available to provide professional support services.
- A well-trained development control task force will visit various construction sites to ensure compliance to building regulations.
- Courteous Revenue Collectors with Tags will go around daily to collect various rates.

## DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES

- You can lodge your enquiry or complaints at our Clients Service Unit.
- We aim to investigate your complaint, provide you with the proposed action to solve it, and seek your feedback about the proposed action within five working days of receiving your complaint.
- We aim to follow up with you on the executed within the specified period, and seeking feedback about the final results
- If you are not satisfied with the proposed action, we will provide you with the right to raise a grievance to the office of the Presiding Member.
- We aim to acknowledge and respond to your written communication within five (5) working days.

### **When You Can Find Us**

**Working hours 08-17hrs (8am - 5pm)**

## CONTACT ADDRESS AND LOCATION

### *Physical Address*

New Juaben North Municipal Assembly

Post Office Box 80

Effiduase – Eastern Region

Ghana Post Address GPS: EN-091-1122

Street Name – No.5 Nana Yaw Omane Street

Email – [NJNMA001@gmail.com](mailto:NJNMA001@gmail.com)

Facebook – njnmaeffiduase

## DIRECTORY

<b>ROOM NUMBERS</b>	<b>OFFICES</b>
1	MUNICIPAL CHIEF EXECUTIVE
2	RECEPTION
3	MUNICIPAL CO-ORDINATING DIRECTING
4	MUNICIPAL FINAL OFFICER
5	ACCOUNTS OFFICE
6	ASSISTANT AND DEPUTY DIRECTORS
7	MANAGEMENT INFORMATION SYSTEMS (MIS)
8	INFORMATION SERVICE
9	REVENUE OFFICE
10	REVENUE HEAD
11	REGISTRY/RECORD
12	MUNICIPAL WORKS DEPARTMENT
13	HUMAN RESOURCE
14	BUDGET UNIT
15	INTERNAL AUDIT
16	MUNICIPAL PLANNING UNIT
17	NADMO OFFICE
18	CONFERENCE ROOM
19	PRESIDING MEMBER
20	TOWN AND COUNTRY PLANNING
21	PROCUREMENTS/STORES
22	_____
23	SECURITY POST
24	_____
25	SECURITY (CITY GUARDS)
26	DEPARTMENT OF SOCIAL DEVELOPMENT
27	BUILDING INSPECTORATE
28	DEPARTEMENT OF SOCIAL DEVELOPMENT STA
29	ENVIRONMENTAL HEALTH & SANITRATION
30	ENVIRONMENTAL HEALTH & SANITRATION STA
31	NATIONAL YOUTH AUTHORITY
32	OPS ROOM
33	BIRTHS AND DEATHS REGISTRY
34	WATER ABD SANITATION