



BAWKU MUNICIPAL ASSEMBLY

CLIENT SERVICE CHARTER
2017

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Introduction

Bawku municipality with its administrative capital at Bawku is one of the Fifteen districts and municipalities in the Upper East Region of Ghana. It was established on the 15th Day of March, 2012 by legislative instrument, (L.I 2144).

The municipality has a total land area of 247.24 (sq.km) and is located approximately between latitudes 10° 40¹ and 11° 11¹ North and longitude 0° 6¹ E and 0° 18¹w in the north-eastern corner of the region. It shares boundaries with Pusiga District to the East, Binduri District to the West, Garu-Tempene District to the South and South-East and an international boundary with Burkina Faso to the North.

VISION

The most Peaceful and Prosperous Municipality in the Upper East Region and in Ghana

MISSION STATEMENT

The Bawku Municipal Assembly Exists "To Promote and Sustain the Wellbeing of all the people of the Municipality through effective and efficient Resource Mobilization and Management as well as the creation of the appropriate enabling Environment for Development".

FUNCTIONS

The functions of the Assembly as given in the Local Government Act 462, 1993 are as follows:

- Be responsible for the overall development of the Municipality.
- Formulate and execute plans, programmes and for the effective, mobilization of resources necessary for the overall development of the Municipality.
- Promote and support productive activity and social development in the district and remove any obstacles to initiative and development.
- Initiate programme for the development of basic infrastructure and provide Municipal works and services in the Municipality.

- Be responsible for the development, improvement and management of human settlements and the environment in the municipality.
- Collaborate and co-operate with the appropriate national and local security agencies for the maintenance of security and public safety in the municipality.
- Ensure ready access to courts in the municipality for the promotion of justice.
- Perform and other functions as may be provided under and any other enactment and Environment.

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 a practical guide to our clients and stakeholders on the service delivery processes of the Commission, and to publicly demonstrate the Commission's commitment to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

SERVICE DELIVERY STANDARDS

The service delivery standards of the Local Government Service general includes; participation, transparency, accountability, client focus, professionalism as well as effective and efficient use of resources.

In line with this, the Assembly shall endeavor to;

- i. provide our clients with timely, credible and reliable services;
- ii. Demonstrate honesty, respect, humility and integrity towards clients;
- iv. show our preparedness to listen to our clients;
- iv. Demonstrate commitment to the provision of reliable and accurate information in a timely manner
- vi. Acknowledge clients' rights;
- vii. Acknowledge diversity;
- viii. Ensure easy identification of our offices;
- ix. Provide mechanisms for effective feedback on our services; and,

x. provide a friendly and efficient environment for our clients.

WHAT WE EXPECT FROM OUR CLIENTS

- a) Submission of timely and accurate information
- b) Clear communication
- c) Close collaboration
- d) Cordial relations
- e) Collegiality
- f) Respect
- g) Candor
- h) Trust
- i) Understanding
- j) Cooperation
- k) Reliability
- l) Feedback

COMPLAINTS AND COMMENTS

Lodging of Complaints

- a) We encourage clients to lodge complaints and make suggestions, comments and compliments through the physical address, the postal address, telephone or e-mail.
- b) We guarantee confidentiality and privacy regarding the complainants' identity and the subject of complaint.
- c) We encourage complainants to identify themselves adequately to enable us to handle their issues adequately and efficiently without unnecessary bottlenecks that may be caused by anonymity.

ACCESS TO INFORMATION

The Assembly has developed several means by which the general public can access information regarding the activities of the Assembly. The following platforms have been created

Social media handles.

Notice board

Website

FEEDBACK MECHANISM

We will acknowledge receipt of your written communication within five (5) working days upon receipt of your correspondence on all enquiries. If we cannot immediately or fully provide answers to your enquiries or complaints within the specified timeframe, we will provide you an interim response and advise you as to when a final response is to be expected. Issues on feedback should be channeled through our Client Service Unit, our website or our suggestion box at the ground floor of the Assembly

DEPARTMENTS

The Assembly has the following departments

- ❖ Central Administration
- ❖ Works department
- ❖ Social welfare and community development
- ❖ MOFA/Department of Agric
- ❖ Health Department
- ❖ Department of Education
- ❖ Urban roads Department
- ❖ Transport department
- ❖ Finance department
- ❖ Forestry department
- ❖ NADMO
- ❖ Physical Planning
- ❖ Business Advisory Centre
- ❖ Human Resource Department

Department of Physical Planning

No	Type of Services	Time Frame	Requirement	Fees
1	Receiving Development Application on behalf of Spatial Planning Committee	Maximum of three (3) months from the date of receipt	<p><u>Commercial</u></p> <ol style="list-style-type: none"> 1. Permit form/ Building Jacket 2. Architectural drawings of the intended Development 3. Title to land 4. Environmental protection Agency Permit (EPA) 5. Fire Certificate <p><u>Residential</u></p> <ol style="list-style-type: none"> 1. Permit form/ Building Jacket 2. Architectural drawings of the intended Development 3. Title to land <p><u>Temporal</u></p> <ol style="list-style-type: none"> 1. Permit form/ Building Jacket 2. Architectural drawings of the intended Development 	Development fees and Processing fees for all the three underlined headings
2.	Preparation and revision of planning scheme	8 weeks (42 working days)		
3.	Issuant of Site plans	1 day		
4.	Issuant of Planning Comments	1 day		
5	Monitory of unauthorised Development			

DEPARTMENT OF SOCIAL WELFARE AND COMMUNITY DEVELOPMENT (DSW/CD)

In line with the Ghana Shared Growth and Development Agenda II (GSGDA II), the Department of Social welfare and Community Development has adopted the following policy objectives and operations:

- Make social protection more effective targeting the extremely poor and the vulnerable
- Promote gender equity in social and economic development systems and outcomes
- Safeguard the security, safety and protection of the rights of the vulnerable in society especially the girl child and women.
- Promote women's access to economic opportunities and resources including property
- Protect children from both direct and indirect physical and emotional harm
- Safeguard citizen's rights and entitlement and eliminate human trafficking
- Ensure effective integration of Persons with Disabilities (PWDs) into mainstream society

GOAL

1. To promote an integrated society that offers equal opportunities for both men and women and safeguards the rights of children, and empower the vulnerable, excluded, the aged and persons with disabilities through social protection interventions to contribute to national development.
2. To empower rural people and urban poor through mobilization, sensitization education and demonstration to become active participants in their development processes, projects and programmes.

CORE FUNCTIONS

The core functions of the Department of Social Welfare and Community Development are:

- Receives and investigate juvenile delinquency and child abuse cases for court
- Serve as a link between juveniles in the correctional centers and their families
- Produce social Enquiry Reports for court and the Municipal Assembly

- Supervise Juvenile offenders placed under probation orders by court
- Facilitation and coordination of the Child Panel in the Municipality
- Receives and process all private Early Childhood Development Centers (Day Care Centers) registration/Renewals applications
- Receives and handle various forms of spousal complaints and child neglect/abuse cases
- Facilitates the provisions of place of safety for homeless and foundlings (abandoned babies/children)

ENVIRONMENTAL HEALTH AND SANITATION UNIT

The Environmental and Sanitation unit of the Municipal Assembly is responsible for advising the assembly on issues of sanitation as well as the overall maintenance of sanitation in the Municipality.

S/N	TYPE OF SERVICE	TIME FRAME	REQUIREMENT	FEES
1	Domiciliary inspection	Routine	Statutory Duty	Nil
2	Market Sanitation	Routine	Statutory Duty	Nil
3	Food Hygiene	Routine	Statutory Duty	Nil
4	Meat Inspection	Routine	Statutory Duty	Slaughtering Fees
5	Solid Waste Management	Routine	Statutory Duty	Nil
6	Liquid Waste Management	Routine	Statutory Duty	GHC 150 Siphoning
7	Industrial Premises Inspect	Routine	Statutory Duty	Nil
8	Prosecution of Sanitary Offenders	Routine	Statutory Duty	
9	School Health Promotion	Routine	Statutory Duty	Nil
10	Health Education	Routine	Statutory Duty	Nil
11	Water and Sanitation	Routine	Statutory Duty	Nil
12	Cemetery Sanitation	Routine	Statutory Duty	Nil
13	Obnoxious Trade	Routine	Statutory Duty	Nil
14	Abatement of Nuisances	Routine	Statutory Duty	Nil
15	Hospital Sanitation	Routine	Statutory Duty	Nil
16	Stray Animals Arrest	Routine	Statutory Duty	GH¢ 10 - Goat/Sheep GH¢ 30 – Cow/Pig/Donkey
17	Hospital Inspection	Routine	Statutory Duty	Nil

NATIONAL DISASTER MANAGEMENT ORGANISATION (NADMO)

NADMO seeks to enhance the capacity of society to prevent and manage disaster and to improve upon the livelihood of the poor and vulnerable in rural communities through effective disaster management, social mobilization and employment generation.

In the Municipality, we have the Municipal NADMO Office headed by Municipal NADMO Director and twelve Zonal Officers in the three (3) Zonal Councils in the Municipality.

DUTIES:

NADMO is charged with the responsibility of managing disaster by co-coordinating the resources of government institutions and non governmental agencies for developing the capacities of communities to respond effectively to disaster.

NADMO also has the responsibility of improving communities' livelihood through social mobilization, employment generation and poverty reduction projects.

INTERNAL AUDIT

FUNCTIONS:

- To safeguard resources and utilize them efficiently and effectively
- Carry out Pre Auditing
- Carry out Post Auditing
- Issue report to management on quarterly basis
- Hold Audit implementation Committee meeting quarterly
- Monitoring of project completed and handing over.

BUDGET UNIT

This unit is responsible for the operations of the following in the Assembly:

- ❖ Initiation and Preparation of the District Composite budget.
- ❖ Preparation of the District Fee Fixing Resolution.
- ❖ Supervised the operationalization of the Zonal Councils.
- ❖ Controls expenditure and reports on budget performance.

CLIENT SERVICE UNIT STANDARD

- Notice Boards will be made available at our offices and sub-district offices.
- The Bawku Municipal Assembly will provide its clients with all the necessary information they need to access our services
- Information will also be made available at our revenue points throughout the Municipality
- Suggestion boxes will be put at vantage points including sub-district offices to solicit public views on our service delivery.
- Annual newsletters will be published on the prospects, achievements, constraints and challenges of the Assembly.

COURTESY AND CO-OPERATION

- A conspicuous sign post showing the office location as well as a well labeled wall identifying the office.
- All office doors are marked to facilitate easy identification.
- Welcome and farewell sign post at the entry and exit of the boundaries of the Municipality.
- Friendly client service officers will be on hand to provide various services.
- Assembly staff with clear identification is also available to provide information and other support services.
- 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.

COMPLAINTS

The Bawku Municipal Assembly shall welcome comments, complaints from the public, its valued clients and customers. Such issues should be addressed to:

**THE CHAIRMAN
PUBLIC COMPLAINTS COMMITTEE,
BAWKU MUNICIPAL ASSEMBLY,
P. O.BOX 1,
BAWKU**

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

**THE HON.MUNICIPAL CHIEF EXECUTIVE,
BAWKU MUNICIPAL ASSEMBLY
P.O.BOX 1,
BAWKU**

**Facebook account: Bawku Municipal Account
Website:www.bawkuma.gov.gh**

