

SUNYANI MUNICIPAL ASSEMBLY CLIENT SERVICE CHARTER

INTRODUCTION

The Sunyani Municipal Assembly (SMA) is a Local Authority which is part of the (27) Administrative Districts in the Bono Region of Ghana. It was established by L11924 of 2008, and has been reaffirmed by the Local Governance Act 2016 (Act 936). It has a total population of 141, 295 (2016 projection) and home to the Region Capital of Bono Region.

SERVICE CHARTER PURPOSE

In accordance with our service principles and constitutional mandate, this Service Charter has been prepared to provide information on the services and expected standards to facilitate efficient transaction of business with our clients. It also seeks to provide an explicit guide to our clients and stakeholders on the service delivery processes of the Sunyani Municipal Assembly and to reiterate the Assembly's unwavering dedication to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

VISION

The vision of the Assembly is to create a highly reputable Municipal Authority that promptly provides the socio-economic needs of the people and ensure that all

inhabitants experience enhanced living conditions and enjoy adequate socio-economic services of satisfactory quality in a well maintained, highly decentralized and democratic environment.

MISSION

The Sunyani Municipal Assembly exist to work in collaboration with civil society organizations and community leaders to improve access to and quality of basic social and economic services to create a conducive environment for wealth creation and to empower the people to effectively participates in local governance through the strengthening of the Municipal Assembly sub-structures.

CORE VALUES

- ❖ Fairness and Equality
- ❖ Respect for All
- ❖ Responsiveness
- ❖ Openness and Honesty
- ❖ Inclusiveness
- ❖ Timeliness

FUNCTION

The Sunyani Municipal Assembly exists to perform deliberative, legislative and executive functions; as spelt out in Section 12 sub-section 2 of the Local Governance Act 2016, Act 936.

- ❖ The Municipal Assembly shall exercise political and administrative authority in the district, provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.
- ❖ A Municipal Assembly shall exercise deliberative, legislative and executive functions.
- ❖ Without limited sub-section (1) and (2), the Municipal Assembly shall
 - Be responsible for the overall development of the Municipality;
 - 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;
 - Sponsor the education of students from the district to fill particular manpower needs of the Municipal especially in the social sectors of education and health, making sure that the sponsorship is fairly

and equitably balanced between male and female students;

- Initiate programmes 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;
- In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the Municipality;
- Ensure ready access to courts in the district for the promotion of justice;
- Act to preserve and promote the cultural heritage within the Municipality;
- 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; and

- Perform any other functions that may be provide under another enactment.
- ❖ A Municipal Assembly shall take steps and measures that are necessary and expedient to:
- Execute approved development plans for the Municipality;
 - Guide encourage and support Sub-Municipal local government bodies, 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 Municipal and national economy in accordance with government policy.

- ❖ The Municipal Assembly shall co-ordinate, integrate and harmonize the executive of programmes and projects under approved development plans for the Municipality and other development programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non-governmental organizations in the district.

- ❖ The Municipal Assembly in the discharge of its duties shall:
 - Be subject to the general guidance and direction of the President on matters of national policy; and
 - Act in co-operation with the appropriate public corporation, statutory body or non-governmental organization.

- ❖ Public corporations, statutory bodies and non-governmental organizations shall co-operate with the Municipal Assembly in the performance of their functions.
- ❖ In the event of a conflict between the Municipal Assembly and an agency of the Central Government, public corporation, statutory body, non-governmental organizations or individuals over the application of sub-section (5), (6) or (7), the matter shall be referred by either or both of the parties to the Regional Co-ordinating Council for resolution.

GENERAL SERVICES

We are responsible for:

- ❖ Approval of opening of private basic schools and establishment of new public schools;
- ❖ Enrolment of children into pre tertiary schools;
- ❖ Monitoring and supervision of educational delivery;
- ❖ Provision of agricultural extension services;
- ❖ Construction and maintenances of roads;
- ❖ Waste management and sanitation services;
- ❖ Issuance of Business Operating Licenses;
- ❖ Provision of preventive, curative and rehabilitative health services;
- ❖ Revenue mobilization, utilization and accountability;
- ❖ Birth and Dead Registration;
- ❖ Education on civil rights and responsibilities;
- ❖ Control of noise;
- ❖ Maintenance of peace and security;
- ❖ Control of development through issuance of building permit;
- ❖ Creating awareness on Government programmes for feedback;
- ❖ Establishment and maintenance of cemeteries;
- ❖ Promotion of business advisory services;
- ❖ Supporting sports development;
- ❖ Creating social protection interventions;
- ❖ Promotion of justices delivery; and
- ❖ Disaster prevention and management.

THE ORGANISATIONAL STRUCTURE

To ensure the efficient discharge of its mandate, the Sunyani Municipal Assembly operates under the following Departments and Agencies:

❖ Central Administration

- Human Resource Unit
- Audit Unit
- Budget Unit
- Development Planning Unit
- Client Service Unit
- Administrative Unit
- Security Unit
- Environmental Health Unit
- Estate Unit
- Procurement Unit

❖ Works Department

- Building and Inspectorate Section
- Water and Sanitation Section

❖ Agricultural Department

- Extension Unit
- Crops Unit
- Livestock Unit
- Veterinary Unit
- Women in Agricultural Development Unit
- Engineering Unit

- ❖ **Education Youth and Sports Department**
 - Inspectorate Unit
 - Educational Management and Information Unit
 - Human Resource Management Unit
 - Finance and Administration
 - Sport Unit

- ❖ **Health**
 - Prevention Section
 - Disease Control Section
 - Rehabilitative Section

- ❖ **Roads Department**
- ❖ **Transport Department**

- ❖ **Natural Resource Conservation, Forestry, Game and Wildlife Department**
 - Natural Resource Division
 - Forestry Division
 - Game and Wildlife Division

- ❖ **Disaster Prevention and Management Department**
- ❖ **Physical Planning Department**
- ❖ **Trade and Industry Department**
- ❖ **Finance Department**

- ❖ **Social Protection and Community Development**
 - Social Protection Section
 - Community Development Section

❖ **Specialized Agencies**

- National Commission on Civic Education
- Commission on Human Rights and Administrative Justice
- Land Valuation Division
- National Service Scheme
- Electoral Commission
- Youth Employment Agency
- NABCO
- Non Formal Education Division
- Judicial Service
- Ghana National Fire Service
- Ghana Police Service

The Sunyani Municipal Assembly's main structure is political and composed of the Municipal Chief Executive, 34 elected members, 15 appointed members and a member of parliament.

Electoral Areas and Zonal Councils

The 34 Electoral Areas representing the people under the three zonal councils are:

No.	Sunyani Zonal Council	Abesim Zonal Council	Atronie Zonal Council
1	Akokorakwadwo	Mireku	Yawsae
2	Educational Zona	Ankobebe	Yawsae
3	Abonsua	Nkrankrom	Atronie

4	Tonsuom	Gyaase	Atuahenekrom
5	Asufufu/Watchman	Dominase	Antwikrom/Benu Nkanta
6	Sunyanitifi	Yawhimakrom	
7	Baakoniaba	kootokrom	
8	Nkwabeng		
9	Nkwabeng South		
10	Airport		
11	Ahenboboano		
12	Atoase		
13	Akuoko		
14	Magazine		
15	Zongo		
16	Abetifi		
17	Penkwase East		
18	Penkwase West		
19	Lowcost		
20	New Dormaa		
21	New Dormaa East		
22	Asuakwa		
23	Nwawasua		

CODE OF CONDUCT

We endeavor to optimize the satisfaction of our clients, and therefore the following principles shall be strictly adhered to at all times.

❖ **Anonymity**

Staff of the Assembly shall serve the people of the Municipality with neutrality and anonymity in transactions that deserves exhibition of such conduct and therefore shall:

- Not seek individual recognition for their work by styling themselves in any manner beyond their official position;
- Maintain political neutrality in the performance of their official duties; and
- Not put themselves in a position where personal interest conflicts or is likely to conflict with the performance of the functions of their office.

❖ **Client Orientation, Loyalty and Commitment**

Stakeholders and all community members are the clients of the Assembly. The Assembly therefore exists to serve its clients. All clients are entitled to dedication, loyalty and commitment of the staff of the Assembly. In the discharge of their official duties, officers and staff of the Assembly shall:

- Ensure that service to our clients take precedence over all other activities;
- Maintain high standards of accountability, transparency and responsibility in the conduct of all public business;
- Appreciate and accept clients as the beneficiaries of their work; and

- Be committed to the holistic development of all aspect of the community including the quality of life of the vulnerable in the Municipality.

❖ **Transparency and Accountability**

These are fundamental to nonpartisan decision making in local governance. Relations between the Assembly and Communities shall be governed by respect and strengthened by consultation, collaboration and accountability for decision making. In the discharge of their duties staff of the Assembly shall:

- Respect and comply with the laws and act at all times in a manner that ensures accountability and transparency to promote public confidence;
- Design and implement all plans, programmes and projects to include the provision of information and receipt of evaluative feedback from all stakeholders;
- Not accept gifts where it will appear to influence or result in influencing the performance of official duties; and
- Exclude themselves from any transaction in which they or a close family member or relation have direct interest

❖ **Diligence, Discipline and Timeliness**

Staff of Sunyani Municipal Assembly shall perform their duties with diligence and discipline, whilst adhering to

specific time-frames, targets and objectives, staff of the Assembly shall:

- Discharge their duties by providing service with diligence, competence, discipline and in a timely fashion;
- Provide support with technical content, skill development and strategies that will positively impact on the social context of the communities;
- Work towards social cohesion, integration and unification of diverse interests of the communities; and
- Ensure adequate stakeholder consultation and collaboration in all development goals and action plans in the communities

❖ **Creativity and Innovativeness**

Staff of the Assembly shall employ their skills and be dynamic in dealing with issues confronting the Assembly. Staff shall:

- Anticipate the needs of their communities and continuously develop ways to add value to its relationships;
- Provide the highest possible standard of service to the public;
- In challenging circumstances, exhibit high sense of innovation and creativity in good faith and without sacrificing quality and efficiency of service; and

- Bring to the attention of management any deficiency in the provision of service to the public.

❖ **Equity and Impartiality**

In the planning and execution of duties, our clients and community members shall be treated with equity and impartiality, regardless of their political affiliation, ethnicity, gender and personal beliefs, staff shall:

- Recognize that the local communities and clients have a right to be treated with fairness and equity;
- Refrain from acts detrimental to the welfare of other persons;
- Exercise fairness and impartiality in dealing with all customers or clients;
- Conduct themselves with integrity and honesty in their official transactions;
- Be accountable to the public for all decisions and actions taken;
- Submit themselves to scrutiny that is appropriate to their office; and
- Restrict information only when such information is classified.

❖ **Integrity**

In the discharge of their roles, functions, duties and obligations to the public, staff shall observe the following basic standards of conduct to maintain integrity:

- Respect and comply with the laws and act at all times in a manner that promotes public confidence;
- Ensure that they do not place themselves under any financial or other obligations to their clients that might influence their performance; and
- Facilitate or make available any information to the public that the law sanctions.

SERVICE DELIVERY STANDARDS

❖ Participation

We endeavor to involve key stakeholders including Civil Society Groups, Media, NGOs, Private Sector and Community Leaders and Members in the Planning and budgeting, implementation, monitoring and evaluation of projects and programmes to ensure satisfactory delivery of service.

To this end, we shall;

- Involve stakeholders in the annual fee-fixing resolutions;
- Organize public hearings involving stakeholders during the planning and budgeting process;
- Conduct regular surveys to ascertain the level of community knowledge on agreements reached during service delivery consultations; and

- Involve key stakeholders, beneficiary departments and communities in quarterly and annual monitoring of projects.

❖ **Professionalism**

We endeavor to demonstrate the requisite skills and competencies, and the ability to adopt best practices in the delivery of services to the satisfaction of our clients whilst adhering to ethical standards.

❖ **Client Focus**

We endeavor to apply client focus requirements to prioritize and consistently develop affordable and accessible services in a timely manner. In this regard, we:

- Establish functional Client Service Unit;
- Public and disseminate a Client Service Charter;
- Establish a mechanism (suggestion box, etc.) for the receipt of complaints from clients on a weekly basis and to provide feedback to clients effectively within five (5) working days upon receipt;
- Acknowledge and respond to correspondence effectively within seven (7) working days upon receipt; and
- Orientate staff to be sensitive to the needs of PWDs, the aged and other vulnerable groups.

❖ **Transparency**

We endeavor to provide all stakeholders with the understanding of how the Assembly operates, and furnish them with easy access to adequate and timely information regarding decisions and actions taken by the Assembly. In this regard, we;

- Update and display monthly revenue and expenditure information on Assembly's notice boards and at other vantage places;
- Public and display external audit report on notice boards of the Assembly and its Zonal Councils;
- Disseminate draft budget on the Assembly's notice boards and websites; and
- Public all General Assembly meeting minutes on zonal council notice boards websites and other public designated locations.

❖ **Efficient and Effective use of Resources**

We ensure optimal use of resources (including time, human resources, natural resources, financial resources, etc.) to provide services and products that satisfy the requirements of users in a timely manner. Therefore we:

- Procure goods, works and services in conformity with the Public Procurement Act and on time;
- Ensure that at least 90% of activities, projects and programmes implemented are within the Annual Action Plan Budget;

- Ensure that financial transactions are in line with relevant national laws; and
- Provide all clients with timely services.

❖ **Accountability**

We take responsibility for our actions and/or in-actions in rendering services and informing citizens on the use of Assembly’s resources.

To this end, we:

- Organize stakeholders’ public budget hearing in the local dialect most widely spoken within the municipality on an annual basis; and
- Publish monthly financial statements by the 20th of the ensuing month on the notice boards of the Assembly and its Zonal Councils, Community Centres, etc.

SERVICE STANDARDS

We shall provide the following services within the following time frames:

SERVICE	TIME FRAME (MONTHS/DAYS)
Permit Acquisition	
Issuance of building permits	Maximum three months

Issuance of temporal structure permits	Within seven working days
Issuance of Business Operating Licenses (B.O.P)	2 days
Birth and Death Certificate	
Issuance of birth certificate; <ul style="list-style-type: none"> ▪ Under one year request ▪ Above one year request 	1 day 1 month
Issuance of death certificate; <ul style="list-style-type: none"> ▪ Under one year request ▪ Above one year request 	1 day 1 month
Sanitation	
Waste management control (door-to-door collection)	1 week
Registration and Issuance of food vendors certificate	Two months minimum
Public education on hygiene practices	Daily
Monitoring school health programmes	1 – 3 monthly
Agricultural Extension Service	
Provision of information agricultural Technologies	1 – 3 days
Field officers provide services in communities to farmers	3 – 4 days
Development and promotion of agribusiness	3 months minimum
Training of farmers on improved farm practices	2 – 3days
Surveys and field estimation	3 – 4 days

Provision of Veterinary Service	
Vaccination of poultry and livestock	1 – 3 days
Vaccination of pest against rabiees	1 month
Issuance of livestock travel permit	1 day
Meat inspection and approval	1 day
Prophylactic treatment of diseases	2 days
Field livestock treatment	1 day
Clinical surgical treatment	1 day
Health Delivery	
Provision of emergency medical and surgical care	Within 5 minutes of arrival at the health facility
Provision of pharmaceutical services (OPD)	Within 30 minutes upon receipts of prescription
Provision of laboratory services	Within 24 hours
Provision on in-patient clinical care	Daily
Provision of specialist secondary and primary clinical consultation	Within 3 hours of arrival
Antenatal Care (ANC)	Within 2 hours of arrival
Education	
Enrollment of pupils into pre-tertiary schools	Within first week of re-opening in the first term

WE STRIVE FOR:

- Consistency in delivering quality service;
- Creation of a conducive environment for business to thrive;
- Provision of sufficient avenues/opportunities to enhance socio-economic development;
- Maintenance of public physical health and safety;
- Communicating with the public in an open and transparent manner;
- Promotion of conducive conditions that will enhance Public Private Partnership; and
- Compilation of a comprehensive socio-economic database that will be accessible to the public.

COURTESY AND CO-OPERATION FROM THE MUNICIPAL ASSEMBLY

- All office doors are given unique identification marks;
- Excellent customer services would be provided by officers;
- Assembly staff is readily available to provide information and support to clients;
- A competent development control task force exists to ensure adherence to building regulations;
- Well trained revenue collectors go round daily to collect various rates.

EXPECTATIONS FROM OUR CLIENTS

The Sunyani Municipal Assembly expects full co-operation and compliance with its rules, regulations and

procedures to ensure smooth delivery of services for the benefit of the Municipality.

To access any of our services, the following are required:

- The business should be duly registered with the Registrar General's Department;
- Business Address and location including street names and numbers should be made available;
- 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 and in the case of persons above one (1) year, baptismal certificate and ID card for the issuance of birth certificate;
- To obtain a death certificate, it is expected that a duly signed cause of death certificate/affidavit is provided;
- The public participates in the various community fora on sanitation, hygiene, revenue collection and others;
- Comply with bye-laws of the Assembly to ensure effective administration of the Municipality;
- Participate in Parents' Teacher Association (PTA) meetings, speech days, and school durbars;
- Participates in general cleaning exercises and maintain clean environment;
- Adopt Agricultural extension advice;
- Demand feedback on Assembly's services;
- Make use of Assembly's Client Service Unit;

- Prompt reporting of adverse health, nuisance/excessive noise, unauthorized development among others to the Client Service Unit for prompt action;
- Developers are entreated to produce valid development permits upon request; and
- Rate payers are entreated to pay approved rates and demand appropriate receipts covering amount paid

OTHER COLLABORATING AGENCIES

The Sunyani Municipal Assembly shall collaborate with the following Departments and Agencies:

- Ghana Revenue Authority;
- Social Security and National Insurance Trust;
- Ghana Audit Service;
- Judicial Service;
- Ghana Police Service;
- The Ghana Fire Service;
- Volta River Authority;
- Ghana Urban Water Company;
- Lands Commission;
- Land Valuation Board;
- Community Water and Sanitation Agency;
- Registrar General's Department;
- Environmental Protection Agency;
- Regional Coordinating Council;
- Banking and other Financial Institutions;
- Ghana Education Service;
- Ghana Health Service;
- Civil Society Organizations;

- Non-Governmental Organizations;
- Ghana AIDS Commission;
- Media;
- Stool Lands Administration;
- National Health Insurance Authority;
- Food and Drugs Authority; and
- Narcotic Control Board.

COMPLAINTS/COMMENTS

The Sunyani Municipal Assembly welcomes comments and complaints from its valued clients and the general public. Our offices are open to the general public from Mondays to Fridays 8:00am- 5:00pm. Such issues should be addressed to:

***THE MUNICIPAL CHIEF EXECUTIVE
SUNYANI MUNICIPAL ASSEMBLY***

P.O. BOX 25

SUNYANI

TEL: +233-(0)3522 91484/5

EMAIL: info@sma.gov.gh

Sunyanimunicipality@gmail.com

Website: www.sma.gov.gh

Where you are not satisfied, you may seek further assistance from:

***THE CHAIRMAN
PUBLIC RELATIONS & COMPLAINTS
COMMITTEE
SUNYANI MUNICIPAL ASSEMBLY
P.O. BOX 25, SUNYANI
TEL: +233 (0)3522 91484/5
Email: info@sma.gov.gh***

As a final resort, you may appeal to:

***THE REGIONAL MINISTER
OFFICE OF THE BONO REGIONAL
CO-ORDINATING COUNCIL
P.O. BOX 104
SUNYANI
TEL: 03520-27115/23595***

WHERE YOU CAN FIND US:

You can locate our office in the following towns and locations in case you want to access our services.

Main Municipal Administration Office

It is located between Cocoa House and Jubilee Park along the Sunyani-Kumasu Highway. It is about 120 metres from the Bono Regional Police Headquarters.

Sub-Offices:

Sunyani Zonal Council Office – located behind the Sunyani Municipal Assembly Main Block.

Abesim Zonal Council – located in Abesim town centre near the Abesim Clinic.

Atronie Town Council – located in Atronie town.

REFERENCES:

Local Government Service Secretariat, Service Delivery Standards and Performance Management December, 2014.

Ministry of Local Government and Rural Development, Local Government Act 2016 (Act 936) – The Assembly Pres, Accra, December, 2016.

Sunyani Municipal Assembly, ‘Medium Term Development Plan 2018 – 2021, January, 2018.