

15. COMPLAINTS:

Asokore Mampong Municipal Assembly welcomes comments and complaints from the public, its valued clients and customers. Such issues should be addressed to:

**THE PRESIDING MEMBER
OFFICE OF THE MUNICIPAL
ASSEMBLY
P.O.BOX CN 24
ABOABO
ASHANTI REGION,
GHANA**

**THE MUNICIPAL CHIEF EXECUTIVE
OFFICE OF THE MUNICIPAL
ASSEMBLY
P.O.BO CN 24
ABOABO
ASHANTI , REGION
Email: ammamampong@gmail.com
Website: www.amma.gov.gh**

13. WHAT WE EXPECT FROM THE PUBLIC

Assist in the mobilization of human, financial and material resources to support project implementation (eg. Communal labour, sand & stones)

- Assist in ensuring clean & healthy environment.
- Report to the Assembly any misconduct or poor delivery of service by Agents/Personnel of the Assembly.
- Be courteous and civil to our staff and demand appropriate service from them.
- Assist in promoting Tourism and heritage sites development.

14. OTHER COLLABORATING AGENCIES

The District Assembly shall collaborate with the following departments and agencies:

- Ghana Revenue Authority
- The Ghana Police Service
- Electricity Company of Ghana
- Lands Commission
- Land Valuation Board
- Community Water and Sanitation Agency
- Ghana Aids Commission
- Water Resource Commission
- Environmental Protection Agency (EPA)
- Ghana National Fire Service

ASOKORE MAMPONG MUNICIPAL ASSEMBLY



THE CITIZENS CHARTER

**SECRETARIAT OF THE MUNICIPAL
PLANNING**

CO-ORDINATING UNIT (MPCU)

JANUARY 2022

1. INTRODUCTION

The Asokore Mampong municipal assembly (AMMA) is a Local Authority which is part of the 43 Administrative Districts in the Ashanti Region of Ghana. It was established by Legislative instrument (LI) 2112 of 2012, and has been reaffirmed by the Local Governance Act 2016 (Act 936). It has a projected population of 191,402 (based on 2021) population and housing census report.

2. VISION

The Asokore Mampong Municipal Assembly is to become one of the most vibrant Assemblies in the country offering business and investment opportunities for the private capital and developing the human resource targeted at poverty reduction, social harmony and economic prosperity.

The Assembly's vision is to 'become an excellent governmental institution responsible for the improvement of the living standards of its people as a contribution to the growth and poverty reduction strategy of Ghana.

3. MISSION STATEMENT

The Asokore Mampong Municipal Assembly is to become one of the most vibrant Assemblies in the country offering business and investment opportunities for the private capital and developing the human resource targeted at

poverty reduction, social harmony and economic prosperity.

4. GOAL

The basic goal of the Asokore Mampong Municipal Assembly is to improve the production capacity of the Assembly employment and wealth creation in partnership with the private sector, so as to accelerate growth and poverty reduction with well-developed human resource under transparent and accountable governance.

5. WHAT WE EXPECT FROM THE PUBLIC

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery through:

- 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.
- To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided.

- The public will participate in the various community level education programmes on Sanitation, Hygiene, Revenue collection and others.

- The bye-laws of the Assembly will be complied with to ensure effective administration of the District.

- Prompt payment of Revenue (IGF) for effective and efficient service delivery.

- Assist in the collection of up-to-date data for development purposes.

6. WE STRIVE FOR:

- Continuous improvement in our service delivery to our communities

- The creation of an enabling environment for socio-economic development

- Empowerment of women and other vulnerable groups to participate in governance and 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 data base that will be accessible to the public.

- Effective and efficient collection of Internally Generated Revenue (IGF)

- Functioning of the Assembly's sub-structures for socioeconomic activities of the District

- A decentralized and participatory approach to development issues using the bottom-up approach concept to development.

- Creating awareness about the need to improve efficiency and integrity in the service delivery system. E.g. revenue collection, procurement process.

7. COURTESY AND CO-OPERATION:

- All office doors are marked to facilitate easy identification

- Friendly client service officers will be on hand to provide various services

- Assembly staff with clear identification are also available to provide information and other support services.

8. DISTRICT GOVERNANCE

Asokore Mampong Municipal Assembly has 15 Assembly Members for 15 electoral areas. 7 Government Appointees and One (1) Member of Parliament (MP) and District Chief Executive. In terms of Sub-Structure it has three (3) Area Zonal Councils

9. FUNCTIONS

The function of the Assembly as given in the Local Governance Act 936, 2016 are as follows:

- Facilitating the effective and efficient functioning of Local government administration in the District.

- Ensuring efficiency and effectiveness in the use of resources of the Assembly and decentralized departments.

- Monitor, co-ordinate and harmonize the implementation of development plans and programmes in the District.

- Facilitating the provision of basic social services and economic Infrastructure such as schools, markets and health facilities

- Facilitating Community Based and Private Sector Development.

- Ensuring existence of peace and tranquillity to enable people go about their Social and economic activities.

- To ensure the provision of adequate and wholesome supply of water throughout the entire District in consultation with the Community Water and Sanitation Agency.

- To build, maintain and control public latrines, lavatories, urinal and wash places.

- To establish, maintain and carry out services for the removal of all refuse, filth and carcasses from any public or private place.

- To regulate any trade or business which may be harmful or injurious to public health or a source of danger to the public or which otherwise is in the public interest to regulate.

- To provide, maintain, supervise and control slaughter-houses and pounds and all such matters and things as may be necessary for the convenient use of such slaughter-houses.

- To construct, repair and maintain all public roads other than trunk roads including feeder roads and to undertake road rehabilitation programmes within the District.

- To provide for building plans and the layout of buildings, to prepare and undertake and otherwise control schemes for improved housing layout and settlement.

- To prohibit the construction of any new building unless and until the building plans have been submitted to and approved by the Assembly.

- To maintain, as agents of Central Government, all public buildings previously maintained by the Public Works Department.

- To build, equip, open, close and maintain markets, prohibit the erection of stalls in places other than markets and prevent the sale and purchase of goods or stock near established markets or elsewhere.

- To regulate and control markets including the fixing and collection of stall rates, rent and tolls.

- 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
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.

10. WE ARE RESPONSIBLE FOR:

- Issuance of Building Permit and Development Control
- Birth and Death Certificate Registration
- Issuance of Marriage Certificate
- Approval of Planning Schemes (Layouts)
- Waste Management
- Revenue Mobilization
- Fixing of Rates
- Preparation of Development Plans and Budgets
- Provision of basic Socio-Economic Infrastructure eg. (Schools, Health Centres, Markets, Lorry Parks).
- Maintenance of Peace and Security

- Sports and Culture Development

11. OUR SERVICE STANDARDS

We promise to maintain the standards in the table below:

NO	SERVICE	TIME FRAME
1	Response to public queries	Within one (1) week after receiving the query
2	Processing of Building permit	One-month after Statutory Planning committee's approval
3	Refuse container evacuation	Every other day – Zoomlion - lift
4	Response to Correspondences to Assembly	To be replied within five days of receipts
5	Monitoring of Programmes and Projects	Monthly, Quarterly and As at when needed
6	Preparation of Budget	Yearly Activity
7	Preparation of Action Plan	Yearly Activity

12. INFORMATION FLOW

The Municipal disseminate her information through:

- The Assembly's Notice Board
- Suggestion Box
- Client Service Unit
- Use of Information Van
- Website.