

# **OBUASI MUNICIPAL ASSEMBLY**



## **REVISED CLIENT SERVICE DELIVERY CHARTER**

**(2022)**

## MANDATE OF THE MUNICIPAL ASSEMBLY

The Obuasi Municipal Assembly, formerly known as Adansi West District Assembly came into being by virtue of the Executive Instrument No. (E.I. 15) of 15<sup>th</sup> December 2003 and Legislative Instrument (L.I. 1795) of 17<sup>th</sup> March, 2004. In September 2017, the Obuasi East District was carved out from the main Municipal Assembly.

## LOCATION AND SIZE:

The Obuasi Municipality is located between latitudes 5°35'N and 5°65'N, and longitudes 6°35'W and 6°90'W in the Ashanti Region of Ghana. It spans a total land area of 162.4 square km. From Obuasi ETS to Kumasi Post Office is 64km and is close to the Regional Capital of the Ashanti Region.

It shares common boundaries with a number of Districts i.e. on the South by Akrofofum District (Akrofofum), East by Obuasi East District (Tutuka), West by Amansie Central (Jacobu) and North by Adansi North District (Fomena).

There are 32 communities in the Municipality with Nineteen (19) Electoral Areas and two (2) Zonal Councils.

## OMA VISION

Is to aspire to be prosperous, harmonious, and environmentally friendly society and truly the "Gold City" of Ghana with excellent infrastructure and efficient services.

## OMA MISSION

The Obuasi Municipal Assembly exists to ensure a higher quality of living standards for the people by providing transformational and accountable leadership that affords equal opportunity for all in the local economy and participation in governance through the formulation and implementation of policies and

programmes for effective mobilisation of human, material and financial resources directed at the sustainable development of the Municipality.

## GOAL

In medium term, the municipal assembly aspire to a achieve a goal of "To achieve sustainable development and improve quality of living amongst the people through citizens participation in governance and accelerated quality services delivery in the Municipality within a decentralized environment".

## CORE VALUES OF ASSEMBLY

We strive for accountability, integrity, transparency, efficiency, Client oriented, innovativeness, creativity, and effectiveness through:

- a) Fairness
- b) Confidentiality
- c) Meritocracy
- d) Equity
- e) Discipline, and
- f) Timely delivery of quality services

## FUNCTIONS OF THE ASSEMBLY

The functions of the Obuasi Municipal Assembly is enshrined in the Local Governance Act of 2016, Act 936 and includes the following:

- exercise political and administrative authority in the Municipality;
- promote Local Economic Development; and
- provide guidance, give directions to, and supervise other administrative authorities in the district as may be prescribed by law.

- Specifically, the following deliberative, legislative and executive functions are exercised by the Obuasi Municipal Assembly;
- responsible for the overall development of the municipality;
- formulate and execute plans, programmes and strategies for the effective mobilisation 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;
- 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;

#### THE SCOPE OF SERVICES

- a) Business registration
- b) Building Permit
- c) Marriage registration
- d) Birth & Death registration
- e) Business advisory
- f) Food vendor permit
- g) Performance Management
- h) Wellbeing and Healthy Working Environment

#### SERVICE PRINCIPLES

In order to maximize clients' satisfaction, we shall adhere to the following principles:

- a) Good governance;
- b) Competence within the Workplace;

- c) Merit-based human resource management practices;
- d) Equity;
- e) Honesty;
- f) Respect;
- g) Humility; and
- h) Integrity.

#### OUR CLIENTELE

The clientele of the assembly includes all the staffs of department / unit listed under The Local Governance Act, 2016, Act 936 Constitution, people of Obuasi and Ghana at large.

#### 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 Assembly and to publicly demonstrate the Assembly's commitment to discharging its responsibilities and function with integrity in a timeous and efficient manner.

#### SERVICE DELIVERY STANDARDS

***We shall endeavour to:***

- a) Provide our client with timely, credible and reliable services;***
- b) Demonstrate honesty, respect, humility and integrity towards clients;***
- c) Show our preparedness to listen to our clients;***
- d) Demonstrate commitment to the provision of the reliable and accurate information in a timely manner; e) Acknowledge clients' right;***
- f) Acknowledge diversity;***
- g) Ensure easy identification of our offices;***
- h) Provide mechanisms for effective feedback on our services ; and***
- i) 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 and make suggestions, comments and compliments through the physical address, postal address, telephone or e-mail.
- b) We guarantee confidentiality and privacy regarding the complaints' 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.

## SERVICE DELIVERY TIME FRAME

The specific service provided by the Assembly and the expected time frame for delivery are presented in the table below:

<b>Departmental/ Unit Responsibility</b>	<b>Service</b>	<b>Delivery Time Frame</b>	<b>Expectations from Client</b>
<b>HUMAN RESOURCE DEPARTMENT</b>	<b><u>Marriage Registration</u></b> 1. Customary marriage registration 2. Ordinance marriage registration 3. Issue of marriage certificate	4 weeks	1. Pay a registration fee of GH¢200.00 2. Couple must provide their witnesses from each side for registration

<b>SOCIAL WELFARE</b>	<ol style="list-style-type: none"> <li>1. Settlement of child/family welfare related disputes both at the agency level and the courts.</li> <li>2. Supervision of persons especially juveniles serving probation of supervision orders from the court.</li> <li>3. Provision of assistance and support to paupers and other extremely vulnerable persons in society.</li> <li>4. Registration and supervision of NGOS, CBOs, and residential houses of needy people especially children and Day-care centres.</li> <li>5. Running of social and public education programmes on social problems especially affecting women and children as well as the disadvantaged and vulnerable in society.</li> <li>6. Investigations/ research on social problems, with the view to obtaining facts to assist government in the formulation and implementation of policies to address the problems</li> </ol>	Swift	Free Services
<b>ENVIRONMENTAL HEALTH DPARTMENT</b>	<p><b><u>Food vendors medical Screening</u></b></p> <ol style="list-style-type: none"> <li>1. Issue of card</li> <li>2. Approval of food vendor operation if found medically fit</li> </ol>	24 hours	<ol style="list-style-type: none"> <li>1. Laboratory test</li> <li>2. Passport copy size photo</li> </ol>
	<p><b><u>House to house waste collection</u></b></p> <ol style="list-style-type: none"> <li>1. Provision of waste bin</li> <li>2. Issue of card for keeping of records of waste collection</li> </ol>	Weekly	<ol style="list-style-type: none"> <li>1. Register with the Assembly for waste bin</li> <li>2. Provide house address</li> <li>3. Pay an amount of GH¢40 monthly</li> </ol>

<b>PHYSICAL PLANNING (TOWN AND COUNTRY PLANNING)</b>	<u><b>Building permit</b></u> 1. Receive application form 2. Undertake initial vetting of building drawing 3. Site inspection 4. Organize technical subcommittee meeting 5. Sign plan and dispatch to client	30 days	1. Provide site plan (3 original copies) 2. Provide allocation paper/ lease confirmation letter 3. Three (3) copies of building drawing 4. Fill town and country planning form A&B 5. Fill building permit jacket 6. Pay permit fees
<b>BIRTH AND DEATH</b>	<u><b>Birth Certificate</b></u> 1. Infant birth certificate 2. Biometric birth certificate	3 – 4 weeks	1. Bio data of applicant 2. Infant birth certificate requires weighing card 3. Pay fees for certificate
	<u><b>Death Certificate</b></u>	3 – 4 weeks	1. Medical certificate of deceased 2. Post-mortem from hospital for deceased under 40 years 3. Bio data of deceased 4. Provide burial permit of deceased 5. Pay fees for certificate
<b>REVENUE UNIT</b>	Business Registration	24 hours	1. Ensure your business is legally registered 2. Apply to the assembly to register your business at Obuasi municipal 3. Submit application including a registered certificate of business 4. Pay application fees

### CLIENT SERVICES UNIT (CSU)

- **A client service unit has been set up in the Assembly.**

The objective of this unit is to respond timeously to clients' request for information assistance and complaints related to services provided by the Assembly. The CSU may be contacted in writing, by phone or in person through:



**THE HEAD OF CSU  
OBUASI MUNICIPAL ASSEMBLY  
ROOM 01  
OBUASI**

• **Response to Complaints**

Complaints will be responded to within seventy-two (72) hours upon receipt.

A client who is not satisfied with the response may complain to the head of client service unit through the address below:

**THE HEAD OF CLIENT SERVICE UNIT  
OBUASI MUNICIPAL ASSEMBLY  
P. O. BOX 32**

**Tel: +233 (03225) 40214 / 40350**

**Mobile: 0501877788 / 0534764797**

**Digital Address: [AO-017-4383](tel:AO-017-4383)**

**E-mail: [info@oma.gov.gh](mailto:info@oma.gov.gh)**

**Website: [www.oma.gov.gh](http://www.oma.gov.gh)**

**Hotline for Disability: [\(+233\) 0204901303](tel:+2330204901303)**

**Find Us**

During normal working days (Mondays to Fridays) 08hrs to 17hrs (8am – 5pm)

Room 01 at the

**[OBUASI MUNICIPAL ASSEMBLY BLK](#)**