



REPUBLIC OF GHANA

# SERVICE CHARTER



# SUHUM MUNICIPAL ASSEMBLY





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### INTRODUCTION

We are the Suhum Municipal Assembly under the Ministry of Local Government and Rural Development.

### VISION

To promote the development of the municipality through efficient management and distribution of resources.

### MISSION

Suhum Municipal Assembly exists to improve the quality of life of the people by mobilizing human and material resources to address their socio-economic needs.

### FUNCTIONS

The Local Governance Act 2016 (Act 936) empowers the Suhum Municipal Assembly to perform the following core functions. That's the Assembly.

- Is responsible for the overall development of the municipality and shall ensure the preparation and submission through the Regional Coordinating Council.
- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary to 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.
- Initiates programmes for the development of basic infrastructure and provide municipal works and service in the municipality.
- Is responsible for the development, improvement and management of human settlement 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 district.
- Ensure ready access to courts in the Municipality for the promotion of justice.
- Initiate, sponsor or carry out studies that are necessary for the performance of functions conferred by this Act or by any other enactment and perform any other function provided for, under any other enactment.

## **WE ARE RESPONSIBLE FOR**

- Execute approval of development plans for the municipality. Guiding, encouraging and supporting sub-municipal Local Government bodies, public agencies and local communities to perform their roles in the execution of approved development plans.

Initiating and encouraging joint participation with other persons or bodies to execute approved development plans.

Monitoring the execution of projects under approved development plans and access and evaluate their impact on the peoples development, the local, municipality and National economy.

## OUR SERVICE STANDARDS

We promise to maintain the standards in the table below.

SERVICE	TIME FRAME
Registration of Contractors	Within two (2) months of receipt of application
Registration of births and deaths	30 minutes
Birth after 12 months	Two (2) weeks
Death occurring between 12-48 hours	30 minutes
Death after 48 hours	One (1) month
Registration of marriage	21 days
Solid waste disposal	One (1) day
Organise meetings of the committee, Executive committee and the General Assembly	Within 35 working days
Issuance of building permit	Within Two (2) months of receipt of application

## **WE STRIVE FOR**

Provision of information in an open, supportive and transparent manner.  
Continuous improvement in our services.

Effective collaboration with other agencies to reduce time frame during registration processes.

Compilation of a database which can be accessible to the public on demand in the shortest possible time.

## **INFORMATION TRANSPARENCY AND CONVENIENCE**

The Suhum Municipal Assembly will endeavour to provide its clients with all the necessary information they need to access our services.

Information sheets and pamphlets will be made available to our clients/customers service unit.

A suggestion box will be placed at our client/customers service unit to facilitate feedback on the quality of our services.

We will provide clean and friendly reception areas for our clients and customers.

Clients/customer service improvement survey will be conducted once a year and the results publicized for enhanced service delivery.

Accurate and reliable information will be provided by staff.

Friendly and courteous customer service officers will always be available to serve you.

## **COURTESY AND COOPERATION**

- Friendly and courteous customer service officers with their names boldly displayed will be at hand to serve you.
- All office doors will be clearly marked to facilitate easy identification.
- Customers will not have to wait in a line for longer than thirty (30) minutes for most transactions.
- Accurate and reliable information shall be provided by our staff.

## **WHAT WE EXPECT FROM THE PUBLIC**

To enable the Suhum Municipal Assembly satisfy the needs of its clients in a timely manner, we expect the following from the public:

- Ensure that all necessary requirements are met before submission of application for registration.
- Ensure that the approved fees are paid strictly adhere to the procedures for lodging documents and obtaining official receipts for services paid for.
- Demand written communication for queries and rejections. report back immediately any irregularities noticed.
- Be courteous and polite to our staff and demand the same from them.

## **OTHER COLLABORATING AGENCIES**

We collaborate with the under listed agencies:

- Department of Social Development
- Municipal Finance Officer
- Municipal Birth and Death Registry
- Survey Department
- Information Service Department
- Physical Planning

## **COMPLAINTS**

You may address your comments and complaints to:

**THE OFFICER IN CHARGE  
CLIENT SERVICE UNIT  
SUHUM MUNICIPAL ASSEMBLY P.O. BOX 186  
SUHUM**

Where you are not satisfied, you may address your comments and complaints to the

**MUNICIPAL COORDINATING DIRECTOR  
SUHUM MUNICIPAL ASSEMBLY  
SUHUM**

As a final report, you may appeal to

**THE NEW CHARTER OFFICE  
C/O OFFICE OF THE PRESIDENT  
MINISTRY OF PUBLIC SECTOR REFORM  
PMB STADIUM POST OFFICE  
ACCRA**