



NSAWAM ADOAGYIRI MUNICIPAL ASSEMBLY



CLIENT SERVICE CHARTER

NSAWAM-ADOAGYIRI MUNICIPAL ASSEMBLY

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Our Vision

A developed Municipal Assembly that provides socio-economic services to its people.

Our Mission

To facilitate the improvement of the quality of life of the people by harnessing all resources available for equitable provision of services for the total development of the Municipality.

Our Core Values

Teamwork, Discipline, Excellence, Efficiency and Effectiveness, Integrity
Transparency, Accountability and Customer Care.

Our Functions/Core Mandate

In accordance with the section 12 of the Local Governance Act 2016, Act 936:

1. We exercise political and administrative authority as well as deliberative, legislative and executive functions
2. We promote Local Economic Development
3. We promote and support productive activity and social development
4. We promote orderly spatial development including granting of building permits
5. We provide support for the vulnerable and promote gender development
6. We promote access to good health, education, sanitation, justice and security
7. We undertake birth, death, customary marriage, church and business registrations
8. We co-ordinate, integrate and harmonise the execution of government projects and programmes in the municipality
9. We are responsible for the overall development of the municipality

Service Delivery Standards

The following services are readily available at the Main Assembly Office and other designated points including our Zonal Council Offices:

Service	Responsible Department	Office Location	Requirements	Turnaround Time
Issuance of Business Operating License	Revenue Unit	Municipal Assembly Office, Nsawam	Valid ID Card Registrar General's Certificate (if a Company) GPS Address TIN/Ghana Card 2 Passport Pictures	Instant service
Issuance of Birth Certificate	Births & Deaths Registry	Nsawam Government Hospital	Weighing Card(Under 1 year)	Under 1year (1day) Above 1year (1month)
Issuance of Death Certificate	Births & Deaths Registry	Nsawam Government Hospital	Cause of death signed by Medical Doctor	Instant service
Issuance of Burial Permit	Municipal Environmental Health Unit	Old Hospital, Nsawam	Death Certificate	Instant service
Issuance of Customary Marriage Certificate	Municipal Assembly	Municipal Assembly Office, Nsawam	One or both couple with 2 witnesses 1 Passport Picture each of the couple and witnesses	Instant service after 21 day publication and marriage ceremony

Waste Management	Municipal Assembly/Zoom Lion	Municipal Assembly Office, Nsawam	Register with MEHU for door-to-door collection	Once weekly collection
Issuance of Food Vendors Certificate	Municipal Environmental Health Unit	Designated Points/Environmental Health Office	Be present in person	Instant service
Issuance of Development Permit (Building Permit)	Physical Planning and Works Department	Municipal Assembly Office, Nsawam	<p>i. 3 copies of registered land document or 3 copies of unregistered land document with search report</p> <p>ii. 4 copies of building design</p> <p>iii. Fire Report EPA and other document if applicable</p>	Within 30 days (if all requirements are met)
Disability Support Fund	Department of Social Welfare & Community Development	Works Department Office, Nsawam	<p>Two Passport pictures</p> <p>Two Full Size Pictures</p> <p>Application Letter endorsed by an Assembly Member or Group Chairperson</p>	First Come, First Served Basis
Feedback on Complaints Lodged	Client Service Unit	Municipal Assembly Office, Nsawam	Via Call/Written	Five (5) working days upon receipt

Feedback on Correspondences	Municipal Assembly	Municipal Assembly Office, Nsawam	Written	Seven (7) working days upon receipt
Agric Advisory and Extension Services	Municipal Agriculture Department	Opposite ECG, Nsawam	i. Valid ID ii. Registration Number	Instance Service
Business Development Service	Ghana Enterprise Agency	Agric	i. Micro, Medium and small enterprise	Fifteen (15) working days upon receipt

Helplines

You may call any of the lines below for various services

Report of Disaster: 0244738089

Building Permit Enquiries: 0202533697

Disability Support/Domestic Violence: 0557657367 / 0302986867

Assembly Bills Payment Enquiries: 0593039517/0507368543

ECG General Fault: 0205164210

ECG Metering Fault: 0205164249

Ghana Water Faults/Pipe Bursts: 02442466000

Municipal Fire Service Emergency Line: 0299340663 / 0299340607 / 0332095446

Municipal Ambulance Emergency Line: 0244936118 / 0302973553 / 0507689188

Municipal Police Command: 0240780662

Municipal Agric Extension Service: 0302986877

General Complaints: In case you are dissatisfied with any of our services, please make a formal complaint to our Client Service Officer on **0302986843**

Alternatively, you can visit the Client Service Office and complete a Complaint Form or Write to the Chairman of Public Relations and Complaints Committee, Nsawam Adoagyiri Municipal Assembly.



HELPLINES

You may call any of the lines below
for various services

GENERAL COMPLAINTS: 0302986843

DISABILITY SUPPORT/
DOMESTIC VIOLENCE: 0557657367/
0302986867

MUNICIPAL AMBULANCE
EMERGENCY LINE: 0244936118
0302973553
MUNICIPAL FIRE SERVICE
EMERGENCY LINE: 0299340663
0332095446

REPORT OF DISASTER: 0244738089

MUNICIPAL POLICE
COMMAND: 0240780662

GHANA WATER
FAULTS PIPE BURSTS: 0244246600

BUILDING PERMIT
ENQUIRIES: 0202533697

ASSEMBLY BILLS
PAYMENT ENQUIRIES: 0593039517/
0507368543

AGRIC EXTENSION
SERVICES: 0302986877

ECG METERING FAULT: 0205164249

ECG GENERAL FAULT: 0205164210



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VISION

MISSION

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Customer Care

CORE VALUES

- Teamwork
- Discipline
- Excellence
- Efficiency
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FUNCTIONS/CORE MANDATE

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1 ISSUANCE OF BUSINESS OPERATING LICENSE

Requirement:

- Valid ID Card
 - Registrar General's Certificate (if a Company)
 - GPS Address
 - TIN/Ghana Card
 - 2 Passport Pictures
- Turnaround Time
- Instant service

2 ISSUANCE OF DEVELOPMENT PERMIT (BUILDING PERMIT)

Requirement:

- 3 copies of registered land document or 3 copies of unregistered land document with search report
 - 4 copies of building design
 - Fire Report
 - EPA and other document if applicable
- Turnaround Time
- Within 30 days (if all requirements are met)

3 AGRIC ADVISORY AND EXTENSION SERVICES

Requirement:

- Valid ID
 - Registration Number
- Turnaround Time
- Instant service

4 DISABILITY SUPPORT FUND

Requirement:

- Two Passport pictures
 - Two Full Size Pictures
 - Application Letter endorsed by an Assembly Member or Group Chairperson
- Turnaround Time
- First Come, First Served Basis

5 WASTE MANAGEMENT

Requirement:

- Register with MEHU for door-to-door collection
- Turnaround Time
- Once weekly collection

6 ISSUANCE OF FOOD VENDORS CERTIFICATE

Requirement:

- Be present in person
- Turnaround Time
- Instant service

7 FEEDBACK ON CORRESPONDENCES

Requirement:

- Written
- Turnaround Time
- Seven (7) working days upon receipt

8 ISSUANCE OF BIRTH CERTIFICATE

Requirement:

- Weighting Card(Under 1 year)
- Turnaround Time
- Under 1year (1day)
 - Above 1year (1month)

9 ISSUANCE OF CUSTOMARY MARRIAGE CERTIFICATE

Requirement:

- One or both couple with 2 witnesses
 - 1 Passport Picture each of the couple and witnesses
- Turnaround Time
- Instant service after 21 day publication and marriage ceremony

10 ISSUANCE OF BURIAL PERMIT

Requirement:

- Death Certificate
- Turnaround Time
- Instant service

11 FEEDBACK ON COMPLAINTS LODGED

Requirement:

- Via Call/Written
- Turnaround Time
- Five (5) working days upon receipt

12 BUSINESS DEVELOPMENT SERVICE

Requirement:

- Micro, Medium and small enterprise
- Turnaround Time
- Fifteen (15) working days upon receipt



0302986843
Customer Service

Nsawam Adoagyiri Municipal Assembly
P. O. Box NW 4
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EG-042-5349

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