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## **NSAWAM-ADOAGYIRI MUNICIPAL ASSEMBLY**

### **INTRODUCTION**

The Nsawam Adoagyiri Municipal Assembly was established as a result of the split of the former Akuapim South Municipal Assembly into two by the Legislative Instrument (L.I 2047) of 2012. The Assembly exists to improve upon the living conditions of the people through the mobilization of human, material and financial resources in the provision of basic amenities, infrastructural and essential facilities. It also exists to provide security and access to justice.

The Municipality is located approximately 23km from Accra, the capital city of Ghana and lies at the southeastern part of the Eastern Region. It covers a land area of about 175sq kilometers.

Suhum Municipal Assembly, boards the Municipality, , to the North and to the south by Ga West Municipal Assembly, to the west by West Akim District, and to the East by Akuapem South District.

### **VISION STATEMENT**

The Vision of the Nsawam Adoagyiri Municipal Assembly is to become a developed Municipal Assembly that provides Socio-Economic services to its people.

### **MISSION STATEMENT**

The mission statement of the Nsawam Adoagyiri Municipal Assembly is as follows; “The Nsawam Adoagyiri Municipal Assembly exists to facilitate the improvement of the quality of life of the people within her jurisdiction by harnessing all resources

available for equitable provision of services for the total development of the Municipality. The Assembly also has the responsibility of ensuring Good Governance, security, law and order.”

## **CORE VALUES**

As a public service institution, the Nsawam Adoagyiri Municipal Assembly has over the years developed some core values in the pursuit of its Vision, Mission and objectives. Some of these core values are teamwork, discipline, excellence, efficiency and effectiveness in service delivery, transparency and accountability, customer care, integrity and collaboration with all stakeholders for the desired results.

The Assembly has tried to inculcate these value systems through staff training and development.

## CHAPTER 2

# GENERAL PROFILE OF THE ASSEMBLY

### MUNICIPAL PROFILE

#### Location and Size

Nsawam Adoagyiri Municipality is located approximately 23km from Accra, the national capital. It is situated in the South Eastern part of the Eastern Region between latitude 5.45'N and 5.58'N and longitude 0.07'W and 0.27'W and covers a land area of about 175 square kilometres.

In terms of spatial interaction, Suhum Municipal Assembly, boards it to the North, to the south by Ga West Municipal Assembly, to the west by West Akim District, and to the East by Akuapem South District

### GOAL OF THE ASSEMBLY

To reduce poverty, increase employment opportunities, enhance the capacity of the Municipality's human resources, strengthened social infrastructure and services, encourage the establishment of agro-base industries and adequately resource the Nsawam Adoagyiri Municipal Assembly.

### OBJECTIVES OF THE ASSEMBLY

In furtherance of the Assembly's mission and in consonance with the Medium-Term National Development Policy Framework, Ghana Shared Growth and Development Agenda (GSGDA), the Assembly is pursuing the following strategic objectives:

- Compensation of employees.
- Improve fiscal resource mobilization.

- Strengthen economic planning and forecasting.
- To ensure synergetic development of strategic Sectors .
- Improve efficiency and competitiveness of SMEs.
- Improve Agricultural Productivity.
- Encourage appropriate land use and Management.
- Manage waste, reduce pollution and noise in urban centres, and incorporate the concept of open spaces and the creation of green belts or green ways in and around urban communities.
- Promote resilient urban infrastructural Development, maintenance and provision of basic services .
- Create an enabling environment that will ensure the development of the potential of the rural areas.
- Accelerate the provision of affordable and safe water
- Accelerate the provision and improvement of environmental sanitation
- Improve quality of teaching and learning in schools.
- Bridge the equity gaps in access to health Care and nutrition services and ensure sustainable financing arrangements that protect the poor.
- Progressively expand social protection interventions to cover the poor.
- Promote the use of ICT in all sectors of the economy
- Ensure effective implementation of the Local Governance Service Act

## CHAPTER 3

### GENERAL ADMINISTRATION

#### THE ASSEMBLY STRUCTURE

The Assembly is the highest political, Administrative, Planning, and Rating Authority in the Municipality performing deliberative, Legislative and Executive functions.

The General Assembly has a total membership of 44 comprising 29 elected and 13 appointed members, the Municipal Chief Executive and the Hon. Member of Parliament. The Presiding Member is the head of the General Assembly whilst the Municipal Chief Executive is both the political and Administrative head of the Municipality. The Assembly is expected to hold at least 3 ordinary meetings in a session

#### COMMITTEES OF THE ASSEMBLY

The Assembly operates under the Committee system. The Executive Committee serves as the cabinet and is headed by the Municipal Chief Executive. The Committee implements the decisions of the Assembly when the House is in recess. All other major decisions taken by the Executive Committee are subject to approval by the General Assembly. It has a Membership of 10 comprising the Chairmen and a Secretary of the various Sub-Committees. The Presiding Member is not a member of the Executive Committee. The Municipal Co-ordinating Director is the Secretary to the Executive Committee.

The Executive Committee has a number of sub-committees from which inputs are collated to the Executive Committee and finally to the General Assembly for decisions to be taken. There are five statutory Sub-Committees but the Assembly is enjoined to constitute any other Committee depending on the local situation. The following Sub-Committees are currently constituted.

- Finance and Administration Sub Committee
- Development Planning Sub Committee
- Social Service Sub-Committee
- Justice and Security Sub-Committee
- Works Sub-Committee

There is also the **Public Relations and Complaints Committee** chaired by the Hon. Presiding Member.

#### **OTHER COMMITTEES:**

##### **AUDIT REPORT IMPLEMENTATION COMMITTEE**

Section 30 (1) of the Audit Service Act, 2000 ensures every Assembly to establish Audit Report Implementation Committee (**ARIC**) to be responsible for the implementation of the recommendations of the Audit Reports. The Hon. Presiding Member chairs the Committee.

##### **MUNICIPAL SECURITY COMMITTEE (MUSEC)**

The responsibility of the committee, which is chaired by the Hon. Municipal Chief Executive, is to maintain the security of the Municipality. The committee holds regular meetings to review the security situation of the Municipality. Areas where security is always threatened include cases involving land and chieftaincy disputes. The Municipal Co-ordinating Director is the Secretary to the committee. However, the Security situation in the Municipality is generally calm. The Assembly is supporting the Police with fuel to undertake night patrols.

##### **MUNICIPAL TENDER COMMITTEE/ TENDER REVIEW BOARD**

The Municipal Tender Committee and Tender Review Board are also statutory committees established in accordance with the new Procurement Act 2016 (Act. 914). The main function of the committees is to advise the Assembly on the award of contracts (see Section 39 of Act 462 of Local Government Act .1993). The Municipal Co-ordinating Director is the Secretary to the Tender Committee.

### **MUNICIPAL PLANNING AND CO-ORDINATING UNIT (MPCU)**

Section 46 sub-section 3 of the Local Governance Act, 2016, Act 936 establishes the MPCU to assist the Municipal Assembly to execute designated planning functions. The functions of the MPCU are broadly categorized in the areas of Planning, Budgeting, Co-ordination, Monitoring, Reporting, Managing Information and Advice.

The Municipal Co-ordinating Director convenes and chairs all MPCU meetings. The Co-ordinating Director is also responsible for issuing circulars to the sectors and other relevant agencies for the preparation of annual action plans and Medium Term Development Plans. He/she is also responsible for issuing out reports that emanate from the Unit.

### **DEPARTMENTS OF THE ASSEMBLY**

In addition to the various Sub-Committees listed above, Departments and Agencies service the Assembly. These departments provide the needed technical advice and carry out the actual implementation of policies, projects and programmes of the Assembly and Government.

The Central Administration is the Assembly's Secretariat and the other Departments and Agencies support it in the day-to-day administration of the Municipality. The Municipal Co-ordinating Director is the head of the Secretariat and the bureaucracy. All Heads of Departments of the Assembly and the various

Divisional Heads of the Central Administration report to the Municipal Chief Executive through the Municipal Co-ordinating Director.

## **DEPARTMENTS OF THE MUNICIPALITY**

- Central Administration Department
- Finance Department
- Works Department
- Physical planning
- Department of Agriculture
- Department of Social Development
- Department of Co-operatives
- Urban Roads
- Disaster Management
- Education
- Transport

## CHAPTER 4

### **SERVICES**

Services of the municipal assembly include:

- Ghana Health Service
- Ghana Education Service
- Ghana National Fire Service
- National Health Insurance Authority
- Information Service
- Judicial Service
- Ghana Police Service

### **SUB-VENTED AGENCIES**

- Electoral Commission
- National Service Secretariat
- Non-Formal Education Division
- Labour Commission

### **SERVICE STANDARDS**

We shall issue certificates and provide other services within the following period:

<b>SERVICES</b>	<b>TIME FRAME (MONTHS/DAY)</b>
Issuance of Business Operating License	Instant service
Issuance of birth certificate	Under 1 year (1 day) Above 1 year (1 month)
Issuance of Death certificate	Newly deceased (1 day) Already buried (1 month)
Waste Management	Once weekly collection

Issuance of food vendors certificate	Within 8 working days
Public Education on hygiene certificate	Daily

**Stages/ steps of getting a birth and death certificate.**

DEPARTMENT	TIME FRAME	SERVICE
Birth Certificate	Under one (1) year One (1) day	a. Produce weighing card b. fill a form c. Enter in the birth register book d. Issuance of birth certificate
	Above one (1) year One (1) month	a. Fill a form and Send to Dodowa for vetting b. Send form to Accra for signing c. Signing and printing of Certificate and receipt
Death Certificate	Newly Deceased One (1) day	a. Fill a form b. Enter them in death register c. Issuing of burial permit and death certificate
	Already buried One (1) month	a. Fill a form b. Enter them in death register c. Issuing of burial permit and Death certificate

**STAGES/STEPS OF GETTING A BUILDING PERMIT**

- Get your site plan from the landowner (5 sets)
- Get a title from the lands commission or lands title registry (where applicable);
- Get the necessary start-up document (4sets of building drawings, permit Application from Town and Country planning Form 1 from the Finance Dept., Nsawam-Adoagyiri Municipal Assembly)
- Buy a building permit application form and Town Country planning form from the Finance Dept. of Nsawam-Adoagyiri Municipal Assembly

- Submit the completed development and building permit form with the Necessary attachments to the District Town and Country planning Department and pay the appropriate processing fees
- The technical team will undertake site inspection with the prospective Developer and submit preliminary assessment report to the technical sub-Committee within 10 working days
- The Nsawam-Adoagyiri Municipal Assembly statutory planning committee approves the Application or otherwise within nine (9) working days after the technical sub-Committee has submitted its report;
- Applicants notified of the status of the application and asked to pay the Appropriate fee when permit is approved
- Applicants collect development permit from the Town and Country planning Office;
- The process takes about two (2) to three (3) months after the submission of Application.

### **INFORMATION, TRANSPARENCY AND CONVINIENCE**

- Notice Boards will be available at our offices
- Information will also be available at our revenue point throughout the district
- The Nsawam-Adoagyiri Municipal Assembly will provide its clients with all necessary Information they need to access its services.

### **WE STRIVE TO**

- Create a platform for effective stakeholder engagement in the socio-economic Development of the Municipality.
- Provide information in an open and transparent manner.
- Continuous improvement in our service delivery.
- Empower women, and other vulnerable groups to participate in governance and the Assembly's development agenda.

- create an enabling environment for socio-economic development.
- Compile of a comprehensive socio-economic database that will be accessible to the Public.
- Protect and promote of public health care and to prevent diseases.

### **CURTESY AND COOPERATION**

- All office doors are marked to facilitate easy identification
- Friendly client service officers will be on hand to provide assistance to clients.
- Assembly staff are also available to provide information and other support services
- A well trained development control task force will visit various construction sites to ensure compliance to building regulations
- Developers are entreated to produce valid development permits
- Trained revenue collectors will be round daily to collect various rates
- Ratepayers are entreated to pay approved amounts and collect receipts covering amount paid.

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

The Assembly expects full cooperation and compliance with its rules, regulations and Procedure to ensure smooth service delivery. To access any of the services we provide;

- Businesses should be duly registered with the Registrar General Department and the Municipal Assembly
- Business address and location including street names and numbers should be made available
- To obtain a death certificate, it is expected that a duly signed cause of death certificate/Affidavit is provided
- The by-laws of the Assembly will be complied with to ensure an effective administration
- The public will participate in the various community level education programmes on sanitation, hygiene, revenue collection and others
- 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 in the case of persons above one (1) year, baptismal Certificate and an ID card

### **OTHER COLLABORATING AGENCIES**

The Nsawam-Adoagyiri Municipal Assembly shall collaborate with the following departments and agencies:

- Ghana Revenue Authority (GRA)
- Environmental Protection Agency (EPA)
- Land Valuation Board
- Electoral Commission
- Ghana AIDS Commission
- Judicial Service
- Minerals Commission
- Ghana Police Service
- Electricity Company of Ghana
- The Revenue Added Tax Officer
- The Internal Audit Agencies
- Ghana Water Company Limited
- Land Commission
- Community Water and Sanitation Agency

#### **➤ OTHER FUNCTIONS OF THE NSAWAM-ADOAGYIRI MUNICIPAL ASSEMBLY**

- Provision of water (in consultation with Ghana Water Company Limited and the Community Water and Sanitation Agency)
- Provide and maintain latrines, urinals at public place
- Abate nuisance in the municipality
- Provide, maintain and supervise slaughter houses

- Regulate the making of borrow pits
- Establish and maintain cemeteries and crematoria
- Clearing of drains, sweeping of street (in collaboration with zoom lion)
- Make provision for land owners/occupation of land/tenement to maintain the roads etc adjoining their land/tenements.
- Inspect all meat, pork, vegetables, food stuffs and liquids intended for human consumption, supervise and control the manufacture of foodstuff and liquids for consumption
- Control, destruction and licensing of dogs
- Control, regulate, supervise, licensing for;
  - Social, Dance, Entertainment hall
  - Lodging and Eating houses
  - Premises upon which any profession, occupation, trade or business is carried on.
- Provide for building lines and layout, prepare/undertake and otherwise control layout.
- Provide for demolition of dangerous buildings and record of expired government property.
- Control, regular siting of adverts.
- Prescribe the conditions to be satisfied on site for any building and class of buildings.
- Provide lighting in streets and public places.
- Divert or alter course of any street.
- Facilities for art and craft, recreation and sports.
- Disaster relief service.
- Community development programs.
- Regulate hunting etc. of animals and birds.
- Promote well-being of under privileged children and stability of distressed family-child care centers, children home.
- Build, equip, open, close and maintain markets, prohibit erection of stores in place other than markets and prevent the sale and purchase of goods or stock near established markets or elsewhere.

- Improve agriculture and control animal husbandry.
- Provide for regulation of entertainment to which admission is to be obtained or payment of Money or of any reward where whole proceed is to be charity
- Build, equip, and maintain public primary, junior high and special schools
- Administration of public school and the approval of the opening of private, primary and junior high school.
- Scholarship to attend any school or other education institution in Ghana or elsewhere.
- Prohibit construction of any newbuilding unless and until the plans have been approved by the assembly.
- Prescribe conditions-erection, construction demolition-re-erection and construction/Conversion etc. of public and private building structures
- Prevent and deal with outbreak of prevalence disease, mosquitos etc.

## CHAPTER 5

# **SERVICE DELIVERY STANDARDS FOR LOCAL GOVERNMENT SERVICE (LGS)**

Six (6) service delivery standards developed and approved by the Local Government Service Council for adoption by the LGS are listed below:

### SERVICE DELIVERY STANDARDS

- ❖ Participation
- ❖ Professionalism
- ❖ Client Focus
- ❖ Transparency
- ❖ Efficient and Effective use of Resources
- ❖ Accountability

### **PARTICIPATION**

- Participation is the involvement of relevant stakeholders including civil society groups, media, NGOs, private sector and community members in the planning, implementation, monitoring and evaluation of service delivery at the LGS.

### **PROFESSSTIONALISM**

- Professionalism is the demonstration of requisite skills and competencies, and the ability to adopt best practices in the delivery of services to the satisfaction of the clients whilst adhering to ethical standards

### **CLIENT FOCUS**

- Client focus is using requirement to prioritize and consistently develop affordable and accessible services in a timely manner

## **TRANSPARENCY**

- Transparency is providing all stakeholders with the understanding of how LGS operate, and furnishing them with easy access to adequate and timely information regarding decisions and actions taken by the service.

## **EFFICIENT AND EFFECTIVE USE OF RESOURECES**

- Efficient and effective use of resources is the optimal use of resources (including time, human resources, natural resources, financial resources, etc ) to provide service and product that satisfy the requirement of users in a timely manner.

## **ACCOUNTABILITY**

- Accountability is taking responsibility for ones actions and/or in-actions in rendering services and informing citizens on the use of public resources.

## CHAPTER 6

### **COMPLAINTS**

Nsawam-Adoagyiri Municipal Assembly welcomes comments and complaints from the public, its valued clients and customers. Such issue should be addressed to;

#### **THE CHAIRMAN**

#### **PUBLIC RELATIONS AND COMPLAINTS COMMITTEE**

#### **NSAWAM-ADOAGYIRI MUNICIPAL ASSEMBLY**

#### **NSAWAM**

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

In case you still not satisfied with the response, you may seek further assistance from

#### **THE MUNICIPAL CHIEF EXECUTIVE**

#### **NSAWAM-ADOAGYIRI MUNICIPAL ASSEMBLY**

#### **NSAWAM.**

You may apply to the address below as a final resort

#### **THE NEW CHARTER OFFICE**

#### **C/O OFFICE OF THE PRESIDENT REFORM**

#### **PMB STATION POST OFFICE, ACCRA**

**TEL: 0302-684086/0302-671359/0302-672333**

**FAX: 0302-671358**

To access our service, you can locate use in the  
Main Municipal Administration Office, in Nsawam.

#### **NSAWAM-ADOAGYIRI MUNICIPAL ASSEMBLY**

**P.O.BOX 4  
NSAWAM.**