

# BEREKUM EAST MUNICIPAL ASSEMBLY



## SERVICE DELIVERY CHARTER



Prepared for:

**BEREKUM EAST** MUNICIPAL ASSEMBLY

**BEREKUM**

JANUARY, 2018

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# **BEREKUM EAST MUNICIPAL ASSEMBLY SERVICE DELIVERY CHARTER**

## **1.0 INTRODUCTION**

Berekum East Municipal Assembly is one of the Twelve and Two Hundred and sixty (260) Metropolitan/Municipal/Municipality Assemblies in Bono Region of Ghana respectively. It was created in pursuance of deepening decentralization and good governance in Ghana. It was established by Legislative Instrument (L.I.) 2299 of 2017. Below is the analysis of existing or current situation of Berekum East Municipality

## **2.0 VISION**

To be the most progressive and efficient Local Government Authority with enhanced living conditions for all citizenry

## **3.0 MISSION**

The Berekum East Municipal Assembly exists to work in collaboration with all stakeholders to ensure access and quality to basic socio- economic services, create a conducive environment for wealth creation and empower the people to effectively participate in local governance.

## **4. CORE VALUES**

- i. Fairness and equity
- ii. Respect for All
- iii. Responsiveness
- iv. Openness and Honesty
- v. Inclusiveness
- vi. Timeliness

## **5.0 FUNCTIONS**

The Berekum East Municipal Assembly exists to perform deliberative, legislative and executive functions; as spelt out in Section 12 and 13of the Local Governance Act, Act 936 of 2016.

(1) The Municipal Assembly shall exercise political and administrative authority in the district, provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.

(2) A Municipal Assembly shall exercise deliberative, legislative and executive functions.

(3) Without limiting subsections (1) and (2), the Municipal Assembly shall

(a) be responsible for the overall development of the Municipality;

(b) formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the Municipality;

(c) promote and support productive activity and social development in the Municipality and remove any obstacles to initiative and development;

(d) sponsor the education of students from the district to fill particular manpower needs of the Municipality especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;

(e) initiate programmes for the development of basic infrastructure and provide municipal works and services in the Municipality;

(f) be responsible for the development, improvement and management of human settlements and the environment in the Municipality;

(g) in co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the Municipality;

(h) ensure ready access to courts in the district for the promotion of justice;

(i) act to preserve and promote the cultural heritage within the Municipality

(j) initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and

(k) perform any other functions that may be provided under another enactment.

(4) A Municipal Assembly shall take steps and measures that are necessary and expedient to

- (a) execute approved development plans for the Municipality;
  - (b) guide, encourage and support sub- Municipal local government bodies, public agencies and local communities to perform their functions in the execution of approved development plans;
  - (c) initiate and encourage joint participation with other persons or bodies to execute approved development plans;
  - (d) promote or encourage other persons or bodies to undertake projects under approved development plans; and
  - (e) monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the Municipal and national economy in accordance with government policy.
- (5) The Municipal Assembly shall co-ordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the Municipality and other development programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non-governmental organisations in the district.
- (6) The Municipal Assembly in the discharge of its duties shall
- (a) be subject to the general guidance and direction of the President on matters of national policy; and
  - (b) act in co-operation with the appropriate public corporation, statutory body or non-governmental organisation.
- (7) Public corporations, statutory bodies and non-governmental organisations shall co-operate with the Municipal Assembly in the performance of their functions.
- (8) In the event of a conflict between the Municipal Assembly and an agency of the central Government, public corporation, statutory body, non-governmental organisations or individuals over the application of sub section (5) or (6), the matter shall be referred by either or both of the parties to the Regional Co-ordinating Council for resolution.

## **6. GENERAL SERVICES**

We are responsible for:

- Approval of opening of private basic schools and establishment of new public schools
- Enrolment of children into pre tertiary schools
- Monitoring and supervision of educational delivery
- Provision of extension services
- Construction and maintenance of roads
- Waste management and sanitation services
- Insurance of Business Operating License
- Preventive, curative and rehabilitative services
- Revenue mobilization, utilization and accountability
- Birth and Death Registration
- Education on civil rights and responsibilities
- Control of noise
- Maintenance of peace and security
- Control of development through issuance of building permit
- Creating awareness on Government programmes for feedback
- Establishment and maintenance of cemeteries
- Promote business advisory and promotional services
- Supporting sports development
- Creating social protection interventions

## **7.0 THE ORGANISATIONAL STRUCTURE**

a. To ensure the efficient discharge of its mandate, the Sunyani Municipal Assembly operates under the following Departments and Agencies

### **Central Administration**

- Human Resource Unit
- Audit Unit
- Budget Unit
- Development Planning Unit
- Administrative Unit
- Security Unit
- Environmental Health Unit
- Estates Unit
- Procurement Unit

### **Works Department**

- Building and Inspectorate Section
- Water and Sanitation Section

### **Agricultural Department**

- Extension Unit
- Crops Unit
- Livestock Unit
- Veterinary Unit
- **Women in agriculture development Unit**

### **Education Youth and Sports Department**

- Inspectorate Unit
- Educational management and information Unit
- Human Resource Management Unit
- Finance and Administration
- Sports Unit

### **Health**

- Preventive Section
- Disease Control Section
- Rehabilitative Section

## **Roads Department**

## **Transport Department**

## **Natural Resource Conservation, Forestry, Game and Wildlife Department**

- Natural Resource Division
- Forestry Division
- Game and Wildlife Division

## Disaster Prevention and Management Department

## 10. Physical Planning Department

## 11. Trade and Industry Department

## 12. Finance Department

## Social Protection and Community Development

- Social Protection Section
- Community Development Section

## **Specialized Agencies**

- National Commission on Civic Education
- Commission on Human Rights and Administrative Justice
- Births & Death
- National Service Scheme
- Electoral Commission
- Youth Employment Agency
- Non Formal Education Division
- Ghana Police Service
- Ghana National Fire Service
- Ghana Ambulance Service
- Ghana Immigration Service



**b.** The Berekum Municipal Assembly’s main structure is political and composed of the Municipal Chief Executive who is the representative of the Central Government is appointed by the President and approved by members of the Assembly, 70% of the members are elected to represent the people from Twenty-Eight Electoral areas while 30% is appointed by the President of the Republic.

**c. Electoral Areas and Zonal Councils**

The 26 Electoral Areas representing the people under the Four Zonal Councils are:

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No	Berkum Zonal Council	Senase Zonal Council	Kutre Zonal Council	Mpatasie Zonal Council
1	Kyiritwedie	Biadan	Mpatapo	Mpatasie
2	Atonotia	Kato	Kotre No1	Pepaase
3	Ayakorase	Kyereyawkrom	Kutre No 2	Kotaa
4	Nyamebekyere	Akatim	Namesua	Akroforo
5	Newtown	Anyinasu		
6	Zongo	Senase		
7	Amangoase			
8	Kankama			
9	Ahenboano			

**8.0 CODE OF CONDUCT**

We endeavor to optimize the satisfaction of our clients, and therefore the following conduct shall be strictly adhered to at all times:

### **a. ANONYMITY**

Staff of the Assembly shall serve the people of the Municipality with neutrality and anonymity in transactions that deserves exhibition of such conduct and therefore shall

- not seek individual recognition for their work by styling themselves in any manner beyond their official position
- conduct the work assigned to them without enquiring about benefits or reward from that project or task.
- maintain political neutrality in the performance of their public functions and duties
- not put themselves in a position where personal interest conflicts or is likely to conflict with the performance of the functions of their office

### **b. CLIENT ORIENTATION, LOYALTY AND COMMITMENT**

Stakeholders and all community members are the clients of the Assembly and therefore exist to serve clients of the Municipality. All clients are entitled to dedication, loyalty and commitment of the staff of the Assembly. In the discharge of their official duties, officers and staff of the Assembly shall:

- Ensure that service to our clients take precedence over all other activities
- Maintain high standards of accountability, transparency and responsibility in the conduct of all public business
- Appreciate and accept clients as the beneficiaries of their work
- Be committed to the holistic development of all aspects of the community including the quality of life of the vulnerable in society.

### **c. TRANSPARENCY AND ACCOUNTABILITY**

Transparency and accountability is fundamental to nonpartisan decision making in local governance. Relations between the Assembly and Communities shall be governed by respect and undergirded by consultation, collaboration and accountability for decisions and outcomes

of decisions. In the discharge of their duties staff of the Assembly shall:

- Respect and comply with the law and act at all times in a manner that ensures accountability and transparency to promote public confidence
- Design and implement all stages of programs, projects and tasks to include the provision of information and receipt of evaluative feedback from all stakeholders
- Not accept gifts where it will appear to influence or result in influencing the performance of official duties.
- Disqualify themselves from participating in any deliberation regarding a transaction in which they or a close family member have a direct financial or other interests.

#### **d. DILIGENCE, DISCIPLINE AND TIMELINESS**

Officers and staff of Local Government Service shall perform their duties with diligence and discipline, whilst adhering to specific time-frames, time-related schedules, targets and objectives.

Staff of the Assembly shall :

- Discharge their duty of providing service with diligence, competence, discipline and in a timely fashion.
- Provide support with technical content, skill development and strategies that will positively impact on the social context of the Community.
- Work towards social cohesion, integration and unification of diverse interests in the community
- Ensure adequate stakeholder consultation and collaboration in all development goals and action plans in the Community

- Not be involved in any decision on allocation of services or resources of the Assembly when they have interests, financial or non- financial in such service or resource.

e. CREATIVITY AND INNOVATIVENESS

The staff of the Assembly shall employ their skills and imaginations in producing new ways of dealing with issues confronting the Assembly to add value to its relationships.

Staff shall :

- Anticipate the needs of their communities and continuously develop ways to add value to its relationships.
- Provide the highest possible standard of service to the public.
- In challenging circumstances, exhibit high sense of innovation and creativity in good faith and without sacrificing quality and efficiency of service
- Bring to the attention of management any deficiency in the provision of service to the public

f. EQUITY AND IMPARTIALITY PRINCIPLE:

In the planning and execution of duties, our clients and Community members shall be treated with equity and impartiality, regardless of their political affiliation, ethnicity, gender, sexual orientation and personal beliefs.

Staff Shall:

- Recognize that the local communities and clients have a right to be treated with fairness and equity
- Refrain from doing acts detrimental to the welfare of other persons..
- Exercise fairness and impartiality when dealing with all customers, suppliers, contractors
  - Conduct themselves with integrity, impartiality and honesty in their official and private conduct
  - Be accountable to the general public for all decisions and actions taken
  - Submit themselves to scrutiny that is appropriate to their office.
  - Restrict information only when the wider public interest clearly demands such restriction

#### g. INTERGRITY

In the discharge of their role, function, duties and obligations to the public, staff shall observe the following basic standards of conduct to maintain the integrity :

- Respect and comply with the law and act at all times in a manner that promotes public confidence in the integrity, accountability and transparency of the public service
- Ensure they do not place themselves under any financial or other obligations to outside individuals or organizations that might influence them in the performance of their official duties
- Facilitate or make available any information to the public that the law sanctions.

### **9.SERVICE CHARTER PURPOSE**

In accordance with our service principles and constitutional mandate, this Service Charter has been prepared to provide information on the services and expected standards to facilitate efficient transaction of business with our clients. It also seeks to provide an explicit guide to our clients and stakeholders on the service delivery processes of the Berekum Municipal Assembly and to reiterate the Assembly's unwavering dedication to discharging its responsibilities and functions with integrity in a timely and efficient manner.

### **10. SERVICE DELIVERY STANDARDS**

#### a. Participation

We endeavor to involve relevant stakeholders including Civil Society Groups, Media, NGOs, Private Sector and Community leaders and Members in the planning, implementation, monitoring and evaluation of projects and programmes to ensure satisfactory delivery of service.

#### **To this end, we shall;**

- involve stakeholders in the annual fee-fixing resolutions;
- organize public hearings involving stakeholders during the planning and budgeting process;

- conduct regular surveys to ascertain the level of community knowledge on agreements reached during service delivery consultations;
- Involve relevant CSOs, beneficiary departments and communities in quarterly and annual monitoring of projects.

#### b. Professionalism

We endeavor to demonstrate the requisite skills and competencies, and the ability to adopt best practices in the delivery of services to the satisfaction of the client whilst adhering to ethical standards and professionalism.

#### c. Client Focus

We endeavor to apply client focus requirements to prioritize and consistently develop affordable and accessible services in a timely manner. In this regard, we:

- establish functional Client Service Unit
- publish and disseminate a Client Service Charter
- establish a mechanism (suggestion box, etc.) for the receipt of complaints from clients on a weekly basis and to provide feedback to clients effectively within five (5) working days of the receipt of a complaint;
- acknowledge and respond to correspondences effectively within Seven (7) working days upon receipt.
- Orientate staff to be responsible to the needs of PWDs
- Provide special treatment for PWDs, the aged and other vulnerable groups

#### **d. Transparency**

We endeavor to provide all stakeholders with the understanding of how the Assembly operates, and furnish them with easy access to adequate and timely information regarding decisions and actions taken by the Assembly. In this regard, we

- Update and display monthly revenue and expenditure information on Assembly's notice boards and at other vantage places;
- publish and display audit report on Assembly's its Zonal Councils' notice boards on receipt of the report;

- disseminate draft budget estimates to Assembly members two weeks before the General Assembly meeting and publish the approved budget on the Assembly's notice boards and websites
- publish General Assembly meeting minutes on zonal council notice boards, websites and other public designated locations quarterly

#### **e. Efficient and Effective use of Resources**

We ensure optimal use of resources (including time, human resources, natural resources, financial resources, etc.) to provide services and products that satisfy the requirements of users in a timely manner. Therefore we :

- procure goods, works and services in conformity with the Public Procurement Act and on time;
- ensure that at least 90% of activities, projects and programmes implemented are within the Annual Action Plan and Budget;
- ensure that financial transactions are in line with relevant national laws
- provide all clients with timely services.

#### **f. Accountability**

We take responsibility for our actions and/or in-actions in rendering services and informing citizens on the use of public resources. To this end, we:

- organize stakeholders' public budget hearing in the local dialect most widely spoken within the municipality on an annual basis;
- We publish monthly financial statements by the 20<sup>th</sup> of the ensuing month on Assembly notice boards, Community Information Centres, etc.;

## 11.0 SERVICE STANDARDS

We shall provide the following services within the following time frames:

SERVICE	TIME FRAME (MONTHS/DAYS)
<b>Permit acquisition</b>	
<ul style="list-style-type: none"> <li>• Issuance of building permits</li> </ul>	Maximum one month
<ul style="list-style-type: none"> <li>• Preparation and approval of planning schemes</li> </ul>	Maximum five months
<ul style="list-style-type: none"> <li>• Issuance of Business Operating Licenses (B.O.P)</li> </ul>	Two days
<b>Birth and death certificate</b>	
<ul style="list-style-type: none"> <li>• Issuance of Birth Certificate</li> </ul>	After one year one Month Before one year one day
<ul style="list-style-type: none"> <li>• Issuance of Death Certificate</li> </ul>	After one year one Month Before one year one day
<b>Sanitation Services</b>	
<ul style="list-style-type: none"> <li>• Waste management control (Door – to – Door Collection)</li> </ul>	One week
<ul style="list-style-type: none"> <li>• Registration and Issuance of food vendors certificate</li> </ul>	Two months minimum
<ul style="list-style-type: none"> <li>• Public education on hygiene practices.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>• Monitoring school health programmes</li> </ul>	1-3 Monthly
<b>Agriculture extension services</b>	
<ul style="list-style-type: none"> <li>• Provision of information on agricultural technologies</li> </ul>	1 – 3 days
<ul style="list-style-type: none"> <li>• Collaborate with the Regional Food and Agricultural Department for the preparation and production of technical leaflets on agricultural technologies</li> </ul>	1 – 2 weeks



• Field officers provide services in communities to farmers	3 – 4 days
• Development and promotion of agribusiness	3 months minimum
• Collection, collation and analysis of data	3 – 4 months
• Training of farmers on improved farm practices	2 -3 days
• Surveys and field estimation	3 – 4 days
<b>Provision of veterinary services</b>	
Vaccination of poultry and livestock	1-3 days
Vaccinate of pest against rabies	1 month
Issuing of livestock travel permit	1 day
Meat inspection and approval	1 day
Prophylactic treat of disease	2days
Field livestock treatment	1day
Clinical surgical treatment	1 day
<b>HEALTH DELIVERY</b>	
• Provision of emergency medical and surgical care	Seen within 5 minutes of arrival at the health facility
• Provision of pharmaceutical services (OPD)	Within 30 minutes upon receipts of prescription
• Provision of laboratory services	Within 24 hours
• Provision of in -patient clinical care	Daily review of patients
• Provision of specialist secondary and primary clinical consultation	Within 3 hours of arrival at health facility
• Antenatal care (ANC)	Within 2 hours of arrival at facility
<b>EDUCATION</b>	
Enrollment of pupils into pre-tertiary schools	Within first week of re- opening in the first term
<b>FIRE &amp; AMBLULANCE SERVICES</b>	

Emergency Contact Lines	112
Emergency Services	Prompt response

- **WE STRIVE FOR:**

- Consistency in delivering quality service.
- Create a conducive environment for businesses to thrive
- Provision of sufficient avenues/opportunities to enhance Socio-Economic Development.
- Maintenance of public physical health and safety
- Communicating with the public in an open and transparent manner
- Providing conducive conditions that will enhance Public Private Partnership.
- Compilation of a comprehensive socio-economic database that will be accessible to the public.

- **COURTESY AND CO-OPERATION**

- All office doors are given unique identifiable marks
- Excellent customer services would be provided by officers
- Assembly staff is readily available to provide information and support if any.
- A competent Development Control Task Force will ensure adherence to building regulations.
- Developers are entreated to produce valid development permits.
- Well trained revenue collectors will go round daily to collect various rates.
- Rate payers are entreated to pay approved sums and demand receipts covering amounts paid.

- **WHAT WE EXPECT FROM THE PUBLIC**

The Berekum East Municipal Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth delivery of services for the benefit of the whole Municipality. To access any of our services, the following is required;

- The 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
- Ensure that a child has a weighing card and in the case of persons above one (1) year, baptismal certificate and ID card.
- 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 would be complied with to ensure effective administration of the district.
- Participate in Parent Teacher Association (PTA) meeting, speech days, and school durbars
- Participate in general cleaning exercise
- Maintain clean environment
- Adopt extension advice
- Expect feedback on Assembly's services
- Make use of Assembly's Client Service Unit
- Prompt reporting of adverse health, nuisance/excessive noise, unauthorized development etc to the Client Service Unit for prompt action
  
- **OTHER COLLABORATING AGENCIES**

The **Berekum East** Municipal Assembly shall collaborate with the following Departments and Agencies:

- Internal Revenue Service

- The Value Added Tax Office
- Ghana Audit Service
- Judicial Services
- The Ghana Police Service
- VRA
- Ghana Water Company
- Land Commission
- Lands Valuation Board
- Community Water and Sanitation Agency
- Registrar General's Department
- Environmental Protection Agency
- Regional Coordinating Council
- Banking and other Financial Institutions
- The Local Government Service
- Ghana Education Service
- Ghana Health Service
- Civil Society Organisations
- Non-Governmental Organisations
- Ghana AIDS Commission
- Media

- **COMPLIANCES/COMMENTS**

The Berekum Municipal Assembly welcomes comments and compliances from its valued clients and customers and the general public. Such issues should be addressed to:

**THE MUNICIPAL CHIEF EXECUTIVE**

**BEREKUM MUNICIPAL ASSEMBLY**

**P.O. BOX 40**

**BEREKUM**

EMAIL : info@bema.gov.gh

TEL: +233249431431

Website bema.gov.gh

DIGITAL ADDRESS: BB-006-4737

To access our service, you can locate our offices in the following places:

- a. Main Administration Block located along Berekum main round about and Dormaa Road
- b. Sub-Offices:
  - Berekum Zonal Council Office located at the Urban Council Office Opposite Ghana Fire Service
  - Senase Zonal Council Located in Senase town
  - Kutre Zonal Council Located in Kutre town
  - Mpatasie Zonal Council Located in Mpatasie town