

KWABRE EAST MUNICIPAL ASSEMBLY

CLIENT SERVICE CHARTER

@2022

www.kema.gov.gh



Table of Contents

Table of Contents	2
Introduction	3
<i>Get to know us briefly</i>	3
Our Statements	4
Our Vision	4
Our Mission	4
Our Goal	4
FUNCTIONS.....	5
WE ARE RESPONSIBLE FOR:	6
SERVICE STANDARDS	7
DAY CARE CENTRES IN THE MUNICIPALITY.....	10
HEALTH CARE FACILITIES WITHIN THE MUNICIPALITY	11
WE STRIVE FOR:.....	12
COURTESY AND COOPERATION:	12
WHAT WE EXPECT FROM THE PUBLIC	13
OTHER COLLABORATING AGENCIES	14
COMPLAINTS	16
CONTACTS	17
<i>Department and Unit Contacts</i>	17
<i>Physical Location</i>	18
<i>Mailing Address</i>	18
SUB-OFFICES.....	18

Introduction

Get to know us briefly

We are the Kwabre East Municipal Assembly (KEMA) under the Ministry of Local Government, Rural Development and Environment (MLGRDE) of the Republic of Ghana.

The Legislative Instrument (LI) that establish Kwabre East District Assembly is LI 1894. The District is made up of eleven (11) decentralized Departments as provided by the Local Government Service Act 656 of 2003. The Kwabre East Municipality was part of the former Kwabre District, which was carved out of the former Kwabre Sekyere District in 1988. It became Kwabre East District after the creation of Afigya Kwabre District in 2008. It has been upgraded into a Municipality status recently (November, 2017) by LI 2265. It is located almost at the central portion of the Ashanti region. It is within latitudes 6° 45' and 6° 50' North and longitudes 10° 30' and 10° 35' West. The District in the National and Regional contexts are shown in figures I and II respectively.

Our area of jurisdiction includes: Mampong, Ahwiasa, Kenyase, Fawoade, Meduma, Asenua, Aboaso, Asonomaso, Ntonso Adawomase Bampense and others.

We also share common boundaries with the **Sekyere East District Assembly Agona**, **Afigya Kwabre South District Assembly Kodie**, to the **West**, the **Old Tafo Municipal Assembly Tafo** to the North, the **Sekyere District Assembly Efiduase** to **West**.

“Love, Unity & Development”

Our Statements

Our Vision

To achieve an improved quality of life of the citizens through a sustainable local economic development and effective service delivery.

Our Mission

The Assembly exists to ensure the people in the municipality have access to quality social services and to create the necessary environment for sustainable local economic development and the protection of the vulnerable in the society.

Our Goal

The goal of the Assembly is to reduce poverty levels and facilitate the improvement of quality of life of all manner of people within the Assembly's jurisdiction through the provision of basic services, agricultural development and participation in decision making.

FUNCTIONS

The function of the Assembly, as given in the Local Government act 462, 1993 are as follows:

- ✓ Ensure the preparation and submission through the Regional Coordinating Council, development plans and budgets of the District to the Finance for approval.*
- ✓ Formulate and execute plans, programmes and strategies for the effective mobilization of resources necessary for the overall development of the District.*
- ✓ Promote and support productive activity and social development in the municipality and remove any obstacles to initiative and development*
- ✓ Initiate programme for the development of basic infrastructure and provide municipal works and services in the municipality*
- ✓ In co-operation with the appropriate national and local security agencies are responsible for the maintenance of security and public safety in the District.*
- ✓ Ensure ready access to courts in the District for the promotion of justice.*
- ✓ Initiate, sponsor or carry out such studies as may be necessary for the discharge of any of the functions conferred by Act 462 and any other enactment.*

WE ARE RESPONSIBLE FOR:

- ✓ *Issuance of Building*
- ✓ *Birth and death registration*
- ✓ *Insurance of Business Operating Licenses*
- ✓ *Approval of Planning Schemes layouts*
- ✓ *Development Control-orderly physical development of settlements*
- ✓ *Waste management*
- ✓ *Revenue mobilization*
- ✓ *Fixing of rates*
- ✓ *Provision of basic socio-economic infrastructure, including schools, markets, lorry parks, institutional toilet sand roads*
- ✓ *Facilitate the provision of water*
- ✓ *Maintenance of peace and security*
- ✓ *Sports development*

SERVICE STANDARDS

We shall issue certificates and provide other services within the following time frames

<i>Services</i>	<i>Time Frame (months/Days)</i>
➤ <i>Issuance of building permits</i>	Within two (2) month or 48 days
➤ <i>Preparation and approval of planning schemes / layouts</i>	Within six (6) months one (1) year depending on the size of the settlement
➤ <i>Building inspection</i>	Daily
➤ <i>Issuance of Business Operating Licenses (BOP)</i>	Within three (3) working days
➤ <i>Issuance of Birth Certificate</i>	<ul style="list-style-type: none"> ✓ Under 1yr (1day) ✓ Above 1yr (2weeks)
➤ <i>Issuance of Death Certificate</i>	<ul style="list-style-type: none"> ✓ Fresh Death (1day) ✓ Already buried (3weeks)
➤ <i>Waste management (door-to-door collection)</i>	Two (2) times weekly collection
➤ <i>Issuance of food vendors certificate</i>	Within eight (8) working days
➤ <i>Public education on hygiene practice</i>	Daily
➤ <i>Inspection of meat and pass it for public consumption</i>	Daily
➤ <i>Market / house – house inspection</i>	Weekly / Daily
➤ <i>Issuance of licenses</i>	Within two weeks
➤ <i>Preparation of Tender document</i>	4 weeks
➤ <i>Advertisement on Projects</i>	3 weeks
➤ <i>Respond to correspondences</i>	Within 3 - days
➤ <i>Dispatching letters</i>	Within a day / immediate

➤ <i>Tender opening</i>	2 weeks after advertisement
➤ <i>Tender Committee Meeting</i>	2 weeks after Tender Opening/quarterly
➤ <i>Notification of award</i>	Within a week.
➤ <i>Receipt of complaints reports, petitions from general public</i>	Daily (Monday–Friday: - 8:00 am – 5: 00 pm)
➤ <i>Sending Feedback to complaints</i>	1 – 5 days.
➤ <i>dissemination of Assembly activities to the public</i>	1 - day
➤ <i>Report on Assembly’s activities on our website</i>	One day.
➤ <i>Project supervision</i>	Daily
➤ <i>Providing advisory counseling services</i>	Quarterly
➤ <i>Provide Tailor – made entrepreneur, Managerial and Technical Training p to the public and MSEs</i>	Quarterly
➤ <i>Registration of Association and NGOs</i>	4 weeks
➤ <i>Settlement of maintenance custody and paternity cases.</i>	weekly
➤ <i>Preparation of MTDP</i>	Every 4 years
➤ <i>Preparation of AAPs</i>	Yearly
➤ <i>Preparation of Annual Composite Budget</i>	Yearly
➤ <i>Visit and attend to (distressed) disaster victims</i>	Immediate action
➤ <i>Assessment of effects of disasters and submission of reports</i>	Within two days
➤ <i>Distribution of relieve items</i>	Within two days after receipt of items.
➤ <i>Child and Family Welfare Support</i>	Monthly
➤ <i>Leap Program Support</i>	Bimonthly

➤ <i>Parentage, Custody, Maintenance and Access Resolution (Involving Children)</i>	Monthly
➤ <i>Counseling And Psychosocial Services</i>	Bimonthly
➤ <i>Legal And Justice Administration Support</i>	Weekly
➤ <i>Domestic Violence and Victim Support</i>	Monthly
➤ <i>Prevention And Support Services to Teenage Pregnant Mothers</i>	Bimonthly
➤ <i>Child Labor And Child Trafficking Intervention Program</i>	Quarterly
➤ <i>Fosterage And Adoption Service</i>	Monthly
➤ <i>Women Empowerment Program</i>	Quarterly
➤ <i>Support For Persons with Disability</i>	Quarterly
➤ <i>Support Services for Aged and Indigent</i>	Monthly
➤ <i>Fight Against Discrimination and Social Injustices</i>	Monthly
➤ <i>Prevention And Rescuing Support Services for Children in Child Marriages</i>	Weekly
➤ <i>Assistance To Destitute, Psychiatry Patients and Stranded People</i>	Monthly
➤ <i>Assistance To Street Children</i>	Weekly
➤ <i>Social Education Program</i>	Quarterly
➤ <i>Community Mobilization and Self-Help Intervention Program</i>	Quarterly
➤ <i>Gender Advocacy and Awareness Program</i>	Quarterly
➤ <i>Apprenticeship Welfare</i>	Quarterly
➤ <i>Hospital Welfare Services</i>	Quarterly

DAY CARE CENTRES IN THE MUNICIPALITY

The Kwabre East Municipal Assembly shall collaborate with and monitor the operations of the following day care centres.

➤ <i>Advance International School (0244010554) Kenyase</i>
➤ <i>Advice International School (0241015463) Fawoade</i>
➤ <i>Ahensa Christian Academy (0246463511) Mamponteng-Korea</i>
➤ <i>Best Scholars School (0542459895) Fawoade</i>
➤ <i>Blessed Assurance International (0246502714) Kenyase-Bosore</i>
➤ <i>Blessed Land Model School (0240435942) Meduma</i>
➤ <i>Bright Future Academy (0207086111) Adwumam</i>
➤ <i>By all means Academy (0246111642) Dumanafu</i>
➤ <i>Charity Academy (0244835573) Asonomaso</i>
➤ <i>Christ College (0242345006) Fawoade</i>
➤ <i>Christian International Academy (0548449232) Meduma</i>
➤ <i>Chrismond Academy (0554768798) Asenua-Yasore</i>
➤ <i>Derkyi Academy of School (0243768698) Kenyase Bosore</i>
➤ <i>Eagle Education Complex (0244675898) Ahwiaa</i>
➤ <i>Emmanuel Royal Academy (0240887665) Awhiaa-Overseas</i>
➤ <i>First Care School (0240343128) Adwumam</i>
➤ <i>Fosuaa Heaven Academy (0241765432) Wadie Adwumakase</i>
➤ <i>Future Leaders International School (0554377788) Kenyase-Brofoyeduru</i>
➤

HEALTH CARE FACILITIES WITHIN THE MUNICIPALITY

The Kwabre East Municipal Assembly shall collaborate with and monitor the operations of the following Health Centres.

<i>NAME</i>	<i>LOCATION</i>
➤ ASONOMASO GOVERNMENT HOSPITAL	ASONOMASO
➤ MAMPONTENG POLY CLINIC	MAMPONTENG
➤ ABOASO HEALTH CENTRE	ABOASO
➤ CHPS COMPOUND	KASAAM
➤ CHPS COMPOUND	TRUBA
➤ KAACHIRE CLINIC	MEDUMA
➤ VICTORY HOSPITAL	ASENUA
➤ YAA ACHIAA MEMORIAL HOSPITAL	AHWIAA OVERSEAS
➤ MEDUMA CLINIC & MATERNITY	MEDUMA 80'S
➤ MALLAM BRIDGE CLINIC	FAWOADE OBOFOUR ROAD
➤ ST. CECILIA CLINIC	MAMPONTENG
➤ JOY COMMUNITY HOSPITAL	MAMPONTENG MARKET
➤ COMMUNITY CLINIC	MAMPONTENG KOREA
➤ ADOM MMOROSO HEALTH CENTRE	ABIREM NEW -TOWN
➤ AFRICAN DIASPORA CLINIC	ABIREM NEW -TOWN
➤ ROYAL PALACE HOSPITAL	ABIREM NEW -TOWN
➤ RIGHT CARE HOSPITAL	ABIREM OLD - TOWN

WE STRIVE FOR:

- ✓ *Continuous improvement in our service delivery*
- ✓ *The creation of an enabling environment for socio-economic development*

- ✓ *Empowerment of women and other vulnerable groups to participate in governance and Assembly's development agenda*
- ✓ *The protection and promotion of public health and the prevention of diseases*

- ✓ *Provision of information in an open and transparent manner*
- ✓ *Creation of a conducive environment for Public Private Partnership ✓ (PPP) in our service delivery to ensure efficiency and effectiveness*
- ✓ *Compilation of a comprehensive socio-economic data base that will be accessible to the public.*

COURTESY AND COOPERATION:

- ✓ *All office doors are marked to facilitate easy identification*
- ✓ *Friendly client service officers will be on hand to provide various services*
- ✓ *Assembly staff with clear identification are also available to provide information and other support service*
- ✓ *A well-trained development control task force will visit various construction sites to ensure adherence to building regulations*
- ✓ *Developers are entreated to produce valid development permits*
- ✓ *Courteous revenue collectors will go round daily to collect various rates*
- ✓ *Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.*

WHAT WE EXPECT FROM THE PUBLIC

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery. To access we provide, we require as follows;

- ✓ Business should be duly registered with the Registrar General 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 at least expected that a dully signed cause of death. Birth certificate / affidavits must be provided.*
- ✓ The pubic will participate in the various community level education Programmes on sanitation, hygiene, revenue collection and others.*
- ✓ The bye-laws of the Assembly will be complied with to ensure effective administration of the Municipal.*

OTHER COLLABORATING AGENCIES

The Ejura Sekyedumase Municipal Assembly shall collaborate with the following Departments, Agencies, Authorities and similarly related.

- ✓ *Internal Revenue Service*
- ✓ *The Ghana Police Service*
- ✓ *The Ghana Prisons Service*
- ✓ *The Ghana Immigration Service*
- ✓ *The Ghana Health Service*
- ✓ *The Ghana Fire Service*
- ✓ *Ghana Education Service*
- ✓ *The Judicial Service of Ghana*
- ✓ *The Ghana Ambulance Service*
- ✓ *Ghana Statistical Service*
- ✓ *The Internal Audit Agency*
- ✓ *Environmental Protection Agency*
- ✓ *Community Water and Sanitation Agency*
- ✓ *National Identification Authority*
- ✓ *National Communications Authority*
- ✓ *Ghana Revenue Authority*
- ✓ *National Youth Authority*
- ✓ *The Value Added Tax Office*

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- ✓ *Electricity Company of Ghana / VRA / NEDCO*
 - ✓ *Ghana Water Company*
 - ✓ *Lands Commission*
 - ✓ *Land Valuation Board*
 - ✓ *Ghana Aids Commission*
 - ✓ *National Health Insurance Scheme*
 - ✓ *National Disaster Management Organisation*
 - ✓ *National Commission for Civic Education*
 - ✓ *Ghana National Petroleum Corporation*
 - ✓ *Center for National Culture*
 - ✓ *Natural Resource Conservation*
 - ✓ *Commission for Human Right and Administration Justice*

COMPLAINTS

KEMA welcomes comments complaints from the public, its valued clients and customers. Such issues should be addressed to:

THE CHAIRMAN

PUBLIC RELATIONS & COMPLAINTS

COMMITTEE KEMA – MAMPONTENG

In case you are still not satisfied; you may seek further assistance from:

THE MUNICIPAL CHIEF EXECUTIVE

KWABRE EAST MUNICIPAL ASSEMBLY

P. O. BOX MG 8

MAMPONTENG – ASHANTI

info@kema.gov.gh support@kema.gov.gh

You may appeal to the address above as final resort.

You may also use the following link to submit complains online:

- <https://kema.gov.gh/write-to-m-c-e/>
- <https://kema.gov.gh/write-to-m-c-e/citizens-feedback-report-issues-engage-us/>

WHERE YOU CAN FIND US – Collect Information from The
Mamponpong Kwabre East Municipal Assembly

CONTACTS

Department and Unit Contacts

For quick information relating to a department or unit kindly contact the following Departmental or unit heads:

NAME	DEPARTMENT / UNIT	CONTACT
BABA IDI	CENTRAL ADMINISTRATION	0557152700
PORTIA AGYEMANG BADU	BUDGET UNIT	0244791387
ABDUL ALHASSAN	TRANSPORT DEPARTMENT	0261137272
BRIGHT OCRAH	MIS/IT UNIT	0244260915
CHARLES BAGGA	INTERNAL AUDIT	0246307425
ABIGAIL BENU MAGTI	DEVELOPMENT PLANING	0249440336
LETICIA YEBOAH	PROCUREMENT/SUPPLY UNIT	0558101903
SAMUEL ODONKOR	REGISTRY/RECORDS UNIT	0246966769
MOHAMMED AZIZ ALHASSAN	HUMAN RESOURCE DEPARTMENT	0246630695
KYEI GABRIEL	REVENUE DEPARTMENT	0244516174
ASANA IMORO	DEPARTMENT OF ENV'T HEALTH	0244154917
	DEPARTMENT OF AGRICULTURE	0246122956
STEPHEN ATTAH-GYAMFI	DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEV'T	0543281020
ERIC OPPONG AGYEMANG	WORKS DEPARTMENT	0247059289
BENJAMIN SMITH	URBAN ROADS DEPARTMENT	0244718579
PAUL AGYEMANG	DEPARTMENT OF STATISTICS	0246699301
JONAS BONAHA	PHYSICAL PLANING DEPARTMENT	0244529519
	BIRTH & DEATH REGISTRY	0249427995
MOHAMMED	NBSSI / BAC	0266301111
DANIEL AGYEMANG	DEPARTMENT OF FINANCE	0246258865
OSHEEN SERWAH	INFO. SERVICE DEPARTMENT	0243681640
ANTHONY SENYA	NADMO	0249490416
ELSIE OWUSU	MUN. HEALTH DIRECTORATE	0244666494
	GHANA EDUCATION SERVICE	0243045789

Physical Location

To access our services, you can locate these offices in the following towns and locations:

MAIN MUNICIPAL ADMINISTRATION OFFICE

Located on the Kumasi – Mampong Road, about Ten meters from the Old Tafo Municipality.

Mailing Address

KWABRE EAST MUNICIPAL ASSEMBLY

P.O.BOX MG 8,MAMPONTENG

ASHANTI-REGION

Website: www.kema.gov.gh

info@esma.gov.gh / support@esma.gov.gh

SUB-OFFICES

MAMPONTENG ZONAL COUNCIL

P.O.BOX MG 8

Location: MAMPONTENG

AHWIAA ZONAL COUNCIL C/O

P.O.BOX MG 8

Location: **AHWIAA**

NTONSO ZONAL C/O

COUNCIL P.O.BOX MG 8

Location: NTONSO



KWABRE EAST MUNICIPAL ASSEMBLY

P.O.BOX MG 8, MAMPONTENG- ASHANTI

GHANA – WEST AFRICA

GH POST GPS: AD-010-4054

Website: www.kema.gov.gh

info@kema.gov.gh/support@kema.gov.gh