

# **KWADASO MUNICIPAL ASSEMBLY**

## **CLIENT SERVICE CHARTER**



## **INTRODUCTION**

Kwadaso Municipal Assembly (Kd.M.A) is established under the Ministry of Local Government and Rural Development (MLGRD) of the Republic of Ghana in 2018 by L.I 2292 of November,2017 in accordance with the Local Governance Act 936 of 2016 with Kwadaso as a Municipal capital in pursuance of deepening the decentralization process in Ghana.

The Client Service Charter has been developed pursuant to the service Delivery standards of the Local Government Service and in accordance with best international practices in local governance taking into consideration the needs of our numerous and diverse clients.

Our Charter outlines what you can expect in our service standards and also outlines how you can help us continue to meet your expectations in our delivery of services.

## **MOTTO**

Unity and Development

## **PROFILE**

The Municipality is located at the Central part of Ashanti Region and is bound on the North West by Atwima Nwabiagya Municipal Assembly, North East by Atwima Nwabiagya North District, on the south by Atwima Kwanwoma District Assembly and the East by Kumasi Metropolitan Assembly.

The population of the Municipality in 2010, according to the population and Housing Census was 169,634. The current project population of the Municipality is 193,353 using growth rate of 3 percent.

Kwadaso Municipality has an average of about 214.2 persons per square km. The Municipality is made up of Thirty-six (36) Communities with fifteen (15) of whom were elected and seven appointed by H.E the President in addition to the Hon. Municipal Chief Executive (M.C.E) and the Hon. Member of Parliament (MP) who is a member of the Assembly.

## **VISION**

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The vision of the Assembly is to attain a just, free and prosperous Municipality through Appropriate Formulation and implementation of world class Infrastructure and Social Development.

## **MISSION STATEMENT**

The Assembly exists to improve the quality of life of the people in the Municipality through the provision of basic socio-economic infrastructure with the active participation of the citizenry.

## **RESPONSIBILITIES OF THE INSTITUTION**

1. The Municipal Assembly shall exercise, political and administrative authority in the Municipality, promote local economic development and provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.
  2. The Municipal Assembly shall exercise deliberative, legislative and executive functions.
  3. The Assembly shall be responsible for the overall development of the district, formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development.
  4. The Assembly shall co-ordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the district and other development programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non – governmental organizations in the district.
  5. The Assembly in the discharge of its duties shall be subject to the general guidance and direction of the President on matters of national policy and act in co-operation with the appropriate public corporation, statutory body or non-governmental organization.
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6. Public corporations, statutory body or non – governmental organizations shall co-operate with a District Assembly in the performance of their functions.
7. The Assembly shall take the steps and measures that are necessary and expedient to
  - a) Execute approved development plans for the district
  - b) Guide, encourage and support sub –district local structures, 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 and 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 district and national economy in accordance with government policy.

### **CORE VALUES**

- a. Fairness and Equality
  - b. Respect for all
  - c. Responsiveness
  - d. Openness and Honesty
  - e. Inclusiveness
  - f. Timeliness
  - g. Accountability
  - h. Participation
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## **DEPARTMENTS, UNITS AND AGENCIES**

### **ESTABLISHED DEPARTMENTS**

- a. Central Administration
- b. Finance Department
- c. Road Department
- d. Works Department
- e. Social Development Department
- f. Department of Agriculture
- g. Physical Planning Department
- h. Human Resource Department
- i. Education
- j. Health
- k. Disaster Preventive Department (NADMO)
- l. Statistics Department
- m. Co-operatives
- n. Births and Deaths Registry

### **DEPARTMENTS YET TO BE ESTABLISHED**

- a. Business Advisory Centre
- b. Natural Resource and Wildlife Conservation
- c. Housing Department
- d. Trade Industry and tourism

### **ESTABLISHED UNITS**

- a. Records
  - b. Estate
  - c. Procurement
  - d. Planning
  - e. Budget
  - f. MIS
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- g. Transport
- h. Revenue
- i. Environmental
- j. Administration
- k. Internal Audit
- l. Marriage

### **AGENCIES**

- a. National Community for Civic Education(NCCE)
- b. National Youth Authority (NYA)
- c. Youth Employment Agency (YEA)
- d. National Service Scheme (NSS)
- e. Nation Builders' Corps (NABCO)
- f. Electoral Commission
- g. National Identification Authority (NIA)
- h. National Investigation Bureau (NIB)
- i. Police Service
- j. Ambulance Service

### **ZONAL COUNCILS**

<b>S/N</b>	<b>NAME OF ZONAL COUNCIL</b>	<b>OFFICERS IN CHARGE</b>	<b>TELEPHONE NUMBERS</b>
1.	Asuoyeboah – Tanoso Zonal Council.	Hon. Richard Karikari (Chairman)	0207799538
2.	Kwadaso Zonal Council	Hon. Fosu Agyemang G.S (Chairman)	0243550332
3.	Nzema Council	Hon. Emmanuel Adjei Darko (Chairman)	0244587665

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## DESCRIPTION OF ACTIVITIES OF THE VARIOUS DEPARTMENTS

Directorate/Department	Responsibilities/Activities
<p><b>CENTRAL ADMINISTRATION DEPARTMENT</b></p>	<ol style="list-style-type: none"> <li>1. The Central Administration is the Secretariat of the Assembly responsible for the provision of support services, effective and efficient general administration and organization of the Assembly</li> <li>2. The Department shall manage all units of the Assembly including               <ol style="list-style-type: none"> <li>a. Records</li> <li>b. Transport</li> <li>c. Stores and Procurement</li> <li>d. Security</li> <li>e. Management Information System(MIS)</li> <li>f. Budget</li> <li>g. Planning</li> <li>h. Internal Audit</li> <li>i. Estate</li> <li>j. Marriage</li> </ol> </li> <li>3. The Department shall also coordinate the;               <ol style="list-style-type: none"> <li>a. General administrative functions</li> <li>b. Development planning and management functions</li> <li>c. Budgeting functions</li> <li>d. Rating functions</li> </ol> </li> </ol>

## **WORKS DEPARTMENT**

1. The Department is a merger of the Public Works Department, Department of Feeder Roads and District Water and Sanitation Unit, Department of Rural Housing and the Works Unit of the Assembly.
2. The Works Department shall
  - a. Assist the Assembly to formulate policies on works within the framework of national policies
  - b. Assist to establish and specify the programmes of action necessary for the implementation of physical plans
  - c. Facilitate the implementation of policies on works and report to the Assembly
  - d. Advise the Assembly on matters relating to works in the district
  - e. Assist to prepare tender documents for all civil works projects to be undertaken by the Assembly through contracts or community initiated projects
  - f. Facilitate the construction, repair, and maintenance of
    - i. Public roads including feeder roads and
    - ii. Drains along any streets in the major settlements in the district
  - g. Advise on the construction, repair, maintenance and diversion or alteration of the course of any street



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|  | <ul style="list-style-type: none"><li>h. Encourage and facilitate maintenance of Public buildings and facilities in the district</li><li>i. Assist to build, equip, close and maintain markets and prohibit the erection of stalls in places other than the markets.</li><li>j. Assist to peg and demarcate all physical developments prepared for all major settlements in the district</li><li>k. Advise and encourage owners of premises to<ul style="list-style-type: none"><li>i. Remove or trim trees, shrubs or hedges which interfere with traffic, wires or works on any street</li><li>ii. Remove dilapidated structures or fences in any public place</li><li>iii. Paint, distemper, white wash or color wash the outside of any building forming part of the premises</li><li>iv. Remove any derelict vehicles or objects which constitute nuisance</li></ul></li><li>l. Protection or prevention of obstructing access to fire hydrants</li><li>m. Provide technical advice for the machinery and structural layout of building plans to facilitate escape from fire, rescue operation and fire management.</li></ul> |
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**PHYSICAL PLANNING  
DEPARTMENT**

1. The Department of Physical Planning manages the activities of the Department of Town and Country Planning
  2. The Department shall
    - a. Advise the Assembly on national policies on physical planning, land use and development
    - b. Co-ordinate activities and projects of departments and other agencies including Non – Governmental Organizations to ensure compliance with planning standards
    - c. Assist in preparation of physical plans as a guide for the formulation of development policies and decisions and to design projects in the district.
    - d. Assist to identify problems concerning the development of land and its social, environmental and economic implications.
    - e. Advise on preparation of structures for towns and villages within the district
    - f. Facilitate and participate in research into planning in the District.
    - g. Advise on the conditions for the construction of public and private buildings and structures
    - h. Ensure the prohibition of the use of inflammable materials in the construction or repair of buildings in defined areas
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	<ul style="list-style-type: none"> <li>i. Advise on the acquisition of landed property in the public interest</li> <li>j. Advise and facilitate the demolition of dilapidated buildings and recovery of expenses incurred in connection with the demolition</li> <li>k. Undertake street naming, numbering of house and related issues.</li> <li>1. Assist to prepare a District Land – Use Plan to guide activities in the district</li> </ul>
<p><b>DEPARTMENT OF AGRICULTURE</b></p>	<ul style="list-style-type: none"> <li>1. The Department shall participate in provision of extension services in the areas of natural resources management, and rural infrastructural and small scale irrigation in the district</li> <li>2. Assist in the formulation and implementation of agricultural policy for the District Assembly within the framework of national policies</li> <li>3. Submit report on the implementation of policies and programmes to the Assembly.</li> <li>4. Advise the Assembly on matters related to agricultural development in the district.</li> <li>5. Promote extension services to farmers</li> <li>6. Assist and participate in on- farm adaptive research</li> <li>7. Lead the collection of data for analysis on cost effective farming enterprises</li> <li>8. assist in developing early warning systems on animals’ diseases</li> </ul>

	<p>9. assist in the development, rehabilitation and maintenance of small scale irrigation schemes</p> <p>10. promote agro-processing and storage</p> <ul style="list-style-type: none"> <li>a. facilitate the development of programmes and the establishment of close linkage between the various sub – sectors in the district</li> <li>b. supervise the agricultural extension staff in the field</li> <li>c. co-ordinate the systematic and regular training of frontline staff</li> <li>d. monitor and evaluate projects</li> <li>e. promote investment in agriculture by assisting to identify and prepare pre – feasibility reports</li> <li>f. develop proposal writing capacity at the district level</li> <li>g. facilitate capacity building at the district level through training, workshop and other related activities</li> <li>h. assist to supervise projects planned, designed and implement centrally</li> </ul>
<p><b>DEPARTMENT OF SOCIAL WELFARE AND COMMUNITY DEVELOPMENT</b></p>	<ul style="list-style-type: none"> <li>1. The Department assist the Assembly to formulate and implement social welfare and community development policies within the framework of national policy.</li> <li>2. The Department shall, <ul style="list-style-type: none"> <li>a) Facilitate community – based rehabilitation of persons with disabilities,</li> </ul> </li> </ul>

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|  | <ul style="list-style-type: none"><li>b) Assist and facilitate provision of community care services including:<ul style="list-style-type: none"><li>i. Registration of persons with disabilities,</li><li>ii. Assistance to the aged,</li><li>iii. Personal social welfare services,</li><li>iv. Hospital welfare services,</li><li>v. Assistance to street children, child survival and development, and</li><li>vi. Socio – economic and emotional stability in families</li></ul></li><li>c) Assist to maintain specialized residential services in the district,</li><li>d) Facilitate the registration and supervision of non-governmental organizations and their activities in the district</li><li>e) Assist to organize community development programmes to improve and enrich rural life through:<ul style="list-style-type: none"><li>i. Literacy and adult education classes,</li><li>ii. Voluntary contribution and communal labour for the provision of facilities and services such as water, schools, library, community centres and public places of convenience or</li></ul></li></ul> |
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	<p>iii. Teaching deprived or rural women in home management and child care.</p>
<p><b>URBAN DEPARTMENT</b>                      <b>ROADS</b></p>	<ol style="list-style-type: none"> <li>1. Advise the Assembly on the formulation and implementation of Urban Road Policy in the District</li> <li>2. Collect data for planning and development of the infrastructure of the District</li> <li>3. Establish and maintain a database on urban infrastructure in the District</li> <li>4. Register and maintain records of classified contractors and consultants in the urban road construction industry within the District</li> <li>5. Facilitate the prioritization of works and preparation of annual plans for infrastructure works in the District</li> <li>6. Assist in preparation of tender documents and tender evaluation</li> <li>7. Prepare progress and annual reports on road works in the District</li> <li>8. Provide input into the preparation of budget for road maintenance activities</li> <li>9. Monitor to ensure that funds from Road Fund and other sources are used for the designated roads in line with approved standards</li> <li>10. Assist with evaluation of road designs by consultants, and</li> <li>11. Facilitate capacity building of contractors and stakeholders in the District.</li> </ol>

<p><b>FINANCE DEPARTMENT</b></p>	<ol style="list-style-type: none"> <li>1. The Finance Department is responsible for the sound financial management of the Assembly's resources,</li> <li>2. The Finance Department shall: <ol style="list-style-type: none"> <li>a) Ensure access at all reasonable times to files, documents and other records of the Assembly,</li> <li>b) Keep, render and publish statements on Public Accounts</li> <li>c) Keep receipts and custody of all public and trust monies payable into the Consolidated Fund,</li> <li>d) Facilitate the disbursement of legitimate and authorized funds</li> <li>e) Prepare financial reports at specific periods for the Assembly</li> <li>f) Prepare payment vouchers and financial encumbrances</li> <li>g) Undertake revenue mobilization activities of the Assembly and</li> <li>h) Make provision for financial services to all departments in the Assembly.</li> </ol> </li> </ol>
<p><b>MUNICIPAL HEALTH DIRECTORATE</b></p>	<ol style="list-style-type: none"> <li>1. The department of Health at the Assembly consist of the office of the Municipal Health Directorate and the Environmental Health Unit.</li> <li>2. The responsibilities of the Department are <ol style="list-style-type: none"> <li>a) Advise on the construction and rehabilitation of clinics and health centers or facilities,</li> <li>b) Assist in the operation and maintenance of all health facilities</li> </ol> </li> </ol>

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under the jurisdiction of the Assembly

- c) Assist to undertake health education and family immunization and nutrition programmes,
  - d) Promote and encourage good health and sanitation,
  - e) Assist to formulate, plan and implement district health policies within the framework of national health policies and guidelines provided by the Ministry of Health
  - f) Provide reports on the implementation of policies and programmes relating to health in the District Assembly
  - g) Advise the Assembly on all matters relating to health including diseases in the district.
  - h) Advise on the licensing and regulation of provision of medical care services by private sector in the district
  - i) Assist to educate and inform residents of the district on sanitation and personal hygiene
  - j) Facilitate activities relating to mass immunization and screening for disease treatment in the district
  - k) Facilitate and assist in regular inspection of the district for detection of nuisance of any condition likely to be offensive or injurious to human health
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|  | <ul style="list-style-type: none"><li>l) Assist to establish, install, build and control public latrines, lavatories and wash places</li><li>m) Assist in efficient management of clinical care, community health care and environmental health service in the district infrastructure,</li><li>n) Assist to establish, maintain and carry out services for the removal and treatment of liquid waste,</li><li>o) Advise on the regulation and provision of services for the removal and treatment of liquid waste by the private sector, persons authorized or licensed by the District Assembly</li><li>p) Assist in the disposal of dead bodies found in the district</li><li>q) Advise on the regulation and provision of services by the private sector licensed by the District Assembly for the removal, disposal and processing of refuse, filth and carcasses of animals</li><li>r) Assist to regulate any trade or business which may be harmful or injurious to public health or a source of danger to the public or which otherwise is in the public interest to regulate</li><li>s) Assist to provide, maintain, supervise and control slaughter houses and pounds and all such matters and things as may be necessary for the convenient use of such slaughter houses</li></ul> |
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	<ul style="list-style-type: none"> <li>t) Advise on the establishment and maintenance of cemeteries and crematoria</li> <li>u) Facilitate the prevention and dealing with the outbreak and prevalence of any disease</li> <li>v) Assist in the control of noise, odour, dust and smoke pollution.</li> </ul>
<p><b>MUNICIPAL EDUCATION DIRECTORATE</b></p>	<ol style="list-style-type: none"> <li>1. The Education department of the Assembly is responsible for pre-school, special school, basic education, youth and sports development or organization and library services in the district</li> <li>2. The department harmonizes the activities and functions of the following agencies operating at the district level, <ul style="list-style-type: none"> <li>a) The Ghana Education Service</li> <li>b) The Youth Council</li> <li>c) The Sports Council and</li> <li>d) The Library Board</li> </ul> </li> <li>3. The responsibilities of the Department are to: <ul style="list-style-type: none"> <li>a) Assist in the formulation and implementation of policies on Education in the District within the framework of National Policies and guidelines,</li> <li>b) Encourage, report on implementation of policies and matters relating to basic education in accordance with reporting format provided by the Minister,</li> <li>c) Advise the Assembly on matters relating to preschool, primary, junior high schools in the district</li> </ul> </li> </ol>

and other matters that may be referred to it by the Assembly

- d) Facilitate the appointment, disciplining, posting and transfer of teachers in pre-school, basic schools and special schools in the district
  - e) Assist in keeping records of teachers
  - f) Assist in the appointment of school welfare officers
  - g) Advise on the appointment of Head teachers
  - h) Advise on the approval of the opening of private pre-schools, primary and junior high schools
  - i) Assist in the indenting for the supply of textbooks from national level institutions and the distribution of textbooks to schools in the district
  - j) Assist to regulate, supervise and control teaching and learning in pre-schools, primary and junior high schools and special schools in the district
  - k) Advise on the provision and management of public libraries and library services in the district in consultation with the Ghana Library Board
  - l) Advise the Assembly on the appointment, posting, discipline, transfer of officers and welfare of the youth in the district
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	<p>m) Submit report on matters relating to youth development to the District Assembly</p> <p>n) Assist in formulation and implementation of sports policies, programmes and activities of the Assembly</p>
<p><b>HUMAN RESOURCE(HR) DEPARTMENT</b></p>	<ol style="list-style-type: none"> <li>1. The HR Department coordinates all human resources programmes, and organize stall trainings within the Assembly.</li> <li>2. The department ensures the effective and efficient administration of human resources, translate institutional policies in respect of employment, personnel, wages and salaries into good management practices,</li> <li>3. The department also updates the records of staff on regular basis as well as ensuring the inter and intra departmental collaboration to facilitate staff performance and development</li> <li>4. The HR department reports on all human resource related activities and put in measures to upgrade the capabilities, skills and knowledge of staffs in the Assembly.</li> <li>5. The department also performs other roles such as seeing to the general welfare of staff and Appraising direct reports.</li> </ol>

**NATIONAL DISASTER  
MANAGEMENT AND  
PREVENTION  
DEPARTMENT (NADMO)**

1. The Department assist in planning and implementation of programmes to prevent and/or mitigate disaster in the District within the framework of national policies,
  2. Facilitate the organization of public disaster education campaign programmes to:
    - a) Create and sustain awareness of hazards of disaster
    - b) Emphasize the role of the individual in the prevention of disaster
  3. Assist and facilitate education and training of volunteers;
    - a) To fight fires including bush fires, or
    - b) Take measures to manage the after effects of national disasters,
  4. Prepare and review district disaster prevention and management plans to prevent or control disasters arising from
    - a) Floods, bush fires, and human settlement fires
    - b) Outbreak of communicable diseases and
    - c) Earthquakes and other natural disasters
  5. Facilitate the organization of disaster management exercises annually
  6. Ensure compliance with rules in respect of private and public properties to ensure adequate protection against disasters
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**STATISTICAL  
DEPARTMENT**

**SEVICE**

7. Facilitate the provision of emergency shelters and services in the event of disasters
  8. In consultation and collaboration with appropriate agencies, identify disaster zones and take necessary steps to;
    - a) Educate people within the areas and
    - b) Prevent development activities which may give rise to disasters in the area
  9. Co-ordinate the receiving, management and supervision of the distribution of relief items in the district
  
  1. Enhances the use of statistics for evidence - based decision making.
  2. Harmonize concept, methods and classification used in production of statistics at all level
  3. Assist the Assembly to mobilize revenue for development.
  4. Systematize the collation of administration data cross sectors and geographical unit.
  5. Reinforce the coordination of Statistics generation, compilation, analyze, storage, archiving and dissemination across department within the Assembly.
  6. To collect, store and analyze data based on standardized format developed by the Ghana Statistical Service.
  7. Advice Assembly on all matters relating to statistics.
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	<p>8. Disseminate and publish statistical data based on guideline developed by Ghana Statistical Services.</p>
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9. Coordinate statistics activity.

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## **SERVICE PRINCIPLES.**

In order to maximize client satisfaction, we shall adhere to the following principles:

- a. Good Governance
- b. Competence within the workplace
- c. Merit based human resource management practices
- d. Equity
- e. Honesty
- f. Respect
- g. Humility
- h. Integrity

## **OUR CLIENTELE**

The clientele of the Assembly includes all the staffs of Kwadaso Municipal Assembly listed under the Local Governance Act 2016, Act 936, Ministries, Department, Agencies, the people of the Kwadaso Municipality and Ghana at large.

## **WHY THIS SERVICE CHARTER**

In conformity with our mandate, and in line with our service principles, this services charter has been developed to provide information on the services and expected standards to facilitate expedient transaction of business with our clients.

It is also meant to serve as a practical guide to our client and stakeholders on the service delivery processes of the Assembly and to publicly demonstrate the Assembly's commitment to discharging its responsibilities and function with integrity in a timeous and efficient manner.

## **SERVICE DELIVERY STANDARDS**

We shall deliver to:

- a. Provide our clients with timely, credible and reliable services.
  - b. Demonstrate honestly, respect, humility and integrity towards clients.
  - c. Show our readiness and preparedness to listen to our clients.
  - d. Demonstrate commitment to the provision of the reliable and accurate information in a timely manner.
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- e. Acknowledge clients' right.
- f. Acknowledge diversity.
- g. Ensure easy identification of our offices.
- h. Provide mechanisms for effective feedback on our services.
- i. Provide a friendly and efficient environment for our clients.

### **WHAT WE EXPECT FROM OUR CLIENTS.**

- a. Submission of timely and accurate information.
- b. Clear communication.
- c. Close collaboration.
- d. Cordial relations.
- e. Respect.
- f. Trust.
- g. Feedback.
- h. Reliability.
- i. Understanding.
- j. Cooperation.

### **COMPLAINTS AND COMMENTS.**

#### **LODGING OF COMPLAINTS.**

- a. We encourage clients to lodge and make suggestions, comments and compliments through the physical address, postal address, telephone or e-mail.
- b. We guarantee confidentiality and privacy regarding the complaints identity and the subject of complaint.
- c. We encourage complainants to identify themselves adequately to enable us to handle their issues adequately and efficiently without unnecessary bottlenecks that may be caused by anonymity.

### **CLIENT SERVICE UNIT (CSU)**

The Client Service Unit is to respond timeously to clients request for information, assistance and complaints related to services provided by the Assembly. The Client Service Unit may be contacted in writing, by phone or in person through:

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THE MUNICIPAL CHIEF EXECUTIVE  
KWADASO MUNICIPAL ASSEMBLY  
P.O. BOX KW 8  
KUMASI – KWADASO

Tel : 03220 – 54366 /03220 - 54367

E-mail: [kwadasomunicipal@gmail.com](mailto:kwadasomunicipal@gmail.com)

Website : [www.Kwadma.gov.gh](http://www.Kwadma.gov.gh)

Find Us

Our normal working days are from Mondays to Fridays (08hrs to 17hrs) OR (8am-5pm)

Complaints will be responded to within Seventy-two (72) hours upon receipt.

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