

KETA MUNICIPAL ASSEMBLY



SERVICE DELIVERY CHARTER

REVIEWED: 2022 - 2025

BLEWUE NYE AZOLI

KETA MUNICIPAL ASSEMBLY

CLIENT SERVICE CHARTER

INTRODUCTION

The Keta Municipal Assembly is one of the 18 administrative districts of the Volta Region. We are under the Ministry of Local Government and Rural Development. Client Service Unit has been established at the Keta Municipal Assembly for further information or to convey a complaint and petitions. The Desk officer is to redress quickly grievances and problems of clients in whatever form they may be presented.

MANDATE:

It was originally established by the Local Government (Keta District Assembly), Legislative Instrument L.I. 1475 1989 and replaced by Local Government (Keta Municipal Assembly, Legislative L. I. 2371 of 2018. The Client Service Unit of the Keta Municipal Assembly was established on the **25th April, 2011.**

CORE VALUES

We are committed to providing high quality customer service at all times to both internal and external customers whom we will treat equally without bias. Underpinning this charter are our organizational values which include respect, excellence, accountability, equity fairness, transparency and client focus to all community members as well as our clients in the delivery of our services.

MISSION STATEMENT

Keta Municipal Assembly (KeMA) exist to sustainably harness all the human and natural resources in the Municipality to improve the living conditions of the people by promoting effective and efficient local governance and providing Socio-Economic Climate Resilient Infrastructure and Conservation of Bio-Diversity for Accelerated Development in the Municipality.

VISION:

To be the leading Performing District Assembly in Local Governance while ensuring local carbon climate resilient compatible and sustainable Socio Economic Development through the wise use of Natural Resources.

FUNCTIONS

Keta Municipal Assembly (KeMA), like all District Assemblies in the country, exercises political and administrative authority in the Municipality, provides guidance, gives direction to and supervises all other administrative authorities in the Municipality. (Reference Section 10 of Act 936 (1993). To effectively and efficiently perform these functions, the Municipal Assembly exercises deliberative, legislative and executive functions.

The Assembly is therefore responsible for:

1. The overall development of the Municipality and ensures the preparation and submission of its development plans and budget;
2. Formulation and execution of plans, programmes and strategies for the effective mobilization of resources necessary for the overall development of the Municipality
3. Promoting and supporting productive activity and social development in the Municipality;
4. Initiating programmes for the development of basic infrastructure and providing Municipal works services in the Municipality;
5. The development, improvement and management of human settlements and the environment in the Municipality;
6. Maintenance of security and public safety in the Municipality;
7. Ensuring ready access to courts in the Municipality for the promotion of justice; and
8. Performance of such other functions as may be provided under any other enactment.

ROLES AND FUNCTIONS OF DEPARTMENTS AND UNIT

1.0 CENTRAL ADMINISTRATION:

- a. Coordination of activities of various departments/units.
- b. Preparation of quarterly, half yearly and Annual Administrative report and submission of same to the Volta Regional Coordinating Council (VRCC).
- c. Coordination and collaboration with inter-governmental Agencies i.e. Electricity Company of Ghana (ECG), Ghana Water Company (GWC) etc.
- d. Implementation of Government Policies, Programme and activities
- e. Handling Security matters:
- f. Municipal Chief Executives' engagement with the cities
- g. Ensure all statutory and non-statutory committees hold regular meetings.
- h. Ensure that proper records are kept for the Assembly.
- i. Liaison between the Assembly and the General Public.
- j. Creation of enabling environment for business to thrive.

GENERAL SERVICES RENDERED

- a. Waste management
- b. Approval of building permits
- c. Registration of marriage/divorce
- d. Registration of contractors/suppliers/Artisans and self-employed persons etc.
- e. Employment of casual staffs
- f. Issuance of burial permits
 - Private
 - Commercial
- g. Collection of property rates/Business operating permit.
- h. **Hiring of Assembly facilities:**
 - Assembly Hall/Ground premises.
- i. **Receipt of Complaints and Petitions:** Complaints brought to the attention of the Assembly for redress.
- j. Preparing of Development and local Plans

2.0 DEVELOPMENT PLANNING UNIT

- Preparation of Annual project report.
- Preparation of quarterly and Annual Progress reports.
- Coordination of departmental plans and harmonization of some for submission to Volta Regional Coordinating Council (VRCC).
- Monitoring and Evaluation exercise.
- Preparation of Medium Term Development Plan.
- Lead in Strategic Planning efficient integration and implementation of public policies and programmes to achieve sustainable economic growth and development.
- To ensure that field activities are effectively performed to produce desired outputs.

3.0 BUDGET UNIT

- Preparation of Annual Budget.
- Preparation of quarterly Budget Report.
- Review of Mid-year budget.
- Preparation of Warrant
- Assist in the preparation of Revenue Improvement Action Plan (RIAP).
- Preparation of fee-fixing Resolution.

4.0. INTERNAL AUDIT UNIT

- Develop a flexible Annual Audit plan using appropriate risk-based methodology, including any risk or control concerns identified by management, and submit that plan to the audit committee for review and approval.
- Implement the Annual Audit plan as approved, including as appropriate, any special task or projects requested by management and the audit committee.
- Maintain a professional audit staff with efficient knowledge, skills experience and professional certifications to meet the requirement of this charter.
- Establish a quality assurance program by which the head of internal audit assures the operation of the internal audit activities.
- Perform consulting services beyond internal auditing's assurance services to process, design, training and advisory services.
- Evaluate and assess significant merging/consolidating functions and new changing services, processes, operations and control processes coincident with their development, implementation and expansion.
- Issue quarterly report to management, allow management to respond to the various findings within ten (10) working days (Internal Audit Regulation 43 Section (2) and (3) referred).
- Issue quarterly report together with Management response to the chairperson of Audit Committee.
- Keep the audit committee informed of emerging trends and successful practices in internal auditing.
- Provide a list of significant measurement goals and results to the audit committee.

- Assist in the investigation of significant suspected fraudulent activity within the Organization and notify management and the audit committee of the result.
- Consider the scope of work of internal auditors and regulators as appropriate, for the purpose of providing optimal audit coverage to the organization a reasonable overall cost.

5.0 FINANCE DEPARTMENT

- Provide strategic direction for the administration and management of the finance department of the Assembly.
- Provides advice on accounting and financial matters to the management of Assembly and Assembly members.
- Responsible for the development of policies, strategies, accounting procedures for the operationalization of department and financial returns of the Keta Municipal Assembly.
- Responsible for the custody, safety and integrity of all public funds under the care of Assembly.
- Prepares and submits monthly and annual financial statements to various stakeholders.
- Compile and manage the accounts prepared in relation to the funds.
- Keep, render and publish financial statements on Keta Municipal Assembly's accounts under Public Financial Management Act.
- Monitor daily disbursement of funds to ensure expenditure do not exceed approved budget estimates of the Keta Municipal Assembly.
- Assist in Budget production process for the Keta Municipal Assembly in respect of the ensuing financial year.
- Assist in developing efficient accounting and internal control systems for the Keta Municipal Assembly.
- Receive, disburse and provide secure custody of Assembly Funds and reports thereon.
- Responsible for safe keeping and issue of value books for revenue collectors.

6.0 ENVIRONMENTAL HEALTH UNIT

- Health and Hygiene Education.
- Food Hygiene and Safety
- Stray Animal control
- Waste Management (Solid and Liquid Waste)
- Pest and Vector control.

7.0 PROCUREMENT UNIT

- Serves as Secretary to the Entity Tender Committee
- Responsible for the preparation of a procurement plan.
- Ensure registration of Suppliers and contractors.
- Ensure choosing the right procurement method for purchasing goods. Works and services based on the approved threshold.

- Preparation of tender dossier for Suppliers and Contractor
- Responsible for the oversight responsibility of all procurement processes in the Assembly.

8.0 STORES UNIT

- Ensure the acquisition, receipt, custody, control, issue and disposal of Government stores.
- Ensure the acquisition of government stores are made and applied to public purposes in the relation to the most economical way.
- Ensure accountability for the proper care, custody and use of Government stores from the time of acquisition until they have been or otherwise disposed of in the accordance with regulations.
- Maintenance of proper books of accounting records to timely reflect the transactions.
- Diligent arrangement of the store
- Ensuring cleanliness of the store
- Receive purchased items from the supplier to ensure that the items supplied agree with the specification and the agreed price stated on the Local Purchase order
- Ensure Stock taking and Inventory
- Issuing of items out of the store, on the strength of properly authenticated store requisitions.
- Preparation of store receipt and issued vouchers.
- Ensure adequate security over the custody of the store materials.

9.0 PHYSICAL PLANNING DEPARTMENT

- Advise the District Assembly on national policies on Physical Planning, Land Use and Development.
- Co-ordinate activities and projects of departments and other agencies including Non-Governmental Organizations to ensure compliance with planning standards.
- Prepare spatial plans as a guide for the formulation of development and decisions in the district.
- Identify problems concerning the development of land and its social, environmental and economic implications.
- Advise on preparation of structure plans for towns and villages within the district.
- Collaborate with the Survey and Mapping Division and Lands Commission in the performance of its functions.
- Facilitate and participate in research and public education in planning and human settlement development in the District.
- Assist to offer professional advice to aggrieved persons on appeals and petitions on decisions made on their building.
- Facilitate consultation, co-ordination and harmonization of developmental decisions into a physical development plan.
- Assist to prepare a District Land-Use Plan to guide activities in the district.

- Advise on the conditions for the construction of public and private buildings and structures.
- Assist to provide the layout for buildings for improved housing layout and settlement.
- Ensure the prohibition of the construction of new building unless building plan submitted have been approved by the Assembly.
- Advise and facilitate the demolition of dilapidated buildings and recovery of expenses incurred in connection with the demolition.
- Ensure the prohibition of the use of inflammable materials in the construction or repair of buildings in defined areas.
- Advise the Assembly on the siting of bill boards, masts and ensure compliance with the decisions of the Assembly.
- Advise on the acquisition of landed property in the public interest and undertake street addressing and related issues.
- Develop and promote effective landscape beautification in the district and homes.
- Maintain and sustain all landscape areas in the road medians, road shoulders and traffic islands in the district.
- Conduct routine maintenance of prestige areas.

10.0 WORKS DEPARTMENT

- Facilitate the construction, repair and maintenance of; public roads including feeder roads
- Advise on the construction, repair, maintenance and diversion or alteration of the course of any street in consultation with other relevant departments in the district.
- Advise and facilitate the maintenance of public building (office, Schools, health facilities, residential accommodation etc.)
- To provide technical services for all works related activities (feeder roads, buildings and water system).
- Enforcement of approved building permits.

11.0 HUMAN RESOURCE DEPARTMENT

- Updating nominal roll and reporting in staff strength.
- Updating Human Resource Management Information System.
- Validation of staff salary.
- Preparation and submission of monthly, quarterly and annual departmental report to VRCC and OHLGS.
- Preparation of training needs assessment and capacity building plan.
- Organization of capacity building training for staff.
- Supervision of staff performance appraisal management.
- Recruitment of Internally Generated Fund (IGF) staff.

10.0 DEPARTMENT OF AGRICULTURE

7.1 Technical Services

- Farm and home visits
- Farm demonstrations

- Acting as liaison between farmers and research.
- Women in Agricultural Development (WIAD) Services
- Agricultural census
- Plant clinic services
- Veterinary services

7.2 Non-Technical Services

- Formation of farmer Based Organizations (FBOS)
- Linking farmers to credit.
- Helping farmers to benefit from government policies.
- Market data collection.

11.0 DEPARTMENT OF SOCIAL WELFARE/COMMUNITY DEVELOPMENT.

- Child rights Promotion and Protection
- Gender Mainstreaming and Promoting Gender Equity.
- Livelihood Empowerment Against Poverty (LEAP) Programme to support certain categories of people in extreme poverty.
- Identification, registration and mobilization of Persons with Disabilities
- Registration and monitoring of NGO and CBO.
- Community Mobilization and Sensitization.
- Promoting and providing institutional and community levels skills training for Alternative Livelihood Programmes.
- Supervision of Water and Sanitation boards.
- Providing employable and sustainable skills to the youth.
- Assisting Communities to undertake self-help initiated development projects.
- Conducting mass education campaigns.
- Training rural/vulnerable women in Entrepreneurial and Home Management skills.
- Training local artisans for community initiative projects.
- Registration and monitoring of early childhood development centers.

12.0 STATISTICS DEPARTMENT

- To collect, compile, store and analyze data based on standardized formats developed by Ghana Statistical Service.
- Prepare and submit Annual Report of its operations to the District Assemblies
- Provide inputs for the preparation of the District Assemblies budget
- Generate the data requirements of the District Assemblies on all departments for planning activities of the MMDA
- Provide timely data for incorporation into district, regional and national level statistical analyses.
- Promote Statistical Literacy Research.
- Monitor Statistical enquiries/Surveys within the MMDA
- Advise the District Assembly on all matters relating to statistics.
- Disseminate and publish statistical data based on guidelines developed by Ghana Statistical Service.
- To ensure that statistics is produced to meet international standards
- Coordinate district statistical activities and archiving of statistics to serve as a repository of statistical data in the district.

13.0 DEPARTMENT OF CO-OPERATIVES

- Formation of economic group to empower and develop themselves.
- Training co-operatives society in group dynamics, Business management, Basic bookkeeping, Processing/Product Packaging and marketing techniques.
- Inspection and Auditing co-operative society books of accounts annually.
- Linking the co-operative society to donor agency, banks to access credit and Grant.

14.0 GHANA ENTERPRISES AGENCY (GEA)

- Contributing to the creation of an enabling environment for micro, small and medium scale enterprises development.
- Contributing to the development of an enterprise culture in Ghana.
- Facilitating access to credit for MSMEs.
- Providing Business Development Services for sustainable MSME development.
- Promoting group formation and strengthen micro, small and medium scale enterprise sector associations.

15.0 PROCEDURE FOR APPLYING AND DELIVERY OF SERVICES

1. DISLODGING OF SOLID WASTE

- ✓ Who can apply?
- ✓ Any rateable persons.

Stage i:

- Collect and complete application form from the budget office.

Stage ii:

- Certified application form referred to Municipal Environmental Health Officer (MEHO).

Stage iii:

- MEHO books the request if it is feasible and directs applicant to go to the revenue office to pay for deposit for number of trips being requested.

Stage vi:

- Applicant presents receipt to MEHO. Driver instructed to render the service within one (1) week.

CAUTION: No private driver / operator is allowed to handle vehicles.

- ✓ After one week the client can make an official complain to the client service Desk Officer at the client service office or call **0257699504**
- ✓ Report any misconduct on the part of the driver to the client service Desk Officer at the client service office or call **0257699504**

2. REGULATIONS AND PROCEDURE FOR ISSUANCE OF BUILDING PERMIT

Who can apply? Any person or organization who has the legal title to a plot of land and intends to build on it.

Types of Developments

- ❖ Schools, Hotels, Restaurants, Places of worship Building, Factories, Hospitals, Residential Buildings, Offices, Shops / Supermarkets, emancipation beach and others.

Stage i.

You must have the following:

- a) Five (5) sets of site plans, with two (2) on transparent paper (Scale 1:1 , 250 or 1:2. 500)
- b) Five [5] sets of building fence and block plans [scale not less than 1:20 or 1:40 or metric equivalent 1:1000 or 1:2000].
- c) Three (3) sets of working drawings.
- d] Building Permit Application Form and Town and Country Planning Form (TCP Form 1).
- e) Ensure that the under listed professionals sign the various plans to be attached to the Building

Permit Application:

- Professional Town Planner to sign the Block plans
 - Architect or licensed draughtsman for Architecture plans
 - Civil or structural Engineer for structural drawings for two storey and above.
- f) Enclose five [5] self-addressed envelopes.

Stage ii.

▪ Purchase of Forms

- Buy the Building permit Application Form [BPA] and TCP form 1 from the Keta Municipal Works Department.

Stage iii.

▪ Complete of Forms:

- Complete in full, both the BPA and TCP form 1. Where you have difficulty in completing the forms contact the Municipal Works Department or the Municipal Physical Planning Office for assistance.

Stage vi:

Submission:

- Submit completed forms with all the other attachments as specified in the BPA and TCP form 1 to the Physical Planning Office.
- On submission you shall be informed of:
 - Correction to be made or additions if any.
 - The processing fee
 - Date for inspection of site (if necessary)

Stage v:**Processing:**

- The Technical sub-committee meets to evaluate the application; visits site and make recommendation to the statutory planning committee (SPC) within a month of receipt of application.
- The Statutory Planning Committee considers the Development Application within Nine working days of Technical Sub-committee meeting.
- The Secretary of the Municipal Works Department needs five (5) working days after approval for issue of building permit.

Stage vi:**Collection of Permit:**

- Pay approved building permit fee to the Finance Office on receipt of approval letter.
- Collect Building Permit from Municipal Assembly within Two (2) months after submission of development application.
- Applicant may seek further instructions for commencement of building project from the Municipal Works Department.

CAUTION!!

- Act 936 provides that any unauthorized structure or structures attached to premises shall be demolished or removed on notice by the Municipal Assembly.
- The receipt issued for the processing fees are not building permits.
- Building becomes illegal if it does not conform with what is on the approved plan.
- Any applicant who makes a false declaration does so at his / her own risk.

General Information

- It is important to note that the validity of a building permit issued in accordance with the above process is *five (5) years* after which a new permit must be sought.
- Developers are therefore required to seek review of building permit if development is not completed within *five (5) years*.

3. REGISTRATION OF CUSTOMARY MARRIAGE THE PROCESS

- Application form obtained from the schedule officer at the Municipal Assembly for completion.
- Application form completed, dully witnessed and returned to the schedule officer with copies of declaration and affidavit obtained from the court attached.
- Payment of approved fee (subject to review annually by the Assembly) is made at the Municipal Finance Office.
- Copy of application published for 28 days on Assembly's Notice Board
- Certificate prepared and issued to the applicants after the 28 days publication if no objection is received against the registration.

4. REGISTRATION OF PLACE OF PLACE WORSHIP

Procedure for Registration:

- Submit an application letter on your church letterhead for processing and approval.

5. REGISTRATION AS CENTRE FOR CELEBRATION OF MARRIAGES

Procedure for Registration:

- Submit application letter on your church letterhead.
- Management to constitute a Technical Team.
- Team conduct inspection within seven (7) working days.
- Inspection Recommendation submitted for Approval.
- The recommendation application with inspection report forwarded to Volta Regional Coordinating Council (VRCC) within 3 days.

6. REGISTRATION OF CONTRACTORS/SUPPLIERS/ARTISANS AND OTHERS

- Who can apply? Any rateable person or organization that fall within that categories above.

Stage i:

You must have the following:

- Registrar General Registration to commence Business
- Ministry of Works and Housing Certificate
- VAT Registration

Stage ii:

- Apply to the Municipal Chief Executive for Municipal Registration.
- Application vetted with attachments and payment made at Finance Office.
- Certificate issued to applicant.

OTHER COLLABORATING AGENCIES:

In performance of our functions we shall collaborate with the following:

- ✓ Decentralized and non-Decentralized Departments
- ✓ The Security Services
- ✓ Other Public Organization - CHRAJ, NCCE, NBSSI, NADMO, DVLA etc.
- ✓ Non-Governmental Organizations

The Utility Services - ECG, GWCL

WHERE YOU CAN LOCATE US

KETA MUNICIPAL ASSEMBLY OPPOSITE POLICE STATION

Clients should call personally at the Client Service Office or contact this number 0257699504.

WHERE NOT SATISFIED, YOU MAY ADDRESS YOUR CONCERNS TO:

The Municipal Chief Executive
Keta Municipal Assembly
P. O. Box KT 85
Keta
Tel: 0257699504
Email: Ketama.gov.gh
Ghana Post GPS: VK-0018-2435

SIGNED by..

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HON. AMOS AMETSIMEY
PRESIDING MEMBER

.....
INNOCENT K. GAVUA
MUN. CO-ORDINATING. DIRECTOR

