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**BIRIM CENTRAL
MUNICIPAL ASSEMBLY**

**CLIENT SERVICE
CHARTER**



REVISED, 2020



HON. VICTORIA ADU



DOUGLAS N. K. ANNOFUL



HON CASTRO A. ADDAE
Presiding Member

CHAPTER FIVE

CONTACT ADDRESSES AND PERSONS

THE ASSEMBLY’S ADDRESS

Birim Central Municipal Assembly
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Akim Oda-Eastern Region
Ghana

Telephone:

Ghana Post Address: EB-0007-4078

Email Address:

Facebook:

Website address:

CONTACT PERSONS:

1. Hon. Victoria Adu-Peprah - Municipal Chief Executive
2. Hon. Castro Asumadu Addae- Presiding Member -
3. Mr. Douglas Nana Kweku Annoful-Municipal Coordinating Director-
4. HRM- 0246447022 - Client Service Centre/ Morgan Jemima-

EMERGENCY CONTACT NUMBER

Police Commander:

Fire Service:

Municipal NADMO Coordinator:

Municipal Health Director: 0551933991

Municipal Education Director: 0243462175

Municipal Director of Agriculture: 0243767500

Municipal Works Engineer: 0246062375

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CHAPTER ONE

1.0 INTRODUCTION

The Birim Central Municipality is one of the thirty-three (33) administrative districts in the Eastern Region. It was carved out of the former Birim South District in 2007 under Legislative Instrument (L.I.) 1863. It covers an estimated area of about 158.099 sq. km. The Municipality shares boundaries with Akyemansa District to the North, Birim South District to the West and Asene-Manso District to the East. The municipal capital is Akim Oda. There are 31 communities in the Municipality with Akim Oda being the capital.

The Municipality is centrally located, well connected to the neighbouring districts and serves as the economic hub within the enclave. Efforts must be stepped up to further boost local economic activities in the Municipality. Opportunities for joint programmes must be pursued to promote development in the area.

1.1 Cultural and Social Structure

The Municipality falls under the Akyem Kotoku traditional area. The annual festival of the traditional area, known as 'Odwira' is celebrated in the week of December or January each year. Activities ranging from the performance of rituals for ancestors, traditional drumming and dancing among others are observed. The 'Odwira' and other festive celebrations could be well packaged and marketed to promote tourism to create jobs and generate income.

- Full cooperation with Municipal City Guard and other mandated agencies to ensure smooth and free movement of vehicles in the Central Business Area and the Municipality as large
- Ensure full adherence to all health-related safety precautions e.g. Covid-19 Pandemic.

4.2 OUR COOPERATION AND RECEPTION

- Friendly Client Service Officers will be available to provide answers to all questions
- All offices are clearly named for your identification and service.
- Professional staff are also at your disposal to provide expert advice and delivery
- Up to task Revenue Mobilization collectors/Taskforce with tags will be enforce to collect all outstanding balance for the Assembly
- A well maintain Security Check post is in place to ensure your post in need of services.
- Movement of person at unauthorized places during or beyond working hours /days will not be encouraged unless reasonable response is received.
- Already furnish cars parking lots has been earmarked for your warm convenience
- A well balance Development Control Taskforce will engage construction areas for monitoring and ensure due compliance We entreat all and sundry to feel free and enjoy our friendly reception.



CHAPTER FOUR

4.1 EXPECTATION FROM THE PUBLIC.

As an institution, we poise to deliver on our promises as binding protocols and enactments direct us. It is within this statutory framework that mandate us to perform our duties more creditably devoid of undue prejudice. The Assembly expects full co-operation and compliance with its rules and regulation and procedures to ensure smooth service delivery.

To access any of our services we provide:

- Business should be duly registered with Registrar General Department and the Municipal Assembly.
- Prompt payment of property rate, Business Operation Permits and Basic Rates
- Rates payers are entreated to pay approved sums and collect receipts covering amounts paid.
- Prompt report of unauthorized development, illegal connection.
- Active participation in all communal labour activities at the community level
- Keep all animal in their respective pens to avoid animal discriminated roaming in the Municipality. **(Assembly By- Law)**
- We expect full participation in the various community level education programmes on sanitation, hygiene, revenue collection and Town Hall Meeting.
- Refrain from littering of all forms and report all offenders.
- Land developers are entreated to seek and be ready to produce valid developmental permit
- The public is entreated to ensure strict compliance with By Laws of the Assembly.

These potentials can also provide grounds for education and research as well as tourism for African-Americans in the diaspora who demand a lot of information to trace their root.

Unfortunately, there is chieftaincy dispute in the traditional area which has prevented the celebration of the festivals for almost two decades. The dispute also affects the communal spirit in undertaking development projects. The Municipal Security Committee (**MUSEC**) has been monitoring events and instituting measures to maintain peace and security to ensure in the Municipality.

The Municipal Assembly is the highest political and administrative body in the municipality. The General Assembly is composed of the Municipal Chief Executive, Member of Parliament, 27 Assembly members, comprising 18 Elected Members and 9 Government Appointees, with the Presiding Member as the Chairperson. Twenty –three (23) out of the total membership are males while 6 are females. There are three zonal councils namely Oda New Town, Oda Old Town and Essam/Oda Nkwanta /Gyadem Zonal councils.



1.2 PURPOSE OF THE BROCHURE

The development of this brochure is to enable the public have easy access to operational information on the services being rendered by the Assembly. It will also serve as a guide outlining the processes and procedures for accessing each services.

1.3 MOTTO:

Development in Peace and Unity

1.4 VISION:

A leading Municipal Assembly that empowers its through excellent Service delivery.

1.5 MISSION STATEMENT

“The Birim Central Municipal Assembly exist to provide services which focus on the national and local priorities to improve on the quality of the life of the citizens in an environmentally sustainable manner.

1.6 CORE VALUES:

The Birim Central Assembly subscribe to the following Core Values in our to maintaining the strategic vision and achievement of our mission. We hope to keep and be guided by these shared values indicated below;

- a) Excellence
- b) Teamwork
- c) Participation
- d) Integrity
- e) Innovation
- f) Respect

1.7 GHANA POST ADDRESS:

The Birim Central Municipal Assembly Ghana post address
EB-0007-4078.



<p>Step 4: Payment and Submission</p>	<ul style="list-style-type: none"> • Pay processing fees and submit completed form with all required attachments to the Physical Planning Department of the Assembly. On submission, you shall be informed about the following: • Corrections to be made(If any) • Date for site inspection
<p>Step 5: Processing</p>	<ol style="list-style-type: none"> 1. The Secretariat will process the application within a week of receipt of application for the Technical Sub-Committee’s inspection, assessment and recommendation. 2. The Technical Sub-committee’s recommendation on the application is forwarded to the Spatial Planning Committee within a month of receipt of application for final decision. NB: Application may be informed of any corrections to be made 3. The final decision of the spatial Planning Committee is communicated to the applicant in writing within 3 working days. <p>Possible Decisions:</p> <ul style="list-style-type: none"> • Approval • Regularization • Refusal • Deferral
<p>Step 6: Assessment, Payment & Collection</p>	<ol style="list-style-type: none"> 1. On approval, the Works Department will assess and communicate payment due to the applicant. 2. Pay the approval permit fee or penalty fee at the Finance Office of the Assembly and collect your development and building permit from the Physical Planning Department of the Assembly with the payment receipt. 3. In the case of deferral, the applicant will be notified and advised on what needs to be done for further consideration. 4. In case of refusal, the applicant will be notified of the reason(s) for the refusal. 5. All permit/ application take maximum of three (3) calendar month (if all requirement are met)



3.6 PHYSICAL PLANNING DEPARTMENT

SERVICE TYPE	REQUIREMENTS NEEDED
STEP 1: Purchase Of Forms	<ul style="list-style-type: none"> Buy tour development and building permit application form and jacket from the Finance Office of the Assembly.
STEP 2: Requirement	<ul style="list-style-type: none"> Basic Requirements: Evidence of Land ownership (Receipt/Chief Consent Signed Site Plan <p>Must be endorsed qualifies Surveyor or equivalent)</p> <ul style="list-style-type: none"> Building Permit Jacket <p>To be obtained from District Finance Office</p> <ul style="list-style-type: none"> 4 Copies of Building Drawings (Drawing must be endorsed) Property rate payment receipt (For existing buildings) <p>ADDITIONAL REQUIREMENT</p> <ul style="list-style-type: none"> 4 Copies of structural drawing approved by Architect or Structural Engineer Soit test Report Ghana National Fire Service Report Environmental Protection Agency Report Structural integrity report in case development has already commenced or is completed (for building above 2-storey) Drawing must be certified by a Structural Engineer or Architect Up to date business registration and operating permit (For commercial organizations) Property rate payment receipt (For existing building)
Step 3: Completion of Forms	<p>Complete the application form in full with the required information.</p> <p>Add the above listed documents</p>

CHAPTER TWO:

2.0 COMMITTEES OF THE ASSEMBLY

The Assembly has two main (2) Committees namely:

a. Executive Committee

b. Public Relations and Complaints Committee.

There are five (5) **Sub Committees** of the Executive Committee namely

- **Works**
- **Finance and Administration**
- **Justice and Security**
- **Social Services**
- **Environment and Agriculture.**

2.1 FUNCTIONS OF THE BIRIM CENTRAL MUNICIPAL ASSEMBLY

The Birim Central Municipal Assembly performs these functions:

1. Responsible for the overall development of the Municipality
2. Formulate and execute plans, programmes and strategies for effective mobilization of resources necessary for the overall development.
3. Promote and support productive activities and social development in the Municipality and remove obstacles to initiative development.
4. Monitor and execute projects under approved development plans and assess and evaluate their impact on the people's lives in the Municipality.
5. Initiate programmes for the development of basic infrastructure and provide works and services in the Municipality.
6. Responsible for development, improvement and management of human settlement and the environment in the Municipality.
7. Responsible for maintenance of security and public safety.



2.2 PROVISIONS AND ENACTMENTS

The Assembly shall be the authority to execute within its Municipality the provision of conventions, enactment and protocol as stated below;

- The Local Governance Act,2016 (Act 936) as Amended with Act 940
- The Public Financial Management Act,2016(Act 921)
- The Public Procurement (Amendment)Act, (Act 663) as Amended with (Act 914)
- Auction Sales Act,2006 Act,716
- The Assembly's By- Laws

3.5 ENVIRONMENTAL HEALTH UNIT

The Municipal Environmental Health Officer is mandated by law to maintain environmental sanity against the outbreak of communicable diseases. By Law (Office of the Attorney General) the office now possesses a recognized Prosecutor who administer his mandated role against offensive act on environmental related misconducts for the Birim Central Municipal Assembly.

SERVICE TYPE	FUNCTIONS	TIME FRAME
Management of Environmental Sanitation	<ul style="list-style-type: none">• The Assembly has placed refuse containers in communities (30) and institutions to collect waste to final disposal sight.• There shall be an environmental and sanitation By-laws to regulate the management of sanitation in the Municipality.	
Issuance of Food Vendors Certificate	<ul style="list-style-type: none">• Screen Chop Bar attendants, vendors, Food sellers, Restaurant, Managers who deals in food.	
Management of Solid Waste	<ul style="list-style-type: none">• The Assembly will skip/roll on containers at sanitary sites in the bigger communities and evacuate them when they are full to the final refuse disposal site.• Individuals in the Communities are expected to dump refuse they generate into the skip or roll-on containers. The Assembly will however, be responsible for the cleaning of lorry parks and market places in the Municipality.	



3.4 BIRTH AND DEATH, MARRIAGE AND DIVORCE:

SERVICE TYPE	REQUIREMENTS NEEDED	TIME FRAME
Birth Certificate	<ul style="list-style-type: none"> Produce weighing Card Fill a form Pay approved fee(As specified in the Fee Fixing Resolution) 	Under 1 year
	<ul style="list-style-type: none"> Fill a form Form sent to Regional Level (Koforidua) for vetting To National level (Accra) for signing and printing of Certificate 	Above One year One(1) month
Death Certificate	<ul style="list-style-type: none"> Fill a form Pay approved fee Issuance of burial permit and death Certificate. Provide affidavit for death extract 	Newly deceased (1 Day)
	<ul style="list-style-type: none"> Fill a form Pay approved fee Issuance of burial permit and death Certificate Provide affidavit for death extract. 	Already buried(1 Month)
Marriage Certificate	<ul style="list-style-type: none"> Complete and publish Form for Notice of Registration at specified places for 21 days Couple and two witnesses complete Form of Registration (FR) Couple submit (FR) with affidavit Payment of approved fees Issuance of Marriage Certificate within 5 days after marriage. NB: Registration for Marriage Registration: Colour copy of photo ID of couple and 2 witnesses, Two passport pictures of each couple, affidavit 	21 Days for publication of proposed Marriage. Marriage Certificate issued within 5 days after marriage
Divorce Certificate	<ul style="list-style-type: none"> Contact the Registrar of Marriage at the Assembly(refer Contact, page) 	

CHAPTER THREE

PROCESSES OF OBTAINING SERVICES FROM UNITS/DIVISIONS/DEPARTMENTS

3.1 FINANCE DEPARTMENT:

SERVICE TYPE	REQUIREMENTS NEEDED	TIME FRAME
Business Operating Permit	<ul style="list-style-type: none"> Application Letter Building Permit(If operating in a Container/Kiosk) Payment of required fees Issuance of permit 	One day
Certificate for Contractors/Suppliers	<ul style="list-style-type: none"> Application letter on the Company's letterhead Submission of the Registrar General's, Works & Housing (Where applicable) & GRA Certificate GRA TIN, Account Details Account Name, Bank Branch, Town Account Number) Payment of approved fee Issuance of Certificate 	
Revenue Mobilization	<p>Procedures and Measures</p> <ul style="list-style-type: none"> The Assembly shall not levy rates without engaging the rate payer during the preparation of the Fee Fixing Resolution The Budget Committee of the Assembly shall not charge any rate or fee without the prior notification of the individual(s) companies or group of persons. Rates, fees and licenses payable to the Assembly annually should be settled in full or in part on or before 31st March each year. The Assembly's Revenue Collectors shall not collect part payment of the rate, fee or license but full payment in effective April each year. 	



3.2 DEPARTMENT OF SOCIAL WELFARE AND COMMUNITY DEVELOPMENT

SERVICE TYPE	REQUIREMENT S NEEDED	TIME FRAME
Disability Fund	<ul style="list-style-type: none"> Register with the Department of Social Welfare and Community Development with Two full size photos. 	One Day
	<ul style="list-style-type: none"> Submit application letter with a full photograph of application. NB: Photograph showing body part of disability <i>Letter should indicate:</i> <ul style="list-style-type: none"> Present location Purpose of request Contact/ Address of applicant Type of disability Vetting of applicants Disbursement of funds to successful applicants. 	Any working day on quarterly basis
Child Maintenance and Welfare	<ul style="list-style-type: none"> Make a verbal/written compliant to the Department The Department issues summons to both the complainant and defendant to appear before a Committee The panel Committee sits on the Case and settles it Dissatisfied party may make an appear or seek redress at the Court of law 	
Early Dispute Resolution	<ul style="list-style-type: none"> Make a verbal/ written compliant to the Department The Department issues summons to both the Complainant and defendant to appear before a Committee The panel Committee sits on the Case and settles it Dissatisfied party may an appear or seek redress at the courts of law 	

3.3 CLIENT SERVICE UNIT

SERVICE TYPE	REQUIREMENT S NEEDED	TIME FRAME
General Dispute Resolution	<ul style="list-style-type: none"> Visit client Unit or call Client Service Officer Leave your compliant verbally or in writing Leave your contact or Address with CSO Wait for feedback within five working days. 	Within Working Days
	Report issues directly to MCD/MCE if not satisfied with the first response.	
Specific Compliant	<ul style="list-style-type: none"> Visit Client Service Unit or call Client Service Officer Leave your Compliant verbally or written to PRCC. Leave your contact Number or Address with CSO Wait for feedback within five working days Report issues directly to MCD/MCE if not satisfied with first response. 	Within two weeks
Courtesy call on MCD/MCE	<ul style="list-style-type: none"> Report at reception for direction to MCD/MCE Register at the MCD/MCE Secretariat 	As prompt as possible on waiting time
	<ul style="list-style-type: none"> Indicate purpose of visit (official/private/personal) Wait for your turn at the MCD/MCE Secretariat Sign-out at MCD/MCE Secretariat on your way out 	



