



# OKAIKWEI NORTH MUNICIPAL ASSEMBLY (ONMA)

## CUSTOMER SERVICE CHARTER

JANUARY, 2022

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## **1.0 INTRODUCTION**

The Okaikwei North Municipal Assembly (ONMA) is among the Metropolitan, Municipal and District Assemblies under the Local Government Service. ONMA is committed to provide unique services to the people in the Municipality and beyond. The client service charter is to serve as a guide to both staff and customers on the standard of services rendered by the Assembly to improve accountability and transparency. Furthermore, the charter is to educate and inform the public of the various requirements needed to access the services of the Assembly.

Assembly engages the citizenry in the jurisdiction on its activities and seeks their inputs in the design of policies and plans that reflects their dreams and aspirations. ONMA is committed to the deliverables set out in the charter to be performed by employees. Additionally, the Assembly is required to render certain services and respond to issues relating to the socio-economic development of communities within its jurisdiction. However, in case of a delay of a service which is beyond the Assembly's control, efforts will be made to restore normal services thereby decrease any inconvenience to customers.

In a situation where service delivered is below standard of this charter, corrective measures will be taken without delay and thereafter communicated to the complainant.

The Okaikwei North Municipal Assembly deems it fit to develop this Client Service Charter to enable the Assembly to relate effectively with its clients, inhabitants and other stakeholders.

## **2.0 OKAIKWEI NORTH MUNICIPAL ASSEMBLY ABOUT US**

Okaikwei North Municipal Assembly (ONMA) was carved out of Accra Metropolitan Assembly and was subsequently inaugurated on 15<sup>th</sup> March, 2018. It established under L.I.2307 in 2017. The Municipality is bounded on the East by Ayawaso West Municipal Assembly, on the West by Ablekuma North Municipal Assembly on the North by Ga North Municipal Assembly and to the South by OkaiKoi South Sub Metropolitan District Council (Accra Metropolitan Assembly). The Assembly falls under two constituencies. Namely, Okaikwei North and Okaikwei Central Constituencies. It also has three Paramountcy's. These are Abaka, Achimota and Akweteman.

### **2.1 MISSION STATEMENT**

To promote community growth and sustainable development by improving effective and efficient management of resources through good governance, community participation, local economic development, improved sanitation and infrastructure development.

### **2.2 VISION**

A model Municipality in excellence

## **3.0 POPULATION**

The population of the Municipality is 160,446 (2021) with an annual growth of 2.9%. It is made up of 78,421 males and 82,025 females. This is mainly attributed to the migration of men and women into city of Accra in search of job. This does not account of people who come into Municipality on daily basis to trade.

#### **4.0 STRATEGIC OBJECTIVES**

The key objective of the Client Service Charter is to provide a framework within which essential service delivery standards, the rights of clients, residents will not only be handled but also how complaints from the residents and clients will be addressed.

- To ensure that the municipality has a clean, safe and healthy environment.
- To promote socio-economic activities in the Municipality particularly for the vulnerable and excluded.
- To encourage the development and use of Information Communication Technology (ICT) base in the Municipality.
- To deliver efficient and effective revenue mobilization.
- To enhance good governance and accountability by strengthening the administrative system.
- To provide socio-economic infrastructure and services within the Municipality.
- To improve upon the logistics and human resource of the Municipality.
- To promote effective private sector participation in the development of the Municipality.

#### **5.0 FUNCTIONS / RESPONSIBILITIES OF OKAIKWEI NORTH MUNICIPAL ASSEMBLY**

- Prepare development plans and budget of the Municipality and submit to the Ministry of Finance through the Regional Coordinating Council for approval.
- Formulate, execute and plan programmes and strategies for effective mobilization and utilization of financial, human and other resources for general development of the Municipality.
- Initiate programmes for development of basic infrastructure, provision of services and management of human settlement within the Municipality.
- Ensure that the community has access to the Municipal Court for the promotion of justice.
- Maintain security and public safety in collaboration with the Tesano Division of the Ghana Police Service.
- Develop, improve and manage human settlements and the surroundings of the Municipality.
- Initiate, sponsor or carry out any duties as may be required by the by laws or any other enactment for the discharge of functions conferred on the Assembly.
- Perform other function as may be directed by Government.

## **6.0 SERVICES RENDERED AT THE ASSEMBLY**

| <b>NO</b> | <b>SERVICES</b>                                                                                                                            | <b>TIME FRAME<br/>MONTHS / DAYS</b>                                              | <b>RESPONSIBLE<br/>DEPARTMENT / UNIT</b> |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|------------------------------------------|
| 1.        | Waste Management Services <ul style="list-style-type: none"> <li>• Solid</li> <li>• Liquid</li> <li>• Industrial and commercial</li> </ul> | Within 7 working days<br>Within 7 working days<br>Within 7 working days          | Environmental Health                     |
| 2.        | Issuance of Food Vendors Certificate                                                                                                       | Within 7 working days                                                            | Environmental Health                     |
| 3.        | Public Education on Hygiene Practices                                                                                                      | Within a day                                                                     | Environmental Health                     |
|           | Licenses for Environmental Suitability report / Certification                                                                              | Within 7 working days                                                            | Environmental Health                     |
| 4.        | Disposal of dead                                                                                                                           | As and when it occurs                                                            | Environmental Health                     |
| 5.        | Issues relates to Property Rates and Business Operating Permits (BOP)                                                                      | As and when complaints are lodge                                                 | Budget & Rating / Finance                |
| 6.        | Issuance of Business Operating Permits (BOP)                                                                                               | Within 1 month                                                                   | Budget & Rating / Finance                |
| 7.        | Issuance of Building Permit                                                                                                                | Within 30 working days depending on the authentication of the relevant documents | Physical Planning / Works                |
| 8.        | Implementing Government project at the Municipal level                                                                                     | Within 90 working days depending on the project                                  | Works                                    |
| 9.        | Approval of planning Schemes and layouts                                                                                                   | Within 90 working days                                                           | Physical Planning                        |
| 10.       | Maintenance of Peace and Security at the Municipal level                                                                                   | Within 24 hours                                                                  | Administration / Security                |
| 11.       | Registration and issuance of Birth Certificates <ul style="list-style-type: none"> <li>• New born baby</li> <li>• Grown ups</li> </ul>     | Within a day<br>Within 2 months                                                  | Birth and Death Registry                 |
| 12.       | Issuance of Taxi Driving License                                                                                                           | Within 90 working days                                                           | Transport                                |
| 13.       | Issuance of Taxi / Commercial Vehicle License                                                                                              | Within 90 working days                                                           | Transport                                |
| 14.       | Registration of Marriage <ul style="list-style-type: none"> <li>• Ordinance</li> </ul>                                                     | Within 21 working days                                                           | Marriage                                 |
| 15.       | Registration of Community Base Organisation (CBOs)                                                                                         | Within 21 working days                                                           | Social Welfare                           |
| 16.       | Registration and monitoring of Non-Profit Organisation                                                                                     | Within 90 working days                                                           | Social Welfare                           |
| 17.       | License to Operate Day Care Centre                                                                                                         | Within 21 working days                                                           | Social Welfare                           |
| 18.       | Training of Day Care Attendants                                                                                                            | One day                                                                          | Social Welfare                           |
| 19.       | Undertake development control activities - development of physical                                                                         | 3 times in a week                                                                | Works / Physical Planning                |

|     |                                          |                |                       |
|-----|------------------------------------------|----------------|-----------------------|
|     | settlement                               |                |                       |
| 20. | Response to complaints from the public   | Within 2 weeks | Client Service Office |
| 21. | Processing of outdoor Advertising permit | Within 2 weeks | Physical Planning     |
| 22. | Validity of building permit              | 5 years        | Physical Planning     |

## **7.0 CLIENTS / STAKEHOLDER EXPECTATIONS**

The ONMA Mid-Term strategic plan identified by key stakeholders are as follows:

- **Transport Unions/ Associations:** Owners of public transport and operators who work within the Municipality desire that there is an improvement in the condition of road networks and lorry parks.
- **Business Owners /Associations:** These includes Business Operators and Traders interested in business operating licenses expect to obtain information on business registration procedures and requirements. Traders expressed concern about condition in the market places, waste collections, market tolls just to mention a few to be addressed.
- **Civil Society Organisations (CSOs):** These includes Non-Profit Organisations (NPOs), Community Based Organisations (CBOs), women groups, youth groups, coalitions, humanitarian intervention groups, development practitioners etc. they want the involvement, inclusion and participation of marginalized groups and respect of their right in the development planning and implementation.
- **Tourist Site:** Achimota forest and Accra Zoo falls within the Assembly jurisdiction. it is a tourist site and open to the general public. The Zoo has animals such as Monkeys, Lions, Hyena, crocodile, tortoise, ostrich, just to mention a few.
- **Agriculture:** The Municipal Agriculture Extension Service is mainly to transfer new / improved technology to farmers and actors in the Agricultural value chain to improve their status or standard of living.

## **8.0 INFORMATION, TRANSPARENCY AND CONVENIENCE**

- The Okaikwei North Municipal Assembly will endeavour to provide its clients with information they require to enable them access our services.
- The Assembly will provide Client Service Desk where clients who visit our offices could obtain brochure on services.
- The Assembly will organise Town Hall meetings for the public to keep the public informed about the developmental projects undertaken within the Municipality.
- Lock and key notice boards will be made available at our offices and zonal council offices.
- Suggestion boxes will be created at vantage points to solicit public views on our service delivery.
- Municipal Information Department will do a lot of publicity for the Assembly to enhance awareness of our activities and reputation.

- The public will be duly informed of the activities of Government and that of the Assembly.
- Agricultural Extension will be made to transfer new/ improved technology to farmers and actors within the Municipality.
- The Assembly will facilitate formation, development and management of Farmers Based Groups and Organisation within the Assembly.

## **9.0 OUR COMMITMENT**

- ❖ Create an enabling environment for socio-economic development.
- ❖ Improve better service delivery.
- ❖ Ensure the protection and promotion of decent healthcare practices and to help prevent diseases within the Municipality.
- ❖ Empower women, youth and vulnerable groups of people to participate in good governance and developmental agenda of the Assembly.
- ❖ Create a conducive environment for Public Private Partnership (PPP) to ensure that there is effective and efficient service delivery.
- ❖ Provide information in an open and transparent manner.
- ❖ Gather a comprehensive socio-economic database that will be accessible to the general public.

## **10.0 OUR COLLABORATING AGENCIES**

- ❖ Ghana Police Service
- ❖ Ghana National Fire Service
- ❖ Electricity Company of Ghana
- ❖ Ghana Health Services
- ❖ Ghana Education Service
- ❖ Ghana Aids Commission
- ❖ National Health Insurance Authority.

## **11.0 COMPOSITION OF ONMA ELECTORAL AREAS**

The table beneath shows the towns within the Okaikwei North Electoral area.

| <b>NO</b> | <b>NAME OF ELECTORAL AREA</b> |
|-----------|-------------------------------|
| 1.        | Abofu                         |
| 2.        | Achimota                      |
| 3.        | Akweteman                     |
| 4.        | Apenkwa                       |
| 5.        | Anorhuma                      |
| 6.        | Anumle                        |
| 7.        | Blemagor                      |
| 8.        | Gbemomo                       |
| 9.        | Nii Boiman                    |
| 10.       | Olengele Koona                |
| 11        | Wouyeman                      |

### **COMPLAINTS**

ONMA welcomes complaints from clients, customers and general public against staff, Assembly members and the Assembly as an institution. All complaints should be addressed to:

**THE CHAIRMAN  
PUBLIC RELATIONS AND COMPLAITS COMMITTEE (PRCC)  
OKAIKWEI NORTH MUNICIPAL ASSEMBLY  
ABEKA**

Where you are not satisfied with any services, you can visit the Head Office of the Assembly at Tesano or write to:

**THE CO-ORDINATING DIRECTOR  
OKAIKWEI NORTH MUNICIPAL ASSEMBLY  
P. O. BOX ABK 391  
ABEKA  
TEL: 0302-914268 / 0302-916849  
COMPILED BY: THE DEPARTMENT OF HUMAN RESOURCES**



**STRUCTURE OF ONMA DEPARTMENTS /UNITS**

The table beneath shows the Departments and Units under the Okaikwei North Municipal Assembly.

**OKAIKWEI NORTH MUNICIPAL ASSEMBLY ORGANOGRAM**

