

SAGNARIGU MUNICIPAL ASSEMBLY



CLIENT SERVICE CHARTER

2018

PREFACE

We, the Assembly and staff of the Sagnarigu Municipal Assembly (SagMA), under the Ministry of Local Government and Rural Development, hereby, enter into this charter with our clients.

We promise to abide by all that is stated herewith to the best of our abilities.

This charter is also intended to provide an improved, effective and efficient service delivery in the Sagnarigu Municipal Assembly.

THE NEW CHARTER SAGNARIGU MUNICIPAL ASSEMBLY

1.0 INTRODUCTION

The Sagnarigu Municipal Assembly is one of the twenty (28) Assemblies in the Northern Region and is the highest political authority. It was established by Legislative Instrument 1227 of 2012 under Local Government Act 462, 1993. The LI 1227 guides, directs and supervises all other administrative authority in the municipality.

As part of its sub-structures, the Assembly has three zonal councils. The Sagnarigu Municipal Assembly is made up of 33 Assembly Members with 23 elected members and 10 members appointed by the government.

The Municipality shares boundaries with the Tamale Metro to the East, Tolon District to the West, Savelugu Municipality to South and Kumbungu to the Northwest.

2.0 VISION

A safe Healthy
Environment with
Equal Opportunities
and Range of
Choices for Citizens

3.0 MISSION

The Municipal Assembly exists
to mobilise physical and financial
resources towards the Provision
of Quality Socio-Economic
Services in a safe Lawful
Environment to Enhance the
Quality of Life of the Citizens.

4.0 FUNCTIONS

The functions of the Assembly as contained in the Local Governance Act 936, 2016, Legislative Instrument 1227 are outlined below.

- Execute approved development plans for the Municipality.
- Guide, encourage and support sub-district local government bodies, public agencies and local communities to perform their roles in the execution of approved development plans;
- Initiate and encourage joint participation with other persons or bodies to execute approved development plans

- Promote or encourage other persons or bodies to undertake projects under approved development plans
- Monitor the execution of projects under approved development plans and assess and evaluate their impact on the people's development, the local, and district and national economy.
- Co-ordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the municipality and other development programmes promoted or carried out by ministries, departments, public corporations and other statutory bodies and Non-Governmental Organisations in the Municipality

5.0 The SagMA is responsible for:

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| <ul style="list-style-type: none"> ● The issuance of Building Permits ● The issuance of birth and death certificates and burial permits ● The issuance of marriage certificates ● The approval of Planning Schemes (Layouts) ● The control of developments — orderly physical development of settlement ● Waste Management and waste collection | <ul style="list-style-type: none"> ● Revenue Mobilization ● Fixing of Fees and Rates ● The preparation of development budgets ● The provision of basic socio-economic infrastructure e.g. schools, health centers, markets lorry parks etc. ● The development of sports and culture and ● The maintenance of peace and security. |
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6.0 OUR SERVICE STANDARDS

We promise to maintain the standards in the table below:

No.	SERVICE	TIME FRAME
1	Preparation and approval of planning schemes and layouts	Six months of submission of application
2	Processing of Building permits	One month after statutory's planning committee's approval
3	Preparation of Traditional and Development Budgets	Yearly activity
4	Preparation of Payment Certificates for contractors	One week after submission of request
5	Refuse container evacuation	As and when container gets filled up
6	Response to public queries	Within one week of filing complaint
7	Issuance of birth certificate	Two weeks
8	Issuance of Marriage Certificate ● Marriage under Customary Law ● Marriage under Ordinance	One day 21 days after filing of notice
9	Issuance of Divorce Certificate ● Customary Marriage	One day

10	Issuance of Burial Permit	Immediately: upon submission of request
11	Issuance of Death Certificate	Immediately: upon submission of request
12	Issuance of Food Vendors health certificate	One week on submission of request
13	Waiting time for clients transacting business or correspondence at the Assembly	Not more than 1 hour
14	Correspondence of all letters	To be replied within five days of receipt

7.0 INFORMATION FLOW, TRANSPARENCY AND DECISION MAKING PROCESS.

A notice board has been placed at the entrance of the Assembly premise to provide information to the public about the activities of the Assembly.

The Assembly provides citizens and clients with information needed to access services. Information on revenue generation, project execution and others will be made available for public consumption at the Assembly's website www.sagnariguasassemblygh.com. Suggestion boxes have been provided at vantage points in the main office to solicit citizens' view on service delivery.

8.0 WE STRIVE FOR:

- Continuous improvement in our service delivery to our clients and development partners.
- The creation of an enabling environment for socio-economic development.
- The 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.
- The provision of basic socio-economic infrastructure such as schools, Health Centers, Markets, Lorry Park etc.
- The maintenance of peace and security
- The development of sports and culture
- The 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
- The completion of a comprehensive socio-economic data that will be accessible to the public.

9.0 COURTESY AND CO-OPERATION:

- All office doors are labelled to facilitate easy identification
- Establishment of a client service office to welcome clients to the Assembly.
- Friendly client service officers will be on hand to provide various service

- Assembly staff with clear identification are also available to provide information and other support services
- A well trained development control officers (DWI)) 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

10.0 WHAT WE EXPECT FROM THE PUBLIC AND OUR CLIENTS

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery. To access any of the services we provide, we require the following:

- That business should be duly registered with the Registrar General's Department
- That business address and location including street names and numbers should be made available.
- The provision of registered indenture (land title certificate) and four (4) copies of architectural drawings for the issuance of building development permits.
- To obtain a death certificate, it is expected that a duly signed cause of death certificate/affidavit is provided.
- Participate in the various community level education programs on sanitation, hygiene, revenue collection and others.
- Compliance with the bye-laws of the Assembly to ensure effective administration of the Municipal.
- Prompt payment of revenue (IGF) for effective and efficient service delivery.
- Co-operation in the collection of up-to-date data for development purposes.
- Co-operation in the mobilization of human, financial and material resources to support project implementation.
- Co-operation in ensuring a clean & healthy environment.
- Report to the Assembly any misconduct or poor delivery of service by agents/Personnel of the Assembly.
- Courtesy and civility to our staff and demand appropriate service from them.
- Assist in promoting Tourism and heritage site development
- Rate payers are entreated to pay approved sum and collect receipts covering amounts paid.
- Clients are to provide the Assembly with reliable telephone numbers and address for easy response to queries.

11.0 OTHER COLLABORATING AGENCIES

The Sagnarigu Municipal Assembly collaborates with the following departments, Agencies and Institutions in achieving its goals and objectives;

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| <ul style="list-style-type: none">➤ The Ghana Armed Forces➤ The Ghana National Fire Service➤ Customs Exercise and Prevention Service➤ The Ghana Police Service➤ The Ghana Immigration Service➤ The Ghana AIDS Commission | <ul style="list-style-type: none">➤ The Northern Electricity Department➤ Land Valuation Board➤ Lands Commission➤ The Internal Revenue Service➤ The Value Added Tax Office➤ The Internal Audit Agency |
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12.0 COMPLAINTS

Sagnarigu Municipal Assembly welcomes comments, complaints, constructive criticism and recommendations from the public, its valued clients and customers. Such issue should be addressed to:

**THE CHAIRMAN
PUBLIC COMPLAINTS COMMITTEE
SAGNARIGU MUNICIPAL ASSEMBLY
SAGNARIGU**

In case a client is still not satisfied; he/she may seek further assistance from,

**THE MUNICIPAL CHIEF EXECUTIVE
SAGNARIGU MUNICIPAL ASSEMBLY
SAGNARIGU**

OR:

**THE MUNICIPAL CO-ORD. DIRECTOR
SAGNARIGU MUNICIPAL ASSEMBLY
SAGNARIGU.**

E- MAIL: info@sagnariguassemblygh.com

Website: www.sagnariguassemblygh.com

Office line: 0372099966

You may appeal to the address below as a final resort.

**THE NEW CHARTER OFFICE
C/O OFFICE OF THE PRESIDENT
MINISTRY OF PUBLIC SECTOR REFORM
PMB STADIUM POST OFFICE
ACCRA**

TEL: 021 684086/671359/672333

FAX:671358

To access our service, you can locate us at:

**MAIN OFFICE
SAGNARIGU MUNICIPAL ASSEMBLY
P. O. BOX E/R 161
SAGNARIGU
(On the main Sagnarigu Kukuo road Near
Kpene)**