

**AYAWASO NORTH MUNICIPAL ASSEMBLY**

**CLIENT SERVICE CHARTER**  
**(Revised 2026)**



## 1.0 INTRODUCTION

The Ayawaso North Municipal Assembly (ANMA), hereinafter, referred to as “Assembly” or “ANMA” under the Ministry of Local Government, Chieftaincy and Religious Affairs was carved out of the erstwhile Accra Metropolitan Assembly under the Legislative Instrument (LI 2311) in December 2017 and inaugurated on 15<sup>th</sup> March 2018.

ANMA as an autonomous Assembly has full political and administrative authority as contained in the Local Governance Act, 2016 (Act 936) over the Maamobi Community and its environs including parts of Accra Newtown.

The Municipality shares boundaries with Ayawaso West to the North, Ayawaso East to the South and Ayawaso Central to the East.

This Client Service Charter outlines the services the Assembly provide, the standards a client should expect from the Assembly, and what we expect from you as our valued client.

## 2.0 MANDATE

The Ayawaso North Municipal Assembly is responsible for the overall development of the Municipality, which includes formulating and executing plans, mobilizing resources and promoting social and economic development.

## 3.0 VISION, MISSION AND CORE VALUES

### Vision:

A Model Municipality in service delivery par excellence

### Mission:

To Champion Good Governance through Effective Public Participation, Integrated Service Delivery and Vibrant Local Economy

### Core Values:

- **Innovation and Creativity:** We embrace technology and consistently explore new ways of service delivery.
- **Responsiveness:** We understand and value the priority needs of the people.
- **Equity:** We offer Equal opportunities and social support for all.
- **Cohesive and Engaged Communities:** We promote local identity and culture and community participation.
- **Social Stability:** Deterrent to crime and promote safety and security.

## Motto

Hard work, Dedication and Professionalism

### **4.0 FUNCTIONS OF THE ASSEMBLY**

Pursuant to the Local Governance Act, 936 (2016), and the Local Government (Ayawaso North Municipal Assembly-establishment) Legislative Instrument LI (2311), the Assembly shall:

- Exercise political and administrative authority in the Municipality, provide guidance, give direction to and supervise all other administrative authorities in the Municipality.
- In co-operation with the appropriate national and local security, agencies be responsible for the maintenance of security and public safety in the Municipality.
- Be responsible for the overall development of the Municipality.
- Enact bye-laws necessary for the smooth administration of the Municipality.
- Formulate and execute plans, programs and strategies for the effective mobilization of resources necessary for the overall development of the Municipality.
- Promote and support productive activity and social development in the district and remove any obstacle to initiate development.
- Initiate programs for the development of basic infrastructure and provide Municipal works and services in the Municipality.
- Be responsible for the development, improvement and management of human settlements and the environment in the Municipality.
- Ensure ready access to courts in the Municipality for the promotion of justice.
- Monitor the execution of projects under approved development plans and assess and evaluate their impact on the people's development, the local Municipality and national economy.

The Municipal Assembly shall in the discharge of its functions-

- a) Be subject to the general guidance and direction of the President on matters of national policy
- b) Act in co-operation with the appropriate public corporation, statutory body or non-governmental organization. In the event of conflict between the Municipal Assembly and an agency of the central government, public corporation, statutory body, non-governmental organization or individual over the performance of its functions, the matter shall be referred to the Regional Coordinating Council (RCC) for resolution.

## **5.0 RESPONSIBILITY**

Pursuant to the provision of the Local Governance Act 936 (2016), and without prejudice to functions enumerated, the Ayawaso North Municipal Assembly shall be responsible for:

- i. Approval of planning scheme layouts/zoning.
- ii. Undertake the demolition of unauthorized/dangerous buildings and structures in the Municipality.
- iii. Development control/orderly physical development of settlements
- iv. Waste management and sanitation
- v. Construction, repair and maintenance of all public roads
- vi. Abate nuisance in the Municipality
- vii. Prevent and deal with outbreak of diseases causing vectors
- viii. Street electrification
- ix. Community development programs
- x. Disaster risk and relief services
- xi. Improve agriculture and control animal husbandry
- xii. Prevent and control undesirable of flood in collaboration with appropriate institutions.
- xiii. Issuance of business operating permits
- xiv. Issuance of operational permits to run commercial vehicle
- xv. Issuance of Development, building, temporal structure and signage permits
- xvi. Registration of births and deaths and issuance of births and deaths certificates
- xvii. Registration of marriages and divorces
- xviii. Screening and certification of food and drink vendors'
- xix. Management of waste and sanitation
- xx. Revenue mobilization
- xxi. Fixing of rates, fees and fines, license etc.
- xxii. Provision of basic socio-economic infrastructure, including schools, markets, lorry parks, institutional and public toilets as well as roads amongst others
- xxiii. Facilitate the provision of safe water
- xxiv. Maintenance of peace and security
- xxv. Mobilizing resources for development

## **6.0 SERVICE DELIVERY STANDARDS**

To improve service delivery to citizenry, the Office of the Head of Local Government Service set Service Delivery Standards (SDS) to manage, measure and monitor the effectiveness of the implementation of these standards. These standards include;

- i. Participation
- ii. Client focus
- iii. Professionalism
- iv. Efficient and Effective use of resources
- v. Transparency

These would also inform the service's clientele on what to expect from duty bearers.

The Assembly is committed to delivering services within the following timelines:

| No.   | Service   | Time Frame  |
|-------|---|---|
| i.    | Issuance of Building Permit                     | 30 working days from the date of receipt of application   |
| ii.   | Preparation and approval of Planning Schemes    | From six (6) months to one year from date of receipt of application depending on the size   |
| iii.  | Issuance of Business Operating Permit (B.O.P)   | Within three (3) working days from the date of receipt of application   |
| iv.   | Issuance of Birth Certificate                   | Within 30 Working days from the date of application.  |
| v.    | Issuance of Death Certificate                   | 1 day if newly deceased and Within 30 Working days from the date of application if already buried.  |
| vi.   | Issuance of Food and Drink Vendors Certificates | Within eight (8) working days from the receipt application  |
| vii.  | Registration of Marriage                        | 21 days after registration with photocopy of National ID cards for ordinance marriage .28 days for customary marriage   |
| viii. | Issuance of permit for the erection of Signages | 14 working days from the date of receipt of correspondence  |
| ix.   | Response to correspondence                      | 5 working days from the date of receipt of correspondence   |
| x.    | Registration of contractors/suppliers           | 10 working days from the date of receipt of application   |
| xi.   | Registration of co-operatives society           | Three(3) months after all necessary documents are provided  |
| xii.  | Disability Fund                                 | Any working day, quarterly register with the department of social welfare and community development with one full sized photo and one passport picture. Submit application letter with full photograph of applicant |
| xiii. | Response to complaints                          | 10 working days from the date of receipt of complaint   |
| xiv.  | Ambulance Service                               | Instant after distress call   |
| xv.   | Suitability Permit                              | 14 working days after date of receipt of application  |

|        |  |   |
|--------|--|---|
| xvi.   | Temporal Structure Permit  | 30 working days from the date of receipt of the application |
| xvii.  | Issuance of permit for road block                                  | Within 15 working days from date of receipt of application  |
| xviii. | Issuance of permit for road crossing                               | 14 working days after receipt of application                |
| xix.   | Issuance of permit for construction on roads and road reservations | 21 working days after receipt of application                |
| xx.    | Issuance of permit for grave space                                 | 7 working days after receipt of application                 |
| xxi.   | Church Gazetting   | 14 working days after receipt of application                |

## **7.0 WHAT WE EXPECT FROM 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 provided by the Assembly, we expect;

- Strict adherence to the procedures for lodging of documents
- Secure official receipts for payments made to the Assembly
- Courtesy and politeness to our staff and same from staff to them
- Constructive suggestions about ways of improving upon our services
- Non-partisan in dealings with us and same from our staff
- Prompt payment of Property Rates, Business Operating Permits and Basic Rates.
- Prompt report of unauthorized development, illegal connections and crime.
- Active participation in all Communal Labour activities at the community level.
- Active participation in the various community level education programmes on sanitation, hygiene, revenue collection and Town Hall Meetings.
- Avoidance of littering of all forms and reports those that litter.
- Strict Compliance with bye-laws of the Assembly.
- Developers to obtain valid development permit before commencing work.

## **8.0 DIRECTORATES AND DEPARTMENTS UNDER KROWOR MUNICIPAL ASSEMBLY**

- i. Central Administration
- ii. Finance
- iii. Human Resource

- iv. Education, Youth and Sports
- v. Department of Agriculture
- vi. Physical Planning
- vii. Social Welfare and Community Development
- viii. Department of Co-operatives
- ix. Department of Urban Roads
- x. Statistics
- xi. Births and Deaths Registry
- xii. Health Directorate
- xiii. Urban Transport
- xiv. Works Department
- xv. National Disaster Management Organization (NADMO)

## **9.0 COLLABORATING INSTITUTIONS**

The Assembly collaborates with:

- i. Ghana Police Service
- ii. Information Services Department
- iii. Center for National Culture
- iv. National Commission for Civic Education
- v. Business Advisory Centre/Ghana Enterprises Agency
- vi. Complementary Education Agency
- vii. Youth Employment Agency
- viii. National Service Authority
- ix. Fisheries Commission
- x. National Identification Authority
- xi. Office of the Administrator of Stool Lands
- xii. National Ambulance Service
- xiii. Ghana Immigration Service
- xiv. Ghana Fire Service
- xv. Ghana Water Company Limited
- xvi. Ghana Armed Forces
- xvii. Ghana Revenue Authority

- xviii. The Internal Audit Agency
- xix. Electricity Company of Ghana
- xx. Land Valuation Board
- xxi. Lands Commission
- xxii. Hydrological Department
- xxiii. Ghana Railway Authority
- xxiv. Traditional Authorities
- xxv. Bureau of National Investigations
- xxvi. National Health Insurance Scheme
- xxvii. Other relevant institutions

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

The Client Service Unit provides information, receives complaints, tracks service requests and ensures timely response to client needs.

Complaints will be acknowledged within 72 hours and should be resolved within two weeks where applicable.

#### **11.0 COMPLAINTS TO THE ASSEMBLY**

The Ayawaso North Municipal Assembly (ANMA) welcomes comments and complaints from its valued clients and the general public. The public is advised to address their complaints to the:

The Chairman,  
Public Relations and Complaint Committee  
Ayawaso North Municipal Assembly  
P. O. Box NT 72, Accra Newtown,  
Accra  
Email:[info@ayawasonma.gov.gh](mailto:info@ayawasonma.gov.gh)

In an event where the complainant is not-satisfied with the decision of the Public Relations and Complaints Committee, he /she may seek the audience and assistance of the:

The Municipal Chief Executive  
Ayawaso North Municipal Assembly  
P. O. Box NT 72, Accra Newtown,  
Accra

Tel: 030 2917482

Email: [info@ayawasonma.gov.gh](mailto:info@ayawasonma.gov.gh)

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

Or at the MCE's office at ANMA Head Office

House No. E521/16

Nima Highway, Maamobi

A complainant who is still not satisfied with the treatment of his/her complaints, may further resort to the Greater Accra Regional Co-coordinating Council (GARCC) for hearing.

#### 12.0 MAIN MUNICIPAL ADMINISTRATION OFFICE

Located at House No. E521/16

Nima Highway, Maamobi

**Postal Address:** Ayawaso North Municipal Assembly  
P. O. Box NT 72, Accra Newtown  
Accra