



**KORLE-KLOTTEY
MUNICIPAL
ASSEMBLY**

CLIENT SERVICE CHARTER



CLIENT SERVICE UNIT

The unit receives and addresses complaints.

It also provides information on the nature of operations at the Assembly.

It facilitates standardization of the services delivered by the Assembly and communicates to the public on the delivered service

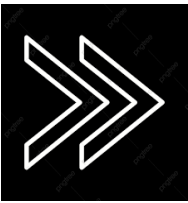
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Korle Klottey Municipal Assembly



Table of Contents

FOREWORD	3
1.0 INTRODUCTION	4
2.0 MANDATE	4
2.1 VISION	4
2.2 MISSION	4
2.3 CORE VALUES	5
3.0 CORE FUNCTIONS OF THE ASSEMBLY	5
4.0 ORGANIZATIONAL ARRANGEMENT/ GOVERNANCE STRUCTURE	7
5.0 SERVICES AND SERVICE STANDARDS OF THE ASSEMBLY	8
6.0 WHAT TO EXPECT FROM KORLE KLOTTEY MUNICIPAL ASSEMBLY	11
7.0 WHAT WE EXPECT FROM OUR CLIENTS	11
8.0 FEEDBACK MECHANISM	12
9.0 COMPLAINTS PROCEDURE	12
10.0 CONTACTS	14
10.1 PHYSICAL LOCATION	14



FOREWORD

The Client Service Charter provides information on the services rendered by the Assembly to its clientele and states what the public need to know concerning the activities of the Assembly and further indicates how feedbacks could be communicated effectively with regards to any of our services. It also outlines our service standards, defines what the public can expect from us

It details the service standards that the Assembly is committed to delivering to our residents and outlines a complaints and grievance redress procedure for our esteemed residents, stakeholders and the general public who may have challenges with our services.

With this document, the Assembly will be able to communicate to residents vital information about what the Assembly commits to do, how to contact the Assembly, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It will increase the participation of civil society and interest groups in the management of public finances as well as provide transparent mechanisms for contact, accessibility and complaints.

Another fundamental reason for the development of this Charter is to ensure that the activities of the Assembly are open and transparent to residents to promote accountability.

Our expectation is that residents who engage the Assembly are served in line with our core values thus, Team work, Dedication, Discipline, Equity, Transparency and our client expectations. Our commitment as a Municipality is to ensure that we provide the highest standards of excellence in client service delivery towards a successful implementation of our Medium-Term Development Plan (MTDP) and Annual Action Plans (AAP).

We welcome your feedback as we work together to create a client-centric culture and to deliver value to you: our residents.

Bernard Mats Yingura
Municipal Co-ordinating Director
Korle Klottey Municipal Assembly



1.0 INTRODUCTION

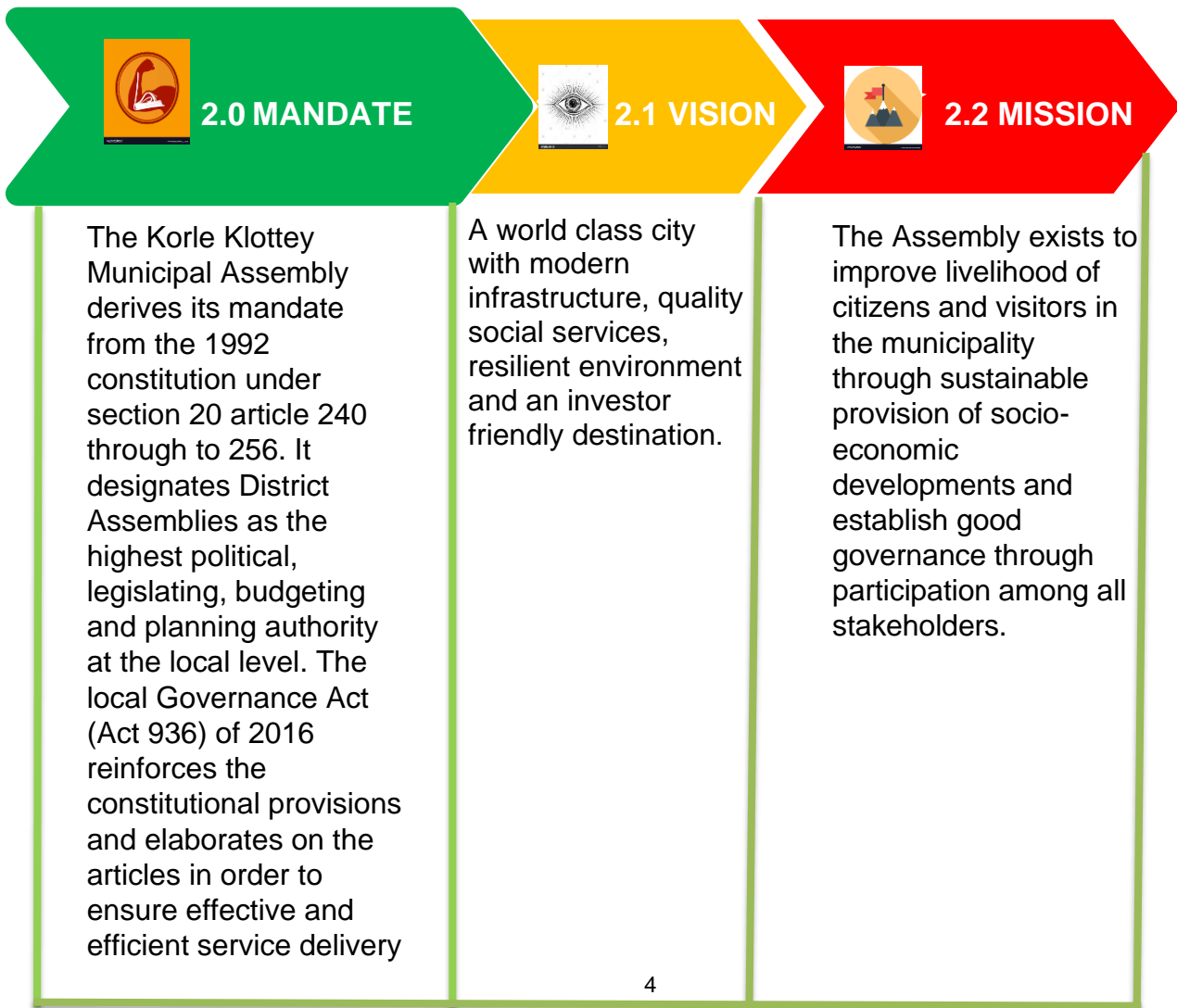
The Korle Klottey Municipal Assembly (KoKMA) is one of the Two Hundred and Sixty (260) MMDAs and among the Twenty Nine (29) in the Greater Accra Region of Ghana situated in the South Eastern and diagonally located between Latitudes 532"50' N and Longitudes 011"15' W and Latitudes 538"0' N and Longitudes 07"50' W. The Municipal Assembly was carved from the Accra Metropolitan Assembly and was established in 2019. The Assembly was inaugurated on 19th February, 2019 with a Legislative Instrument (LI) 2365. It has a land size of 12sqkm (0.37% of the total land size of Greater Accra region.

The Municipal Assembly shares boundaries with La Dade-Kotopon Municipal Assembly to the East, Ayawaso East Municipal Assembly and Ayawaso Central to the North, Okaikoi South Sub-Metropolitan Area to the North –West, Aseidu Keteke Sub-Metropolitan Area to the West, all of Accra Metropolitan Assembly and the Gulf of Guinea to the South. The location of the Municipality makes it economically viable particularly for local folks to engage in fishing, fish processing and subsistence farming for livelihood. The cool breeze from the sea makes the area favourable for habitation. However, the corrosive nature of the breeze has put most facilities under severe deplorable states.

Electoral areas in Korle Klottey:

Korle Klottey Municipal Assembly covers eleven electoral areas namely:

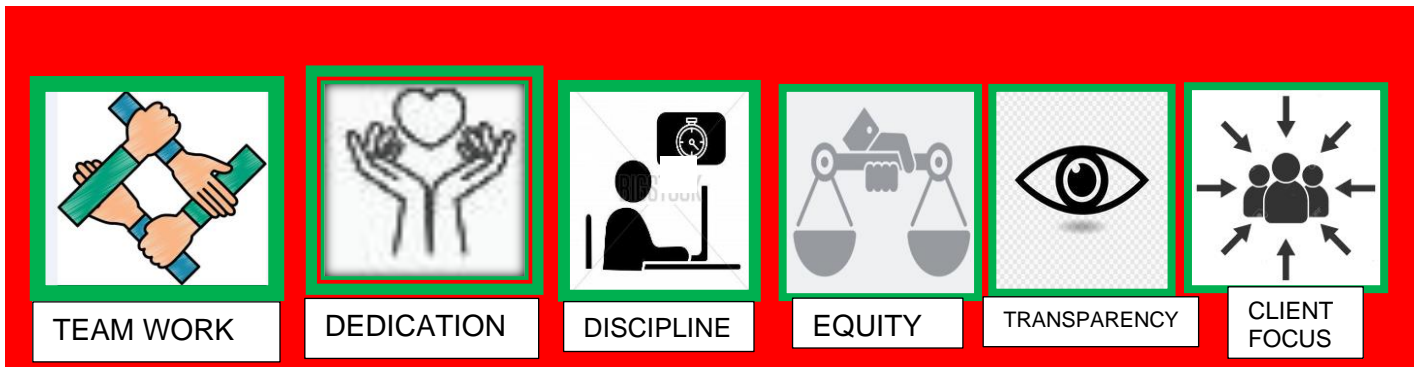
Official town, Odawna Sahara, North Adabraka, Tudu North, Tudu South, Asylum Down, Osu Kinkawe, Osu Alata, Osu Doku North, Osu Doku South, Ringway Estate.





2.3 CORE VALUES

In our quest for excellence, the Assembly will be constantly guided by the following core values and norms:



- **Team Work:** We actively listen, respond, collaborate and share ideas to achieve the best outcomes with residents, businesses and colleagues.
- **Dedication:** We are committed to our duties and core mandates.
- **Discipline:** We are constantly guided by rules and regulations.
- **Equity:** We are fair and justice in dealing with all our clients.
- **Transparency:** We are open, honest, act with integrity and are dependable.
- **Client Focus:** Our residents, businesses and stakeholders are our major priorities.



3.0 CORE FUNCTIONS OF THE ASSEMBLY

The Assembly derives its broad functions from “Section 12 of the Local Governance Act, 2016 (Act 936)”. The functions are;

Exercise political and administrative authority in the district

Promote local economic development;

Provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law

A District Assembly shall also:

- Be responsible for the overall development of the District;
- Formulate and execute plans, programmes and strategies for the effective mobilisation of the resources necessary for the overall development of the District;
- Promote and support productive activity and social development in the District and remove any obstacles to initiative and development;
- Sponsor the education of students from the district to fill particular manpower needs of the District especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district;
- Be responsible for the development, improvement and management of human settlements and the environment in the district;
- In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
- Ensure ready access to courts in the district for the promotion of justice;
- Act to preserve and promote the cultural heritage within the district;
- Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and
- Perform any other functions that may be provided under another enactment

3.1 Local Government Service Departments and Agencies in the Municipality include:

- Municipal Agriculture Department
- Department of Social Welfare and Community Development
- Information Services Department
- Business Advisory Centre (BAC)

3.2 Sub-vented Agencies / Organizations under the Korle Klottey Municipal Assembly

- National Service Secretariat (NSS)
- National Disaster Management Organization (NADMO)

- National Commission on Civic Education (N.C.C.E)
- Electoral Commission
- Centre for National Culture (CNC)

3.3 Services under the Korle Klottey Municipal Assembly

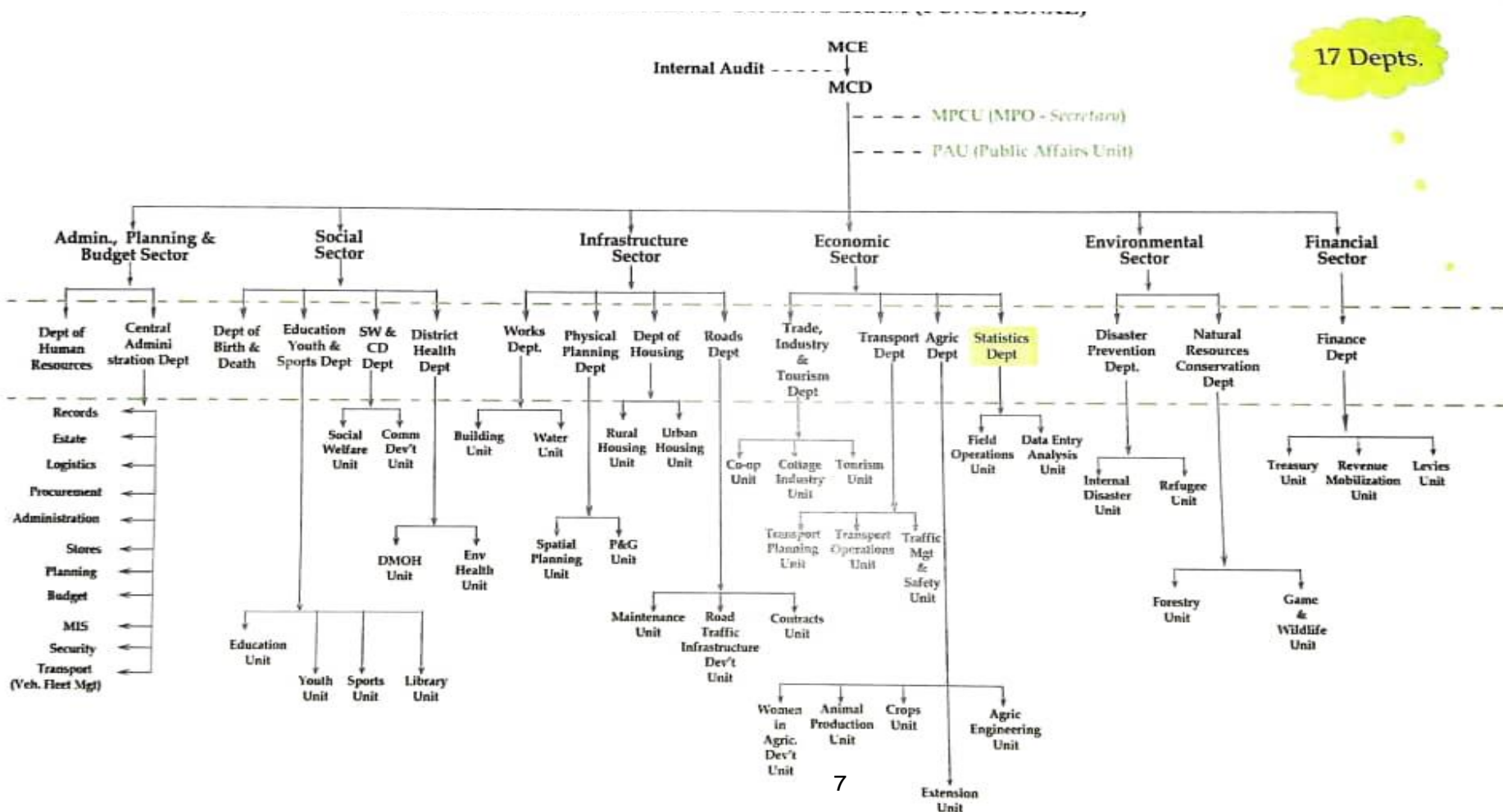
- Ghana Education Service (GES)
- Ghana Health Service (GHS)
- Ghana National Fire Service
- Ghana Ambulance Service
- Judicial Service.



4.0 ORGANIZATIONAL STRUCTURE OF THE ASSEMBLY

Municipal Departments Organogram of the Assembly as Adopted from LGS

Korle Klottedy Municipal Assembly has statutory Departments; some of which are state entities decentralized and incorporated into the Local Assembly structure. Some of these Departments oversee other functional units. These are;



5.0 SERVICES AND SERVICE STANDARDS OF THE ASSEMBLY

SERVICES	REQUIREMENTS FROM CLIENTS	PROCESSES AND PROCEDURES	TIME FRAME
Issuance of Building Permits or Development Permit	<ul style="list-style-type: none"> • Submit one copy of Building Permit application form to the Physical Planning Department • Title search one (1) copy • Indenture or Deed of assignment or Land Title Certificate one (1) copy • Architectural Drawing four(4) copies • Structural Drawings four(4) copies • Mechanical or Services Drawing four(4) copies 	<ul style="list-style-type: none"> • KoKMA receives and reviews application for Building Permit • Management makes decision • Gives a written permission authorizing a person to carry out developments in accordance with conditions specified in the permit 	within 3 months
Issuance of Business Operating Permit (BOP)	<ul style="list-style-type: none"> • Produce Registrar General Business Certificate/Certificate Of Incorporation • Name of Business • Name of Business Owner • Business Location (GPS location)/Address • Contact Detail. 	<ul style="list-style-type: none"> • The Assembly receives the required documents needed for issuing a Business Operating Permit. • The documents are inspected and confirmed. • Management Information System (MIS) unit Inputs the client's data • Choose the business type/category based on the data collected to determine the bill amount. • Approval is given after confirmation • Business Operating Permit/License is Issued to the client 	Within Five (5) days

<p>Officiating of Marriages</p>	<ul style="list-style-type: none"> Valid ID cards are required from clients Payment for registration of Basic Rate, License and notice 	<ul style="list-style-type: none"> The Assembly receives all the required documents Publish notice of bans for Twenty (21) days If there are no caveats relating to the proposed marriage, the assembly issues license. Celebration of marriage (optional) Signing of the marriage certificate 	<p>Twenty one (21) days</p>
<p>Zooning comments tracing and extract</p>	<ul style="list-style-type: none"> Documents (Site Plan) that tells the location of the land Processing fee depending on the size of the land Application for extract 	<ul style="list-style-type: none"> Process documents Notify the client when the request is ready. 	<p>Three(3) days</p>
<p>Issuance of Birth Certificate</p>	<ul style="list-style-type: none"> Provide basic information such as name of individuals and parents, date and place of birth and so on. A child should have a weighing card. For persons above one year, Baptismal certificates and ID cards are required for older people 	<ul style="list-style-type: none"> Submit weighing card or baptismal card. A minimum fee would be paid Process documents and issue birth certificate after a period. 	<p>One working day for below one year and Two weeks for above one year</p>
<p>Issuance of Death Certificates</p>	<ul style="list-style-type: none"> Provision of a duly cause of death certificate or affidavit is required to obtain death certificate 	<ul style="list-style-type: none"> Submit a medical certificate of cause of death or coroner's death certificate. A fee would be paid then a permit to bury would be given. 	<p>One day for same day death and Three weeks for already buried</p>
<p>Issuance of food vendors certificate</p>	<ul style="list-style-type: none"> Submit two passport pictures and other details Pay registration fee which is subject to review. Undergo screening process. 	<ul style="list-style-type: none"> The Environmental health unit of the Assembly receives details. Give out date for screening. (In KoKMA, screenings for food vendors are normally done on Wednesdays, which is subjected to change. When reports are ready, those who are medically fit are given the food vendors certification. 	<p>Two (2) weeks</p>

tickers for Commercial Vehicles	Car Number	<ul style="list-style-type: none"> • Effect Payment 	One day
Embossment of commercial Vehicles	<ul style="list-style-type: none"> • Road worthy book • License 	<ul style="list-style-type: none"> • Fill a form • Make payment 	One day
Fixing of fees and property rates	<ul style="list-style-type: none"> • Name of the business and the owner. • Type of property • Location • Building plan. 	<ul style="list-style-type: none"> • Valuation of the property • Measurement taken to determine the size of the property • Rate Impost is applied to determine the bill amount • Data sent to MIS for bill printing. 	3 days maximum
Social Welfare and Community Development	<p>1.1 Support to persons with disability (PWD)</p> <ul style="list-style-type: none"> • Registration and of PWDs • Conduct investigations on PWD • Give support to PWDs <p>1.2 Livelihood Empowerment Against Poverty (LEAP)</p> <ul style="list-style-type: none"> • Monitor payment of cash grants to beneficiaries and report on any challenges thereof • Educate beneficiaries and the public on conditions of LEAP 	<p>PWD support Procedure</p> <ol style="list-style-type: none"> 1. Forms should be picked from the office, filled and returned together with application letters and photos of applicant 2. Conduct investigations and write reports on applications received with recommendations to the Disability Fund Management Committee 3. Invite PWDs for vetting to confirm kind of support needed <ol style="list-style-type: none"> 1. Inform community focal persons to mobilise beneficiaries for payment in the communities 2. Education is done during payments 	<ul style="list-style-type: none"> • Should provide a passport and a full-size photo of PWD • Address and contact of PWD • Should be present for vetting when invited • Family should be present during payments



6.0 WHAT CLIENTS SHOULD EXPECT FROM KORLEY KLOTTEY MUNICIPAL ASSEMBLY

- Discipline, Dedication and working together with our clients in order to provide equity and transparency in all aspects of our services.
- Prudent use of resources
- Provide a friendly, environment and high quality services that maximize client satisfaction.
- Efficient and effective collaboration with our stake holders for resource mobilisation and development planning
- Empower women and other vulnerable groups to participate in government and Assembly's development agenda
- Protection and promotion of Public health and the prevention of diseases
- Continuous improvement in our service delivery
- Provide reliable, useful timely and socio-economic information that will be accessible to its constituents and the general public.
- Keep the Assembly's website (www.kokma.gov.gh) current and make it reader friendly and accessible to the general public



7.0 WHAT WE EXPECT FROM OUR CLIENTS

To enable the Assembly perform its functions well, we expect the following from the general public:

- To be courteous and polite to our staff.
- Keep the Municipality clean.
- To adhere strictly to the procedures for lodging complaints.
- Business should be properly registered
- To duly address and support all requests with appropriate documents where necessary
- Secure a building permit from the Assembly before putting up any structure.
- Participate in various community level education programmes on sanitation, revenue collection and others.
- Comply with the Municipal Assembly Byelaws to ensure effective administration
- Respond to summons promptly
- Honour tax obligations to the Assembly



8.0 FEEDBACK MECHANISM

The Assembly will acknowledge receipt of your written communication within five (5) working days upon receipt of your correspondence on all enquiries.

If we cannot immediately or fully provide answers to your enquiries or complaints within the specified timeframe, we will provide you with an interim response and advise you as to when a final response is to be expected.

We value your feedback to enable us to improve our service delivery. Your feedback should be communicated through any of the following channels for necessary action:

Client Service
Unit of the
Assembly

Email:
[clientservice@
kokma.gov.gh](mailto:clientservice@kokma.gov.gh)

Suggestion box
located at the
Front Desk of
the Assembly



9.0 COMPLAINTS PROCEDURE

You can lodge your enquiries or complaints through our Client Service Unit located on the ground floor of the Assembly's office building or by contacting us via:

The Client Service Unit

Ground Floor Korle

Klottey Municipal

Assembly

P. O. Box. AD 4

Accra

Telephone: 030 294 4943

Email: clientservice@kokma.gov.gh; info@kokma.gov.gh

Website: www.kokma.gov.gh

9.1 When lodging complaints, we would like you to:



In the event that you are unhappy with any of our services or if you feel that we have not met the standards and/or timelines provided in this Charter you may lodge your grievances at the Coordinating Director's Office via:

The Municipal Coordinating Director

P.O. Box AD 4
Adabraka,
Accra
Tel: 030 294 4943

We will investigate your grievances and respond within five (5) working days. If you are still unsatisfied with our response you may complain to:

**The Head of Local Government Service
Office of The Head of Local Government Service**

P. O. Box M32
Tel: 0302-6823

10.0 CONTACTS

10.1 PHYSICAL LOCATION

We are located in Adabraka Enclave, Akasanoma Road, and adjacent Calvary Baptist church.

10.2 WHEN YOU CAN FIND US

During normal working hours from 08-17hrs

10.3 MAILING ADDRESS

The Municipal

Coordinating Director

Korle Klottey Municipal

Assembly

P.O Box AD 4,

Accra- Ghana

Digital Address: GA – 256 -9684

Telephone: 030 294 4943

Email: info@kokma.gov.gh

Website: www.kokma.gov.gh