

# **LA NKWANTANANG-MADINA MUNICIPAL ASSEMBLY**

## **SERVICE CHARTER**



**ESTABLISHED ON  
28<sup>TH</sup> JUNE, 2018**



## LA NKWANTANANG-MADINA MUNICIPAL ASSEMBLY'S SERVICE CHARTER

### 1.0 PROFILE OF LA NKWANTANANG MADINA MUNICIPAL ASSEMBLY

The La Nkwantanang-Madina Municipal Assembly (LaNMMA) was established on 15<sup>th</sup> March, 2012 by an LI 2131. The Assembly was carved out from the Ga East Municipal Assembly. The La Nkwantanang-Madina Municipal Assembly (LaNMMA) is located on the Northern part of the Greater Accra Region. It is situated between Latitude 5<sup>o</sup> 81'3" N and Latitude 5<sup>o</sup> 67'7" N, between Longitude 0<sup>o</sup> 24'0" W and 0<sup>o</sup> 13'1"W.

It is one of the twenty-nine Districts in the Greater Accra Region and covers a total land area of 70.88 square kilometres which represents 2.18% of the entire Landmass of the Greater Accra Region. It is bordered to the West by the Ga East Municipal Assembly, to the East by the Adentan Municipal Assembly. The Assembly shares boundary to the south with Ayawaso West Municipal Assembly and to the North and North-East with Akwapim South District and Kpone-Katamanso Municipality respectively.

According to the 2010 Population and Housing Census (2010 PHC), LaNMMA has a total population of 111,926. The intercensal growth is estimated to be 4.6%, the 2020 population of LaNMMA is estimated to be 157,250. Females constitute a majority of the population in the Municipality with a 51.5% of the total population while male make up 48.5%. The male to female ratio (Sex Ratio) of the population is 94:100.

### 2.0 VISION

The La Nkwantanang-Madina Municipal Assembly is to become a Connected, Livable and Vibrant Commercial Hub.

### 3.0 MISSION STATEMENT

The La Nkwantanang-Madina Municipal Assembly exists to proactively improve upon the quality of life of its people by harnessing the available resources in partnership with both the public and private sectors

### 4.0 CORE VALUES

In furtherance of our strategic vision and the achievement of our mission, we shall always be guided by our shared values: Accountability, Client-oriented, Diligence, Discipline, Equity, Integrity, Innovativeness, Teamwork, Timeliness and Transparency.

### 5.0 FUNCTIONS

#### WE ARE RESPONSIBLE FOR:

- Controlling, regulating, inspecting, supervising and licensing of premises upon which any profession, occupation, trade, or business is carried out.
- Issuance of building permits.
- Birth & Death registration.
- Issuance of Business Operating Licenses.
- Approval of Planning Schemes/Layouts.
- Control Development and maintaining orderly physical development of Settlements.
- Waste collection and management.
- Fixing of rates in consultation with rate-payers, Revenue mobilization and management (including Levying and collection of taxes, rates, duties and fees)
- Provision of basic socio-economic infrastructure, including schools, markets, water, lorry parks, intuitional toilet and roads.

- Delivery of basic infrastructure, protection of the vulnerable and management of human settlements as well as the environment.
- Collaborating with the relevant national and local security agencies to maintain security, public safety, law and order
- Promotion of justice by ensuring ready access the law courts

## 6.0 SERVICE STANDARDS

We shall issue certificate and provide other services within the following time frames:

SERVICE	TIME FRAME (MONTHS/DAY)
Issuance of Planning permits	Within one (1) month
Issuance of development Permits	Within one (1) month
Issuance of Temporal Permit	Within one (1) month
Issuance of Business Operating Licenses	Within two (2) hours
Issuance of Birth Certificates	Under 1 year (1 day) Above 1 year (2) months
Issuance of Route Permits	Within 3 weeks
Issuance of Death Certificate	Newly Deceased (1 day) Already Buried (2) months
Waste Management Collection Frequency	weekly collection (Once every week)
Issuance of Food Vendors Certificate	Instant Service
Feedback on Complaints Lodged	Within ten (10) working days upon receipt
Feedback on Correspondences	Within seven (7) working days upon receipt

## 7.0 PROCESSES FOR ACCESSING SERVICES FROM DEPARTMENTS OF THE ASSEMBLY

### 7.1 STAGES/STEPS OF GETTING A BIRTH & DEATH CERTIFICATE

DEPARTMENT	CATEGORY	TIME FRAME	SERVICES
Birth Certificate	Under one (1) year	One (1) day	<ul style="list-style-type: none"> <li>▪ Produce Weighing card</li> <li>▪ Fill a Form</li> <li>▪ Entry into the Birth Register Book</li> <li>▪ Entry into a tablet</li> <li>▪ Issuing of Birth Certificate</li> </ul>
	Above one (1) year	One (1) month	<ul style="list-style-type: none"> <li>▪ Filling a Form</li> <li>▪ Submission of Processed form to Accra for vetting, typing &amp; issuance of receipt</li> <li>▪ Submission of</li> </ul>

			personal details to Accra for signing and printing of Certificate
Death	Newly deceased	One (1) day	<ul style="list-style-type: none"> <li>▪ Filling of a form</li> <li>▪ Entry of details of the Deceased into Death Register</li> <li>▪ Issuance of Burial Permit and Death Certificate</li> </ul>
	Already Buried	One (1) month	<ul style="list-style-type: none"> <li>▪ Filling of a Form</li> <li>▪ Application for Affidavit, vetting, scanning &amp; receipt</li> <li>▪ Entry of Details into the Death Register</li> <li>▪ Issuance of Death Certificate</li> </ul>

## **7.2 PERMITTING PROCEDURES (BUILDING PERMIT)**

<b>STEPS</b>	<b>PERMITTING PROCEDURES</b>	<b>DURATION</b>
1	Submission of Application	Acknowledgement of receipt within 7 days
2	Vetting of Applications	Within 7 days
3	Collation of Technical Findings	Within 14 days
4	Site Inspections	
5	Technical Consideration by Technical Sub-Committee	Within 21 days
6	Technical Consideration by Spatial Planning Committee	Within 30 days
7	Processing	
8	Payment and collection of Development Permit or Discussion of Queries and appeal	
9	Appeal to RSPC or DAs	

## **8.0 COURTESY AND CO-OPERATION:**

- All office doors are marked to facilitate easy identification
- Friendly Client Service Officers will be on hand to provide various services
- Assembly staff with visible identification are also available to provide information and other support services
- A well-trained development Control Taskforce will visit various construction sites to ensure compliance to building regulations

- Developers are entreated to produce valid Development Permits
- Courteous revenue Collectors will go round daily to collect various rates approved by the Assembly
- Rate payers are entreated to pay approved sums and collect receipts covering amount paid.

## **9.0 WHAT WE EXPECT FROM THE PUBLIC**

The Assembly expects full co-operation and compliance to its rules, regulations and procedures to ensure fluent service delivery. To access any of the services we provide;

- Read printed materials provided by LaNMMA and its Directorates and communicate these materials to others.
- Ensure timely processing of submitted applications, applicants must ensure that applications are supported with relevant documents before submission.
- Demand written communication for queries and rejections.
- Expeditious reply to queries and enquiries.
- Be courteous and receptive to our staff.
- Inform us if the customer is not satisfied with our services.
- Feedback on degree of satisfaction with our services.

## **10. OTHER COLLABORATING AGENCIES**

- Security Agencies
- Other MMDAs
- Donor agencies
- Judicial Service
- NGO's & CBO's
- MDAs

## **11. COMPLAINTS**

You may address your comments, concerns and complaints to:

**THE CHAIRMAN,  
PUBLIC RELATION & COMPLAINTS COMMITTEE,  
LA NKWANTANANG – MADINA MUNICIPAL ASSEMBLY,  
P. O. BOX MD 130,  
MADINA.**

**28<sup>th</sup> JUNE 2018**