

OUR SERVICE CHARTER

GA WEST MUNICIPAL ASSEMBLY

INTRODUCTION

We are the Ga West Municipal Assembly (GWMA) under the ministry of Local Government Rural Development and Environment.

VISION

To become the most effective and efficient Municipal Assembly that serves the interests of its citizens in an environment that promotes development.

MISSION

To improve upon the quality of life of the people in the municipality through efficient mobilization of both human and material resources for the provision of socio-economic services.

FUNCTIONS

- ◆ Prepare and submit through the Regional Coordinating Council approved development Plans to ADPC and Budget to the Ministry of Finance
- ◆ Formulate, exercise and plan programmes and strategies for effective mobilization of resources necessary for overall development of Municipality.
- ◆ Initiate programmes for development of a basic

infrastructure and management of human settlement and the environment in the municipality.

WE ARE RESPONSIBLE FOR

- ◆ Implementing Government project at the municipal level.
- ◆ Issuance of Building Permit.
- ◆ Issuance of Business Operating Licenses.
- ◆ Approval of Planning Schemes Layouts.
- ◆ Development Control -orderly physical development of settlements.
- ◆ Waste Management.
- ◆ Fixing of Rates.
- ◆ Maintenance of Peace and Security.
- ◆ Sports Development

SERVICE	TIME FRAME
Registration of private Community school: Temporary certificate	Within 7 working days
Registration of business	Within 1working
Registration of NGO's	Within 14 days working days
Approval of planning schemes	Within 40 working days
Approval of building permit	Within 90 working days

Validity of building permit	5 years
Permit for temporary structure	Within 7 working days
Registration of marriage	Within 21 working days
Registration of birth	Within 4 working days
Registration of death	Within 2 working
ICT Training	Beginners 4 weeks Intermediate 6 weeks Advance 8 weeks
Registration of Church	4 weeks
Wedding Services	Not more than 7 working days
Distribution of Property rate Bills	January 1st quarter of the year
Distribution of B.O.P Bills	January 1st quarter of the year

WE STRIVE FOR

- Provision of quality facilities and service to improve the living standards of the people in the municipality.
- The creation of a friendly environment for socio-economic development
- Women empowerment and other vulnerable groups to participate in governance and the assembly's development agenda.

- The protection and promotion of public health and the prevention of diseases.
- Provision of information in an open and transparent manner.
- Creation of conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness.
- Compilation of a comprehensive socio-economic database that will be accessible to the public.

COURTESY AND COOPERATION

- Friendly and courteous customer service officers will be at your service.
- All office doors will be marked to ensure easy identification.
- Accurate and reliable information will be provided by the GWMA through the Public Relations Officer.
- Well-trained Development Control Task Force will visit various construction sites to ensure adherence to building regulations.
- Developers are entreated to produce valid development permits.
- The courteous Revenue Collector will go round daily to collect various rates.
- Rate payers are entreated to pay approved rates and collect

receipts covering amounts.

WHAT WE EXPECT FROM THE PUBLIC

In order to assist GWMA in performing its duties efficiently, the Assembly expects the following from the general public.

- ✓ The public will participate in various community level sensitization programmes on sanitation, hygiene, revenue collection and others.
- ✓ Ensure that forms are properly completed with all requirements before submission.
- ✓ Adhere strictly to procedures for lodging of documents and ensure that receipt is obtained for any payment made.
- ✓ Queried document should be checked properly and ensure compliance with the requirements and provisions.
- ✓ Demand written communication for queries and rejections
- ✓ Honor your civic obligations
- ✓ Be courteous and polite to staff and demand same.

INFORMATION ,TRANSPARENCY AND CONVENIENCE

Ga West Municipal will endeavor to provide its clients with all the information they need to enable them access our services

- ◆ Information desks, information sheets and pamphlets will be made available at our client service unit.
- ◆ Suggestion box will be placed in the Client Service Office.

- ◆ Assembly members will have information on all projects being undertaken in their Electoral Areas.
- ◆ Copies of Medium Term Plan and annual budget will be accessible to the Assembly Members as well as the general public.

OTHER COLLABORATING AGENCIES AND PROGRAMME

OFFICES

We collaborate with the under listed,

- Community Water and Sanitation Agency
- Non-Governmental Organization
- Ghana Police Service
- Ghana Health Service
- Ghana National Fire Service
- Statistical Service
- Birth and Death Registry
- Commission on Human Right and Administrative Justice
- Micro finance and Small Loan Centre(MASLOG)
- Youth Empowerment Agency(YEA)
- Forestry Commission
- Environmental Protection Agency
- National Commission For Civic Education
- Business Advisory Centre/Rural Enterprise Programme

➤ Lands Valuation Board