

JAMAN SOUTH MUNICIPAL ASSEMBLY



THE NEW SERVICE CHARTER



UNITY IN DIVERSITY



THE NEW SERVICE CHARTER **JAMAN SOUTH MUNICIPAL ASSEMBLY**

INTRODUCTION:

GENERAL PROFILE:

The Jaman South Municipality is one of the 12 MMDA's in the Bono Region with Drobo as its administrative capital. Jaman District Assembly was established by LI 1376 of 1988 and modified to Jaman South District Assembly by LI 1777 of 2004 following the division of the original Assembly. The Assembly attained Municipal Status under L.I2269 on 15th March, 2018.

VISION:

The Municipality has a vision to reduce rural and urban poverty and increase the standard of living of the poor through increasing access to quantitative and qualitative socio-economic infrastructure.

MISSION:

The Municipality exists to facilitate the improvement of quality life of the people within the Assembly's jurisdiction through equitable provision of services for the total development of the Municipal, within the context of good governance. In pursuance of this the Municipality has several objectives which cover education, Health, Agriculture, Infrastructure, Roads, Energy, Water and Sanitation, Security and Job Creation.

ADMINISTRATIVE BOUNDARIES:

The Jaman South Municipality is one of the Twelve (12) administrative districts in the Bono Region of Ghana. It is located between latitudes 7° 75'N and 7° 85'N (*approximately*) and longitudes 2° 43'W and 2° 30'West. It shares borders with the Jaman North District in the North-East, Berekum District in the South-East, Dormaa District in the South and La Cote D'Ivoire in the West.

The district has a total land area of about 552 km² and about 150 settlements most of which are rural. Of these communities, only six have assumed urban status using 5000 as the rural – urban dichotomy using the 2000 and 2010 population and housing census.

FUNCTIONS OF DISTRICT ASSEMBLY

The function of the Assembly as given in the Local Governance Act, 2016, Act 936 are as follows:

SECTION 1:

- (1) A District Assembly shall
 - a. Exercise political and administrative authority in the District;
 - b. Promote local economic development; and
 - c. Provide guidance, give direction to and supervise other administrative authorities in the District as may be prescribed by law.
- (2) A District Assembly shall exercise deliberative, legislative and executive functions.
- (3) Without limiting subsections (1) and (2), a District Assembly shall;
 - (a) Be responsible for the overall development of the District;
 - (b) Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the District;
 - (c) Promote and support productive activity and social development in the District and remove any obstacles to initiative and development;
 - (d) 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.;
 - (e) Initiate programmes for the development of basic infrastructure and provide municipal works and services in the District;
 - (f) Ensure ready access to courts in the District for the promotion of justice;
 - (g) Act to preserve and promote the cultural heritage within the District;
 - (h) 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.
- (4) A District Assembly shall take the steps and measures that are necessary and expedient to
 - a. Execute approved development plans for the District;
 - b. guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans;
 - c. initiate and encourage joint participation with other persons or bodies to execute approved development plans;
 - d. promote or encourage other persons or bodies to undertake projects under approved development plans; and
 - e. monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the District and national economy in accordance with government policy.

- (5) A District Assembly shall co-ordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the district and other development programmes promoted or carried out by Ministries, Departments, Public Corporations and other statutory bodies and non-governmental organisations in the district.
- (6) A District Assembly in the discharge of its duties shall
- a. Be subject to the general guidance and direction of the President on matters of national policy and
 - b. Act in co-operations with the appropriate public corporation, statutory body or non-governmental organization.
- (7) Public corporations, statutory bodies and non-governmental organisations shall co-operate with a District Assembly in the performance of their functions.
- (8) The Instrument that establishes a particular District Assembly or any other Instrument, may confer additional functions on the District Assembly.

SECTION 2:

WE ARE RESPONSIBLE FOR:

- a. Formulation and implementation of Health programmes and projects
 - Development of District Medium Term Development Plan
 - Issuance of Building Permits
 - Birth and Death Registration
 - Insurance of Business Operating Licenses
 - Approval of Planning Schemes Layouts
 - Waste Management
 - Revenue Mobilization
 - Insuring Good Governance and Citizens Participation in Local Government
 - Fixing of rates
 - Provision of basic socio-economic infrastructure, including schools, markets, lorry parks, institutional toilets and roads.
 - Facilitate the provision of water
 - Maintenance of peace and security
 - Sports development.

SERVICE STANDARDS:

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

SERVICE STANDARDS	TIME FRAME (MONTHS/DAYS)
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• Issuance of building permits	within 1 ½ month/45 days
• Preparation and approval of planning schemes/layouts	Within four (4) months
• Issuance of Business operating Licenses	Within four (4) working days
• Issuance of Birth Certificate	Under one(1) year (1 day) Above 1 Year (3 weeks)
• Issuance of certify true copy in death Register	Fresh death (1 day) Already buried (4 weeks)
• Waste management (door-to-door collection)	3 times in a week
• Issuance of vendors certificate	One week
• Public education on hygiene practices	Weekly
• Registration of Marriages and Divorce	Within one week
• Registration of NGOs and CBOs	Within two (2) days
• Registration of Consultants and Contractors	Within two (2) days
• Monitoring approved layouts	Monthly
• Respond to community request for action	Two weeks
• Prosecution of tax defaulters	Two weeks
• Revenue mobilization	Four (4) days in a week
• Preparation of Annual Action Plans and Budget	Every October
• Preparation and submission of administrative and financial reports	Two (2) weeks
• Preparation of procurement plans for approval	Every December
• Education of Citizens on Government policies and programmes	No-December and Jan-Apr
• Offer scholarships to brilliant but needy students	Yearly
• Support for vulnerable and excluded	Quarterly
• Sports development	Yearly
• Hold three mandatory meetings preceded by Executive Committee and Sub-committee meetings	Quarterly

WE STRIVE FOR:

1. Collection and analysis of socio-economic data that will be accessible to the public
 - a. Be responsible for development, improvement and management of human settlement and the environment in the Municipality
 - b. Empowerment of women and other vulnerable groups to participate in governance and Assembly's development agenda
 - c. The protection and promotion of public health and the prevention of disease
 - d. Provision of information in an open and transparent manner
 - e. Creation of a conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness.

COURTESY AND COOPERATION:

- a. Courteous revenue collectors will go round daily to collect various rates
- b. Assembly staff with clear identification are also available to provide information and other support service
- c. A well trained development control task force will visit various construction site to ensure adherence to building regulations
- d. Developers are entreated to produce valid development permits
- e. All office doors are marked to facilitate easy identification
- f. Friendly client service officers will be on hand to provide various services.

INFORMATION TRANSPARENCY AND CONVENIENCE

- a. A library will be available for easy assessment of information
- b. Notice Boards will be made available at our offices and sub-district offices
- c. The Jaman South Municipal Assembly will provide its clients with all the necessary information they need to access its services
- d. Information will also be made available at our revenue points throughout the Municipality
- e. Suggestion boxes will be put at vantage points including sub-municipal offices to solicit public views on our service delivery.
- f. Newsletters and brochures.
- g. Clean friendly environment
- h. Website

WHAT WE EXPECT FROM THE PUBLIC

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 as follows;

- a. The public should volunteer information on criminals and miscreants.

- b. Engage in activities that will promote peace order and security in the Municipality
- c. Business should be duly registered with the Registrar General's Department
- d. Encourage the public to honour tax obligations
- e. The public should be courteous to the public servants
- f. Business address and location including street names and numbers should be made available
- g. Provide registered indenture (Land title certificate) and four (4) copies of Architectural drawings for the issuance of building/development permits.
- h. The bye-laws of the Assembly will be complied with to ensure effective administration of the Municipality.
- i. The public will participate in the various community level education programmes on sanitation, hygiene, revenue collection and others
- j. To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided.

OTHER COLLABORATING AGENCIES

The Jaman South Municipal Assembly shall collaborate with the following Departments Agencies.

- a. Ghana Revenue Authority (GRA)
- b. Information Service Department (ISD)
- c. Environmental Protection Agency (EPA)
- d. VRA/NEDco
- e. Ghana Education Service (GES)
- f. Ghana Health Services (GHS)
- g. NGOs/CSOs/FBO's
- h. Ghana Aids Commission (GAC)
- i. Community Water and Sanitation Agency (CWSA)
- j. All Decentralised Agencies
- k. All Financial Institutions (AFI)
- l. All Security Agencies (ASA)

COMPLAINTS

Jaman South Municipal Assembly welcomes comments and complaints from the general public, its valued clients and customers. Such issues should be addressed to:

**THE MUNICIPAL CHIEF EXECUTIVE
JAMAN SOUTH MUNICIPAL ASSEMBLY
POST OFFICE BOX 5
DROBO – B/R
TEL: 0352196521**

OR

**THE OFFICE OF THE PRESIDING MEMBER
JAMAN SOUTH MUNICIPAL ASSEMBLY
POST OFFICE BOX 5
DROBO – B/R
TEL: 0542501757**

OR

info@jsma.gov.gh

