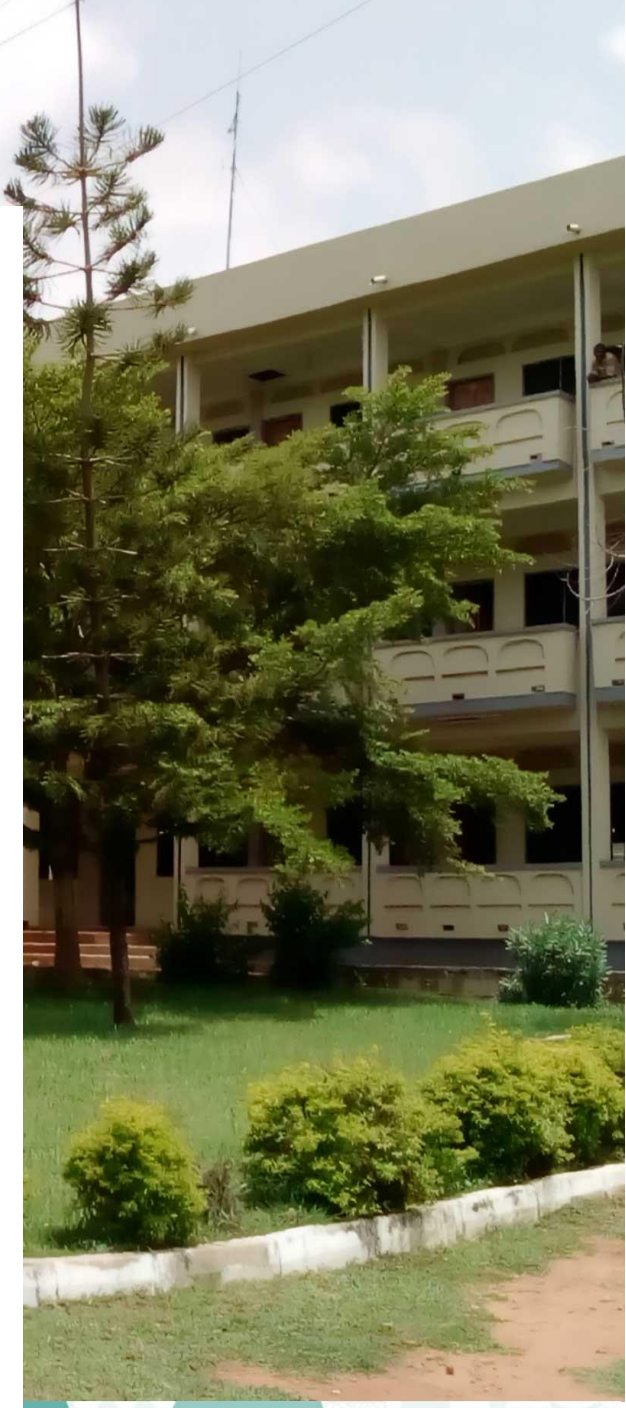
EJURA SEKYEDUMASE MUNICIPAL ASSEMBLY



CLIENT SERVICE CHARTER

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www.esma.gov.gh

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Introduction

Get to know us briefly

We are the Ejura Sekyedumase Municipal Assembly (ESMA) under the Ministry of Local Government, Rural Development and Environment (MLGRDE) of the Republic of Ghana.

The Assembly was established by a Legislative Instrument 1400, **PNDC L.I 1400**, of **29th November, 1988** and upgraded to Municipal status by **L.I 2098**, **6th February, 2012**.

Our area of jurisdiction includes: Ejura, Sekyedumase, Anyinasu, Frante, Kasei, Boyon, Estates and others.

We also share common boundaries with the **Nkoranza South Municipal**, **Nkoranza North District Assembly** to the West, the **Atebubu South Municipal Assembly** to the North, the **Manpong Municipal Assembly** to south.

"Love, Unity & Development"

Our Statements

Our Vision

The Vision of the Municipality is to become a client oriented public service organization providing legal government service to improve the living standards of people.

Our Mission

*The **ESMA** exists to facilitate improvement in the quality of life of the people within its jurisdiction through equitable provision of services and infrastructure for the development of the Municipal within the context of good and equal opportunity for all.*

Our Goal

The goal of the Assembly is to reduce poverty levels and facilitate the improvement of quality of life of all manner of people within the Assembly's jurisdiction through the provision of basic services, agricultural development and participation in decision making.

FUNCTIONS

The function of the Assembly, as given in the Local Government act 462, 1993 are as follows:

- ✓ *Be responsible for the overall development of the Municipality*
- ✓ *Formulate and execute plans, Programs and strategies for effective, mobilization of resources for the overall development of the municipality*
- ✓ *Promote and support productive activity and social development in the municipality and remove any obstacles to initiative and development*
- ✓ *Initiate program 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*
- ✓ *Collaborate with the relevant national and local security agencies to maintain security and public safety*
- ✓ *Promote justice by ensuring ready access to courts.*

WE ARE RESPONSIBLE FOR:

- ✓ *Issuance of Building*
- ✓ *Birth and death registration*
- ✓ *Insurance of Business Operating Licenses*
- ✓ *Approval of Planning Schemes layouts*
- ✓ *Development Control-orderly physical development of settlements*
- ✓ *Waste management*
- ✓ *Revenue mobilization*
- ✓ *Fixing of rates*
- ✓ *Provision of basic socio-economic infrastructure, including schools, markets, lorry parks, institutional toilet sand roads*
- ✓ *Facilitate the provision of water*
- ✓ *Maintenance of peace and security*
- ✓ *Sports development*

SERVICE STANDARDS

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

Services	*Time Frame (months/Days)*
➢ *Issuance of building permits*	**Within two (2) month or 48 days**
➢ *Preparation and approval of planning schemes / layouts*	**Within six (6) months one (1) year depending on the size of the settlement**
➢ *Building inspection*	**Daily**
➢ *Issuance of Business Operating Licenses (BOP)*	**Within three (3) working days**
➢ *Issuance of Birth Certificate*	✓ **Under 1yr (1day)** ✓ **Above 1yr (2weeks)**
➢ *Issuance of Death Certificate*	✓ **Fresh Death (1day)** ✓ **Already buried (3weeks)**
➢ *Waste management (door-to-door collection)*	**Two (2) times weekly collection**
➢ *Issuance of food vendors certificate*	**Within eight (8) working days**
➢ *Public education on hygiene practice*	**Daily**
➢ *Inspection of meat and pass it for public consumption*	**Daily**
➢ *Market / house – house inspection*	**Weekly / Daily**
➢ *Issuance of licenses*	**Within two weeks**
➢ *Preparation of Tender document*	**4 weeks**
➢ *Advertisement on Projects*	**3 weeks**
➢ *Respond to correspondences*	**Within 3 - days**
➢ *Dispatching letters*	**Within a day / immediate**

➢ *Tender opening*	**2 weeks after advertisement**
➢ *Tender Committee Meeting*	**2 weeks after Tender Opening/quarterly**
➢ *Notification of award*	**Within a week.**
➢ *Receipt of complaints reports, petitions from general public*	**Daily (Monday–Friday: - 8:00 am – 5: 00 pm)**
➢ *Sending Feedback to complaints*	**1 – 5 days.**
➢ *dissemination of Assembly activities to the public*	**1 - day**
➢ *Report on Assembly's activities on our website*	**One day.**
➢ *Project supervision*	**Daily**
➢ *Providing advisory counseling services*	**Quarterly**
➢ *Provide Tailor – made entrepreneur, Managerial and Technical Training p to the public and MSEs*	**Quarterly**
➢ *Registration of Association and NGOs*	**4 weeks**
➢ *Settlement of maintenance custody and paternity cases.*	**weekly**
➢ *Preparation of MTDP*	**Every 4 years**
➢ *Preparation of AAPs*	**Yearly**
➢ *Preparation of Annual Composite Budget*	**Yearly**
➢ *Visit and attend to (distressed) disaster victims*	**Immediate action**
➢ *Assessment of effects of disasters and submission of reports*	**Within two days**
➢ *Distribution of relieve items*	**Within two days after receipt of items.**
➢ *Child and Family Welfare Support*	**Monthly**
➢ *Leap Program Support*	**Bimonthly**

➢ *Parentage, Custody, Maintenance and Access Resolution (Involving Children)*	**Monthly**
➢ *Counseling And Psychosocial Services*	**Bimonthly**
➢ *Legal And Justice Administration Support*	**Weekly**
➢ *Domestic Violence and Victim Support*	**Monthly**
➢ *Prevention And Support Services to Teenage Pregnant Mothers*	**Bimonthly**
➢ *Child Labor And Child Trafficking Intervention Program*	**Quarterly**
➢ *Fosterage And Adoption Service*	**Monthly**
➢ *Women Empowerment Program*	**Quarterly**
➢ *Support For Persons with Disability*	**Quarterly**
➢ *Support Services for Aged and Indigent*	**Monthly**
➢ *Fight Against Discrimination and Social Injustices*	**Monthly**
➢ *Prevention And Rescuing Support Services for Children in Child Marriages*	**Weekly**
➢ *Assistance To Destitute, Psychiatry Patients and Stranded People*	**Monthly**
➢ *Assistance To Street Children*	**Weekly**
➢ *Social Education Program*	**Quarterly**
➢ *Community Mobilization and Self-Help Intervention Program*	**Quarterly**
➢ *Gender Advocacy and Awareness Program*	**Quarterly**
➢ *Apprenticeship Welfare*	**Quarterly**
➢ *Hospital Welfare Services*	**Quarterly**

OUR ADMINISTRATIVE AREA OF AUTHORITY

The Ejura Sekyedumase Municipal Assembly's area of authority shall comprise the total number of all 43 Electoral areas as stated below.

Town / Area Council	*Description of Electoral Area*
EJURA URBAN COUNCIL	**1. Ahenboboano** • *Ahenboboano* **2. Community Centre** • *Community Centre* **3. Abota** • *Abota* **4. Low Cost** • *Low Cost* • *Health Centre* • *Agriculture College* **5. Sabonline** • *Caps International School 'A' Ejura* • *Caps International School 'B' Ejura* • *Kabre Area* **6. Dagomba Line** • *Dagomba Line* • *Zongo West* **7. Mempeasem** • *GKC Clinic Area* • *Arabic School Area* • *Hamidu's House Area* • *Ejura Central Mosque* **8. Market Center** • *Market Center* **9. Aframso** • *Aframso* **10. Teacherkrom** • *Teacherkrom* • *Afrantifi* • *Yabraso* • *Kobriti* • *Nyedeso*

	• *Bronikrom* • *Apekyiseade* • *Anakyikuma* • *Nkwasiakan* **11. Nkyensie** • *Nkyensie*
SEKYEDUMASE AREA COUNCIL	**12. Dapaafo** • *Dapaafo* **13. Juaho** • *Juaho* **14. Apiaso** • *Apiaso* **15. Asensemu** • *Asensemu* ***16. Seko Zongo*** • SekoZongo **17. Frante** • *Frante* **18. Zongo-Frante** • *Zongo* • *Frante* **19. Kobiriti** • *Kobiriti* **20. Drobong** • *Drobong* **21. Anyinasu East** • *Anyinasu East* • *Hiawu* • *Akwadum* • *Danyame* • *Atrema Aframso* • *Moshie Zongo* • *Nyina Mansa* • *Baware* • *Awabire* • *Benson No.1*

	22. Anyinasu West • *Cooperative House* • *Nsubonta* • *Noguakyiri* • *Atonoso* • *Apitiam* • *Frafra* • *Shagamu* • *Kwayemu* • *Nigeria House* • *Benson No.2* **23. Bimi** • *Bimi*
KASEI AREA COUNCIL	**24. Kasei** • *Kasei* **25. Masuo** • *Masuo* **26. Sunkwaye** • *Sunkwaye* **27. Asuogya** • *Asuogya* **28. Asumen** • *Asumen* • *Dijawu* • *Famehyebabi* • *Zabrama Akuraa* • *Kunkunuku* **29. Kantakani** • *Dwenewoho* • *Mbaana* • *Kantakani 1* • *Kantakani 2* **30. Kyekyekura** • *Kyekyekura*

EBOUM AREA COUNCIL	**31. Ebuom** • *Ebuom* **32. Adiemira** • *Adiemira* **33. Amenamu** • *Amenamu* **34. Mininaso** • *Mininaso No. 1* • *Mininaso No. 2* **35. Nyamebekyere** • *Nyamebekyere*
BONYON/DROMANKUMA AREA COUNCIL	**36. Dromankoma** • *Dromankoma* • *Animal Husbandry Quarters* **37. Bonyon** • *Bonyon and its environs* **38. Atta Akura** • *Sarakyiakura* • *Atta Akura No. 1* • *Atta Akura No. 2* **39. Hiawoanwu** • *Hiawoanwu* **40. Nkwanta** • *Nkwanta* **41. Babaso** • *Babaso* **42. Nokwareasa** • *Nokwareasa* **43. Kasim** • *Kasim*

DAY CARE CENTRES IN THE MUNCIPALITY

The Ejura Sekyedumase Municipal Assembly shall collaborate with and monitor the operations of the following day care centers.

➢ *Petcom Academy (0244010554)*
➢ *Living Star Educational Institute (0241015464)*
➢ *Full Gospel Assemblies of God Preparatory (0246463510)*
➢ *St. Mary International School (0542459898)*
➢ *Glory Educational Complex (0246502717)*
➢ *Kings Academy (0240435945)*
➢ *Alkaale Nurul Islamic School (0207086110)*
➢ *Ejuraman Educational Complex (0246111643)*
➢ *Confidence International School (0244835571)*
➢ *Light House Christian Mission School (0242345005)*
➢ *Future Leaders (0548449231)*
➢ *Deeper Life*
➢ *New Kingdom*
➢ *New Islamic International School*
➢ *Emmanuel Academy*
➢ *Aboraasika Education complex*
➢ *Stars of Christ Academy*
➢ *Babaso Bresillac Catholic*

HEALTH CARE FACILITIES WITHIN THE MUNICIPALITY

The Ejura Sekyedumase Municipal Assembly shall collaborate with and monitor the operations of the following Health Center.

NAME	*LOCATION*
➢ EJURA GOVERNMENT HOSPITAL	**EJURA**
➢ SEKYEDUMASE POLY CLINIC	**SEKYEDUMASE**
➢ ANYINASU HEALTH CENTRE	**ANYINASU**
➢ ST. LUKE HOSPITAL	**KASEI**
➢ KYENKYENKURA CHPS COMPOUND	**KYEKYENKURA**
➢ HIAWOANWU CHPS COMPOUND	**HIAWOANWU**
➢ EJURA COMMUNITY HEALTH CENTRE	**EJURA, BRIGADE**
➢ AFRAMSO HEALTH CENTR	**AFRAMSO**
➢ BEMI CHPS COMPUND	**BEMI**
➢ NOKWAREASA CHPS COMPUND	**NOKWAREASA**
➢ HOMAKO CHPS COMPOUND	**HOMAKO**
➢ BABASO CHPS COMPOUND	**BABASO**
➢ FRANTE CHPS COMPOUND	**FRANTE**
➢ NKRAMPO / DROBONG CHPS COMPOUND	**NKRAMPO**
➢ SRICHIKURA CHPS COMPOUND	**SRICHIKURA**
➢ ABAIDOO HEALTH CARE CITY	**EJURA, BROADCASTING**

WE STRIVE FOR:

- ✓ *Continuous improvement in our service delivery*
- ✓ *The creation of an enabling environment for socio-economic development*
- ✓ *Empowerment of women and other vulnerable groups to participate in governance and 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 a conducive environment for Public Private Partnership*
- ✓ *(PPP) in our service delivery to ensure efficiency and effectiveness*
- ✓ *Compilation of a comprehensive socio-economic data base that will be accessible to the public.*

COURTESY AND COOPERATION:

- ✓ *All office doors are marked to facilitate easy identification*
- ✓ *Friendly client service officers will be on hand to provide various services*
- ✓ *Assembly staff with clear identification are also available to provide information and other support service*
- ✓ *A 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*
- ✓ *Courteous revenue collectors will go round daily to collect various rates*
- ✓ *Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.*

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 we provide, we require as follows;

- ✓ *Business should be duly registered with the Registrar General Department*
- ✓ *Business address and location including street names and numbers should be made available*
- ✓ *Provide registered indenture (Land title certificate) and four (4) copies of Architectural drawings for the issuance of building/ development permits*
- ✓ *Ensure that a child has a weighing card and in the case of persons above one (1) year, baptismal certificate and ID card.*
- ✓ *To obtain a death certificate at least expected that a dully signed cause of death. Birth certificate / affidavits must be provided.*
- ✓ *The pubic will participate in the various community level education Programmes on sanitation, hygiene, revenue collection and others.*
- ✓ *The bye-laws of the Assembly will be complied with to ensure effective administration of the Municipal.*

OTHER COLLABORATING AGENCIES

The Ejura Sekyedumase Municipal Assembly shall collaborate with the following Departments, Agencies, Authorities and similarly related.

- ✓ *Internal Revenue Service*
- ✓ *The Ghana Police Service*
- ✓ *The Ghana Prisons Service*
- ✓ *The Ghana Immigration Service*
- ✓ *The Ghana Health Service*
- ✓ *The Ghana Fire Service*
- ✓ *Ghana Education Service*
- ✓ *The Judicial Service of Ghana*
- ✓ *The Ghana Ambulance Service*
- ✓ *Ghana Statistical Service*
- ✓ *The Internal Audit Agency*
- ✓ *Environmental Protection Agency*
- ✓ *Community Water and Sanitation Agency*
- ✓ *National Identification Authority*
- ✓ *National Communications Authority*
- ✓ *Ghana Revenue Authority*
- ✓ *National Youth Authority*
- ✓ *The Value Added Tax Office*

- ✓ *Electricity Company of Ghana / VRA / NEDCO*
- ✓ *Ghana Water Company*
- ✓ *Lands Commission*
- ✓ *Land Valuation Board*
- ✓ *Ghana Aids Commission*
- ✓ *National Health Insurance Scheme*
- ✓ *National Disaster Management Organisation*
- ✓ *National Commission for Civic Education*
- ✓ *Ghana National Petroleum Corporation*
- ✓ *Center for National Culture*
- ✓ *Natural Resource Conservation*
- ✓ *Commission for Human Right and Administration Justice*

COMPLAINTS

ESMA welcomes comments complaints from the public, its valued clients and customers. Such issues should be addressed to:

THE CHAIRMAN
PUBLIC RELATIONS & COMPLAINTS COMMITTEE
ESMA – EJURA

In case you are still not satisfied; you may seek further assistance from:

THE MUNICIPAL CHIEF EXECUTIVE
EJURA SEKYEDUMASE MUNICIPAL ASSEMBLY
P. O. BOX 9
EJURA – ASHANTI
info@esma.gov.gh / support@esma.gov.gh

You may appeal to the address above as final resort.

You may also use the following link to submit complains online:

- https://esma.gov.gh/write-to-m-c-e/
- https://esma.gov.gh/write-to-m-c-e/citizens-feedback-report-issues-engage-us/

WHERE YOU CAN FIND US– Collect Information from The Ejura Sekyedumase Municipal Assembly

CONTACTS

Department and Unit Contacts

For quick information relating to a department or unit kindly contact the following Departmental or unit heads:

NAME	DEPARTMENT / UNIT	CONTACT
FRED B. KPODO	CENTRAL ADMINISTRATION	0207714283
JOSHOA ADJEI BOATENG	BUDGET UNIT	0209144800
YEBOAH ANTHONY A. KYERE	TRANSPORT DEPARTMENT	0261137272
EMMANUEL DORDZIE K. JUNIOR	MIS UNIT	0249784823
MAHAMA BABA	INTERNAL AUDIT	0242288262
LAWRENCE W. TANGYEI	DEVELOPMENT PLANING	0205191303
KENNETH OSEI KOFI	PROCUREMENT/SUPPLY UNIT	0549749280
DAPAAH ISAAC MANU	LIBRARY	0240168040
FRIMPONG JAMES	REGISTRY UNIT	0548510526
OPPIAH-MENSAH JUSTICE	HUMAN RESOURCE DEPARTMENT	0244170818
KARIKARI KOFI	REVENUE DEPARTMENT	0207689671
AMOAH-FAKYIWAA CYNTHIA	DEPARTMENT OF ENV'T HEALTH	0545678212
LEO BEN ADDA	DEPARTMENT OF AGRICULTURE	0246122956
DASUMANU ABDULLAH	DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEV'T	0245055594
DANIEL ADU MENSAH	WORKS DEPARTMENT	0247664550
BENJAMIN SMITH	URBAN ROADS DEPARTMENT	0244718579
NYIGRE PHILIP	DEPARTMENT OF STATISTICS	0208096620
SOLOMON KWAKYE	PHYSICAL PLANING DEPARTMENT	0244381828
ELIAS K. ADOFO ADDAE-BOAHENE	BIRTH & DEATH REGISTRY	0249427995
AMANDA WIREKO	NBSSI / BAC	0244381653
ISSAH ABDULLAH	DEPARTMENT OF FINANCE	0244104201
HARRIET LARBI AVETI	INFO. SERVICE DEPARTMENT	0244134469
RAZAK M. SALIFU	NADMO	0243907781
COURAGE ANKU	MUNI. HEALTH DIRECTORATE	0244654999
FRIMPONG HARUNA AKWASI	GHANA EDUCATION SERVICE	0243045789

Physical Location

To access our service, you can locate offices in the following towns and locations:

MAIN MUNICIPAL ADMINISTRATION OFFICE

Located on the Mampong – Atebubu Road, about hundred meters from the Nkoranza Road.

Mailing Address

EJURA SEKYEDUMASE MUNICIPAL ASSEMBLY
P.O.BOX 9, EJURA
ASHANTI-REGION
Website: www.esma.gov.gh
info@esma.gov.gh / support@esma.gov.gh

SUB-OFFICES

EJURA URBAN COUNCIL
P.O.BOX 9
Location: **EJURA**

SEKYEDUMASE ZONAL COUNCIL
C/O P.O.BOX 5
Location: **SEKYEDUMASE**

EJURA SEKYEDUMASE MUNICIPAL ASSEMBLY

P.O.BOX 9, EJURA - ASHANTI

GHANA – WEST AFRICA

GH POST GPS: AJ-0019-6519

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info@esma.gov.gh / support@esma.gov.gh