

**MINISTRY OF LOCAL GOVERNMENT AND RURAL
DEVELOPMENT**



UPDATED CLIENT SERVICE CHARTER

SISSALA EAST MUNICIPAL ASSEMBLY

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1. INTRODUCTION

This Client Charter is the commitment of Sissala East Municipal Assembly (SEMA) to provide unparalleled level of service to the people in the Municipality and beyond. The document serves as a guide to staff and Customers on standards of services rendered by the Assembly with the aim to improve transparency and accountability. Ultimately, the Charter aims at informing and educating our customers on the types and requirements of services we render to the general public.

We commit ourselves to the deliverables outlined in the Charter to be carried out by employees and service providers contracted by the Assembly. We acknowledge however the fact that circumstances may occur beyond our control which will likely affect the normal standards of service we provide. In such cases, the service levels set out in this Charter will not necessarily apply, although every effort would be made to maintain acceptable normal services or minimize inconveniences to customers whiles urgent remedial actions are being taken to restore set standards.

1.1 Who we are

The Sissala East Municipal Assembly is one of the eleven [11] District Assemblies in the Upper West Region. It was established by a Legislative Instrument (L.I 2102) and was inaugurated in June 2012.

The overall aim of the District is to transform its geographical landscape into a well-planned, peaceful and prosperous district in Ghana's decentralization system. This intention would be realized through strategically planning to achieve an overall balance and sustainable development in the district; investing in human and capital resources in sectors such as education, health, water and sanitation among others; promoting and supporting private sector development ; enhancing good governance and assisting to maintain peace and security in the district.

This enormous development task of the district with its limited Internal Generating Funds and inconsistent flow of its external sources of funds has awakened the call for partnership and collaboration by all stakeholders and development partners in the development of the district.

This Informative document therefore outlines the physical demarcation and features of the Sissala East Municipality, the demographic characteristics, economic and social infrastructures as well as key development investments in the various sectors of the district.

It is our hope that this document will serve as an investment and marketing profile of our municipality to all stakeholders and development partners.

- **Boundaries and Distance from Regional Capital**

The Municipality shares boundary on the North with Burkina Faso, on the East with Kassena-Nankana and Builsa Districts, to the South East with West Mamprusi District, South West with Wa East and Daffiamma-Bussie-Issa Districts and to the West by Sissala West District.

- **DEMOGRAPHIC FEATURES**

- **Population and Demography**

Population Growth and Trend

Year	Male	Female	Total Population	Growth Rate
2010	27506	29022	56528	1.9%
2011	28029	29573	57602	
2012	28552	30124	58676	
2013	29075	30675	59750	
2014	29598	31226	60824	
2015	30121	31777	61898	
2016	30644	32328	62972	
2017	31167	32879	64046	
2018	31690	33430	65120	
2019	32213	33981	66194	
2020	39869	40751	80519	

Source: Ghana Statistical Service, 2010 -2020 Population and Housing Census.

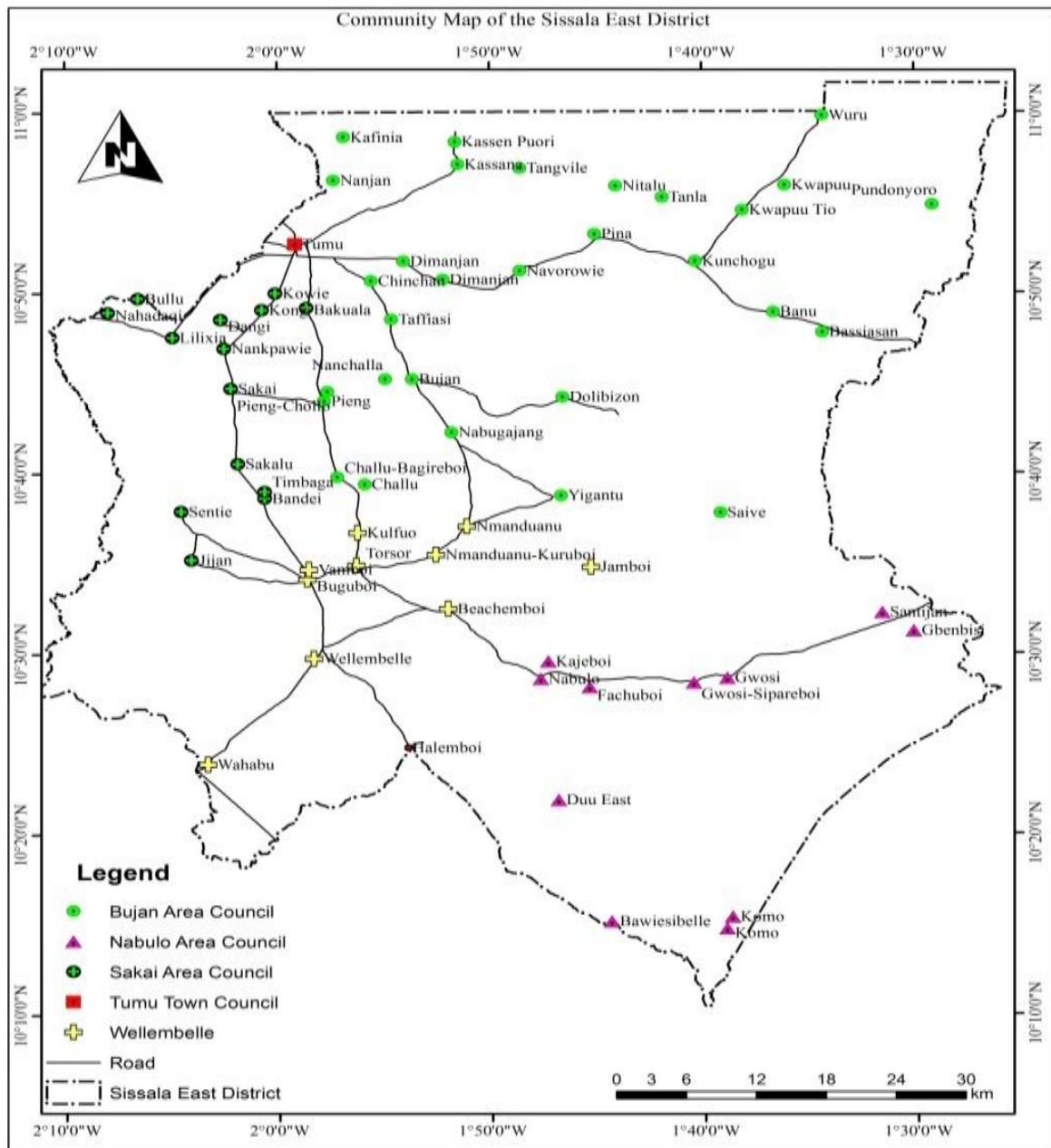
- **Religion, Ethnicity and Culture**

There has not been a change in the ethnic and religious composition within the Municipality. There are five main ethnic groups comprising the Sissala's (88%), Kasenas (5%), Dagabas (3%), Moshies (2%) and 2% comprising of other ethnic groups. On the other hand, the religious composition includes Moslems-81%, Catholics-10%, Traditionalist-5%, and others accounting for about 4%. These various religious groups notwithstanding, cordial relations exist among these religious groups. The cordiality prevailing amongst these religious groups serves as a catalyst for developmental programmes and projects in the district. Each religious celebration is done with the participation of other religious groups. The dominant Islamic religion in the district have tremendously influence the general way of life of majority of the citizens of the district in terms of marriage, eating, dressing, funeral among others.

The Municipality is made up of different cultures and these dynamic cultures have been handed over to the present generation by their forefathers through experience and reflection in an attempt to fashion and harmonise co-existence with the environment. The Kasena in the eastern corridor, the dagaabas dotted in the district also have their unique cultures which can be harmonised to improve development. Funerals and marriages rites, the dance, the songs and the annual Parigbiele and Nimoru-Fokuri festivals portray the great culture of the Sissala and Kasena people respectively. Some of the cultural practices are positive but despite these

potentials, some of the cultural practices have adverse effects on the people and development in general. Practices such as Female genital mutilation (FGM), elopement of school girls, forced and early marriages, low value of female education, marriage inheritance among others have negative repercussions on the people's growth.

The recent clashes over chieftaincy skin and lands at Kong, Wellembelle, Nabulo among others is pin-pointing to the fact that cultural activities are not given the needed support to bring to bear the social cohesion needed for development.



Vision

The Sissala East Municipal Assembly aspires to “provide a qualitative living standard for the people at all times”. This is comparable with Ghana’s vision of “a just, free, and prosperous nation with high levels of national income and broad-based social development” as contained in the long-term National Development Plan (LTNDP 2018-2057).

Mission

The Sissala East Municipal Assembly exist to improve the livelihood of its people by initiating the necessary socio- economic programmes and projects creating an enabling environment for community and private sector participation for development of the municipality in collaboration with all stakeholders.

1. Operationalization of Vision and Mission

Our collective vision and the mission of the Municipality would be achieved through the following:

- ❖ Committed to promoting holistic planning that will guarantee sustainable social, economic and physical development of the municipality
- ❖ Tapping on the potentials of traditional leaders, opinion leaders and private agencies to accelerate development in Sissala East
- ❖ Invest in human capacity and resource potential to spur up specifically the social sub-sectors such as health, education, water and sanitation
- ❖ Ensure deliberate growth and development of the Local Economy for the creation of space to enable the private sector to thrive
- ❖ Promote an informative and democratic municipality
- ❖ Promote and upheld the fundamental human rights of the citizenry within the framework of outmost peace and order

CORE-VALUES

- ❖ Professionalism
- ❖ Client Focus
- ❖ Transparency
- ❖ Efficient and effective use of resources
- ❖ Accountability
- ❖ Participation

2. GEOPHYSICAL CHARACTERISTICS

- **Geographical Location**

The Municipality falls between Longitudes. 1.30⁰ W and Latitude. 10.00⁰ N and 11.00⁰ N. The Municipality has a total land size of 4,744 sq km – representing 26% of the total landmass of the region. The Municipality shares boundary on the North with Burkina Faso, on the East with Kassena-Nankana and Builsa Districts, to the South East with West Mamprusi District, South West with Wa East and Daffiamma-Bussie-Issa Districts and to the West by Sissala West District.

6 GOVERNANCE

- **Mandate**

In pursuance of section 3 of the Local Government Act (Act 462) of 1993, the Sissala East Municipal Assembly is the highest political and administrative authority at the district level that has been charged with the responsibility of formulating and executing plans, programmes and strategies for effective mobilization of resources to ensure the overall development of the district as enshrined in its mission statement.

- **Composition of the Assembly**

The administrative structure of the Sissala East Municipality is made up of the Municipal Assembly & its secretariat, departments of the Assembly, 1 Urban Council (Tumu) and 4 zonal councils (namely Bujan, Wellembelle, Sakai and Nabulo). The Municipal Assembly is made up of 28 Assembly men and 3 Assembly women. It is the highest decision-making body and is responsible for the overall development of the district.

The assembly also has a Presiding Member who presides over meetings of the Assembly and is in charge of complains and public relations. The assembly has a 9-member Executive Committee which performs/exercises its executive and co-ordinating functions. To facilitate the discharge of these important responsibilities, the Municipal Development Planning Coordinating Unit (MPCU) was put in place and made operational.

- **Traditional Authorities**

Alongside the decentralized governance system is a supportive traditional governance system which is in harmony with the Municipal Assembly System thereby promoting development in the local area. In the Sissala East Municipality, at the apex of the traditional setup are four paramountcies namely the Tumu, Banu, Bawiesible and the Wellembelle Paramountcies, which have divisions. The divisions under Tumu paramountcy includes; Pieng, Bujan, Tafiasi, Sakai, Challu, Kwapun and Santijan, Bawiesibelle paramountcy includes; Nabulo and Gwosi, Banu paramountcy includes; Kasana, Wuru, Pina, Kunchogo, Banu, Bassisan and the like. The divisions under Wellembelle Paramountcy includes; Bugubelle, Kulfuo, Nmanduanu and Jijen. The four paramountcies have come together to form the Sissala East Traditional Council. There is a close collaboration between these traditional setups and the formal system in terms of policy making, conflict resolution and the implementation of development programmes and projects. The traditional institutions allocate land for development projects and equally take part in the monitoring process

The two governance systems seek the development of their area and as such they are able to complement each other as a team towards achieving the common goal of development. This may be traced to the absence of power dynamics and competition for control of resources

between the two systems. Interactions between Municipal Assembly and Traditional Authorities in the Municipality go beyond the ceremonial role of chiefs during major functions. More often than not, Land disputes and occasional conflicts are settled by the Assembly and the Traditional Council.

- **Urban and Zonal/Area Councils**

Administratively, the Sissala East Municipality is made up 1 Urban Council (Tumu) and 4 zonal councils (Bujan, Wellembele, Sakai and Nabulo).

Staff of the Urban/Zonal/Area Councils is composed of the Convenor, Administrative Secretary, the Treasurer, Typist and a Cleaner.

- **Decentralized Departments**

In addition to the Municipal Assembly, there are also departments of municipal assembly which are involved in the administration and execution of development functions.

7. FUNCTIONS OF THE ASSEMBLY

The Legislative Instrument establishing the Assembly, Local Government (Sissala East Municipal Assembly) (Establishment) Instrument 2007, (L.I 2102) and was inaugurated in June 2012 mandates the Assembly to perform certain functions dovetailed into those provided in the Local Government Act, Act 936 of 2016 as follows:

- a) Be responsible for the overall development of the district and shall ensure the preparation and submission through the Regional Co-ordinating Council development plans to the NDPC and budgets to the Ministry of Finance and Economic Planning for approval.
- b) Formulate and execute plans, programmes and strategies for the effective mobilization of resources necessary for overall development of the district.
- c) Promote and support productive activity and social development in the district and remove any obstacle to initiative development.
- d) Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district.
- e) Be responsible for the development, improvement and management of human settlements and environment in the district.
- f) In co-operation with the appropriate national and local security agencies are responsible for the maintenance of security and public safety in the district.
- g) Ensure ready access to courts in the district for the promotion of justice.
- h) Initiate, sponsor or carry out such studies as may be necessary for the discharge of any of the functions conferred by the Act or any other enactment.
- i) Perform such other functions as may be provided under any other enactment.

8. THE ASSEMBLY IS RESPONSIBLE FOR:

- a) Approval of planning scheme/layouts in the district
- b) Development control enforcement of building codes, regulations and bye laws for orderly physical development of settlements
- c) Issuance of Building Permits to prospective developers
- d) Sponsoring of needy students and teachers/nurses trainees
- e) Birth and deaths registration
- f) Issuance of Business operating licenses/permits in the district
- g) Registration of Business/Non-governmental Organizations (NGOs) operating in the district
- h) Sanitation & Waste Management/abatement
- i) Revenue mobilization
- j) Fixing of rates and fees for properties
- k) Preparation of the district medium/long term development and action plans
- l) Provision of basic socio-economic infrastructure such as schools buildings/electricity, furniture, health facilities, markets, roads, lorry parks, institutional, public toilets.
- m) Facilitate the provision of potable water and other utilities.
- n) Maintenance of peace and security and justice to all persons
- o) Supporting sports and recreational development
- p) Process interim and final payment certificates for payments to contractors/consultants.

9. SERVICES PROVIDED AND SERVICE

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

Service	Time frame months/days
Issuance of building permits	Two weeks (10 working days)
Preparation and approval of planning schemes/layouts	One week (5 working days)
Issuance of Business Operation/permit Licenses (BOP)	One week (5 working days)
Issuance of Birth certificate	Monthly (20 Working Days)
issuance of Death certificate	One week (5 working days)
Waste management (Curb side collection)	One week (5 working days)
Issuance of food vendors certificate	Daily
Public education on hygiene	Weekly(every 7 days)

practices	
Clean public places	Weekly (every 7 days)
Disposal of liquid waste	Monthly (20 Working Days)
Meat inspection	Daily
Premises inspection	Daily
Sponsoring of needy students	Annually

10. WE STRIVE FOR:

- a) Continuous improvement in our service delivery
- b) The creation of an enabling environment for socio-economic development
- c) Empowerment of women and other vulnerable groups to participate in government and Assembly's development agenda
- d) The protection and promotion of public health and the prevention of diseases outbreak
- e) Provision of information in an open and transparent manner
- f) Creation of a conducive environment for effective Public Private Partnership (PPP) in the district's development strive
- g) Compilation of a comprehensive socio-economic data base that will be accessible to the public
- h) Maintenance of justice, peace and security

11. INFORMATION TRANSPARENCY AND CONVENIENCE:

- a) The Sissala East Municipal Assembly will provide its clients with all the necessary information they need to access its services
- b) Notice Boards will be made available at our office for information display
- c) Information will also be made available at General Assembly/Executive Committees and Urban/Zonal/Area Council meetings
- d) Suggestion boxes will be put at district office to solicit public views on our service delivery
- e) Provide sign boards at projects sites indicating client, consultant, contractor, funding source and contract sum.
- f) Advertise all procurement for competitive Tendering.

12. COURTESY AND CO-OPERATION:

- a) All office doors will be marked to facilitate easy identification by clients

- b) Assembly staff with clear identification will be available to provide information and other support services
- c) Well trained development control officers will visit various construction sites to ensure adherence to building regulation and siting of temporal structure
- d) Developers are entreated to produce valid development permits
- e) courteous, educative and disciplined revenue collectors will go round daily to collect various rates
- f) rates payers are entreated to pay approved sums and collect receipts covering amounts paid
- g) regular stakeholders consultations/dialogue

13. Responsibilities of the client service officer:

- Receives all complaints into the client service complaints book
- Compiles all complaints for MCD consideration
- Directs all verbal and straight away solving complaints to the MCD
- Communicates outcomes of complaints to the appropriate clients
- Performs any other duties that facilitate client service activities

14. Responsibilities of the MCD/DCD:

- Receives all complaints periodically from the client service unit
- Vets all complaints
- Sorts out complaints and if so be, direct them to their appropriate quarters such as PRCC, Social Services sub-committees
- Appoints adhoc committee to investigate complaints and draw recommendations
- Takes decisions direct where there is no need to set up a committee
- Takes final decision from committee recommendations

15. WHAT THE ASSEMBLY EXPECTS FROM THE PUBLIC

The Assembly expects full co-operation and compliance with its rules, regulations, bye-laws and procedures to ensure smooth service delivery.

Our requirements are:

- a) Businesses should be duly registered with the Registrar – General’s Department and the Assembly

- b) Business address and location, including street names and house numbers, should be made available for easy location and identification
- c) Tax compliance
- d) Compliance with Assembly's bye – laws and other regulation to ensure effective administration of the District.
- e) Provide registered indenture (Land title certificate) and four (4) copies of Architectural drawings for/development permits
- f) Ensure that a child has a weighing card, birth certificate and in the case of persons above one (1) year, baptismal certificate/ID card
- g) To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided
- h) The public will participate in the various community level education programmes on sanitation, hygiene, revenue collection and others polices
- i) Public self check on indiscipline

16. COLLABORATING AGENCIES

The Sissala East Municipal Assembly shall collaborate with the following Department and Agencies

- a) Ghana Revenue Authority
- b) Internal Audit Agency
- c) The Ghana Police Service
- d) Ghana Water Company
- e) Lands Commission
- f) Land Valuation Board
- g) Community Water and Sanitation Agency
- h) Ghana Aids Commission
- i) VRA-NED
- j) House of Chiefs
- k) Department of Feeder Roads
- l) Decentralized Departments
- m) Local Communities
- n) Ghana Highways Authority

- o) Department of Feeder Roads
- p) NGOs/CBOs/Bilateral/Multi-lateral Agencies
- q) Fire Service
- r) Immigration Service

17. COMPLAINTS, PETITIONS AND CHANNELS OF SEEKING REDRESS

- You can make your enquiry or lodge complains at our client service unit
- We aim to acknowledge and respond to your written communication within seven (7) working days.
- Our suggestion box has been placed at a conspicuous location to take your suggestion on daily basis and we commit to providing feedback within five days (5) working days upon receipt.
- If we cannot fully provide an answer to your query within the period, we will provide you with an interim response and advice you as to when a final response would be expected.
- We aim to investigate your petitions, and complaints, provide you with the proposed actions to solve it, and seek your feedback about the proposed action within seven (7) working days of receiving your complaint.
- We aim to follow up with you on executed action to make sure it has been executed within the exact period and seeking feedback about the final result.
- If you are not satisfied with the proposed action, we will provide you with the right to raise a petition to the office of the Presiding Member.

18. CONTACT ADDRESS OR CONTACT PERSONS:

Post Office Box 12

Tumu, Upper West Region

email: seda.tumu2017@gmail.com

Location: Tumu

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