



SAVELUGU MUNICIPAL ASSEMBLY

CLIENT SERVICE CHARTER

CONTENTS

LIST OF ACRONYMS	3
FOREWORD	4
1.0 INTRODUCTION	5
2.1 Vision	5
2.2 Core Values	5
2.3 Mission	6
3.0 Core Functions	6
2.0 DEPARTMENTS	7
2.1 Specialised Units of the SMA	7
3.0 OUR SERVICES AND SERVICE STANDARDS	8
4.0 Service Standards you can expect from us	8
5.0 WHAT WE EXPECT FROM OUR CLIENT	8
6.0 FEEDBACK MECHANISM	9
7.0 COMPLAINTS PROCEDURE	9
8.0 CONTACTS	9
8.1 Physical Location	10
8.2 Our Mailing Address:	10
9.0 MEANS OF COMPLAINING	12

LIST OF ACRONYMS

BOP	Business Operating Permit
CDL	Commercial Driver's License
CSC	Client Service Charter
CSU	Client Service Unit
DSW & CD	Department of Social Welfare & Community Development
EPA	Environmental Protection Agency
GIFMIS	Government Integrated Financial Management Information System
ID	Identification
LGS	Local Government Service
LI	Legislative Instrument
MDA	Ministries, Departments and Agencies of Government
MLGRD	Ministry of Local Government and Rural Development
MMDAs	Metropolitan, Municipal and District Assemblies
NADMO	National Disaster Management Organization
SMA	Savelugu Municipal Assembly
OHLGS	Office of Head of Local Government Service
PPA	Public Procurement Authority
PRCC	Public Relations Complaints Committee
RCC	Regional Co-ordinating Council
TIN	Tax Identification Number
VAT	Value Added Tax

FOREWORD

This Charter is in conformity with our mandate and defines the purpose and values of Savelugu Municipal Assembly. In this Charter, we have stated who we are, what we do and what we expect from the public (our clients). The Service Charter also clearly spells out the service standards you can expect in dealing with us.

The Savelugu Municipal Assembly is committed to improving the standard of living of the people. This can be achieved through empowering the human resource and transformation of the Private-Informal Sector.

We believe our goals can be best achieved if we work with stakeholders as partners. We have therefore developed the charter to guide the process to ensure that stakeholders have a framework for service delivery. The charter will be reviewed periodically.

We have ensured that the Charter specifies standards for all our essential services, their delivery standards and the rights and responsibilities of both parties and how stakeholders should access the service provided and what service levels to expect.

Municipal Coordinating Director
Savelugu Municipal Assembly

1.0 INTRODUCTION

This Client Service Charter (CSC) presents our commitment to provide all our esteemed clients with quality services and provides standards to measure our performance. It also provides employees with clear standards in service excellence to strive for and to achieve the Municipal Assembly's Vision and Values.

The Client Service Charter highlights clearly our services and their delivery standards; specifies delivery time periods when related services are accomplished; the processes and procedures to follow when engaging us to deliver specific services.

It further spells out basic requirements needed as supporting evidence/ attachment to facilitate a delightful execution of service tasks; chargeable fees (where necessary) when accessing particular service and defines what the public can expect from us. The states how to feedback on any of our services.

1.1 PROFILE

The Savelugu Municipality with its administrative capital at Savelugu was carved out of the Western Dagomba District Council in 1988 under the Local Government Act 462, 1993 by Legislative Instrument (LI) 1450. Nanton District was also subsequently carved out of the then Savelugu Nanton Municipal Assembly changing the name currently to Savelugu Municipal Assembly.

The Municipality is located at the northern part of the Northern Region of Ghana. It shares boundaries with West Mamprusi Municipal to the North, Karaga and Nanton Districts to the East, Kumbungu District to the West and Sagnerigu Municipality to the South. The Municipality has about 81 communities with a lot of the communities concentrated at the southern part. Savelugu Municipal Assembly as one of the sixteen (16) Assemblies in the Northern Region.

THE VISION AND VALUES OF SAVALUGU MUNICIPAL ASSEMBLY

The Municipality is committed to the following Vision and Values.

1.2 Vision

a population with a high quality of life in a well-managed environment where children, women and men have equal opportunity, to participate in decision making and have access to quality and sustain health services, education and economic resources.

1.3 Core Values

The core values of the Savelugu Municipal Assembly is centered on professionalism, integrity, accountability, results and client oriented services;

- Client oriented:
We are dedicated to serve our clients and the general public
- Accountability:
We are responsible to the people and the State
- Integrity:
We work with honesty
- Results oriented:
We focus on results to make the Municipality a better place to live

1.4 Mission

The Municipal Assembly exist to promote grass-root participatory democracy and development, provide effective administrative and technical services to the populace and create a conducive atmosphere for conducive and socio-economic development.

1.5 Core Functions

The Assembly is the highest administrative and political authority in the municipality. It exercises deliberative, legislative and executive functions. The Assembly derives its broad functions from Section 12 of the Local Governance Act, 2016 (Act 936) which mandates SMA to perform the following core functions;

- Exercise political and administrative authority in the Municipality;
- Promote local economic development; and provide guidance, give direction to and supervise other administrative authorities in the Municipality;
- Responsible for the overall development of the Municipality;
- Formulate and execute plans, programmes and strategies for the effective mobilisation of the resources necessary 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 programmes for the development of basic infrastructure and provide works and services in the Municipality;
- Be responsible for the development, improvement and management of human settlements and the environment in the Municipality;
- In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the Municipality;
- Perform any other functions that may be provided under any other enactment.

2.0 DEPARTMENTS

The following Departments exist in accordance with L.I 1961

- Central Administration Department
- Finance Department
- Education Department
- Health Department
- Agriculture Department
- Physical Planning Department
- Department of Social Welfare & Community Development
- Works Department
- Department of Urban Roads
- Transport Department
- Natural Resources, Conservation and Forestry Department
- National Disaster Preventive and Management Department
- Department of Trade and Industry

2.1 Specialized Units of the SMA

- Municipal Planning and Coordinating Unit
- Public Relations Complaints Committee
- Client Service Unit
- Internal Audit Unit
- Environmental Health and Sanitation Unit
- Audit Committee
- Four (4) Zonal Councils

4.0 SERVICE STANDARDS YOU CAN EXPECT FROM US

In general

- We will respect our clients
- We will provide prompt, friendly, courteous and efficient service, while at all times remaining professional
- If you are making a request, we will provide you with a reference number to quote, if applicable, should you need to re-contact us
- We will take ownership of all your enquiries, follow up and keep you informed of progress to completion
- We will respect your privacy in your transactions with us and the confidentiality of information discussed
- We shall provide client with all the information they need to access our services;
- We shall make available clear, adequate and timely information to our clients;
- Provide information in a prompt, open, supportive and transparent manner;
- We make available Clients Service reception and suggestion and feedback boxes to elicit information from staff and clients for action and to receive feedback on our services to ensure we meet your needs;
- Provide avenues for effective flow of information to the general public;
- Information counters are made available at our CSU.
- Clients Service survey will be conducted twice a year and the results published.
- All doors are clearly labeled for ease of identification.

In writing, we shall:

- Respond to all client requests appropriately addressed to the Assembly within 3 working days on receipt. When we are unable to respond to your request within that time, we shall give you feedback in writing, and/or by telephone when to expect a full response.
- If your enquiry requires in-depth follow-up that will take longer than 3 working days, we will acknowledge your correspondence, and where possible provide a completion date and the employee responsible for the response.
- Treat email correspondences which are duly signed as official documents.

By telephone, we shall:

- Answer the phone promptly
- Identify ourselves by; name, organization/department and position
- Inform you when to expect full response in case, we are unable to answer your enquiry immediately
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence

On appointment, we will:

- See you within 10 minutes of the agreed time.
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

4.0 OUR SERVICES AND STANDARDS

SERVICES	TIME FRAME
Building Permit	30 Days
Funeral Permit	7 days
Business Operating Permit	30 days
Registration of NGOs (operational certificate) within the Municipality	7 – 14 days
Registration of Civil Marriages	21 days

5.0 WHAT WE EXPECT FROM OUR CLIENT

To assist the Savelugu Municipal Assembly to effectively perform its functions expeditiously and meet our commitments, you can help us by:

- Being courteous and polite to our staff
- Comply with our Rules, Guidelines and Regulations
- Ensure that all forms are properly completed
- Adhere strictly to the procedures for lodging documents and secure official receipts for our services.
- Expeditiously reply to our letters and enquiries.
- Protect the property, equipment and machinery of the Assembly• Respond to requests for information accurately, thoroughly and promptly.

6.0 FEEDBACK MECHANISM

We welcome feedback on our performance so we can improve our standards of service. If you have any comments, including suggestions for improvement or complaints, kindly let us know.

Issues on feedback and recommendations should be channeled;

- Through our CSU and PRCC
- On our website
- Into our suggestion box at our reception
- Through frequent public engagements with the stakeholders
- During our community sensitisations/engagements
- During the conduct of survey

7.0 COMPLAINTS PROCEDURE

You may lodge your complaint or make enquiries through our:

Client Service Unit
Post Office Box 1, Savelugu
Northern Region, Ghana
Tel: 0591670525

When lodging complains, we would like you to:

- Identify yourself
- Be clear on why you are not satisfied with our service
- Indicate what you expect us to do
- Keep a record of events
- Follow up if possible, on relevant officers.

Where you are still not satisfied with the way your complaint was handled you may write, phone or call personally at the PRCC office via:

The Chairman
Public Relations & Complaints Committee
Savelugu Municipal Assembly, Savelugu

We will investigate your grievances and respond within five (5) working days on the receipt of your grievance. If still not satisfied you may send your complaint to:

1. The Municipal Co-ordinating Director, Savelugu Municipal
Assembly
Tel: 0244602795

2. The Head of Service,
Office of the Head of the Local Government Service (OHLGS)
P. O. Box 396
Ministries-Accra.
Email: ohlgs@lgs.gh
Tel: 0302677929

3. The Commissioner,
Public Services
Commission P.O. Box
GP1618 Accra.
Email: info@psc.gov.gh
Tel: +233(0)3026663047/+233(0)30266740

4. The Director,
The New Charter Office
C/o Office of the President
Ministry of Public Sector Reforms Accra Tel:
+233-030221001-4

As a last resort you may appeal to:

The Commissioner,
The Commission on Human Rights and Administrative Justice
Box Ac 489
Accra
Tel: 0302 - 662150/664267

8.0 CONTACTS

8.1 Physical Location

Located along the Tamale-Bolgatanga Highway, a few meters away from the Municipal Police Station Savelugu, Northern Region.

8.2 Our Mailing Address:

The Coordinating Director
Post Office Box 1
Savelugu. N/R
Tel: 0244598408 / 0244602795

Ghana Post GPS: NU-0110-5844
Website: www.saveluguma.gov.gh
Email: savelugum@yahoo.com

9.0 MEANS OF COMPLAINING

You may lodge your complaints or grievances through the Client Service Unit by;

- Walking-in,
- Phone calls,
- Text messages,
- E-mails,
- Field observations, and
- CSOs reports.

