



**YILO KROBO
MUNICIPAL ASSEMBLY
EASTERN REGION**

THE REPUBLIC OF GHANA

**CITIZENS'
CHARTER**

September, 2022



**CITIZENS'
CHARTER**

PREFACE

This citizens' charter is intended to provide a ready reference for the Yilo Krobo Municipal Assembly and the Citizens to improve effective and efficient service delivery in the Municipal.

It shows major service delivery and the time frame set in providing certain important services to the people in the community. It spells out the quality and standard parameters for the delivery of these services as provided by national and international best practices in line with the Sustainable Development Goals. It also takes cognizance of the assembly's capacity to deliver such services within its means and resources.

It is the joint commitment of the citizens and the Municipal Assembly to implement the Charter to ensure improvement in the standard of living of the people in the Municipal.

The Citizens' Charter was developed in partnership with The Hunger Project-Ghana, The Hunger Project-Germany, the Akpo-Akpamu Epicenter, and the Yilo Krobo Municipal Assembly with funding from the German Ministry of Economic Cooperation and Development (BMZ).



BMZ



Federal Ministry
for Economic Cooperation
and Development

**Akpo-Akpamu
Epicenter**

INTRODUCTION

Yilo Krobo Municipal Assembly is one of the 33 MMDAs in the Eastern region established under a legislative Instrument (L.I 1922, 2007).

BACKGROUND OF THE ASSEMBLY

Originally created as an ordinary Municipal assembly in 1988 when it was known as Yilo Krobo District Assembly, it was created from the former Kaoga District Council, until it was elevated to municipal status on 6 February 2012 to become Yilo Krobo Municipal Assembly.

VISION

The Assembly's Vision is to 'Achieve sustainable local economic development through prudent management and equitable distribution of resources and efficient service delivery to the people.

MISSION STATEMENT

The Assembly's Mission is to 'facilitate development and delivery of socio-economic infrastructure, services and to make local governance accessible for the total improvement of the living conditions of the people.

GOAL

The basic goal of the Yilo Krobo Municipal Assembly is to improve the production capacity of the Assembly employment and wealth creation in partnership with the private sector, to accelerate growth and poverty reduction with well-developed human resources under transparent and accountable governance.

GOVERNANCE STRUCTURE

The Yilo Krobo Municipal Assembly has 64 Assembly members, made up of 44 elected members, 20 government appointees, and one 1 Member of Parliament (MP). In all, there are 61 males and 3 females with No disabled person. In terms of the Sub-Structures, it has 7 Area Council with 44 electoral Areas.

CORE VALUES.

Integrity, client focus, hard work, timeliness, discipline, service, and transparency.

FUNCTIONS

The functions of the Yilo Krobo Municipal Assembly, like all other Municipal Assemblies, are basically derived from statutes such as the Local Government Act 2016, Act 936, and Legislative Instrument (LI) 2051 of 6th February 2012. The functions include the following:

- i. Responsible for the overall development of the municipality and ensuring the preparation and submission of development plans and budgets to the relevant Central Government Agency/Ministry through the Eastern Regional Co-ordinating Council.
- ii. Executing plans, programmes, and strategies for the effective mobilization of resources necessary for the overall development of the municipality.
- iii. Promotion and support for productive activity and social development in the municipality and removal of any obstacle to initiative and development.
- iv. Development of basic infrastructure and provision of local works and services in the municipality.
- v. Responsible for the development, improvement, and management of human settlements and the environment in the municipality.
- vi. In co-operation with the national and local security agencies, ensure public safety and maintenance of law and order.
- vii. Ensure ready access to courts in the municipality for the promotion of justice.
- viii. Initiation, and sponsorship of such studies as may be necessary for the discharge of any function conferred by Act 936 of 2016 or any other enactment.
- ix. Performance of such other functions as may be provided under any other enactment.

THE ASSEMBLY IS RESPONSIBLE FOR:

- Issuance of Building Permit
- Birth and Death Certificate
- Issuance of Marriage Certificate
- Approval of Planning Schemes (Layouts)
- Development Controls – Orderly Physical Development of Settlement
- Waste Management
- Revenue Mobilization

- Fixing Rates
- Preparation of Development Plans
- Preparation of Development Budgets
- Provision of basic Socio-Economic Infrastructure eg. (Schools, Health Centres, Markets, and Lorry Parks).
- Maintenance of Peace and Security
- Sports and Culture Development

THE SERVICE STANDARDS IN THE ASSEMBLY

To improve service delivery to the citizenry, the Assembly and citizens have jointly agreed on the following as the services and their corresponding standards in the Assembly as the Service Delivery Standards (SDS) to manage, measure, and monitor the effectiveness of the implementation of these services. The Service Delivery Standards are mechanisms by which transparency, accountability, and mutual trust are ensured between service bearers and the right-holding citizenry in service delivery. They establish the minimum levels of service delivery and serve as a means of improving client satisfaction. Below in the table are the services and their corresponding standards based on national and international minimums.

SERVICE	AGREED STANDARD
GOVERNANCE AND SECURITY	
Monthly Trial Balance/Financial Statements	Ready by the 15 th of the ensuing month
Response to public queries	Within one (1) week of receiving the query
Registration of businesses	Within one week of receipt of the application
Processing and Issuance of Building permit	One month after Spatial Planning committee's approval
Issuance of Operational permits to run commercial vehicles	Within one week of receipt of the application
Correspondence of all letters	To be acknowledged within 5 working days. Depending on the sensitivity of the issue to be addressed.

Pre-Audit of payment vouchers	Daily Activity
Post Auditing of Books of Accounts and Submission of Audit report	Quarterly
Monitoring of Programmes and Projects	Quarterly and when the situation demands
Preparation of Budget	Yearly Activity
Preparation of Action Plan	Yearly Activity
Revenue mobilization	Targeted to collect at least 15% higher than the previous year.
Fixing of Rates, Fees and Fines, License, etc.	Yearly, specifically in the 3/4 of the previous year.
Organize Municipal Security Council (MUSEC) meetings.	Development of the police post/station and infrastructure. Hold monthly MUSEC meetings.
Registration of marriages	One month after receipt of application or notification and prospective couples meeting all customary/traditional requirements.
WATER AND SANITATION AND ENVIRONMENT	
Public Refuse container evacuation	Once every week or when full (whichever comes first)
Access to dust bins and disposal sites	Provide visible dust bins in public places and establish at least one disposal site.
Access to toilet facilities	Gazette a bylaw to enforce household toilet access
Policy on KVIP	KVIPs are banned per national and international standards
Provision of safe water	<ul style="list-style-type: none"> • All sources of potable water must be at least a borehole • Water points must not be more than 1 km from the farthest user.

	<ul style="list-style-type: none"> • Every water source/borehole must have a water test carried out at the onset and after every 2 years or whenever community /users detect unwholesomeness.
ROAD AND MOBILITY	
Access to roads	<ul style="list-style-type: none"> • Each community with over 100 inhabitants must have a feeder road • The central municipal must have tarred/graveled roads • Speed ramps mounted at designated points e.g., schools, churches, hospitals/clinics, and markets. <p><i>NB: Roads are not under the direct control of the assembly and hence the assembly can only lobby.</i></p>
Drains and culverts	Minimum of a culvert for cut-off communities with leading markets, health, and educational facilities.
EDUCATION	
Construction of educational facilities	All school blocks are to be incorporated with sanitation facilities for both males and females.
Access to education	Communities with over 300 population of school-going children should have the full complement of a basic education

	comprising KG, Primary school, and JHS (Up to Grade 9)
Teaching and Learning	Each level of basic education must have adequately qualified teachers as well as Teaching and Learning Materials (TLMs).
Provision of sponsorship, especially for the brilliant but needy students	Established and resource a scheme for such.
HEALTH AND WELLBEING	
Registration and issuance of Birth and Death Certificates	One month after receipt of the application or notification
CHPS facilities	<ul style="list-style-type: none"> All CHPs must be provided with basic facilities, including water and sanitation facilities, storage, and a basic lighting system. Must have 1 nurse, 1 midwife, and 1 Health Assistant
Registration of marriages	One month after receipt of the application or notification
Screening and certification of Food and drink vendors	<ul style="list-style-type: none"> Screening must be done at least every year. Certificates should be issued latest one month after application.
AGRICULTURE AND LIVELIHOOD	
Extension Services	Appoint at least one Extension Officer per operational area.

INFORMATION FLOW AND TRANSPARENCY

- The Municipal has mounted a notice board at the entrance of the office building.

- The Assembly has established a Client Service Unit to provide citizens and clients with the information needed to access services.
- Information on revenue generation, project execution, and others will be made available for public consumption.
- Suggestion boxes would be provided at vantage points in the office and towns to solicit citizens' views on service delivery.

THE ASSEMBLY STRIVES FOR:

- Continuous improvement in our service delivery to our communities
- The creation of an enabling environment for socio-economic development.
- Empowerment of women 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 a 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.
- Effective and efficient collection of Internally Generated Revenue (IGF)
- Functioning of the Assembly's sub-structures for socio-economic activities of the Municipal.
- A decentralized and participatory approach to development issues using the bottom-up approach concept to development.
- Creating awareness about the need to improve efficiency and integrity in the service delivery system. E.g. revenue collection, and procurement process.

WHAT IS EXPECTED FROM THE PUBLIC/CITIZENS'?

The Assembly expects full cooperation 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:

- All business should be duly registered with the Registrar General's Department.

- Business addresses and locations 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.
- To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided.
- The public will participate in the various community-level education programmes on Sanitation, Hygiene, Revenue collection, and others.
- The by-laws of the Assembly will be complied with to ensure effective administration of the Municipal.
- Prompt payment of Revenue (IGF) for effective and efficient service delivery.
- Assist in the collection of up-to-date data for development purposes.
- Assist in the mobilization of human, financial, and material resources to support project implementation (e.g., Communal labour, sand & stones)
- Assist in ensuring clean & healthy environment.
- Report to the Assembly any misconduct or poor delivery of service by Agents/Personnel of the Assembly.
- Be courteous and civil to our staff and demand appropriate service from them.
- Assist in promoting Tourism and heritage site development.

STRATEGY FOR ASSEMBLY-CITIZENS CO-OPERATION:

- All office doors are marked to facilitate easy identification
- Client – Friendly officers will be on hand to provide various services.
- Assembly staff with clear identification are also available to provide information and other support services.
- 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 around daily to collect various rates

- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.

OTHER COLLABORATING AGENCIES

The Assembly shall collaborate with the following departments and agencies that exist in the Assembly or that operate elsewhere but with the mandate within the assembly:

- Ghana Revenue Office or its Agencies/Departments
- Ghana Revenue Authority and its associate Agencies
- The Ghana Police Service and other security Agencies
- Electricity Company of Ghana
- Lands Commission and its Agencies
- Community Water and Sanitation Agency
- Water Resource Commission
- Environmental Protection Agency (EPA)
- All other recognized State Agencies.

COMPLAINTS CHANNELS:

The Yilo Krobo Municipal Assembly welcomes comments and complaints from the public, its valued clients, and customers. Such issues should be addressed to:

THE CHARTER OFFICE/DESK
Yilo Krobo Municipal Assembly
Address P. O. Box SA102, Somanya

Telephone 0200165129
Email; yilokrobomunicipal@yahoo.com

