

AYAWASO NORTH MUNICIPAL ASSEMBLY

OUR SERVICE CHARTER

INTRODUCTION

The Ayawaso North Municipal Assembly (ANMA) under the Ministry of Local Government Decentralization and Rural Development was created in 2017 with L.I 23.11 and was inaugurated on 15th March, 2018. ANMA is therefore the main authority that ensures the preparation, approval and implementation of development plans within the Municipality.

Objectives

- To ensure a holistic service delivery to all and sundry
- To enhance popular participation at all levels.
- To boost local economic development through the promotion of skills training among unemployed youth.
- To maintain high standards of sanitation within the Municipality.
- To effectively promote social inclusions at all levels.

FUNCTIONS OF THE ASSEMBLY

Among the functions performed by the Assembly include;

- Be responsible for the overall development of the district and shall ensure the preparation of development plans of the district to the Land Commission for approval and Budget of the district in relation to approved annual action plans to the Minister of Finance for approval.
- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the District;
- Initiate programmes for the development of basic infrastructure and provide Municipal works and services in the district.
- Be responsible for the development, improvement and management of human settlements and the environment in the district

OUR DELIVERY STANDARDS

We promise to adhere to the standards in the table below:

NO.	TYPE OF SERVICE	TIME FRAME (MONTHS/DAYS)
1.	Issuance of Building Permits.	Within 90 working days.
2.	Preparation and Approval of Planning Schemes.	Within 60 working days.
3.	Issuance of Business Operating Permits.	Within 21 working days.
4.	Issuance of Marriage Certificates.	After a 21-day publication for Public
5.	Issuance of Death Certificates.	Within 2 working days.
6.	Issuance of Permits for Commercial Vehicles (Car Sticker.)	Within 1 working day.
7.	Issuance of Permit for parking lots.	Within 7 working days.
8.	Issuance of Health Certificates to Food Vendors.	Within 8 working days.
9.	Waste Management (Door-to-door Collection).	Weekly Collection.
10.	Public Education on General Hygiene.	Daily.
11.	Issuance of Permit for the Erection of Billboards.	7 Working Days.
12.	Responses to Correspondences.	Within 5 Working Days.
13.	Permit for temporary structures	Within 7 Working days.
14.	Printing and Distribution of Property Rate Bills for ensuing Year	November/December
15.	Wedding Services	Not more than 7 Working days

COMPLAINTS

- The AYAWASO NORTH MUNICIPAL ASSEMBLY welcomes complaints from the public against the Assembly as an Institution, Assembly Members and its staff.
- ☐ Contact Address:

**THE CHAIRMAN
PUBLIC RELATIONS AND
COMPLAINTS COMMITTEE
AYAWASO NORTH MUNICIPAL
ASSEMBLY
MAAMOBI – ACCRA**

Complaints can be sent to the Zonal Offices also

- Kwaatsuru Zonal Office: Accra Newtown Road
GPS: GA-044-8712
Tel: 024 425 5506, 024 457 9737
- Maamobi Zonal Office: Kawukudi Junction
Maamobi East
GPS: GA-019-6491
Tel: 054 693 9640, 024 688 9981

**Social Welfare and Community Development Department
HOTLINE: 030 298 6878**