



REPUBLIC OF GHANA

THE NEW CHARTER



NZEMA EAST MUNICIPAL ASSEMBLY

THE NEW CHARTER

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INTRODUCTION

We are the Nzema East Municipal Assembly (NEMA) under the Local Government Service and the Ministry of Local Government and Rural Development of the Republic of Ghana in West Africa. The Nzema East Municipal Assembly was established by L I 1917 on 25th January, 2008 and has a projected population of about 96,290 people. The Municipality's capital is Axim in the Western Region of Ghana.

The Nzema East Municipal Assembly is bounded to the North by Ellembelle District, to the South by Ahanta West Municipal, to the East by Mpohor District and to the West by Tarkwa Nsuaem Municipal Assembly.

VISION

The vision of the Nzema East Municipal Assembly is to become the most effective business-like Municipal Assembly in the provision of Socio-Economic infrastructure, services and development of human and material resources in collaboration with our stakeholders and other development partners.

MISSION

The Nzema East Municipal Assembly Exist to ensure the total development of the Municipality through the effective management of resources in collaboration with its stakeholders.

FUNCTIONS

The functions of Nzema East Municipal Assembly as contained in the Local Government Act.1993 (Act 402) and L.I 1391 of 19884 as follows:

- Responsible for the overall development of the Municipality

- Ensure the preparation and submission of development plans and budgets to the relevant Central Government Agency/Ministry through the Western Regional Coordinating Council.
- Formulate and execute plans, programmes and strategies for the effective mobilization of resources necessary for the overall development of the municipality.
- Promote and support productive activity and social development in the municipality and remove any obstacle to initiative and development.
- Initiate programmes for the development of basic infrastructure and provide local 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 national and local security agencies, to ensure public safety and maintenance of law and order.
- Ensure ready access to courts and Public tribunals in the municipality for the promotion of justice.
- Initiate, Sponsor or carry out such studies as may be necessary for the discharge of any functions conferred by Act 462 or any other enactment.

WE ARE RESPONSIBLE FOR:

- The provision of basic socio-economic infrastructure such as schools, markets, lorry parks, toilets etc.
- Waste management
- Facilitating the provision of water
- The orderly physical development of settlements through
 - i) The preparation of planning schemes/layouts
 - ii) Issuance of Building Permits etc.
- Revenue Mobilization through
 - i) The fixing of fees, rates, licenses e.g. Business Operating Licenses, Property Rates etc.
 - ii) The collection of fees, rate.
- The registration of births and deaths.
- Sports development
- Maintenance of peace and security.

OUR SERVICE STANDARDS

SERVICE	TIME FRAME (MONTHS/DAYS/YEARS)
<ul style="list-style-type: none"> • Preparation and approval of planning schemes and layouts • Issuance of Building Permits • Waste Management <ul style="list-style-type: none"> i. Collection of Solid waste ii. Collection of Liquid waste iii. Cleansing of Public Toilets iv. Cleansing of Solid waste collection points v. Cleansing of Final disposal site • Hygiene education • Issuance of food vendors certificate • Issuance of Business Operating License • Issuance of Birth Certificate • Issuance of Death certificate 	<p>Within one (1) year</p> <p>Within three (3) months</p> <p>At least twice weekly</p> <p>Within six (6) months</p> <p>Twice daily</p> <p>Weekly</p> <p>Quarterly</p> <p>Daily</p> <p>Within three (3) working days</p> <p>A day</p> <p>Under one (1) year, One (1) day</p> <p>Above one (1) year, two (2) weeks</p> <p>French death one (1) day</p> <p>Already buried three (3) weeks</p>

WE STRIVE FOR

- Excellence in service delivery
- Professionalism in capacity building
- Promotion of public health and prevention of diseases
- Empowerment of women and vulnerable groups
- Transparency and accountability in governance
- The creation of an enabling environment for development and Public-Private Partnerships

COURTESY AND COOPERATION

- All Offices have been clearly marked for easy identification
- All secretaries/receptionists **have been** given training in public client relations
- The training of revenue officers for good client relations will be intensified
- The Revenue Task Force **have been** given training in good client relations.
- The project Monitoring Team and Works Department **have been** trained in how to ensure compliance with building regulations in a friendly but firm manner.

INFORMATION TRANSPARENCY AND CONVENIENCE

- Existing notice boards will be used more intensively while new ones are being procured for Urban/Area Councils.
- The number of suggestion boxes will be increased to cater for Urban/Area Councils.
- The existing F.M Stations (Ankobra and Nzema FM) will be used more intensively.

- The Nzema East Municipal will make information available to its clients freely but responsibly.

WHAT WE EXPECT FROM THE PUBLIC

- Full cooperation and compliance with Central Government and Nzema East Municipal Assembly's rules, regulations, procedures, bye-laws etc.
- Registration with the Registrar General's Department, Ministry of Water Resources, Works and Housing as appropriate.
- Provide Business addresses and telephone Nos.
- Title Deeds, Drawing/Plans, Building Permits etc.
- Weighing Cards and duly signed birth/death certificates and/or affidavits as appropriate.
- Community Participation.

OTHER COLLABORATING AGENCIES

- Ministries, Departments, Agencies
- Departments of WRCC
- Decentralized Department
- NGOs/CBOs
- Electricity Company of Ghana
- Community Water and Sanitation Agencies
- Internal Revenue Service
- Internal Audit Agency
- Public Procurement Agency
- Ghana Police Service
- Land Valuation Board

- Ghana Aids Commission
- Lands Commission Secretariat

COMMENTS AND COMPLAINTS

Nzema East Municipal Assembly would be grateful to its valued customers for any comments/complaints that would enable it improve its performance.

These comments/complaints should be addressed to:

**THE CHAIRMAN (PRESIDING MEMBER)
PUBLIC RELATIONS AND COMPLAINTS COMMITTEE
NZEMA EAST MUNICIPAL ASSEMBLY, AXIM**

TEL: 0342 – 22209/22284

If you are not satisfied you may address your comments/complaints to:

**THE MUNICIPAL CHIEF EXECUTIVE
NZEMA EAST MUNICIPAL ASSEMBLY, TARKWA
P.O. BOX 25**

AXIM, W/R

TEL: 0342 –22209/22284

As a final resort, you may appeal to:

**THE NEW CHARTER OFFICE
C/O OFFICE OF THE PRESIDENT
PUBLIC SECTOR REFORM SECRETARIAT
PMB STADUIM POST OFFICE**

ACCRA

TEL: 0302-684086 / 671359 /6723333

FAX: 0302-671358

LOCATION OF NZEMA EAST MUNICIPAL OFFICE

The entrance of the Headquarters of Nzema East Municipal Assembly is located at Bankyim, adjacent the SSNIT Office, Axim.

The address of the Assembly is

NZEMA EAST MUNICIPAL ASSEMBLY

P. O. BOX 25

AXIM

TEL: 0342 – 22209/22284

DIGITAL ADDRESS: WN-001-6226

URBAN/AREA COUNCIL OFFICE LOCATIONS

- 1. Axim Urban Council - Axim**

- 2. Bamiankor Zonal Council - Bamiankor**

- 3. Nsein Zonal Council - Nsein**