

KUMASI METROPOLITAN ASSEMBLY



SERVICE CHARTER 2018



MESSAGE FROM THE DIRECTOR

We are strongly committed to improving the quality of services we provide to you. As such, we are pleased to present our Client Service Charter, an embodiment of the vision of Local Government of Ghana. We are always guided by the statement that “serving the public in the best possible way has to be one of the top priorities of every government department”. This document therefore presents an open and transparent approach for our esteemed clients and stakeholders in their dealings with the Kumasi Metropolitan Assembly (KMA). The Service Charter forms a part of KMA’s continual efforts to improve the services provided to its clients with optimum quality, consistency, monitored level of services and maintaining its leadership of Local Government by providing internationally acclaimed projects and services.

Mr. Michael B. Ataogye

Metro Coordinating Director (KMA)

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LIST OF ABBREVIATION

CBD	Central Business District
KATH	Komfo Anokye Teaching Hospital
KMA	Kumasi Metropolitan Assembly
MCE	Metropolitan Chief Executive
MCD	Metropolitan Coordinating Director
MMDA	Metropolitan, Municipal and District Assemblies
PTA	Parent Teacher Association
SDC	Service Delivery Charter

INTRODUCTION

This Service Charter is a social contract, commitment and agreement between the Kumasi Metropolitan Assembly and its citizens. It is a written and signed document which sets out the assembly's roles and responsibilities to improve performance, enhance and fast track the delivery of services to improve the lives of our people. It is a document that enables service beneficiaries to understand what they can expect from the Kumasi Metropolitan Assembly and will form the basis of engagement between Assembly and citizens or organs of civil society.

In view of this, the Kumasi Metropolitan Assembly (KMA) Service Charter has been developed and managed according to the best international practices in this field, taking into consideration the feedback provided by the top management, the employees, key citizen groups (including Women, People With Disability, Community Based Organizations, Civil Society Organizations and the poor), and the partners through the process of designing, reviewing, evaluating, and amending the charter, in such a way as to enhancing the process of continual improvement of the charter according to the citizens' needs, which will lead to the improvement of the services provided by the Assembly.

Our Charter seeks to improve the Assembly's structures for effective citizen engagement in the delivery of public services and encourage citizens to whole heartedly support the Assembly in its project implementation. It also aims to encourage efficient dissemination of information about the activities of the Assembly and by this, it is expected that all citizens shall also willingly pay their taxes to support the Assembly in the implementation of further projects or interventions. Again, the Charter seeks to put in place effective measures to improve the flow of information among the various stakeholders in both plan preparation and implementation to facilitate the development process. Most importantly, it seeks to make KMA more accountable to her citizens and the people in turn are expected to develop a sense of ownership in the operations of the Assembly.

To ensure this charter remains relevant, up-to-date and reflects citizens' expectations, the KMA welcomes your feedback via any of our contact information at the end of this charter, and we have developed a procedure to continually monitor the application of the commitments made in this charter.

TERMS & DEFINITIONS

For the purpose of this charter, the following acronyms may apply;

- **Client Service Charter**

Promises, made to clients by KMA concerning its behavior that are aimed at enhancing Customer Satisfaction and related provisions.

- **Service Quality Standards**

Promises, made to clients by KMA concerning its behavior which are expressed qualitatively.

- **Service Time Delivery Standards**

Promises, made to clients by KMA concerning its behavior which are expressed quantitatively.

- **The Clients**

Any individual, citizen, organization or stakeholder who contacts or deals directly with KMA to receive any form of service.

- **Complaint**

A verbal or written expression submitted to KMA by any client expressing their dissatisfaction about the processes or procedures followed to get the intended service or the way that it has been provided.

- **Enquiry**

A verbal or written expression submitted to KMA by one of its clients expressing their desire/or need to get or clarify information about the Assembly's processes or the procedures to facilitate his dealing with the Assembly's procedures.

CHAPTER ONE

ABOUT KUMASI METROPOLITAN ASSEMBLY

The Kumasi Metropolis is centrally located in the Ashanti Region of Ghana. Its unique central position makes it accessible from all corners of the country. It is the second largest city in the country and the administrative capital of Ashanti Region.

11 Legislative Instrument

Kumasi Metropolitan Assembly is one of the forty-three (43) Metropolitan, Municipal and District Assemblies (MMDAs) in the Ashanti Region of Ghana. It was established by Legislative Instrument 2260 of 2018. Thus, the Assembly has deliberative, legislative and executive responsibilities to crystallize the views and meet the aspirations of the local communities in the pursuit of the development of Kumasi.

12 Governance

The Assembly is divided into Five (5) Sub-Metropolitan councils with 21 Town Councils and 91 electoral areas. The table below shows the Five (5) sub-metros and twenty-one (21) Town Councils.

Table 0.1 List of Sub metro's and Town Councils

NO.	SUB METRO	TOWN COUNCIL
1.	BANTAMA	BANTAMA
2.	MANHYIA NORTH	KROFROM MANHYIA BUOKROM
3.	MANHYIA SOUTH	

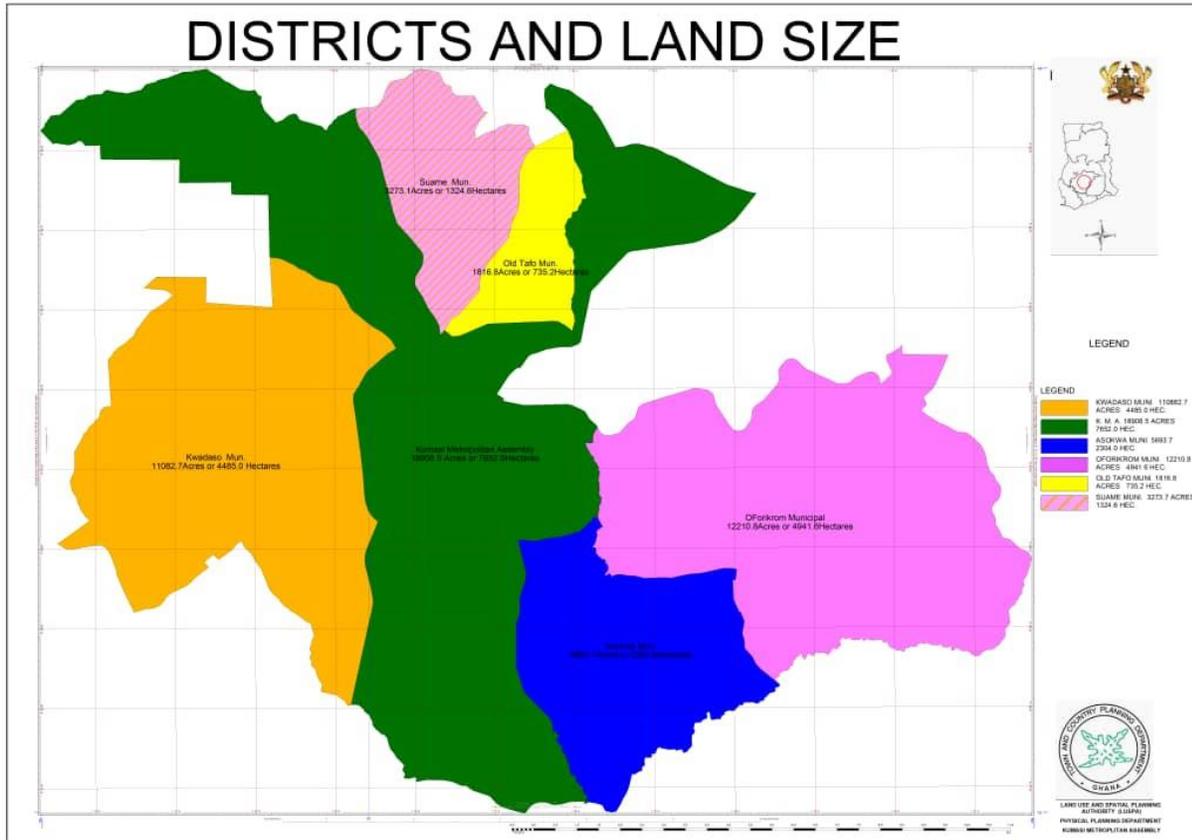
4.	SUBIN	ADUM ASAFO AMAKOM FANTE NEW TOWN
5.	NHVIAESO	NHVIAESO PATAASE/SUNTRESO SANTAASE

13 Location and Size

Kumasi covers a total land area of approximately 78.28km² and shares boundaries with Afigya Kwabre, Suame and Tafo to the north, Asokore Mampong and Oforikrom to the east, Asokwa to the south – east, Atwima Kwanwoma to the south and Kwadaso to the west..

There are concentrations of economic activities in the city. The first and most important location is the Central Business District (CBD), which embraces the Kejetia Lorry Park, the Central Market and the Adum Shopping Centre. The other economics nodes include the Kaase/Ahinsan Industrial Area and the Sokoban Wood Village. Most industries which deal in Timber processing, logging, Food processing and Soap making are concentrated at the Kaase/Ahinsan Industrial Area. There are also a number of satellite markets in the metropolis. These include Asafo Market, Bantama Market, Oforikrom Market, Atonsu Markets. It is estimated that 48%, 46% and 60% of the Metropolis are urban, peri-urban and rural respectively, confirming the fast rate of urbanization. Figure 1.1 shows the map of Kumasi with the nine sub-metros.

Figure 0.1 MAP OF KUMASI SHOWING SUB-METRO AREAS



14 Population

According to the 2010 Population and Housing Census, Kumasi had a population of 1,730,249 which is about 6.2% of the region's population. The population density is estimated at 8.075 persons per square kilometre. The population 1,730,249 was made of 826,479 males and 903,770 females.

15 OUR MISSION

The Kumasi Metropolitan Assembly is committed to improving the quality of life of the people in the metropolis through the provision of essential services and creation of an enabling environment to ensure the total and sustainable development of the city.

The mission of the Assembly is in tandem with the prime functions of District Assemblies as stated in the new Local Government Act of 1993, Act 936, section 10, thus the district “Shall be responsible for the overall development of the district and shall formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district.”

16 OUR VISION

To develop Kumasi into a safe and vibrant city by improving city management through good governance, local economic development, tourism promotion, improved sanitation, improved environmental and social services as well as spatial and infrastructure development.

17 OUR OBJECTIVES

The Objectives of the Assembly is based on its function set out in the **LI 1614** of **1995**. To fulfil the above stated mission, various strategies have been pursued by the Assembly.

1.7.1 Short Term Objectives

- i. Ensuring efficient service delivery, staff reorientation, co-ordination of departmental activities as well as client feedback information on the Assembly's performance.
- ii. Enhancing the planning, budgeting and project execution role of the Assembly
- iii. Controlling haphazard land development and provision of basic social physical infrastructure-education and health facilities.
- iv. Improving environmental sanitation conditions through sound waste management practices;
- v. Mobilizing revenue and ensuring that expenditure lagged behind revenue.
- vi. Promotion of civic participation and transparency in local governance and information sharing through the operationalization of the satellite structures of the Assembly- Sub-Metros Councils, Town Councils and Unit Committees.

1.7.2 Long Term Objectives

1. Developing human resource through increased access to good/quality education
2. Ensuring a healthy population through efficiency and increased public access to health delivery, and the implementation of public health programme especially, child immunization and HIV/AIDS control.
3. Sustaining agricultural extension service and making financial credit and farm/agricultural inputs available to farmers for increased food production.
4. Provide adequate security to people and property in the metropolitan area.

18 Management Team

The Current Management Team is shown below in Table 1.2.

Table 0.2 Management Team

Name	Position
Hon. Osei Assibey Antwi	Metro Chief Executive
Mr. Michael B. Ataogye	Metro Coordinating Director
Mr. Christopher K. Oforu	Metro Director of Planning
Mr. A. A. Amankwaa	Metro Chief Budget Analyst
Koliwura Mohammed Alhassan	Metro Internal Auditor
Mr. Kofi Kankam	Metro Finance Officer
Mr. Emmanuel Anderson	Metro Works Engineer
Mr. Godwin Okumah Nyame	Metro Public Relations Officer
Mr. John Gorkeh – Miah	Metro Waste Management Director

(Source: Kumasi Metropolitan Assembly)

19 Major Development Issues

The major development challenges confronting Kumasi Metropolitan Assembly are as follows:

- Untarred access roads
- Inadequate and unreliable data on rateable items
- Improper waste disposal/management
- Weak capacity of revenue collectors/task force
- Inadequate health infrastructure, equipment and logistics
- Poor performance by outsourced revenue collectors
- Inadequate school ICT centres and libraries.
- Inadequate access to quality and affordable water.
- Poor maintenance of Public sanitation facilities
- Apathy of citizens in the development process
- Perennial flooding

CHAPTER TWO

ABOUT THE KMA SERVICE CHARTER

The KMA Service Charter sets out basic information on the services provided, the standards of services that a customer can expect from the Assembly and how to make complaints or suggestions for improvement.

1.10 SCOPE

- This Charter aims to set service quality standards to the services provided by Kumasi Metropolitan Assembly including all the enquiries and complaints related to these services, covering all Five (5) Sub-Metropolitan councils where these services are provided.
- This charter excludes complaints and disputes subject to legal action.
- Limitations on the promises included in this charter include the case of designated unusual circumstances (i.e: the war and act of war, environmental crisis, uncontrolled breakdown, permits required by other parties).

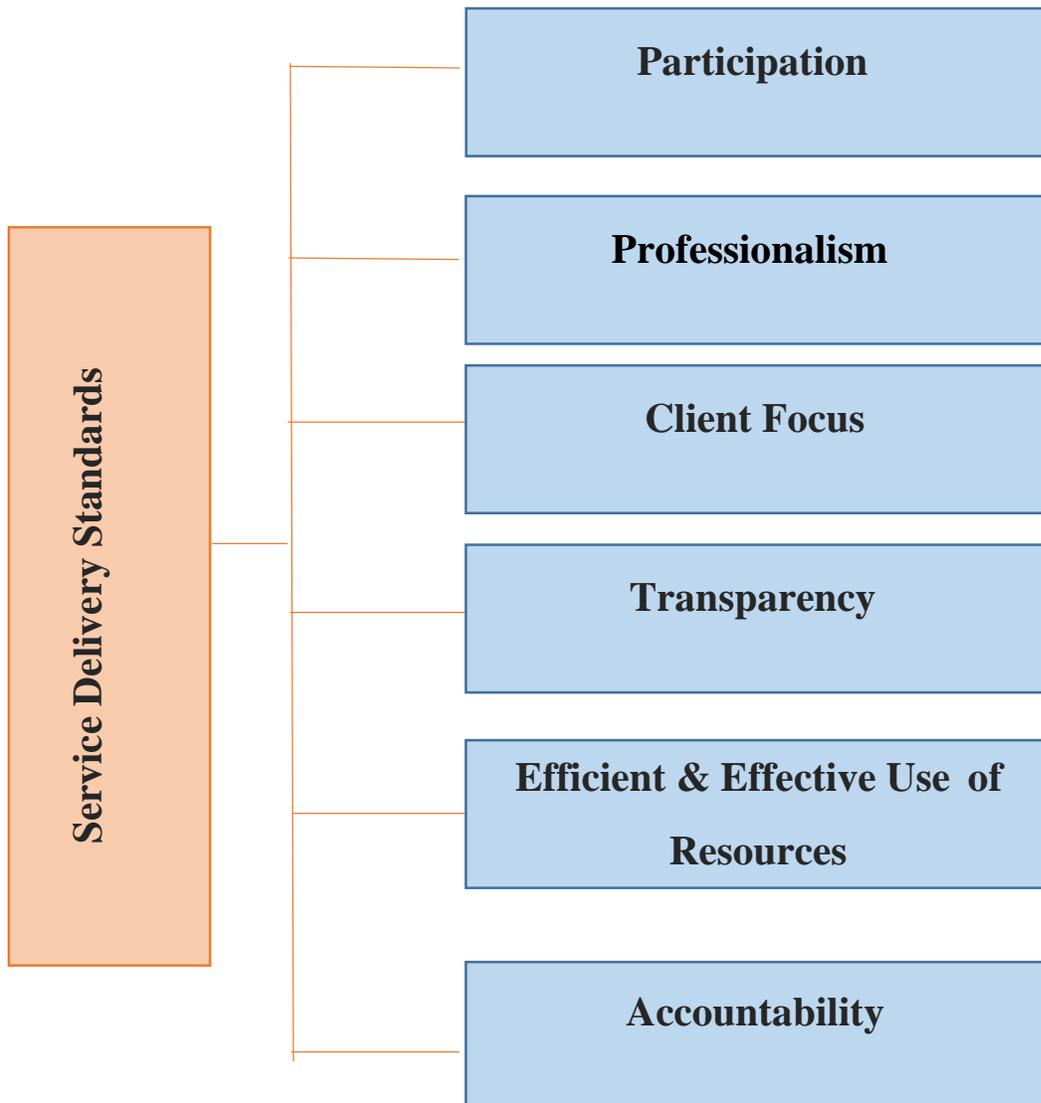
1.11 OBJECTIVES OF THE CHARTER

- To position the KMA to effectively respond to the social and accountable demands of the citizens.
- To generate civil society demands for essential information especially financial information from KMA.
- To foster more effective engagement of civil society with the KMA.
- To strengthen the engagement of citizens' representatives on service delivery issues within the Metropolis.
- To provide citizens with an understanding of KMA's service standards.
- To inform citizens of KMA about complaint channels when any dissatisfaction has occurred against the agreed service standards or the charter itself.
- To ensure citizens are aware of how a complaint or an enquiry can be made, and in what format they can expect to receive a response.
- To clarify the expected requirements provided by the citizens to help offer better services to them.

- To continually improve KMA’s services, systems and staff skills to achieve high level services.

1.12 SERVICE DELIVERY STANDARDS

The Kumasi Metropolitan Assembly hereby adopts and abides by the six (6) Service Delivery Standards developed and approved by the Local Government Service as listed below. These will form the basis of our interaction with citizens and various stakeholders of the Assembly.



CHAPTER THREE

VARIOUS DEPARTMENTS AND UNITS

The various functions of the Departments and Units outlined here are derived from the L.I. 1961 which clearly spells out the duties to be undertaken by each of the 16 Departments.

1.13 Central Administration Department

This serves as the Secretariat of the District Assembly and is responsible for the provision of support services, effective and efficient general administration and organization of the District Assembly.

1.13.1 The Department shall manage all sections of the assembly including;

- i. Records
- ii. Estate
- iii. Transport
- iv. Logistics and Procurement
- v. Accounts
- vi. Stores
- vii. Security and
- viii. Human Resources Management

1.13.2 The Department is responsible for coordinating the;

- i. General administrative functions
- ii. Development planning and management functions
- iii. Budgeting functions
- iv. Rating functions
- v. Statistics and information services generally, and
- vi. Human Resource Planning and Development of the District Assembly.

114 Administration Unit

Table 0.1 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Initiate plans and programmes for policy formation and further ensuring the execution of such policies	Professionalism, client focus and accountability
2. Coordinate and monitor the activities of other departments within the Assembly and Sub-Metro offices	Professionalism, effectiveness and accountability
3. Ensure the efficient and effective management of the resources of the Assembly	Professionalism, client focus and effectiveness
4. Financial management of the Assembly	Professionalism, accountability and transparency
5. Scrutinize contracts and agreements, and further make recommendations for consideration	Transparency, fairness and participation
6. Staff development and training	Professionalism, participation, client focus, effectiveness, accountability and transparency
7. Advise the Metropolitan Chief Executive on all matters	Professionalism, participation and client focus
8. Ensure speech writing/recording of minutes of meetings	Professionalism and participation
9. Collate and prepare consolidated monthly, quarterly and annual reports of the Assembly	Professionalism, effectiveness and constant communication

1.15 Records Unit

Table 0.2 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Receive, record and distribute incoming and internal Assembly correspondences. Example letters and memoranda	Professionalism, efficient, transparency, participation and accountability
2. Creation and allocation of files and folders	Professionalism, effectiveness and transparency
3. Storage repository and reference services for all official files and documentation	Professionalism, participation, efficient and transparency

1.16 Estate Unit

The Estate Unit generally provides advice on estate management issues and ensures that repair works on facilities and equipment are properly carried out. We promise to maintain the standards in the table below;

Table 0.3 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Estate and Facility management of the Assembly property	Professionalism, fairness, participation and transparency
2. Advise the Assembly on all property and facility management issues and policies	Professionalism and transparency
3. Proper records keeping and documentation of all Assembly property	Professionalism and transparency
4. Allocation of stores and KMA bungalows	Professionalism, client focus, accountability and transparency

5. Routine inspection of markets, bungalows, properties and other Assembly facilities	Professionalism, transparency and participation
6. Assembly laundry services	Professionalism and effectiveness. Quarterly undertaking of laundry service
7. Regulate citizen property ownership agreement	Professionalism, client focus, and transparency
8. Undertake inventory of all assets, at regular intervals	Proper documentation and accountability
9. Update assets and property register	Undertaken yearly
10. Regulation and booking of Assembly facilities. E.g. Prempeh Assembly hall and Jubilee park	Process requests within two (2) working days.
11. Serve as secretary to market subcommittee	Professionalism, effectiveness and participation
12. Oversight and submission of technical reports on Assembly projects	Professionalism, efficiency, effectiveness, transparency and accountability
13. Coordinate the payment of utility bills for the Assembly	Professionalism, proper documentation, transparency and accountability

1.17 Procurement Unit

Table 0.4 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Preparation of procurement plan	Professionalism, participation and transparency
2. Responsible for the Assembly's contract management	Professionalism, effectiveness, participation, transparency and accountability
3. Supervision of Assembly contract negotiations	Professionalism, effectiveness, participation, transparency and accountability

4. Preparation of tender document.	Professionalism, effectiveness, participation, transparency and accountability
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1.18 Human Resource Management Unit

The unit is focused on the recruitment of, management of, and providing direction for the people who work in Kumasi Metropolitan Assembly. The Unit ensures that the appropriate processes are engaged to enable staff with requisite background for various types of work in the Assembly are recruited, motivated and developed on a continuous basis for the efficient discharge of their duties.

We promise to maintain the standards in the table below:

Table 0.5 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Recruitment of Staff Members	Professionalism, efficiency, transparency and accountability
2. Guidance and Counselling a. Promotion b. Upgrading	a. Staff promotions are processed in January, March, June and October. b. On availability of vacancy and the personnel fulfilling the staffing norms/regulations in the rank that he/she seeks, processing begins in the shortest possible time.
3. Capacity Building Training	Quarterly, professionalism
4. Personnel Enrolment Management	Every 2 months
5. Work Environment Discipline	Daily basis and transparency
6. Performance Management	Professionalism and evaluation at half year

1.19 Stores Unit

The unit receive the goods of the Assembly and then act as caretakers of the materials and issue them as and when it is needed by the various departments and units of KMA.

Table 0.6 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Receiving of incoming consignments	Professionalism, participation, effectiveness, efficiency, accountability and transparency
2. Distribution of requested materials to the various departments and units	Professionalism, participation, effectiveness, accountability and transparency
3. Stock and records keeping	Professionalism, efficiency, accountability and transparency
4. Preparation of purchasing orders	Professionalism, efficiency, and transparency
5. Report and see to the maintenance of equipment in the ware house	Professionalism, efficiency, effectiveness accountability and transparency
6. Safe keeping of materials and goods	Professionalism, efficiency, effectiveness accountability and transparency

1.20 Planning Unit

The Planning Unit of the Assembly serves as the secretariat of the Metropolitan Planning and Coordinating Unit (MPCU). The MPCU is the hub for coordinating all programmes, projects and activities of all the decentralized departments and units of the Assembly. Minutes of the monthly meetings of the MPCU are prepared by the unit.

The unit is responsible for building the data base of the Assembly. This includes the collection of baseline data, the updating of existing data, the analysis and synthesis of data for planning and other decisions.

The unit is also responsible for the preparation of Medium-Term Development Plans like the MTEF strategic plan, 4-year Medium Term Development Plans based on guidelines issued by the NDPC, MLGRDE and other national institutions. We promise to maintain the standards in the table below:

Table 0.7 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Preparation of project inspection reports	Maximum 3 days
2. Preparation of quarterly Monitoring and Evaluation Reports	Maximum (2) weeks
3. Preparation of Development Plans	Minimum of 6 months
4. Endorsement of payment certificates for work executed is a major responsibility of the unit.	Weekly basis
5. Project Management	Professionalism, efficiency, effectiveness and transparency
6. Monitor projects and submit periodic progress reports	Reports are submitted quarterly
7. Secretary to the Development Planning Sub-Committee of the Assembly and also assists the Finance and Administration, and Works Sub-Committees.	Professionalism, efficiency and effectiveness
8. Coordination of Sister City programmes and other bilateral engagements of the Assembly.	Professionalism, efficiency, effectiveness and transparency. Performed on a daily basis
9. On-the-spot, monthly, quarterly and annual monitoring/progress reports on all programmes and projects of the Assembly	Professionalism, efficiency, effectiveness and transparency. Submitted monthly

1.20.1 Security Unit

Table 0.8 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Control of traffic within the Central Business District (CBD)	Professionalism, participation, effectiveness and efficiency
2. Monitor activities within the CBD and report appropriately to KMA	Professionalism, participation, effectiveness, efficiency and transparency
3. React promptly to incidents that occur within the CBD and report to relevant Security agencies for further action.	Professionalism, participation, efficiency, effectiveness, accountability and transparency
4. Conduct planned operations to prevent congestion within the CBD	Professionalism, client focus, efficiency, and effectiveness
5. Provide protection for KMA staff and facilities	Professionalism, efficiency, effectiveness accountability and transparency
6. Provide security within and around all market centres within the Metropolis	Professionalism, client focus, efficiency, effectiveness and transparency
7. Carry out training of Metro guards in Taskforce Operations and other relevant procedures	Professionalism, client focus and effectiveness

1.20.2 Management Information System (MIS) Unit

Table 0.9 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Network and system administration	Performed immediately
2. Computer hardware and software troubleshoot and repairs	Maximum two (2) days
3. Security and database protection	On daily basis

4.	Website update	Minute by minute update
5.	Clock in and out device management	Performed daily
6.	Track and monitor security of hardware and software systems	Performed weekly
7.	Recommendation of system upgrade	Professionalism, innovativeness, effectiveness and efficiency
8.	Staff training and capacity building	Professionalism, participation and client focus
9.	Monitor MIS performance regularly to avoid unplanned outages and down times	Performed on a daily basis

121 Education, Youth and Sports Department

The education, youth and Sports Department of the Assembly is responsible for pre-school, special school, basic education, youth and sports, development or organization and library services at the district level.

The department harmonizes the activities and functions of the following agencies operating at the district level,

- (a) The Ghana Education Service
- (b) The Youth Council;
- (c) The Sports Council; and
- (d) The Library Board.

1.21.1 Education and Library Section

Table 4.0 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Formulation and implementation of policies on Education in the metropolis within the framework of National Policies and guidelines	Professionalism, participation and effectiveness
2. Encourage, report on implementation of policies and matters relating to basic education in accordance with reporting format provided by the Minister	Professionalism, participation and effectiveness
3. Facilitate the appointment, disciplining, posting and transfer of teachers in pre-schools, basic schools and special schools in the Metropolis	Professionalism, client focus, fairness, participation, effectiveness, accountability and transparency
4. Appointment of school welfare officers	Professionalism, fairness, effectiveness, and transparency
5. Facilitate the granting of study leave to teachers who gain admission to higher level educational institutions	Professionalism, fairness, effectiveness, accountability and transparency
6. Facilitate the supervision of pre-school, primary and junior high schools in the district	Professionalism, client focus, participation, efficiency, effectiveness and transparency

7. Liaise with the appropriate authorities for in-service training of pupil teachers	Professionalism, client focus, participation, effectiveness, accountability and transparency
8. Assist in indenting for the supply and distribution of textbooks from national level institutions.	Professionalism, client focus, fairness, participation, and transparency

1.21.2 Youth Section

Table 4.1 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Facilitate the establishment and maintenance of facilities or centers of excellence for the arts and crafts for recreation	Professionalism, client focus, effectiveness and efficiency
2. Assist the Assembly to formulate and implement policies on youth within the framework of the national policies and guidelines	Professionalism, participation, effectiveness and efficiency
3. Facilitate supervision, regulation and general administration of youth organizations and their activities in the district	Professionalism, participation, effectiveness, efficiency, accountability and transparency
4. Promote the formation and development of youth organizations to co-ordinate, develop direct and channel the talents and energies of the youth into productive activities	Professionalism, client focus, participation and effectiveness

5. Assist to liaise with public and private sector agencies to promote youth work and seek resources for youth development	Professionalism, client focus and participation
6. Submit reports and budgets on matters relating to youth development to the Assembly	Professionalism, accountability and transparency
7. Assist in organizing voluntary school work camps for schools	Professionalism, client focus, effectiveness Regular intervals
8. Yearly organization of District Youth Environmental awareness week	Professionalism, client focus, participation, effectiveness and efficiency
9. Co-ordinate the organization and supervision of training programmes for youth in the Assembly to develop leadership qualities, personal initiatives, patriotism and community spirit	Professionalism, client focus, participation effectiveness and efficiency Regular intervals
10. Assist the youth to engage themselves profitably in small scale enterprises	Fairness, participation, accountability and transparency

1.21.3 Sports Section

Table 4.2 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Assist in formulation and implementation of sports policies, programmes and activities of Assembly	Professionalism, client focus, participation and transparency
2. Facilitate construction, equipping, operating and maintenance of sports stadia and other sporting facilities in the Assembly	Professionalism, client focus, fairness, participation, accountability and transparency
3. Assist in organizing sports activities in the district to participate in mass sports, sports for excellence and sports for the disabled in the Assembly	Professionalism, client focus, participation, effectiveness and efficiency
4. Yearly organization of District Sports festival	Professionalism and participation
5. Coordinate the selection and preparation of district sportsmen and women for inter district sports festival and tournaments	Professionalism, client focus, fairness, participation, effectiveness, efficiency and transparency
6. Facilitate training of community sports leaders and coaches for the Keep-Fit Clubs and sports teams in the Assembly	Professionalism, client focus, participation, effectiveness and efficiency
7. Facilitate private sector participation in the provision and management of sports infrastructure in the Assembly	Professionalism, client focus and participation

1.22 Social Welfare and Community Development Department

The key focus areas under this department are the promotion and protection of the rights of children, justice and administration of child related issues and community care (for disabled and needy adults).

a. Our Mission

The Department works in partnership with people in their communities to improve their social well-being through promoting development with equity for the disadvantaged, vulnerable and the excluded.

b. Our Vision

Our vision is to take the lead in integrating the disadvantaged, the vulnerable and the excluded into the main stream of development.

1.22.1 Social Welfare

We promise to maintain the standards in the table below:

Table 4.3 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Justice Administration of child related issues	Minimum of 4 weeks Professionalism and fairness
2. Child Rights Promotion and Protection	Minimum of three months Professionalism and fairness
3. Community Care (for disabled and needy adults)	Maximum of eight (8) weeks depending on case by case
4. Budget, Planning and Monitoring Unit	Weekly

123 District Health Department

The department of Health at KMA consists of the office of the Metropolitan District Medical Officer of Health and the Environmental Health Unit.

Table 4.4 OUR UNIT SERVICE STANDARDS

Our Services	Standard
1. Advise on the construction and rehabilitation of clinics and health facilities	Professionalism, participation, effectiveness and efficiency
2. Assist and coordinate in the operation and maintenance of all health facilities under the jurisdiction of the regional and Metropolitan district coordinating council	Professionalism, participation, effectiveness, efficiency, accountability and transparency
3. Assist to undertake health education and family immunization and nutrition programmes	Professionalism, client focus, fairness, participation, effectiveness, efficiency and transparency
4. Facilitate diseases control, prevention and intervention programs	Professionalism, client focus, effectiveness and efficiency
5. Assist to formulate, plan and implement district health policies within the framework of national health policies and guidelines provided by the Minister of Health	Professionalism, participation and effectiveness
6. Provide reports on the implementation of policies and programmes relating to health in the District Assembly	Professionalism, participation and effectiveness, accountability and transparency

7. Educate and inform residents of the district on sanitation and personal hygiene	Professionalism, participation, client focus, effectiveness, efficiency and transparency Regular intervals
8. Facilitate and assist in regular inspection of the district for detection of nuisance of any condition likely to be offensive or injurious to human health	Professionalism, participation, client focus, effectiveness, efficiency and transparency
9. Assist in efficient management of clinical care, community health care and environmental health service in the district infrastructure, to clean the metro hospital, polyclinics, health posts and dressing stations	Professionalism, participation, client focus, effectiveness, efficiency and transparency
10. Licensing of persons to build and operate public latrines, lavatories, urinals, washhouses and related services in the metropolis.	Professionalism, client focus, participation and transparency
11. Assist to establish, maintain and carry out the removal and disposal of refuse, filth and carcasses of dead animals from any public place	Professionalism, participation, client focus, effectiveness, efficiency and transparency
12. Oversight of disposal of dead bodies found in the Assembly	Professionalism, participation, client focus, effectiveness, efficiency and transparency
13. Inspection and licensing of meat and dairy product selling	Professionalism, client focus, and transparency
14. Advise on the establishment and maintenance of cemeteries and crematoria	Professionalism, client focus, effectiveness, efficiency and transparency
15. Noise, odour, dust and smoke pollution control	Professionalism, participation, client focus, effectiveness, efficiency and transparency

124 Works Department

The Department is a merger of the Public Works Department, Department of Feeder Roads and District Water and Sanitation Unit, Department of Rural Housing and the Works Unit of the Assembly.

Our Services	Standard
1. Assist the Assembly to formulate policies on works within the framework of national policies	Professionalism, participation, client focus, effectiveness and efficiency
2. Assist to establish and specify the programmes of action necessary for the implementation of physical plans	Professionalism, participation, client focus, effectiveness and efficiency
3. Facilitate the implementation of policies on works and report to the Assembly	Professionalism, participation, effectiveness and efficiency
4. Assist to prepare tender documents for all civil works projects to be undertaken by the Assembly through contracts or community initiated projects	Professionalism, participation, client focus, effectiveness, efficiency and transparency
5. Facilitate the construction, repair and maintenance of public roads including feeder roads and drains along any streets in the major settlements in the district	Professionalism At regular intervals
6. Assist to build, equip, close and maintain markets and prohibit the erection of stalls in places other than the markets	Professionalism
7. Assist to inspect projects undertaken by KMA with relevant Departments of the Assembly	Professionalism, participation, effectiveness, accountability and transparency

8. Assist to maintain public buildings made up of offices, residential accommodation and ancillary structure	Professionalism, accountability and transparency
9. Provide technical and engineering assistance on works undertaken by the Assembly	Professionalism, participation, client focus, effectiveness and efficiency
10. Facilitate the registration and maintenance of data on public buildings	Professionalism, participation, effectiveness and efficiency
11. In consultation with Electricity Company of Ghana facilitate the provision of street lighting	Professionalism, and efficiency
12. Provide technical advice for the machinery and structural layout of building plans to facilitate escape from fire, rescue operation and fire management	Professionalism, participation, client focus, effectiveness and efficiency
17. Advise and encourage owners of premises to; <ul style="list-style-type: none"> a. Remove or trim trees, shrubs or hedges which interfere with traffic, wires or works on any street; b. Remove dilapidated structures or fences in any public place c. Paint, distemper, white wash or colour wash the outside of any building forming part of the premises; d. Tidy up the premises; and e. Remove any derelict vehicles or objects which constitute nuisance 	Professionalism, client focus, effectiveness and accountability
18. Protection or prevention of obstructing access to fire hydrants	Professionalism, participation, client focus, effectiveness and efficiency

125 Urban Roads Department

There is a 1700km road network infrastructure in the city. The unit has on-going projects in all nine sub-metropolitan areas, in an attempt to have some equity in the distribution of resources for road development and maintenance. The unit undertakes activities under three major sections, maintenance, development and planning.

Our Services	Standard
1. Advise KMA on the formulation and implementation of Urban Road Policies in the Region	Professionalism At regular intervals
2. Establish and maintain a database on urban infrastructure in the Assembly	Professionalism, participation, client focus, effectiveness and efficiency
3. Register and maintain records of classified contractors and consultants in the urban road construction industry	Professionalism, participation, effectiveness and transparency At regular intervals
4. Assist in preparation of tender documents and tender evaluation	Professionalism, participation, client focus, effectiveness and transparency
5. Prepare progress and annual reports on road works	Professionalism, participation, client focus, accountability and transparency
6. Monitor to ensure that funds from Road Fund and other sources are used for the designated roads in line with approved standards	Professionalism, participation, client focus, efficiency, accountability and transparency At regular intervals
7. Facilitate capacity building of contractors and stakeholders in the Assembly	Professionalism, participation, client focus and effectiveness

8. Desilting, Grass cutting, drain and kerb cleaning, pothole patching /Sectional repairs, minor drainage repairs, culvert repairs, grading, replacement of slabs and metal gratings and green area maintenance	At regular intervals
9. Traffic management and safety which includes; street lights, road signs, crush barriers and pedestrian guardrails, road line marking, speed humps, erection and repair of bollards, installation of traffic signals, removal of directional signs, walkway construction, intersection improvement and horticultural works (grass planting).	Professionalism, participation and client focus, efficiency At regular intervals

126 Physical Planning Department

The Department of Physical Planning at KMA manages the activities of the Department of Town and Country Planning and the Department of Parks and Gardens.

Our Services	Standard
1. Advise KMA on national policies on physical planning, land use and development	Professionalism, client focus and effectiveness
2. Co-ordinate activities and projects of departments and other agencies including Non-Governmental Organizations to ensure compliance with planning standards	Professionalism, participation, client focus, effectiveness and accountability

3. Preparation of physical plans as a guide for the formulation of development policies and decisions	Professionalism, client focus and effectiveness
4. Identification problems concerning the development of land and its social, environmental and economic implications	Professionalism, client focus and effectiveness
5. Collaborate with the Survey Unit in the performance of its functions	Professionalism, client focus and effectiveness At regular intervals
6. Facilitate and participate in research into planning in the Assembly	Professionalism, client focus and effectiveness
7. Assist to offer professional advice to aggrieved persons on appeals and petitions on decisions made on their building	Professionalism, fairness, participation, client focus and transparency
8. Assist to prepare a District Land-Use Plan to guide activities	Professionalism, client focus and effectiveness
9. Assist to provide the layout for buildings for improved housing layout and settlement	Professionalism, client focus and effectiveness
10. Approval of permits for new buildings	Professionalism, participation, client focus, accountability and transparency At regular intervals
11. Advise and facilitate the demolition of dilapidated buildings and recovery of expenses incurred in connection with the demolition	Professionalism, participation, fairness, client focus and effectiveness At regular intervals
12. Siting of bill boards, masts and ensure compliance with Assembly standards	Professionalism, client focus and effectiveness
13. Undertake street naming, numbering of house and related issues	Professionalism

1.27 Trade, Industry and Tourism Department

The Department of Trade, Industry and Tourism under the guidance of the Assembly deal with issues related to trade, cottage industry and tourism in the Assembly.

Our Services	Standard
1. Formulation of policies on trade and tourism in the Assembly within the framework of national policy and guidelines	Professionalism, and effectiveness
2. Facilitate the implementation of policies on trade, industry and tourism in the Assembly	Professionalism, participation, client focus and effectiveness
3. Assist in the a. Collection and dissemination of tourism, trade and industry, statistical data and other information b. Prevention of smuggling in collaboration with agencies responsible for internal security, Customs and Excise	Professionalism, participation, client focus, effectiveness and accountability
4. Prepare and submit half-yearly reports on tourism, trade and industries to KMA	Professionalism, participation, accountability and transparency
5. Assist in sourcing funding to support the implementation of programmes and projects to promote trade and industry in the Assembly	Professionalism, participation, client focus and effectiveness At regular intervals

6. Facilitate the promotion and development of small-scale industries in the Assembly	Professionalism, client focus and effectiveness
7. Co-ordinate the organization of field extension works to identify projects, collate relevant data, disseminate information and provide feedback information	Professionalism, effectiveness and accountability
8. Assist and facilitate the provision of infrastructure required to accelerate the implementation of policies or execution of programmes on trade and industry including estates in the Assembly	Professionalism, participation, client focus, effectiveness and efficiency
9. Facilitate the promotion of tourism in the Assembly	Professionalism, participation, client focus and effectiveness
10. Compile a register of all trade, industry/associations in the Assembly	Professionalism, effectiveness, accountability and transparency
11. Advise on licensing of petrol and gas services and filling stations in the Assembly	Professionalism, client focus and effectiveness
12. Assist to provide for the control, regulation, inspection, supervision and licensing of: a. social halls, dance halls and places of entertainment b. hotels, rest-houses, lodging and eating houses, and premises or lands where a profession, occupation trade or business is carried out.	Professionalism, participation, effectiveness, accountability and transparency

128 Transport Department

The Department of Transport is to assist the Assembly formulate and implement policies on transport services within the framework of national policies.

Our Services	Standard
1. Advise the Assembly on matters relating to transport services in the Metropolis	Professionalism, participation, and effectiveness At regular intervals
2. Regulate the use and conduct of public vehicles, including the routes and parking places in accordance with the Driver and Vehicle Licensing Authority Act (Act 569)	Professionalism, participation, efficiency, effectiveness, accountability and transparency At regular intervals
3. License taxis, bicycles and motor bikes and prescribe fees to be paid	Professionalism, participation, client focus, efficiency, effectiveness, accountability and transparency
4. Prepare composite progress and annual reports on transport works in the Assembly	Professionalism, participation, efficiency, effectiveness, accountability and transparency

1.29 Agriculture Department

Our Services	Standard
1. Participate in provision of extension services in the areas of natural resources management, and rural infrastructural and small scale irrigation in the district	Professionalism, participation, efficiency and effectiveness
2. Assist in the formulation and implementation of agricultural policy for KMA within the framework of national policies	Professionalism, participation, client focus and effectiveness
3. Submit report on the implementation of policies and programmes to KMA	Professionalism, participation, effectiveness, accountability and transparency
4. Promote soil and water conservation measures by the appropriate agricultural technology	Professionalism, participation, client focus and effectiveness
5. Promote an effective and integrated water management	Professionalism, client focus and effectiveness At regular intervals
6. Disseminate and adopt improved soil and water conservation methods	Professionalism, client focus and effectiveness
7. Promote agro-forestry development to reduce the incidence of bush fires	Professionalism, participation, client focus and effectiveness
8. Assist in developing forage production, ranges, farmlands and animal health services infrastructure	Professionalism, participation, client focus and effectiveness
9. Facilitate and encourage vaccination and immunization of livestock and control of animal diseases	Professionalism, participation, client focus and effectiveness
10. Advise and encourage crop development through nursery propagation	Professionalism, client focus and effectiveness

11. Assist in the development, rehabilitation and maintenance of small scale irrigation schemes	Professionalism, client focus and effectiveness
18. Promote agro-processing and storage	Professionalism, client focus and effectiveness At regular intervals

1.29.1 Department of Disaster Prevention (NADMO)

NADMO aims to reduce, or avoid, the potential losses from hazards, assure prompt and appropriate assistance to victims of disaster, and achieve rapid and effective recovery. Appropriate actions at all points in the Assembly lead to greater preparedness, better warnings, reduced vulnerability or the prevention of disasters during the next iteration of the cycle.

Core functions are to prevent/manage disasters, improve livelihood of the poor through social mobilization, employment generalization, to relief disaster victims by mobilizing and coordinating efforts and resources of relevant government agencies/ non-government agencies. We promise to maintain the standards in the table below:

Table 0.2 OUR SECTION SERVICE STANDARDS

Our Services	Standard
Planning and implementation of programmes to prevent and/or mitigate disaster in the District within the framework of national policies;	Professionalism, participation, client focus and effectiveness
Facilitate the organization of public disaster education campaign programmes and sustain awareness of hazards of disaster	Professionalism, client focus effectiveness and accountability Regular intervals

130 Waste Management Department

The Waste Management Department of Kumasi Metropolitan Assembly is responsible for the hardware aspect of Environmental Sanitation. The department has been mandated to provide facilities, infrastructural services and programmes for effective and efficient waste management for the improvement in environmental sanitation and the protection of the environment. The services provided constitute an essential factor in contributing to good health, high productivity and the welfare of the people.

Vision

The vision of the Department is to aspire to make Kumasi the cleanest metropolis in Ghana and beyond by constantly improving strategies in the delivery of waste management services.

Mission

The mission of the Department is to keep the city clean and healthy by the provision and delivery of effective and efficient waste collection services and programmes, and environmentally acceptable disposal thereby creating an enabling environment for healthy living.

The Department continuously and reliably offers the following key services either directly or through her agents. We promise to maintain the standards in the table below:

Table 0.3 OUR DEPARTMENT SERVICE STANDARDS

OUR SERVICES	OUR SERVICE STANDARD
1. Storage, collection and sanitary disposal of waste including solid waste, industrial waste, health care and other hazardous waste.	Door to door service Dual collection weekly Provide value-for-money services
2. Cleanse and carry out routine maintenance of drains	Weekly basis
3. Disinfection of premises including sanitary sites and public places	Daily basis
4. Identify needs for public toilets	Daily basis

5. Evacuate liquid waste from homes and public toilets.	At regular intervals
6. Provide quality public sanitation facilities that ensure effective human excreta management.	
7. Manage sullage disposal	Less than 48 hours
8. License and enforce standards on private liquid waste hauliers	Daily basis
9. Educate the public on how to keep the local environment clean	On weekly basis
10. Handling of complaints/Feedback	Less than 48 hours
11. Develop and continuously update environmental sanitation plan	We use innovative strategies to continually provide effective and efficient services.
12. Manage promotion and subsidy programmes for household toilets	Professionalism, efficiency and accountability

Call on any of the private Cesspit Emptyer Operators for service by calling the appropriate telephone number as provided below:

Table 0.4 List of Private Cesspit Emptyer Operators

No.	Company Name	Location	Contact Number
1	Ofori Kronkron		024 408 5269
2	A. Afrane	Dichemso	027 788 0117
3	Europal		024 360 6176
4	Akadol	Dakodwom	024 458 0841
5	Royal Sanitation	Adum	024 489 6517
6	Threefold Sanitation	Bohyen	027 286 4680

7	Freko	Kejetia	024 682 3323
8	Cohana		024 464 1088
9	Achew Owusu	Fante New Town	024 595 5002 020 770 0777
10	Babdaco	Atasomanso	024 437 9664

(Source:

Solid waste collection services are delivered under 10 Contract Lots based on the nine Sub Metro Areas in the Kumasi Metropolis. Two systems of collection are employed (i.e. House-to-house and Communal) in each of the Sub Metro Areas. The house-to-house collection system attracts a fee of GH¢ 60 per 1st Class, GH¢ 40 for 2nd Class and GH ¢ 30 for 3rd Class residential areas respectively. The rates are charged per bin per month, as determined by the Assembly. The communal collection component on the other hand attracts 10Gp per head load of waste deposited at the communal storage facility.

1.30.1 Expectations of the Waste Department from Citizens

Every individual, establishment or institution shall be responsible for:

- a. Cleansing within and in the immediate environs of the property they occupy, including access ways and the drains and roads abutting the property;
- b. Temporary storage of wastes within the property and disposal thereof outside the property, as may be directed by the competent authority;
- c. Taking measures to prevent the breeding of pests and disease vectors within and in the immediate environs of the property they occupy;
- d. Ensuring that the wider environment is not polluted or otherwise adversely affected by their activities;
- e. Hygienically disposing of all waste they generate in public areas by use of an authorized public toilet or solid waste container as appropriate;
- f. Participating in all communal environmental sanitation exercises organized by the community or its representatives;

- g. Where individuals, establishments or institutions fail to discharge these responsibilities, the competent authorities shall take any necessary remedial action at the expense of those in default. The competent authorities shall also assume responsibility for the maintenance of specified public areas in a sanitary condition and charge fees for the use of such areas.
- h. Placing their bin out on the footpath with wheels closest to your property the night before collection, not earlier than 5 a.m. (unless otherwise agreed);
- i. Returning their bin to where it is stored on your property within 12 hours of collection;
- j. Providing clear access to the bin;
- k. Contacting us if we have missed collecting your bin;
- l. Contacting us to either commence a new or suspended or existing service or if your bin has been lost, damaged or stolen;
- m. Ensuring bins are not overflowing (lid must be able to close properly) or overloaded;

1.30.2 Community Programmes

Every community shall:

- a. Establish community environmental sanitation norms in line with national sanitation policy;
- b. Undertake community sanitation and hygiene education to create awareness of environmental sanitation issues;
- c. Maintain a clean, safe and pleasant physical environment in their settlement;
- d. Under the leadership of Urban/Town/Area Councils, organize participatory neighborhood cleansing once every two months on dates determined by communities;
- e. Mobilize all citizens to participate in observing National Environmental Sanitation Day (ENSADA) once every year on a date to be fixed by Government;
- f. Sanction citizens who fail to participate in neighbourhood cleaning exercises or ENSADA, or who omit or commit acts contrary to community sanitation norms;
- g. Take the necessary steps to develop appropriate environmental sanitation infrastructure such as domestic and public toilets and waste disposal sites; and
- h. Prevent soil, water and air pollution.

1.30.3 Community-Based Organizations

Community-based organizations and NGOs shall:

- a. Assist communities in community mobilization;
- b. Assist the District Assemblies, Town Councils, Unit Committees and communities in the planning, funding and development of community sanitation infrastructure for the safe disposal of wastes and the prevention of soil, water and air pollution.
- c.

131 Natural Resources Conservation

The Natural Resources Conservation Department of Assembly is for the sustainable development of the forestry and wildlife resources and protected areas, in the metropolis by combining functions of the Departments of Forestry and Wildlife.

Our Services	Standard
1. Formulation of policies for the conservation of natural resources in the district within the framework of national policy on natural resources and conservation	Professionalism, participation and client focus
2. Facilitate the creation of awareness on the benefits of forests and wildlife conservation	Professionalism, effectiveness and efficiency
3. Encourage investment in commercial timber plantation and the preservation of wildlife	Professionalism, client focus and effectiveness
4. Assist and facilitate the establishment and maintenance of tree nurseries and forest plantations for sale to the public	Professionalism, participation, efficiency and effectiveness
5. Facilitate the promotion and support of the development of: a. Private nurseries, woodlots, fodder poles and timber,	Professionalism, participation, efficiency and effectiveness

b. District wildlife reserves including rearing of animals for the production of bush meat and horn by individuals, institutions and organizations	
6. Advise on the prohibition, restriction or regulation of the hunting animals or any specified species and cutting, logging or destruction of vegetation growing along any river, stream watercourse, degraded hill slopes and river sources and courses	Professionalism, client focus, efficiency and effectiveness
7. Facilitate replanting or re-forestation of water courses and degraded land	Professionalism, client focus, efficiency and effectiveness
8. Mapping out of areas for natural environment, preservation and protection	Professionalism, , efficiency and effectiveness
9. Assist in prohibiting farming practices which are detrimental to the environment	Professionalism, client focus, efficiency and effectiveness
10. Advise the Assembly on measures to embark on to prevent soil erosion	Professionalism, participation, efficiency and effectiveness

1.32 Finance Department

The department responsible for the sound financial management of Kumasi Metropolitan Assembly's resources. We promise to maintain the standards in the table below:

Table 0.5 OUR DEPARTMENT SERVICE STANDARDS

Our Services	Standard
1. Preparation and publication of Assembly Financial Statement	Maximum of 15 days after the end of every month.
2. Cost benefits analysis of infrastructural projects	Maximum of 3 months to provide the annual financial statement after the end of the month.

3. Ensure that there is value for money on all KMA projects	Professionalism, effectiveness, transparency and accountability
4. Ensure access at all reasonable times to files, documents and other records of KMA	Professionalism, participation, fairness and transparency
5. Keep, render and publish statements on Public Accounts	Professionalism, client focus, transparency and accountability
6. Keep receipts and custody of all public and trust monies payable into the Consolidated Fund	Professionalism, effectiveness, transparency and accountability
7. Facilitate the disbursement of legitimate and authorized funds	Professionalism, fairness transparency and accountability
8. Prepare payment vouchers and financial encumbrances	Professionalism, efficiency transparency and accountability
9. Undertake revenue mobilization activities of the Assembly	Professionalism, client focus transparency and accountability
10. Make provision for financial services to all departments in the metropolis.	Professionalism, fairness transparency and accountability

133 Budget & Rating Department

The above department is responsible for budgeting and financial management functions to ensure prudent and judicious use of the assembly's resources. The Department however does not provide direct services to the general public. We promise to maintain the standards in the table below:

Table 0.6 OUR DEPARTMENT SERVICE STANDARDS

Our Services	Standard
1. Prepare the Fee Fixing and Rate Imposition Resolutions in consultation with relevant Sub-committees, Departments and Stakeholders.	Maximum of 3 months

2. Co-ordinate the distributions of Budget ceiling and preparation of composite/District Budget and to ensure its smooth implementation and execution.	This is done by the end of October of every year and its implementation takes effect in the beginning of the preceding year.
3. Provide requisite assistance and guidance to MDAs in the district in the preparation of Annual Revenue and Expenditure estimates when needed.	This is done between July and October every year.
4. Collection, collation and management of economic and financial data for the Assembly's computerization of property rate data.	This is a continuous process
5. To ensure the translation of the medium-term programmes of the district into District Investment Programme and Budget Statement.	This is done every four years

134 Legal Department

The Office of the Legal Adviser furnishes advice on all legal issues, domestic and international, arising in the course of the Metropolitan Assembly's work. This includes assisting Assembly principals and policy officers in formulating and implementing the domestic policies of the Kumasi Metropolitan Assembly.

The Office is organized to provide legal representation and direct legal support to the Metropolitan Assembly's various departments, including district offices (those which focus on specific areas of the Assembly) and functional offices (those which deal with specific subject matters such as economics and business, international environmental and scientific issues, or internal management). We promise to maintain the standards in the table below

Table 0.7 OUR SERVICE STANDARDS

Our Services	Standard
<ol style="list-style-type: none"> 1. Provide legal advice to the Assembly 2. Assist or facilitate the drawing up of rules and regulations to guide the activities of the Assembly 3. Represent the Assembly in all legal proceedings 4. Facilitate the interpretation of rules, laws and regulations to enhance the conduct of the Assembly's business 5. Provide legal advice on matters relating to contracts 6. Assist in capacity building of Assembly Members in areas relating to the law 7. Undertake daily routine functions relevant to the legal department of the Assembly; and 8. Registration of all marriages 	<ul style="list-style-type: none"> • We will generally acknowledge your request within 3 business days or earlier if urgent. • A lawyer will generally contact you within 10 business days (or earlier if urgent) to discuss your request • While we will try to meet your deadline, we may need to negotiate this with you, depending on workload and level of importance • If we need to engage an external lawyer and charge those costs to you, we will discuss this with you first. • Legal advice is in plain English, practical and, where appropriate, include risk/benefits analysis and options • If appropriate, we can help with negotiations with third parties • We take our professional and ethical obligations as lawyers seriously

135 In Summary, What You Can Expect from Us

1. We deal with you in a friendly, courteous and professional way.
2. We are honest, fair, equitable and unbiased in our service and duties.
3. We ensure availability and suitability of the environment and facilities required to enhance the high level of provided services.
4. We ensure the continual improvement for our services and processes according to your needs of our citizens.
5. We save your time, and make continual effort to improve the service-lead time.
6. We provide services according to approved procedures and commitments.
7. We are committed to providing highest level of customer service by constantly training our customer facing staff with latest trends and knowledge about Customer Service.
8. We shall continue to constantly educate citizens on the changes and updates in the service delivery, customs processes, systems and policies by conducting regular educational sessions and trainings. Such trainings are regularly scheduled and are communicated through our training partners to all the citizens.
9. We shall make use of feedback tools including Town hall meetings and surveys on a regular basis to determine client expectations.
10. The inspection and tax staff shall always wear their required uniforms. The identification cards are visible to the citizens.
11. We shall update and publish our service delivery standards per delivery channels on a regular basis, upon review and revision.
12. We focus on our clients' needs in everything we do.
13. We treat your information confidentially.
14. We respond to your enquiries and complaints in an accurate and timely manner.
15. We respect and listen to each other.
16. We ensure your views and suggestions will be considered to develop our services.
17. We are committed to rectifying your problems.
18. We give you the right to access services, facilities, and information in a manner which meets your needs.
19. We empower women and other vulnerable groups to participate in governance and the Assembly's development agenda.

20. We create conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness.

INFORMATION TRANSPARENCY AND CONVENIENCE

1. Notice boards will be made available at our offices and Sub-metros
2. We will update and display monthly revenue and expenditure charts on the Assembly's notice boards and other vantage places.
3. We shall publish and display the Assembly's audit report on Assembly's and Area Councils' notice boards within one week of receipt of the report.
4. We shall disseminate draft budget estimates to Assembly members two weeks before the General Assembly meeting and publish approved budget on our notice boards.
5. We shall adopt the Social and Public Expenditure Financial Accountability (SPEFA) format for reporting on the Assembly's activities to key stakeholders yearly.
6. We shall publish General Assembly meeting minutes on community notice boards and other public designated areas (including our reception) in the Assembly quarterly.
7. Suggestion boxes will be put at vantage points including Sub-metro offices to solicit public view on our service delivery.

ACCOUNTABILITY TO CITIZENS AND STAKEHOLDERS

1. We shall organize stakeholders' public budget hearing in Twi on an annual basis
2. We shall publish and implement comments contained in the annual Audit Reports within two weeks of receipt
3. We shall publish monthly financial statements by the 20th of the ensuing month on the Assembly's notice boards, vantage points and Community Information Centres.
4. We will provide information on programmes, projects, revenue and expenditure to the public using local radio/FM stations on a monthly basis.
5. We will organize four (4) quarterly Audit Report Implementation Committee (ARIC) meetings to discuss and act on Audit Reports.

CHAPTER THREE

PROCESSING TIME SERVICE STANDARDS FOR OUR INTERACTION WITH CLIENTS

The table below show processing time service standards for our interaction with our clients. We aim to process 75% of cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case. We promise to maintain the standards in the table below:

Table 0.1 METROPOLITAN ASSEMBLY SERVICE STANDARDS

Service Principles	Measures of Effectiveness
TELEPHONE	
Our telephones will be answered promptly.	i. We will respond to your calls within four (4) rings.
We will be courteous, professional and helpful.	i. When answering the telephone, we will provide you with our name and work area. ii. When we call you, we will provide you with our name and work area and tell you the reason why we are calling
We will be accessible by telephone during business hours.	i. All departmental business areas will have telephone service options during business hours. ii. We will respond to your telephone messages within one (1) working day. iii. Our recorded messages will be current and give appropriate contact details during absences.
IN PERSON	
We will assist you promptly.	i. We will serve you within twenty (20) minutes of your arrival, if you have an appointment. ii. We will serve you within 30 minutes if you do not have an appointment.

We will be courteous, professional and helpful.	<ul style="list-style-type: none"> i. We will always identify ourselves. ii. We will be neatly dressed and well presented.
We will be accessible.	<ul style="list-style-type: none"> i. All departmental business areas will have in-person service options. ii. Our offices will be clean and comfortable, have current, relevant information on display.
We will give reasonable notice of interviews.	<ul style="list-style-type: none"> i. We will advise you about interview arrangements in a timely manner. ii. We will inform you of any changes in arrangements before your scheduled interview. iii. We will see you within thirty (30) minutes of your appointment time and advise you, in advance, of any unexpected delays.
We will actively address your diverse needs.	<ul style="list-style-type: none"> 1. We will conduct interviews in locations that are as private and secure as possible and reflect the nature of the interview.
WRITTEN COMMUNICATION	
We will respond to your correspondence promptly.	<ul style="list-style-type: none"> i. We will reply to all correspondence timely, using the most appropriate contact method—telephone, in person or in writing. ii. We will acknowledge E-mail requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response.
We will be courteous, professional and helpful.	<ul style="list-style-type: none"> a. We will provide accurate, helpful and timely responses that are relevant to your needs. b. We will identify ourselves and provide contact details in our written correspondence. c. We will record all of your correspondence on departmental databases and filing systems.
We will be accessible in writing.	<ul style="list-style-type: none"> a. All business areas will have mail contact options.

	<ul style="list-style-type: none"> b. We will use out-of-office E-mail messages when away from the office, and provide you with alternative contact details.
We will acknowledge applications promptly and inform you about the assessment process.	<ul style="list-style-type: none"> a. We will acknowledge all applications within seven (10) working days – unless we make a decision within that time. b. We will provide you with the details of any outstanding requirements, next steps and likely processing times in a timely manner.
We will be courteous, professional and helpful.	<ul style="list-style-type: none"> i. We will identify ourselves and provide you with options for contacting us ii. We will let you know how and when you need to provide information to us. iii. Where you have a nominated representative, we will communicate with your representative.
We will be open and accountable and tell you the reasons for our decisions.	<ul style="list-style-type: none"> i. We will provide you with clear and timely reasons for our decisions and advise you of any review rights.
OUR INFORMATION	
We will provide clear, accurate, helpful and consistent information.	We will regularly review and update information to ensure it is current and meets your needs and expectations.
YOUR FEEDBACK	
We value your compliments, complaints and suggestions.	<ul style="list-style-type: none"> i. We will invite feedback and provide appropriate contact details in our client information. ii. We will acknowledge client feedback within one (1) working day of receipt.

	<ul style="list-style-type: none"> iii. We will resolve client feedback received via E-mail and telephone within ten (10) working days. iv. We will resolve written client feedback received via the Ghana Postal Service, facsimile or courier within 30 working days.
We will use your feedback to improve our services.	We will monitor and report on all feedback, and consider this in reviewing and improving our services.

1.35.1 WHAT KMA EXPECTS FROM ITS CITIZENS

- a. Prompt payment of taxes
- b. Treat our employees with courtesy.
- c. Be honest with us.
- d. When required, provide all information within the specified times.
- e. Business should be duly registered with the Registrar General’s Department
- f. Business address and location including street names and numbers should be made available.
- g. Business should be duly registered with the VAT services.
- h. The public will participate in the various community level education programmes on Sanitation, Hygiene, Revenue collection and others.
- i. Provide your feedback both positive and negative to improve our service through complaints, compliments and suggestions.
- j. Attend scheduled meetings punctually, especially those related to your feedback.
- k. Abide by any legal requirements and other obligations you are to meet to be eligible to enjoy our services.

CHAPTER FIVE
INFORMATION AND SERVICE ACCESSIBILITY

To access our services, you can locate our offices in the following towns and locations.

MAIN METROPOLITAN ADMINISTRATION OFFICE

Locate us adjacent the Toyota Ghana Ltd and opposite the Shell Filling Station on Harper Road, Adum-Kumasi.

CONTACT US:

Email: info@kma.gov.gh

Tel: 03220-23707

Fax: 03220-23707

KUMASI METROPOLITAN ASSEMBLY

P.O. BOX

1916

Kumasi

LIST OF SUB METRO'S AND TOWN COUNCILS

NO.	SUB METRO	TOWN COUNCIL
1.	BANTAMA	BANTAMA
2	MANHYIA NORTH	KROFROM MANHYIA BUOKROM
3	MANHYIA SOUTH	
4	SUBIN	ADUM ASAFO AMAKOM FANTE NEW TOWN
5	NHYAESO	NHYAESO PATAASE/SUNTRESO SANTAASE

REFERENCES

Ghana Statistical Service. (2012). *2010 Population and Housing Census*. Accra: Ghana Statistical Service