



ASUNAFO NORTH MUNICIPAL ASSEMBLY

CLIENT SERVICE CHARTER



ASUNAFO NORTH MUNICIPAL ASSEMBLY

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ASUNAFU NORTH MUNICIPAL ASSEMBLY

ABBREVIATIONS

AEA	-	Agriculture Extension Agent
DCD	-	District Coordinating Director
AIDS	-	Acquired Immune Deficiency Syndrome
ANC	-	Antenatal Care
APR	-	Annual Progress Report
BAC	-	Business Advisory Centre
CAHW	-	Community Animal Health Workers
CBO	-	Community Based Organization
CHMC	-	Community Health Management Committee
CHPS	-	Community Base Health Service
CLTS	-	Community Led Total Sanitation
CSOs	-	Civil Society Organization
CSU	-	Client Service Units
DACF	-	District Assemblies Common Fund
MAOs	-	Municipal Agriculture Officer
MCE	-	Municipal Chief Executive
DDA	-	District Director of Agriculture
DDF	-	District Development Facility
DEMC	-	District Environmental Management Committee
DESSAP	-	District Environmental Sanitation Strategy Action Plan
DFR	-	Department of Feeder Roads
MUSEC	-	Municipal Security Council
DPCU	-	District Planning Coordinating Unit
DRH	-	Department of Rural Housing
EA	-	Environmental Assessment
F&A	-	Finance and Administration
FBOs	-	Farmer Based Organization
GAP	-	Good Agriculture practice
GHIPSS	-	Ghana Interbank Payment System

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GIS	-	Geographical Information System
GOG	-	Government of Ghana
GSFP	-	Ghana School Feeding Programme
GSGDA	-	Ghana Shared Growth Development Agenda
HA	-	Hector
HIV	-	Human Immune Virus
HRM	-	Human Resource Management
HRMIS	-	Human Resource Management Information Systems
IG	-	Intellectual Disability
IGF	-	Internally Generated Fund
IT	-	Information Technology
KVIP	-	Kumasi Ventilated Improved Pit
LEAP	-	Livelihood Empowerment Against Poverty
MAG	-	Modernizing Agriculture in Ghana
MLGRD	-	Ministry of Local Gov't & Rural Development
MMDAs	-	Metropolitan, Municipal and District Assemblies
MoF	-	Ministry of Finance
MoFA	-	Ministry of Food and Agriculture
MoFAD	-	Ministry of Fisheries and Aquaculture Development
MP	-	Member of Parliament
MSHAP	-	Multi-Sectoral HIV/AIDS Programme
MT	-	Metric Tons
MTDP	-	Medium Term Development Plan
NADMO	-	National Disaster Management Organization
NCCE	-	National Commission for Civic Education
NDPC	-	National Development Planning Commission
NGO	-	Non-Governmental Organization
NYA	-	National Youth Authority
PMS	-	Performance Management Systems
PRCC	-	Public Relations Complaints Committee
DAC	-	District AIDS Committee

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RCC	-	Regional Coordinating Council
REGSEC	-	Regional Security Council
REP	-	Rural Enterprise Programme
RTA	-	Road Traffic Accident
SPC	-	Spatial Planning Committee
TAs	-	Traditional Authorities
TBAs	-	Traditional Birth Attendance
AhRCC	-	Ahafo Regional Co-ordinating Council

ASUNAFO NORTH MUNICIPAL ASSEMBLY

2.0 MANDATE OF THE ASSEMBLY

The Local Governance Act 2016 ACT (936), mandates the Asunafo North Municipal Assembly to provide the necessary services and infrastructure towards the overall development of its communities. In view of this management of the Asunafo North Municipal Assembly has created a Client Service Unit to receive complaints and petitions from public which is important for Asunafo North Municipal Assembly to promote and strengthen its relationship with the public so that it would be able to access and address the immediate developmental needs.

Asunafo North Municipal Assembly is committed to providing high level of customer service. To emphasize this commitment, Asunafo North Municipal Assembly has created a Customer Service Charter which details our service committed to our customers. This charter will be regularly reviewed and adapted to meet the changing needs of our customers.

Our Client Service Charter outlines our commitment to providing quality services and gives our customers standards by which our performances can be measured. It provides staff with clear standards to aim for, making our focus on customers our main priority.

MISSION STATEMENT

‘The Asunafo North Municipal Assembly exists to improve the quality of life of the people through effective mobilization and utilization of resources to provide socio-economic infrastructure and create the enabling environment for job opportunities with the participation of the citizenry’.

VISION STATEMENT

‘‘The Asunafo North Municipal Assembly aspires to be an effective and efficient service provider to meet the needs of the people and clients in the Municipality’’

Through this vision, the Assembly is committed to the provision of timely, efficient and consistent quality services provided by experienced, knowledgeable and helpful officers that meet our customers’ expectation.

CORE VALUES OF THE ASSEMBLY

The core values guiding the mandate, actions and inactions of the workers of Asunafo North Municipal Assembly are: -Professionalism, Transparency and Accountability, Client oriented, Creativity, Diligence, Discipline, Equity, Integrity, Innovation and Timeliness.

ASUNAFO NORTH MUNICIPAL ASSEMBLY

FUNCTIONS OF THE ASUNAFO MUNICIPAL ASSEMBLY

According to section 12 of the Local Governance Act, 2016 Act 936, A District Assembly shall

- (a) Exercise political and administrative authority in the Municipality;
- (b) Promote local economic development; and
- (c) Provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.

A Municipal Assembly shall exercise deliberative, legislative and executive functions. The Municipal Assembly shall

- (a) Be responsible for the overall development of the district;
- (b) Formulate and execute plans, Programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;
- (c) Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
- (d) sponsor the education of students from the district to fill particular manpower needs of the district especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;
- (e) Initiate Programmes for the development of basic infrastructure and provide municipal works and services in the district;
- (f) Be responsible for the development, improvement and management of human settlements and the environment in the district;
- (g) In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
- (h) Ensure ready access to courts in the district for the promotion of justice;
- (i) act to preserve and promote the cultural heritage within the district;
- (j) Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and
- (k) Perform any other functions that may be provided under another enactment.

ASUNAFO NORTH MUNICIPAL ASSEMBLY

The Municipal Assembly in the discharge of its duties shall;

(a) Be subject to the general guidance and direction of the President on matters of national policy; and (b) act in co-operation with the appropriate public corporation, statutory body or non-governmental organization.

The mandatory sub-committees of the Asunafo North Municipal Assembly as per the Local Governance Act, 2016, Act 936 are:

- i. Development Planning**
- ii. Social Services**
- iii. Works**
- iv. Finance and Administration**
- v. Justice and Security**

The Assembly also have Agriculture sub-committee in place

The Municipal Assembly shall take the steps and measures that are necessary and expedient to;

- (a) Execute approved development plans for the district;
- (b) Guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans;
- (c) Initiate and encourage joint participation with other persons or bodies to execute approved development plans;
- (d) Promote or encourage other persons or bodies to undertake projects under approved development plans; and
- (e) Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the district and national economy in accordance with government policy.

The Municipal Assembly shall co-ordinate, integrate and harmonizes the execution of Programmes and projects under approved development plans for the district and other development Programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non-governmental organizations in the district.

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The District Assembly in the discharge of its duties shall (a) be subject to the general guidance and direction of the President on matters of national policy; and (b) act in co-operation with the appropriate public corporation, statutory body or non-governmental organization.

2.5 Local Government Service

The government's directive on the implementation of the decentralization policy in the Local Government Service (LGS) of the various departments of the District Assembly (as per Act 1961) caused certain departments to cease to exist while other departments came into existence. The lists of decentralized departments that are functioning in the Asunafo North Municipal Assembly are as follows:

- i. Central Administration**
- ii. Finance Department**
- iii. Agriculture Department**
- iv. Social Welfare & Community Development**
- v. Works Department**
- vi. Health Department**
- vii. Education Department**
- viii. Human Resource Department**
- ix. Physical Planning Department**
- x. Statistics Department**
- xi. Disaster Prevention Department**

3.0 KEY STAFF OF THE ASSEMBLY

The key staff of the Asunafo North Municipal Assembly are the Municipal Chief Executive, the Municipal Coordinating Director, and the Heads of Decentralized Departments/Units. The Municipal Coordinating Director is the Administrative Head of the Assembly that assists the Municipal Chief Executive in the performance of his duties. As indicated above, all the Heads of the Decentralized Departments and Unit Heads are answerable to District Coordinating Director in the performance of their duties.

4.0 MUNICIPAL DEPARTMENTS AND AGENCIES

4.1 Municipal Departments and Agencies

The following Departments and Agencies exist in the District

- i. Central Administration
- ii. Agriculture Department
- iii. Works Department
- iv. Finance Department
- v. Human Resource Department
- vi. Social Welfare & Community Development
- vii. Statistics Department
- viii. Physical Planning Department
- ix. Education Department
- x. Health Department
- xi. Trade and Industry (Business Advisory Centre)

4.2 Other agencies in the District are

- a. Birth and Deaths
- b. NCCE
- c. Ghana National Fire service

- d. NADMO

5.0 SUBVENTED AGENCIES

5.1 Subvented Agencies

The following Subvented Agencies exist in the District.

- i. Volta River Authority
- ii. Ghana Police Service
- iii. Ghana Ambulance Service
- iv. The Electoral Commission

6.0 BOARDS, STATUTORY COMMITTEES AND COUNCILS

According to section 3(2) of the Local Governance Act, 2016. Act 936, the District Assembly constitute the highest political authority in the District. The main committees under the District Assembly are the Executive Committee and the Public Relation Complaints Committee.

There are functional mandatory Sub-Committees of the Executive Committee. These are:

- I. Development Planning Sub-Committee
- II. Finance and Administration Sub-Committee
- III. Social Services Sub-Committee
- IV. Works Sub-Committee
- V. Justice and Security Sub-Committee

Another Sub-Committee of the Executive Committee in the District is the Agric Sub-Committee.

Other functional statutory Committees and Councils in the District are:

- i. Spatial Planning Committee
- ii. District Security Council
- iii. Audit Committee
- iv. Entity Tender Committee
- v. District Planning Coordinating Unit

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- vi. Budget Committee
- vii. District Health Committee
- viii. District Education Oversight Committee

The key stakeholders of the Asunafo North Municipal Assembly include the following: -

- ✓ Ahafo Regional Coordinating Council
- ✓ Zoomlion Ghana Limited
- ✓ Municipal Hospital, Goaso
- ✓ USAID
- ✓ Traditional Authorities

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8.0 MUNICIPAL STRATEGIC PLAN

NO.	STRATEGIC OBJECTIVES	KEY ISSUES/RISKS	HOW TO ADDRESS CHALLENGES
1	Pursue flagship industrial development initiatives	Severe poverty and underdevelopment among peri-urban and rural communities.	Implement One District, One Factory initiative
2	Support Entrepreneurs-hip and SME Development	Limited access to credit for SMEs	Mobilize resources from existing financial and technical sources to support MSMEs
3	Strengthen fiscal decentralization	Limited capacity and opportunities for revenue mobilization	Enhance revenue mobilization capacity and capability of MMDAs
4	Improve popular participation at regional and district levels	Weak involvement and participation of citizenry in planning and budgeting	Promote effective stakeholder involvement in development planning process, local democracy and accountability
5	Ensure affordable, equitable, easily accessible and Universal Health Coverage (UHC)	Gaps in physical access to quality health care	Accelerate implementation of Community-based Health Planning and Services (CHPS) policy to ensure equity in access to quality healthcare
6	Ensure sustainable development and management of aquaculture	Inadequate and consistent extension services	Provide consistent and quality extension service delivery
7	Deepen political and administrative decentralization	Poor linkage between planning and budgeting at national, regional and district levels	Strengthen sub-district structures

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9.0 HIGH LEVEL ACTIVITIES OF THE ASSEMBLY

NO.	TITLE OF REPORTS/MINUTES	BRIEF NARRATIVE PURPOSE/SIGNIFICANCE	START DATE	ACTION REQUIRED	TIME FRAME
1	Executive Committee Report	Detailed report on all decisions taken at sub-committee meetings and a follow up on activities to be addressed at General Assembly	Every quarter	Discussions of sub-committee recommendations	March-December
2	Minutes of General Assembly	Activities carried out within the district and the various interventions to be put in place to achieve goals. Presentation and Approval of Annual Action Plan. Presentation and Approval of Composite Budget.	Every quarter	Hold quarterly meetings to discuss issues concerning the development of the district and also to address complaints of committee members.	March-December
3	District Security Council	It seeks to address security issue and correspondence in the district.	January	Resolve all security threat issues in the district	January-December
4	Quarterly Progress Report	Progress of physical and non-physical	Every quarter	-	January-December

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		projects and activities in the district under funding by DACF, DDF are captured in this report. The Report provides contract details for all stakeholder, monitors the projects/activities and ensure that what is planned is implemented.			
5	Quarterly Administrative and Performance Report	The Report provides details for all department projects and activities in the district under funding by DACF, DDF captured projects/activities to ensure that what is planned is implemented.		-	January-December
6.	Annually Administrative and Performance Report		January	-	January-December

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10.0 SERVICE STANDARDS OF THE ASUNAFO NORTH MUNICIPAL ASSEMBLY

In furtherance of the above, we commit ourselves and subscribe to the following service standards.

A: DEPARTMENTS					
NO	NAME OF DEPARTMENT	MANDATE	OFFICE LOCATION AREA: FLOOR: ROOM:	NAME OF HEADS OF DEPARTMENT	CONTACT CELL/MOBILE: OFFICE DIRECT: EMAIL:
1	Central Administration	To oversee strategic management and supervision of all support services and activities to enable departments, units and agencies provide reliable services at the LGSS, RCCs and MMDAs.	First Floor, Office Room 2	Mohammed Alhassan Yakubu	0244771711
2	Food & Agriculture	The Department of Food and Agriculture has the mandate to develop and execute policies, Programmes and strategies for the agricultural sector within the context of a coordinated national socio-economic growth and development agenda. It is	Goaso, Opposite Goaso Zonal Council	Mr. Eric Osei Aduamah	0208511382

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		the lead government agency and focal point for the agricultural sector.			
3	District Works Department	The District Works Department (DWD) is charged with the responsibility of constructing roads and buildings as well as their maintenance.	Adjacent Social Welfare and Community Development Office	John Gamah Djabatey	0244986461
4	Finance Department	The mandate of Finance Department is to review, approve and manage the financial resources of the government.	First Floor, Office Room 2 Left	Daniel Kusi Frimpong	0245252308
5	Human Resource Department	The mandate of the department is to manage, develop capabilities and competencies of each staff as well as coordinating human resources management Programmes to efficiently deliver public services Local Government Service (LGS).	Down Floor, Office Room 2 Left	Kereen Anane-Tabiri	0540980785
6	Social Welfare & Community Development	The mandate of the department is to lead in the integration of the	Adjecent NCCE Office, Goaso	Prince George Forfoe	0244563644 0203692740

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		disadvantaged, the vulnerable, and persons with disability into mainstream society. The role and functions of the Department of Social Welfare are guided by the following statutes and ordinances: Local Ordinance Order No. 66. The 1992 Constitution of Ghana Local Government Act. 1993 (Act 462). Civil Service Act (Act 600) and PNDC Law 327. Local Government Service Act 2003 (Act 636) and Legislative Instrument (LI 1961). The children's Act 560 of 1998. The Juvenile Justice Act 653 of 2003. Persons with Disability Act, 2006 (Act 715) International Protocols and conventions – UN Conventions on Rights of the child, Hague Convention on Adoption. The Department of			
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		Community Development exists to promote and ensure improvement in the living standard of people in the rural areas and disadvantaged sections of urban communities through their own initiatives and their active participation in a decentralized system of administration.			
7	Statistics	The mandate of Statistics is to reinforce the coordination of statistics generation, compilation, analysis, storage, archiving and dissemination across MMDAs.	Annex Municipal Assembly Hall	Boateng Kwasi Agyenim	0245973902
8	Physical Planning Department	The mandate of the department is to facilitate the granting of development and building permit.	Down Floor, Office Room 3 Left	Maame Brago Opoku Agyemang	0244589578
9	Education, Youth & Sports Department	The mandate of the department is to supervise education activities in the district.			

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10	Health Department	The mandate of the department is to supervise health activities and response to health issues in the district.	Goaso	Dr. Eric Acorlatse	0242740272
11	Business Advisory Center (BAC) & Rural Enterprise	The BAC was established to contribute to the creation of an enabling environment for Micro and small enterprises (MSEs) development.	Annex Municipal Assembly Hall	Thomas Stephenson Afreh	0244247208

OTHER AGENCIES

1	Disaster Prevention Department	The mandate of NADMO stipulates that it offers relief support in times of emergencies in any location in the district.		Saeed Yussif	0242655318
2	Birth and Death	To register all births and deaths occurring- (ACT 301) 1905	Goaso Zonal Council		
3	National Commission for Civic Education	Educated the public on civic duties	Opposite the Municipal Assemble Hall	Philip Kombat	0243649350
4	Ghana National Fire Service	Educate the public on fire safety measures and render other duties to the public	Opposite the Municipal Assembly	Ebenezer Rhule	0249715770

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SUBVENTED AGENCIES

LIST OF SUBVENTED AGENCIES

NO.	NAME OF AGENCY	MANDATE	OFFICE LOCATION AREA: FLOOR: ROOM	HEAD OF SUBVENTED AGENCY	CONTACT CELL/MOBILE: OFFICE DIRECT LINE: EMAIL:
1.	NCCE	Responsible for the delivering of Civic Education in the Community in Accordance with Chapter 19 of the 1992 Constitution, Act 452 of 1993	ANMA Annex Goaso	Philip Combat	0207288773 Nccegoaso@gmail.com
2.	CHRAJ	Responsible for the overall protection of Rights, Mediation and ensures Administrative Justice and deals with prevention of Corruption	ANMA Annex	James Ndeh	0246684674
3.	DVLA	Responsible for the issuance of Driver Licenses for qualified applicants. Mandated for licensing of Vehicle and Drivers of acceptable	Goaso	Eric Osei Entsie	0244931208 Eric.oseientsie@dvla.gov.gh

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		National Standards			
4.	SSNIT	Responsible for receiving contribution and pay benefit in the form of Pensions, Old Age, Lump Sum and Death and Survivors Benefit	Goaso	Samuel Ekow Otchere	0244384185 sotchere@ssnit.org.gh
5.	LEGAL AID SCHEME	Exist to help the poor, needy and indigene to get access to Justice through free Legal Representation and the Alternative Dispute Resolution.	Goaso	Nicholas Ofori	0208801295 quajofori@gmail.com
6	HIGHWAY AUTHORITY	Responsible for the provision of roads, infrastructure, engineering and management services at best value-least cost to support the socio-economic development of Ghana and beyond	Goaso	Ayorkor Odamtten	0243026089 ayorkor@yahoo.com
7.	AUDIT SERVICE	Responsible for auditing all public accounts of Ghana. I.e. Educational, institutions,	Goaso	Abduai Dimah Saani	0209231620

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		Courts, and all Public Corporations.			
8.	NON-FORMAL EDUCATION	To coordinate all non-formal education activities including lifelong learning. National, Functional Literacy Programmes for the Youth and Adult Learners outside Formal Education across Ghana.	Goaso	Afum Boadwo	0249300925 afumboadwo@gmail.com
9.	COCOA BOARD	Cocoa Health Extension: Responsible for extensive delivery of cocoa nursery distribution, Cocoa Fertilizer Distribution, Cocoa Rehabilitation, Survey of Cocoa Areas, Pollinating of Cocoa Farms and supporting of corporative Mass Pruning.	Goaso	Kwame Oppong	0249990770
		Quality Control: Responsible for post-harvest activities	Goaso	Michael Appiah	0243145207 michaelappiah@gmail.com

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		relating to cocoa. Ensure that farmers ferment and dry cocoa very well Grade and seal cocoa for export by Cocobod.			
		Seed Processing-hybrid Cocoa: Responsible for the production of quality seed pods and seedlings free to farmers.	Goaso	Alex Oduro	0244117431 elderalexoduro@gmail.com
10.	TRANSPORT	Responsible for regular maintenance of Official Vehicles, to ensure road worthy and proper control of vehicle movement	Goaso	Alhaji Mahama Issahaku	05077368885 mahamaelvis@yahoo.com
	GHANA POLICE SERVICE	The mandate of the Police service is to ensure law and order.	Opposite the Municipal Assembly		
	NADMO	The mandate of NADMO stipulates that it offers relief support in times of emergencies in any location in the district.			

	VOLTA RIVER AUTHORITY				
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11.0 WHAT WE ASK FROM YOU

The quality of service we can provide to you depends on the input and co-operation we receive from you. Accordingly, we expect you to:

- Identify yourself by name, and if necessary, organization and grade.
- Provide the required information in an honest and timely manner
- Comply with our rules, guidelines and regulations
- Accord our staff the utmost respect
- Inform us if you are not satisfied with our services

12.0 WHAT TO EXPECT FROM US

12.1 In writing, we will:

- Reply to all letters within five (5) working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone when to expect a full reply
- Treat faxes and e-mails which are duly signed as official documents.

12.2 By telephone, we will:

- Answer the telephone between two (2) to three (3) rings.
- Identify ourselves by organization, name and grade.
- Inform you when you may expect a full reply, in case we are unable to answer your enquiry immediately.
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence

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12.3 On appointment, we will:

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

13.0 OUR MAILING ADDRESSES ARE:

E-MAIL:ASUNAFONORTHMUNI@GMAIL.COM

WEBSITE: asunafonorthmunicipal.org.

14.0 SOME IMPORTANT TELEPHONE NUMBERS

NO.	CONTACT PERSON	PHONE NUMBER(S)
1	MUNICIPAL CHIEF EXECUTIVE	0244137266
2	MUNICIPAL CO-ORD. DIRECTOR	0244771711
3	PRESIDING MEMBER	0202642028
4	MUNICIPAL FINANCE OFFICER	0246252308
5	MUNICIPAL HEAD OF WORKS	0244986461
6	MUNICIPAL PLANNING OFFICER	0246097243
7	MUNICIPAL INTERNAL AUDITOR	0244070731
8	MUNICIPAL BUDGET ANALYST	0208950822 0246726131
9	HUMAN RESOURCE MANAGER	0540980785

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10	HEAD OF SOCIAL WELFARE DEPARTMENT	0244563644 0203692740
11	CLIENT SERVICE OFFICER	0544457610

15.0 COMPLAINTS AND COMMENTS

15.1 When registering a complaint

When contacting us if you are dissatisfied with a service from the Assembly or other Agencies from the District, we would like you to:

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect the Assembly to do
- Keep a record of events
- Follow up with the relevant staff member, if possible

16.0 WHERE TO ADDRESS YOUR COMPLAINTS

You may address your comments and complaints to:

- HON. MUNICIPAL CHIEF EXECUTIVE**
ASUNAFO NORTH MUNICIPAL ASSEMBLY
P. O. BOX 1
GOASO-AHAFO REGION
OR
- Client service hotline; 0352291447
- Email; asunafonorthmuni@gmail.com
Website; asunafonorthmunicipal.org.

The Client Service Unit is the first contact of the main Assembly building.

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NOTE:

The channel of communication in dealing with the Assembly shall be as follows:

- a. From Client Officer through Departmental Head to Municipal Co-ord. Director and to Municipal Chief Executive.
- b. From a non-Civil Servant/general public to the Municipal Chief Executive.
- c. From retired officers, through the head of the organization where they last served/worked OR through the Municipal Chief Executive OR CLOGSAG.

17.0 YOUR VIEWS COUNT

If something goes wrong, we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this we need to know what kind of service you need and how this compares with the service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you.

Where you are still not satisfied with the outcome, you may address your comment/complaints to:

**HON. MUNICIPAL CHIEF EXECUTIVE
ASUNAFO NORTH MUNICIPAL ASSEMBLY
P. O. BOX 1
GOASO-AHAFO REGION**

FEEDBACK

We value your feedback to enable us to improve our service delivery. Your feedback should be communicated through the Client Service Unit of the Asunafo North Municipal Assembly.

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HOW YOU CAN CONTACT US

Physical Location; we are located on 33 T.N. Baidoo street, behind Goaso New Station and adjacent Goaso Fire Service Office. Our clients are welcome to visit during the following office hours;

Monday to Thursday from 08:00am till 05:00pm

Break: 01:15pm to 02:00pm

Friday from 08:00am till 04:00pm

Break Time: 01:00pm to 02:00pm

This Charter was approved by the General Assembly on 24th September, 2019.

Endorsed by:

Hon. Jones Afriyie-Anto
(Presiding Member)

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Mr. Mohammed A. Yakubu
(Municipal Coordinating Director)

THANK YOU FOR YOUR CONCERN