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LIST OF ACRONYMS

DVGs	-	Disaster Volunteering Groups
HOD	-	Head of Department
LEAP	-	Livelihood Empowerment Against Poverty
M&E	-	Monitoring and Evaluation
MCD	-	Metropolitan Coordinating Director
MCE	-	Metropolitan Chief Executive
MMDAs	-	Metropolitan, Municipal and District Assemblies
NADMO	-	National Disaster Management Organization
PWD	-	Person With Disability
TaMA	-	Tamale Metropolitan Assembly

1.0 INTRODUCTION

The Client Service Charter of the Tamale Metropolitan Assembly for the year 2020 is prepared to guide its cherished clients on the available services being rendered and the requirements for accessing them. Enquiries can be made from the Client Service Unit located within the entrance to the Offices of the Tamale Metropolitan Assembly or from its website: www.tamalemetro.gov.gh.

2.0 PROFILE OF TAMALE METROPOLITAN ASSEMBLY

The Tamale Metropolitan Assembly is one of the sixteen (16) Metropolitan/Municipal/District Assemblies (MMDAs) in the Northern Region and one of the Six (6) Metropolitan Assemblies in the country. The Assembly attained its Metropolitan status on 17th March, 2004; having been established under Legislative Instrument (L.I) 1801.

However, with the creation of the Sagnerigu Municipality in 2012 from the Tamale Metropolitan Area, a new L.I (L.I 2068) was passed to give account of a new jurisdiction for the Tamale Metropolitan Assembly, by indicating the Electoral Areas that now fall under the Assembly. As a result, the Tamale Metropolitan Assembly now has 41 Electoral Areas.

It is however important to note that, the LI 2068, which sought to give meaning to the new jurisdiction of Tamale Metropolitan Assembly has not been made available to the Assembly and several attempts to get the document has proved futile. You will have to continue with the pursuit to get hold of the new L.I (2068).

The Assembly has two Sub-Metropolitan District Councils namely:

- (i) Tamale Central Sub-Metropolitan Council, which has its offices at Zogbeli near the West Hospital; and
- (ii) Tamale South Sub-Metropolitan Council with its offices located at Bamvim.

The Tamale Metropolitan Area as per the 2010 Population and Housing Census had a population of 223,252 people. Currently, the projected population of the Tamale Metropolis for the year 2020 stands at 294, 257 people.

The Tamale Metropolitan Assembly shares boundaries with the Sagnarigu Municipality to the North-West and Mion District to the East in the Northern

Region; and West Gonja to the South and Central Gonja to the South West in the Savana Region.

3.0 Mandate

The Tamale Metropolitan Assembly by law (Local Governance Act, 2016 (Act 936)) is required to exercise political and administrative authority in the Metropolis, provide guidance, give direction to, and supervise all other administrative authorities in the Metropolis. Therefore, the Assembly exercises deliberative, legislative and executive functions. Largely, Act 936 mandates the Assembly to ensure the overall development of the Metropolis by ensuring the preparation of development plans and mobilising the needed resources necessary for execution of the plans.

Tamale Metropolitan Assembly is one of the six Metropolitan Assemblies in the country and the only Metropolis in the five regions of Northern Ghana namely: the Upper East, Upper West, Savanna, North East and Northern Region.

3.1 Vision

The vision of the Assembly is to ensure a balanced, equitable and environmentally friendly Metropolis with improved socio-economic, cultural, and political development.

3.2 Mission

To enhance the quality of the peoples' lives in the Metropolis through good governance and mobilization of human and financial resources to provide quality services; especially in education, security, agriculture, water and sanitation and health delivery.

3.3 Core values

The core values of the Assembly are epitomized by the service delivery standards of the Local Government Service, which is to ensure; Participation of the citizenry in the development process of the Metropolis, Professionalism in the delivery of services to the people, Client Focus, Transparency, Accountability and Efficient and Effective use of resources.

3.4 Functions

Like all other Assemblies, the Functions of the Tamale Metropolitan Assembly are basically derived from the Local Governance Act, 2016 (Act. 936). The Act provides the following key functions for all MMDAs among others:

- i. Responsible for the overall development of the district (Metropolis);
- ii. Ensure the preparation of development plans and budget for the development of the area;
- iii. Formulate and execute plans, programmes and strategies for effective mobilization of resources necessary for the overall development of the district;
- iv. Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
- v. Be responsible for the development, improvement and management of human settlement and the environment in the district among others.

4.0 SERVICES PROVIDED BY THE TaMA INCLUDE:

- i. Provision of building permit
- ii. Development control/exercise/projection/supervision services
- iii. Provision of maintenance and installation
- iv. Preparation of contract certificates/provision of consultancy services
- v. Objective assurance
- vi. Provide timely data and information to stakeholders upon request
- vii. Roll Call, distribution of sanitary labourers at the markets
- viii. Premises inspection to ensure compliance with hygiene and sanitation stand
- ix. Registration, health screening, certification and education of food vendors
- x. Registration of households for door-to-door solid waste collection
- xi. Law enforcement
- xii. Stakeholders consultative meeting
- xiii. Rate payers consultative meeting
- xiv. To update hazard and safe haven maps for all communities in TaMA
- xv. To increase disaster awareness, disaster preparedness and to reduce vulnerability in the municipality
- xvi. To increase community support and participation in NADMO activities in the communities
- xvii. To improve readiness in the event of real disaster situations
- xviii. To reduce incidences of flood related disasters

- xix. Children right promotion and protection
- xx. Juvenile justice administration
- xxi. Community care

5.0 SERVICE DELIVERY STANDARDS

S/NO.	TYPE OF SERVICE	TIMEFRAME	HOW SERVICES ARE RENDERED
1	Provision of Building Permit	Three (3) months	<ul style="list-style-type: none"> • Clients are tasked to provide their building drawings and documents and these documents cross-checked to correct errors. • The Quantity Surveyor calculates the bill for the building for payment after which the permit is processed.
2.	Development Control Exercise/Projection/Supervision Services	From 9:00am to 5:00pm Daily	<ul style="list-style-type: none"> • Field Technical Team assigned to the site to check ongoing projects to see if the developer has obtained building permit or not, permit expiration date, and also check the drawings if they are in conformity with the approved project • Also, Engineers are assigned to the field to inspect the project and give technical advice and recommendations to the contractor
			<ul style="list-style-type: none"> • The Service Engineers at the Works Department are tasked to provide all engineering related

3.	Provision of Maintenance and Installation	Depends on the nature of the work	problems at the Assembly e.g., plumbing, electricals etc. and install equipment and facilities.
4.	Preparation of Contract Certificates/Provision of Consultancy Services	Depends on the period the contract is being awarded	<ul style="list-style-type: none"> • Preparation of contract bills, tender documents, payment certificates and provision of consultancy services to government contractors
5.	Objective Assurance (M&E)	Quarterly	<ul style="list-style-type: none"> • Assess the effectiveness of risk management, governance and control processes • Provide advisory services in the implementation of assembly programmes and projects • Investigate into issues of interest to management.
6.	Provision of timely data to stakeholders	Maximum two (2) weeks after request has been made	<ul style="list-style-type: none"> • Professionalism: when a request is made, if the date is available, stakeholders shall receive it same day or the next day, however if data is not available, stakeholders shall receive it within two weeks depending on the nature of the data.
			<ul style="list-style-type: none"> • All Assembly Sanitary Labourers assigned to various markets and public

7.	Roll call, distribution and supervision of sanitary labourers at the markets	6:00am.to 3.00p.m.	places sweep, collect and handle solid waste at their respective places of work under the supervision after the conduct of roll call.
8.	Premises inspection to ensure compliance with hygiene and sanitation stand	8:00am to 5:00pm daily	<ul style="list-style-type: none"> All Environmental Health Officers converge at the respective Town/Area Councils and move to their specific areas to conduct inspection at guest houses, hotels, restaurant/chop bars, private and public schools, water production factories, abattoir and meat shops etc.
9	Registration, health screening, certification and education of food vendors	February to June ending	<ul style="list-style-type: none"> Letters are distributed to targeted facilities notifying them about the date and venue for the service. Mobile vans are engaged to make announcement for wider publicity Medical Laboratories engaged to screen vendors while Environmental Health do the certification and education
			<ul style="list-style-type: none"> Environmental Health Officers of the Waste Management Department

10.	Registration of households for door-to-door solid waste collection	Throughout the year.	collaborate with private waste collection companies accredited by the Assembly in registration of households for door-to-door solid waste collection to prevent indiscriminate dumping of waste.
11.	Law enforcement	Throughout the year	<ul style="list-style-type: none"> Households or individuals who refuse to abate insanitary upon persistent education, warnings and issuance of abatement notices are arraigned before court, prosecuted and fined to serve as deterrent to others.
12.	Stakeholders consultative meeting	February and September	<ul style="list-style-type: none"> Stakeholders invited to participation in Town Hall meetings to share with them and plan and budget implementation and inputs for the preparation of the ensuing year plan and budget.
13.	Rate payers consultative meeting	July to August	<ul style="list-style-type: none"> Invitation letters issued to identifiable trade associations and other individuals to discuss the various rates, fees, and licenses the Assembly

			intends to impose on ratepayers for the ensuing year.
14.	To update hazard and safe haven maps for all communities in TaMA	January to December	<ul style="list-style-type: none"> • Extensive field trips for community hazard mapping by staff of NADMO
15.	To increase disaster awareness, disaster preparedness and to reduce vulnerability in the municipality	Throughout the year	<ul style="list-style-type: none"> • Education and sensitization of identified vulnerable groups in identified locations.
16.	Increase community support and participation in NADMO activities in the communities	Throughout the year	<ul style="list-style-type: none"> • Re-train existing Disaster Volunteer Groups (DVGs) and form new ones in all communities
17.	Improve readiness in the event of real disaster situations	Twice a year	<ul style="list-style-type: none"> • Disaster simulation exercises conducted among staff and DVGs.
18.	To reduce incidences of flood related disasters	May to September	<ul style="list-style-type: none"> • Desilting of drains before the onset of rains and organize regular clean up exercise.
			<ul style="list-style-type: none"> • Ask questions to understand clients • Data collection of clients • Sensitization and Education

19.	Children right promotion and protection	8:00 am. To 5:00 pm Daily	<ul style="list-style-type: none"> • Writing of social investigation report/home study report • Individual counselling • Client supervision • Family counselling and reconciliation • Psycho-social support • Indigene NHIS registration
20.	Juvenile justice administration	8:00 am. To 5:00 pm Daily	<ul style="list-style-type: none"> • Write social enquiry reports to court • Filling care orders application • Supervision and probation of juvenile and young offenders' family tribunals case settlement • Home visitation to clients • Make recommendation to junior and senior correction centres
21.	Community Care	8:00 am. To 5:00 pm Daily	<ul style="list-style-type: none"> • Psycho-social support to individuals and groups • Family tracing of patients • Carry out social investigation reports • Registration of Early Childhood Development Centres • Registration of LEAP beneficiaries

			<ul style="list-style-type: none">• Education on the LEAP programme, grants and payments• Monitor and supervise Residential Homes for children• Family tracing and re-unification of missing, abandoned, destitute, orphaned and vulnerable children• Registration of Persons With Disabilities (PWDs)• NHIS indigene registration and renewal.
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6.0 OUR EXPECTATIONS FROM CLIENTS

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 or Community.
- 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

7.0 WHAT TO EXPECT FROM US

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.

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

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.

8.0 WHERE TO ADDRESS YOUR COMPLAINTS

You may address your comments and complaints to:

- a. OFFICE OF THE TAMALE METROPOLITAN ASSEMBLY
POST OFFICE BOX 4,
TAMALE.**
- b. TEL: 233-0372022950**
- c. EMAIL:**
- c. WEBSITE: tamalemetro.gov.gh**

NOTE:

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

- a. From the Serving Officer through Departmental Head to MCD
- b. From a non-Civil Servant/general public to the MCD
- c. From retired officers, through the head of the organization where they last served/worked OR through the MCD.

9.0 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: **THE METROPOLITAN CHIEF EXECUTIVE, TAMALE METROPOLITAN ASSEMBLY, P. O. BOX 4, TAMALE.**

10.0 OUR LOCATION AND IMPORTANT CONTACT NUMBERS

The Tamale Metropolitan Assembly is located right in the heart of the city opposite the Regional Police Headquarters, Tamale. **GPS Address: NT-0008-7467**

Some useful contacts you may wish to rely in case of difficulties in tracing the office or seeking some information:

NO.	CONTACT PERSON	PHONE NUMBER
1.	Metropolitan Chief Executive	0266875259
2.	Metropolitan Coordinating Director	0200578570
3.	Metropolitan Finance Officer	0244115879
4.	Director, Physical Planning Department	0246962027
5.	Director, Urban Roads Department	0207550882
6.	Human Resource Manager	0243233863
7.	Metropolitan Budget Officer	0208531973
8.	Metropolitan Development Planning Officer	0205403367
9.	Metropolitan Works Engineer	0244693992
10.	Metropolitan Internal Auditor	0245761931
11.	Director, Waste Management Department	0243338285
12.	Public Relations Officer/Client Service Unit	0244976544