

**MINISTRY OF LOCAL GOVERNMENT, CHIEFTAINCY
AND RELIGIOUS AFFAIRS**

BIBIANI-ANWHIASO-BEKWAI MUNICIPAL ASSEMBLY

BIBIANI

THE NEW SERVICE CHARTER

(SERVICE DELIVERY STANDARD)

AUGUST, 2025

CLIENT SERVICE CHARTER

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INTRODUCTION

The Bibiani-Anhwiaso-Bekwai Municipal Assembly was established in 1988 by the Local Government (Bibiani-Anhwiaso-Bekwai District Assembly) (Establishment) Instrument, L.I 1387 under the then Local Government Law, 1988 PNDCL 207, and elevated to Municipal status in 2018 with LI 2284 and inaugurated on Thursday, 15th March, 2018.

LOCATION AND SIZE

The Bibiani-Anhwiaso-Bekwai Municipality is one of the Nine Municipal and District Assemblies (MDAs) in the Western North Region. The Municipality is located between latitudes 6° N and 3° N, and longitudes 2° W and 3° W. The Municipality is bounded on the North by the Atwima Mponua District in the Ashanti Region, South by the Wassa Amenfi West in the Western Region, West by the Sefwi Wiawso Municipal Assembly in the Western North Region, and East by the Upper Denkyira West and Amansie West in the Central Region and Ashanti Region, respectively. The municipal capital, Bibiani, is located 76km from Sefwi Wiawso, the Western North Regional capital, and 88km from Kumasi, the nearest commercial centre.

The Municipality covers a total land area of 873 km² square and there are at least 345 communities with about 124 having a population above 500 persons (2010 Population and Housing Census), making the municipality predominantly rural. The Municipality's proximity to large commercial centres such as Kumasi, coupled with good highways, makes it attractive for doing business. As a result, the municipality experiences very good market days for foodstuffs, especially among subsistence farmers who dominate the population

VISION

The vision of the Assembly is to be an efficient and effective Municipality with continuously enhanced living standards of its people.

MISSION STATEMENT

The Municipal Assembly exists to facilitate the overall development of the Municipality by effectively formulating and implementing plans and programmes of the Assembly, Ministries, Departments, Agencies, and Non-Governmental Organizations in order to improve the quality of life of the people in the Municipality.

CORE VALUES

The Bibiani-Anhwiaso-Bekwai Municipal Assembly cherishes the following values;

- Professionalism
- Client Focus
- Transparency
- Accountability
- Efficient and Effective use of Resources
- Participation and Inclusiveness

FUNCTIONS

The functions of the Assembly, as given in the Local Governance Act 2016 (Act 936), are as follows:

- i. Be responsible for the overall development of the Municipality and ensure the preparation and submission through the Regional Co-ordinating Council, of development plans of the Municipality to the NDPC for approval, as well as the budget of the Municipality related to the approved plans of the Minister of Finance and Economic Planning for approval;
- ii. Formulate and execute plans, programs, and strategies for the effective mobilization of the resources necessary for the overall development of the Municipality;
- iii. Promote and support productive activities and social development in the Municipality and remove obstacles to initiative, creativity, and development;
- iv. Initiate programs for the development of basic infrastructure and provide Municipal works and services in the Municipality;
- v. Be responsible for the development, improvement, and management of human settlements and the environment in the Municipality.
- vi. In collaboration with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the Municipality.
- vii. Ensure ready access to courts in the Municipality for the promotion of justice;
- viii. Initiate, sponsor, or carry out such studies as may be necessary for the discharge of any of the functions conferred by the Act or any other enactment; and
- ix. Perform such other functions as may be provided under any other enactment

WE ARE RESPONSIBLE FOR:

- Issuance of Building Permits
- Birth and death registration
- Issuance of Business Operating Licenses
- Approval of Planning Schemes/layouts
- Development Control: orderly physical development of settlements
- Waste management
- Revenue mobilization
- Fixing of rates
- Provision of basic socio-economic infrastructure, including schools, markets, lorry parks, institutional toilets, and roads
- Facilitate the provision of water
- Maintenance of peace and security
- Sports development

SERVICE STANDARDS:

We shall issue certificates and provide the services below within the following time frames:

SERVICE – WORKS / PLANNING	TIME FRAME (MONTHS/DAYS)
• Issuance of building permits	• Within two (1) months
• Preparation and approval of planning schemes/layouts	• Within six (6) months / one (1) year, depending on the size of the settlement
• Issuance of Business Operating Licenses (BOP)	• Within three (3) working days
• Issuance of Birth Certificate	• Under 1 year (1 day) Above 1 year (2 weeks)
• Issuance of the Death certificate	• Fresh death (1 day) Already buried (3 weeks)
• Waste management (door-to-door collection)	• Two (2) times weekly collection
• Issuance of the food vendor's certificate	• Within eight (8) working days
• Public education on hygiene practices	• Monthly
• Carries out maintenance work on assembly projects	• Quarterly

Carries out regular inspections on Development Projects	Monthly
Prepares/submits progress reports on projects	Quarterly
Gives technical assistance to area councils	Quarterly
Preparation of project evaluation report/estimates	Weekly
Preparation of project estimates	Two working days
Preparation of the project Bill of Quantities	Five days (5)

• **SERVICE STANDARDS – WORKS / PLANNING (CONTINUED)**

SERVICE	TIME FRAME
Supervises project undertaking by all Area Councils	Monthly
Assists in the monitoring of projects of the Municipal Assembly	Quarterly
Helps in setting out all project profiles to commence work	48 Hours
Inspect and bring up reports on all proposed private development projects.	Monthly
Bring up all land issues and submit reports to the statutory planning committee	1 Month
Inspect, recommend, and help to site all directional signposts and billboards.	Monthly
Ensures the supply of required materials at various construction sites	Two Days (2)
Assessment of reported cases of defects on Municipal Assembly projects	Two Days
Processing all building permits for developers	1 Monthly

• **SERVICES – SANITATION**

SERVICE	TIME FRAME
Food hygiene inspection work at eating and drinking establishments and slaughterhouses	Weekly
Environmental Sanitation Education	Monthly
Cleansing of designated areas and facilities such as streets, drains, markets, and lorry parks	Daily through Zoomlion
Supervision of contractors	Daily
Control of insect infestation	Quarterly
Sanitary inspection and law enforcement at premises and public open spaces	Daily
Abatement of nuisance and allocation of grave sites	48 Hours
Control of stray animals	Monthly

• Release of stray animals from pounds	• Monthly
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• **SERVICES – WATER**

SERVICE	TIME FRAME
• Point sources – Boreholes	• Quarterly
• Sanitation, household latrines, and institutional latrines	• Quarterly
• Small Towns PRC Systems	• Quarterly
• Hygiene Promotion	• Monthly

• **SERVICES – FINANCE**

SERVICE	TIME FRAME
• Payment of repairs, fuel bought, refunds, etc	• One day or 24 hours
• Issuance of business operating licences	• 24 hours
• Settlement of bills for goods	• Within 48 working days or two months
• Release of funds for programmes in support of departments, sponsorships, and donations	• 24 hours or one day after funds have been received
• Release of project funds, e.g., CWSA, EU, UNICEF	• 48 working days after funds are released
• Payment to contractors on Municipal Assembly projects	• 24 hours after the funds are released

SERVICE	TIME FRAME
• Personal emoluments, e.g., non-availability, claims, allowances to staff and Assembly members	• One day or 24 hours
• Salary-related problems, e.g., pensions, wages, and preparation of inputs to correct anomalies in staff salaries	• 48 working days or two days
• Mobilisation of revenue issues of non-performance of collectors, indiscipline on the part of collectors	• 48 working days or two months
• Processing of Payment Certificates for contractors	• 72 Hours
• Processing of applications for employment, scholarships, sponsorship, etc.	• Within five working days

CLIENT REQUIREMENTS

To access any of the services we provide, we require as following:

1. Personal details, e.g., Name, Age, Date of Birth, etc
2. Contact Number
3. Business Address
4. Location

Note: Not all services require all the requirements above.

INFORMATION TRANSPARENCY AND CONVENIENCE

- Notice Boards will be made available at our offices and area councils, and where necessary on our website.
- The Bibiani-Anhwiaso-Bekwai Municipal Assembly will provide its clients with all the necessary information they need to be able to access its services.
- Information will also be made available at our revenue points throughout the Municipality.
- Suggestion boxes will be put at vantage points, including sub-district offices, to solicit public views on our service delivery.
- There will be a whole office dedicated to our clients, where they will first call to be directed to various units within the Assembly. This is to avoid tossing our clients about.

WE STRIVE FOR:

- Excellence in our service delivery to our clients.
- The creation of an enabling environment for socio-economic development.
- Empowerment of women and other vulnerable groups to participate in governance and the assembly's development agenda.
- The protection and promotion of public health and the prevention of diseases.
- Provision of information in an open and transparent manner
- Creation of a conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness.
- Compilation of a comprehensive socio-economic database that will be accessible to the public.

COURTESY AND COOPERATION:

- All office doors are marked to facilitate easy identification.
- Friendly client service officers will be on hand to provide various services.
- Assembly staff with clear identification are also available to provide information and other support services.

- A well-trained development control task force will visit various construction sites to ensure adherence to building regulations.
- Developers are encouraged to produce valid development permits.
- Courteous revenue collectors will go around daily to collect various rates.
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.
- We have well-trained and focused client service officers to attend to you.
- There is a well-trained Development Control Task Force always ready to visit development sites.

WHAT WE EXPECT FROM THE PUBLIC:

The assembly expects full co-operation and compliance with its rules, regulations, and procedures to ensure smooth service delivery. To access any of the services we provide, we require as following;

- Businesses should be duly registered with the Registrar General's Department
- Business address and location, including street names and numbers, should be made available
- Provide registered indenture (Land title certificate) and four (4) copies of Architectural drawings for the issuance of building/development permits
- Ensure that a child has a weighing card and, in the case of persons above one (1) year, a baptismal certificate and an ID card.
- To obtain a death certificate, it is expected that a duly signed cause of death certificate/affidavit is provided.
- The public will participate in the various community-level education programmes on sanitation, hygiene, revenue collection, and others.
- The bye-laws of the Assembly will be complied with to ensure effective administration of the Municipality.

OTHER COLLABORATING AGENCIES:

The Bibiani-Anwhiaso-Bekwai Municipal Assembly shall collaborate with the following Departments and Agencies;

- Ghana Revenue Authority
- The Internal Audit Agency
- Audit Service
- The Judicial Service
- The Ghana Police Service
- Electricity Company of Ghana
- Water and Sanitation Management Teams (Water Boards)

- Lands Use and Spatial Planning Authority, Community Water and Sanitation Agency
- Ghana Aids Authority

The accounts department is responsible for the following:

Raising of payment vouchers for all purchases made by the Assembly

- Processing and payment of Personal Emoluments, e.g., non-Availability claims, T&T, per diems, allowances to staff and Assembly members, etc.
- Payment for repairs, fuel bought, and refunds
- Release of funds for programmes in support of departments, scholarships, sponsorships, and donations, Training of staff, Release of project funds
- Processing of payment certificates and Payment to contractors on Assembly projects.
- Salary-related problems, for example, pensions, wages, (processing of ESPV, Non-availability, promotion, and postings/transfers preparation of inputs to correct anomalies in staff salaries)
- Revenue Mobilisation issues, for example, non-payment issues, issues of non-performance of collectors, indiscipline on the part of collectors, complaints by rate payers, etc.

THE MAIN ADMINISTRATION OFFICE

The Assembly is adjacent to the District Court and opposite the Electoral Commission Office on the Bibiani - Kumasi Road, about five hundred meters from the main roundabout.

CONTACTS:

BIBIANI ANWHIASO BEKWAI MUNICIPAL ASSEMBLY
 P. O. BOX 49,
 BIBIANI,
 WESTERN NORTH REGION
 TEL: 0208228258 - GENERAL OFFICE

GPS ADDRESS:

WB-0001-9505

OFFICERS CONTACT:

<u>Designation</u>	<u>Contact Lines</u>
1. Municipal Chief Executive	0242685214
2. Municipal Co-ordinating Director	0242054455
3. Municipal Finance Officer	0246771068
4. Municipal Planning Officer	0240691621
5. Municipal Internal Auditor	0547777668
6. Head, Administration Unit	0542077390
7. Engineer, Water and Sanitation	0243352768
8. Transport Officer	0247582061
9. Municipal Physical Planning Officer	0240732356
10. Social Welfare and Community Development Officer	0202362197
11. Municipal Works Engineer	0243510424
12. Municipal Information Officer	0595740864
13. Municipal Environmental Officer	0243913446

Hotline For Vulnerability and Social Welfare Issues

Toll-Free Lines	0800900900 0800800800
Other Contact	0502494929

Hotline for Business Advice and LED Support Services

Head, BAC	0244776962
Development Planning Unit	0240691621