



REPUBLIC OF GHANA

THE NEW CHARTER



**TARKWA NSUAEM
MUNICIPAL ASSEMBLY**

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TARKWA-NSUAEM MUNICIPAL ASSEMBLY

INTRODUCTION

We are the Tarkwa-Nsuaem Municipal Assembly (TNMA) under the Local Government Service and the Ministry of Local Government and Rural Development of the Republic of Ghana in West Africa. The Municipality was created by L.I 1886 of 2007 and has a projected population of about 198,290 people. The Municipality's capital is Tarkwa in the Western Region of Ghana.

The Tarkwa-Nsuaem Municipal Assembly is bounded to the North by Prestea/Huni Valley Municipal, to the South by Ahanta West Municipal, to the East by Mpohor District and to the West by Nzema East Municipal Assembly.

VISION

The main vision of the Assembly is to become a world-class Model Municipality providing excellent socio-economic services for its inhabitants.

MISSION

The Tarkwa-Nsuaem Municipal Assembly exists to improve the quality of life of its inhabitants through the provision of effective and efficient socio-economic services in collaboration with other stakeholders.

FUNCTIONS

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

- Responsible for the overall development of the Municipality

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

WE ARE RESPONSIBLE FOR:

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

OUR SERVICE STANDARDS

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

WE STRIVE FOR

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

COURTESY AND COOPERATION

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

INFORMATION TRANSPARENCY AND CONVENIENCE

- Existing notice boards will be used more intensively while new ones are procure for Urban/Area Councils.
- The number of suggestion boxes will be increased to cater for Urban/Area Councils.
- The existing F.M Stations (Dynamite, Space and Pure etc.) will be used more intensively.

- The Tarkwa-Nsuaem Municipal will make information available to its clients freely but responsibly.

WHAT WE EXPECT FROM THE PUBLIC

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

OTHER COLLABORATING AGENCIES

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

- Ghana Aids Commission
- Lands Commission Secretariat

COMMENTS AND COMPLAINTS

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

These comments/complaints should be addressed to:

THE CHAIRMAN (PRESIDING MEMBER)
PUBLIC RELATIONS AND COMPLAINTS COMMITTEE
TARKWA-NSUAEM MUNICIPAL ASSEMBLY, TARKWA
TEL: 030 296 2694

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

THE MUNICIPAL CHIEF EXECUTIVE
TARKWA-NSUAEM MUNICIPAL ASSEMBLY, TARKWA
P.O. BOX 1
TARKWA, W/R
TEL: 033 209 7772

As a final resort, you may appeal to:

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

ACCRA

TEL: 0302-684086 / 671359 /6723333

FAX: 0302-671358

LOCATION OF TARKWA NSUAEM MUNICIPAL OFFICES

The entrance of the Headquarters of Tarkwa-Nsuaem Municipal Assembly is located at Ahwetieso, off the Tarkwa – Takoradi Highway.

The address of the Assembly is

TARKWA NSUAEM MUNICIPAL ASSEMBLY

P.O BOX 1

TARKWA

TEL: 030-296-2694, 033-209-7771, 033-209-7772

DIGITAL ADDRESS: WT-0661-8643

URBAN/AREA COUNCIL OFFICE LOCATIONS

- 1. Tarkwa Urban Council - Tarkwa**
- 2. Dompin Zonal Council - Dompim**
- 3. Simpa Zonal Council - Simpa**
- 4. Benso Zonal Council - Benso**
- 5. Nsuta Zonal Council - Nsuta**
- 6. Nsuaem Zonal Council - Nsuaem**