TARKWA NSUAEM MUNICIPAL ASSEMBLY

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REPUBLIC OF GHANA

My Ref. No. TNMA.09/10/12

Your Ref. No......

9 - 06 - 2026

SUBMISSION OF APPROVED CLIENT SERVICE CHARTER

kindly find the attached approved Tarkwa-Nsuaem Municipal Assembly Client Service Charter for your perusal.

Thank you

For: MUNICIPAL CHIEF EXECUTIVE

PETER KWESI WILSON

MUNICIPAL CO-ORDINATING DIRECTOR

DISTRUBUTION

ALL M.P.C.U. MEMBERS

TARKWA-NSUAEM MUNICIPAL ASSEMBLY

TARKWA

ALL HONORABLE ASSEMBLY MEMBERS

TARKWA-NSUAEM MUNICIPAL ASSEMBLY

TARKWA

ALL ZONAL COUNCIL CHAIRMEN

TARKWA-NUSAEM MUNICIPAL ASSEMBLY

TARKWA

CamScanner

TARKWA-NSUAEM MUNICIPAL ASSEMBLY

AHWETIESO OFF THE MAIN TARKWA ROAD
BEHIND THE TARKWA FIRE SERVICE STATION.

Digital Address: ***WT-0661-864***

Postal Address: ***Box TK1, Tarkwa***

CONTACT US ON:
Tel: ***0302962694, 0332097771, 0332097772***

Hotline for Vulnerable Groups:
Tel: ***0312324740, 0594209800, 0502744723***

WEBSITE: ***www.tnma.gov.gh***

Facebook: ***https://www.facebook.com/TNMA.Tarkwa***

CLIENT SERVICE CHARTER

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TARKWA-NSUAEM MUNICIPAL ASSEMBLY

SERVICE CHARTER

1.0 INTRODUCTION

The Tarkwa-Nsuaem Municipality is one of the 14 administrative MMDAs in the Western Region of Ghana. The Assembly was established by the Local Government Act, 2016 (Act, 936) with a Legislative Instrument (2316). It was created to further enhance and facilitate grassroots decision making and development through effective developmentplanning and control.

1.1 Vision

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

1.2 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."

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1.3 *Core Values*

Excellence

Professionalism

Proactiveness

Respect

Smartness

Innovation and Creativity

Progressiveness

Team Work

Work and Happiness

1.4 Population

The projected total population of the Municipality is 218,664 with a higher proportion of males (113,055) than females (105,609).

The municipality has an Urban population (both sex) 129,046 with 66,235 being males and 62,811 for females and the Rural population of 89,618 (both sex) with a male population of 46,820 and a female population 42,798.

CLIENT SERVICE CHARTER

1.5 Location

The Tarkwa-Nsuaem Municipality is one of the 14 administrative MMDAs in the Western Region of Ghana. It is located between Latitude 4⁰0'N and 5⁰4'N and Longitude 1⁰45'W and 201'W. It shares boundaries with Prestea Huni-Valley District to the north, Nzema East District to the West, Ahanta West District to the South and Mpohor District to the East. The Municipality has a total land area of 978.26 sq. Km.

1.6 Functions

The Municipal Assembly performs but not limited to the following functions;

- Exercise political and administrative authority in the district;
- Promote local economic development; and
- Provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.
- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;
- Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in thedistrict;
- Be responsible for the development, improvement and management of human settlements and the environment in the district;
- Act to preserve and promote the cultural heritage within the district;
- 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
- Guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans;
- 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.

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1.7 DEPARTMENTS OF THE TARKWA-NSUAEM MUNICIPAL ASSEMBLY

The Local Government (Departments of the District Assemblies) (Commencement) Instrument, 2009 seeks to operationalize the decentralized departments at the District Level as the Departments of the District Assemblies. As per L.I 1961, TARKWA-NSUAEM MUNICIPAL ASSEMBLY have Thirteen (13) Departments which are as follows;

a. Departments of the TARKWA-NSUAEM MUNICIPAL ASSEMBLY

- Central Administration
- Finance
- Education, Youth and Sports
- Health
- Environmental Health
- Agriculture
- Physical Planning
- Social Welfare and Community Development
- Works
- Disaster Management and Prevention
- Budget
- Urban Roads
- Transport

b. Sub-vented Agencies Operating within the Municipality

- National Commission for Civic Education
- National Health Insurance Scheme (NHIS)
- Non-Formal Education (NFED)

c. Services

- Ghana Police Service
- Audit Service
- Ghana National Fire Service
- Information Service
- Statistical Service
- Judicial Service
- SSNIT (Social Service)
- Ghana Revenue Service
- Ghana Water Company
- Electricity Company of Ghana
- Irrigation Development Authority
- Ghana Post

1.8. Zonal Councils

- Tarkwa Urban Council
- Nsuta Zonal Council
- Dompim Zonal Council
- Simpa Zonal Council
- Nsuaem Zonal Council
- Benso Zonal Council

SUMMARY OF RESPONSIBILITIES

- ❖ Urban Greening
- ❖ Issuance of Building Permit
- ❖ Provision of Basic Socio-economic Infrastructure, Including Schools, Markets, Lorry Stations, Public Toilets, Roads etc.
- ❖ Disaster Management and Prevention
- ❖ Birth Registration
- ❖ Issuance of Business Operating Permit (BOP)
- ❖ Issuance of Property Rate (POP)
- ❖ Revenue Mobilization
- ❖ Fixing of Rates
- ❖ Registration of Marriages
- ❖ Maintenance of peace and security
- ❖ Social Protection (Missing and Abandoned Children)

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- ❖ Issuance of Food Handler's Certificate
- ❖ Environmental Health and Waste Management
- ❖ Tourism and Hospitality Development
- ❖ Business Advisory

SERVICE DELIVERY STANDARDS

Local Government Service Delivery Standards guide the Assembly's service delivery. They include the following;

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

The following services are provided by the Assembly within the following time frame all things being equal;

SERVICE	TIME FRAME (MONTHS/DAY)	RESPONSIBLE DEPARTMENTS/UNIT
ISSUANCE OF BUILDING PERMITS	WITHIN 30 WORKING DAYS	WORKS DEPARTMENT/PHYSICAL PLANNING

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PREPARATION AND APPROVA LOF PLANNING SCHEME/LAYOUT	4-6 MONTHS	PHYSICAL PLANNING
ISSUANCE OF OUTDOOR ADVERTISMENT	WITHIN ONE MONTH 30 ORDAYS	PHYSICAL PLANNING
ISSUANCE OF BUSINESS OPERATING PERMITS(BOP)	1 WEEK OR 7 DAYS	FINANCE DEPARTMENT
REGISTRATION OF MARRIAGES	WITHIN 3 WEEKS OR 21 DAYS	CENTRAL ADMINISTRATION

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ISSUANCE OF FOOD HANDLER'S CERTIFICATE	WITHIN 2 WEEKS OR 14 DAYS	ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT
INSURANCE OF SUTABILITY CERTIFICATE	WITHIN 3 WEEK) OR 21 DAYS	ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT
CREMATION OF CORPSES, EXHUMATION, PAUPER AND MASSS BURIAL	30 WORKING DAYS OR ONE MONTH	ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT
DESTRUCTION OF UNWHOLESOME ITEMS	1 WEEK OF SEVEN DAYS	ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT
GRAVE SPACE AQUISITION	2 WEEKS OR 14 DAYS	ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT
DOOR-DOOR COLLECTION	ONCE IN A WEEK	ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT

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DISINFECTION AND DISINFESTATION	ONE (1) WEEK	ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT
EXPORATATION OF HUMAN ASHES AND BODY	TWO (2) WEEKS	ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT
BURIAL CERTIFICATE	ONE DAY OR 24 HOURS	ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT

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PROCEDURE FOR ACQUIRING DEVELOPMENT/BUILDING PERMIT

WHO SHOULD APPLY?

Any person or organization that wants to put up a building, transform an existing building, demolish an existing structure.

Statutory requirements for a Development/Building permit

- One should submit your full set of application to the Physical Planning Department
- Attach completed land ownership document from Lands Commission
- Attach four copies of architectural drawings signed by a certified Architect
- Attach four copies of structural drawings signed by an Engineer
- Proposed development must conform to zoning status
- A certified soil test report
- Fire certified report including drawings from the Ghana National Fire Service, Environmental Protection Agency Permit

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- Structural integrity report in case construction development has already commenced or is completed
- In addition to the statutory requirements above, in AWMA the following requirements also apply;
- Business Registration Certificate (for organizations)
- Business Operating Permit (tor organizations).
- Up to date Property Rate payment (Existing Buildings)

REQUIREMENTS FOR MARRIAGE REGISTRATION

NB: *For Legal Registration, couples are mandated to file a 21 days' noticeof marriage for publication. The following details of the couple will berequired*

- Name of the prospective spouses
- Marriage status i.e., whether any one of the couples had been married before.
- Type of marriage i.e., either Customary, Mohamedans or CAP 127 Ordinance marriage
- Occupation
- Age
- Location and duration of stay

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NB: *Prospective couples should at least live in the Municipality for 6 Months before they can get married. Also, for marriage status, if you are a widow or widower, a copy of your divorce certificate of your deceased spouse will be needed.*

Each couple must endeavor to present one of the following valid National D cards;

- Voter's ID Card
- Passport
- Driver's License
- National identification Card

WE STRIVE FOR;

- Continuous improvement in our service delivery.
- The creation of an enabling environmental 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.

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- 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 named 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 central task force visits various construction sites to ensure adherence to building regulations.
- Developers are entreated to provide valid development permits
- Courteous revenue collectors go round daily to collect various rates
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.

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BIRTH REGISTRATION

Those affected include Newly Born Babies, and anyone who has registered for the certificate.

Procedure;

The birth and Death Unit declares a Mass Registration of newly born babies or adults within the Municipality

Upon receipt of registration the Head of the Unit issue a date of collection of certificates

Duration for Issuance of Certified copy of Birth

Within 2 Months i.e. (60 Days).

FOOD/BEVERAGE HANDLERS'S FOR CERTIFICATE MEDICALIHEALTH OF ISSUANCE VENDORS

Those affected include Food Processing Companies, Catering and Restaurant Staff Hotels and Food/Beverage Vendors.

Procedure:

- The Environmental Health Department declares a Mass Registration and lab test for vendors in the Municipality.

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- vendors complete form in the Municipality
- A mass lab test is organized for vendors at an Accredited Laboratory Center.
- Upon receipt of the laboratory results, a Health Certificate is then issued to vendors who are declared medically fit.

SUITABILITY INUSRANCE CERTIFICATE FOR HOSPILITALITY PERMISES

These include Hotels, Food Processing, Chop Bar Companies, Catering and Restaurant.

Any person or organization that wants to put up a hospitality facility.

Procedures

- The person should visit the Environmental Health Department and apply for the suitability form.
- The officer in charge will then do a primarily inspection of the facility.
- After the check suit the requirement of the officer starts processing for documentation of certificate.
- After setting up the facility the officer then goes for the final inspection of the facility.
- Certificate is issued after 2 weeks

CLIENT SERVICE CHARTER

Tarkwa-NsuaemMunicipal Assembly

ADVISORY SERVICES

- Development of waste management plans for real estatedevelopers, commercial properties and industrial establishments
- Preparation of RFPs for procurement of waste managementservices by private entities
- Evaluation of proposals for waste management services

These services are available to private property owner/orestablishments on demand

INFORMATION, TRANSPARENCY ANDCONVENIENCE

- Client Service Unit at our Main Office
- Front desk at our Main Office
- Notice Boards have been made available at our Main Office.
- Postal Address and Telephone indicated above
- Website, email and Social Media platforms indicated above

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Tarkwa-NsuaemMunicipal Assembly

COMPLAINTS

The TARKWA-NSUAEM MUNICIPAL ASSEMBLY welcomes comments and complaints from the public, its valued clients and residents. Such issues should be addressed to:

THE MUNICIPAL COORDINATING DIRECTORTARKWA-NSUAEM MUNICIPAL ASSEMBLY

TEL: 0302962694, 0332097771, 0332097772

You can locate our office at:

AHWETIESO OFF THE MAIN TARKWA ROAD BEHIND THE TARKWA FIRE SERVICE STATION.

Digital Address: **WT-0661-864**

Postal Address: **Box TK1, Tarkwa**

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