



THE SERVICE CHARTER

AGONA WEST MUNICIPAL ASSEMBLY



INTRODUCTION

We are the Agona West Municipal Assembly of the Central Region under the Ministry of Local Government, Rural Development and Environment of the Republic of Ghana.

VISION

To become a well-developed Municipal Assembly that provides and facilitates excellent services to its people to ensure improvement in the quality of life of its people.

MISSION STATEMENT

The Agona West Municipal Assembly exists to facilitate the improvement in the quality of life of the people in close collaboration with the private sector and other development partners in the Municipality through the mobilization and the judicious use of resources and provision of Basic Socio-Economic Development within the context so good Governance.

OBJECTIVES

- To provide basic socio-economic infrastructure and services in the municipality,
- Ensure efficient and effective revenue mobilization and management.
- To ensure clean, safe and healthy environment in the Municipality.
- Promote effective private sector participation in the development of the municipality.

SERVICES PROVIDED TO THE PUBLIC

- To provide or arrange for electric lighting in streets and other public places and where necessary;
- To construct, repair and maintain all public roads other than trunk roads but including feeder roads and to undertake road rehabilitation programmers' within the Municipality;
- Regulate the use and conduct of public vehicles, to regulate roués and parking places to be used by such vehicles to appropriate particular routes, roads, streets;
- Building, equips, open, close and maintain markets, prohibit the erection of stalls in places other than markets or elsewhere and;

OUR SERVICES STANDARDS

Our services of permits and certificates will be provided within these time frames.

| SERVICES | TIME FRAME |
|--|------------|
| Building Permit | 30 days |
| Funeral Permit | 7 days |
| Business Operating Permit | 30 days |
| Registration of NGOs (operational certificate) within the municipality | 7-14 days |
| Registration of civil marriages | 21 days |

HOW TO GET INFORMATION

1. Our information desk is located on the first (1st) and ground floor.
2. There are receptionists to provide adequate and reliable information.
3. Communication (language) is not a problem.
4. Cordial, comfortable and reliable reception is assured.

COMPLAINTS

Please forward your complains to;

THE COORDINATING DIRECTOR,
AGONA WEST MUNICIPAL ASSEMBLY,
POST OFFICE BOX 46,
AGONA SWEDRU.