

NANUMBA NORTH MUNICIPAL ASSEMBLY



CLIENT SERVICE CHARTER

FOREWORD

This Client Service Charter has been developed to track efficient service delivery and represents the framework of the Municipality in the delivery of services to residents. This will help to further facilitate the standardization of the services delivered and communicate to residents the exact services that the Assembly delivers. It highlights the service standards that the Municipality is committed to delivering to residents and outlines the complaints and grievance redress process residents must follow to resolve challenges.

With this document, the Assembly will be able to communicate to residents' vital information about what the Assembly commits to do, how to contact the Municipal Assembly, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It will enhance the participation of civil society and interest groups in the management of public finances as well as provide transparent mechanisms for contact, accessibility and complaints.

Another fundamental reason for the development of this Charter is to ensure that the activities of the Assembly are open and transparent to resident to promote accountability.

Our expectation is that residents who engage the Assembly are served in line with our values of being professional, ethical, efficient and responsive. Our commitment as a Assembly is to ensure that we provide the highest standards of excellence in client service delivery towards a successful implementation of our Medium-Term Development Plan (MTDP) and Annual Action Plans (AAP)

We welcome your feedback as we work together to create a customer-centric culture and to deliver value to you: **our residents.**


MOHAMMED AKALIFA
MUNICIPAL COORDINATING DIRECTOR
NANUMBA NORTH MUNICIPAL ASSEMBLY

INTRODUCTION

About us

The Nanumba North Municipal Assembly is one of the 16 MMDAs in the Northern Region and it was elevated to the status of a Municipality in March, 2018 under L.I. 2273. The Assembly was first created in 2004 under L.I. 1754 when the then Nanumba District was split into two – North and South.

The NNMA derives its mandate from the constitution under section 20 article 240 through to 256. It designates District Assemblies as the highest political, legislating, budgeting and planning authority at the local level. The local Governance Act (Act 936) of 2016 reinforces the constitutional provisions and elaborates on the articles.

Mandate 

The Nanumba North Municipal Assembly envisages a peaceful, progressive and well-developed Municipality with high standard of living for people in its area of jurisdiction in a conducive atmosphere, where the dreams and aspirations of its inhabitants can be attained and maximized

Vision 

The Nanumba North Municipal Assembly exists to facilitate an improvement in the quality of life of the people by harnessing resources and collaborating with private and public agencies for provision of facilities and delivery of quality services

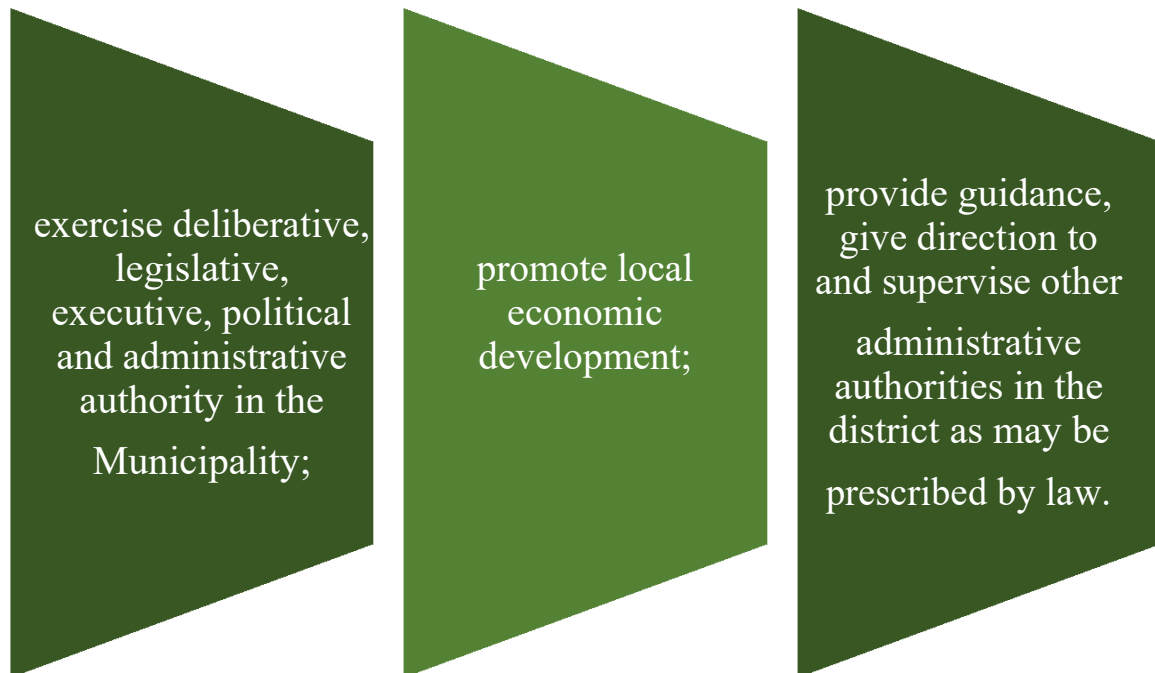
Mission 

Core Values

In our pursuit of services, NNMA will be constantly guided by the following core values and norms:

Accountability, Client-Oriented, Creativity, Diligence, Discipline, Equity, Integrity, Innovativeness, Loyalty, Commitment, Anonymity, Impartiality, Permanence, Timeliness and

CORE FUNCTIONS OF NDA

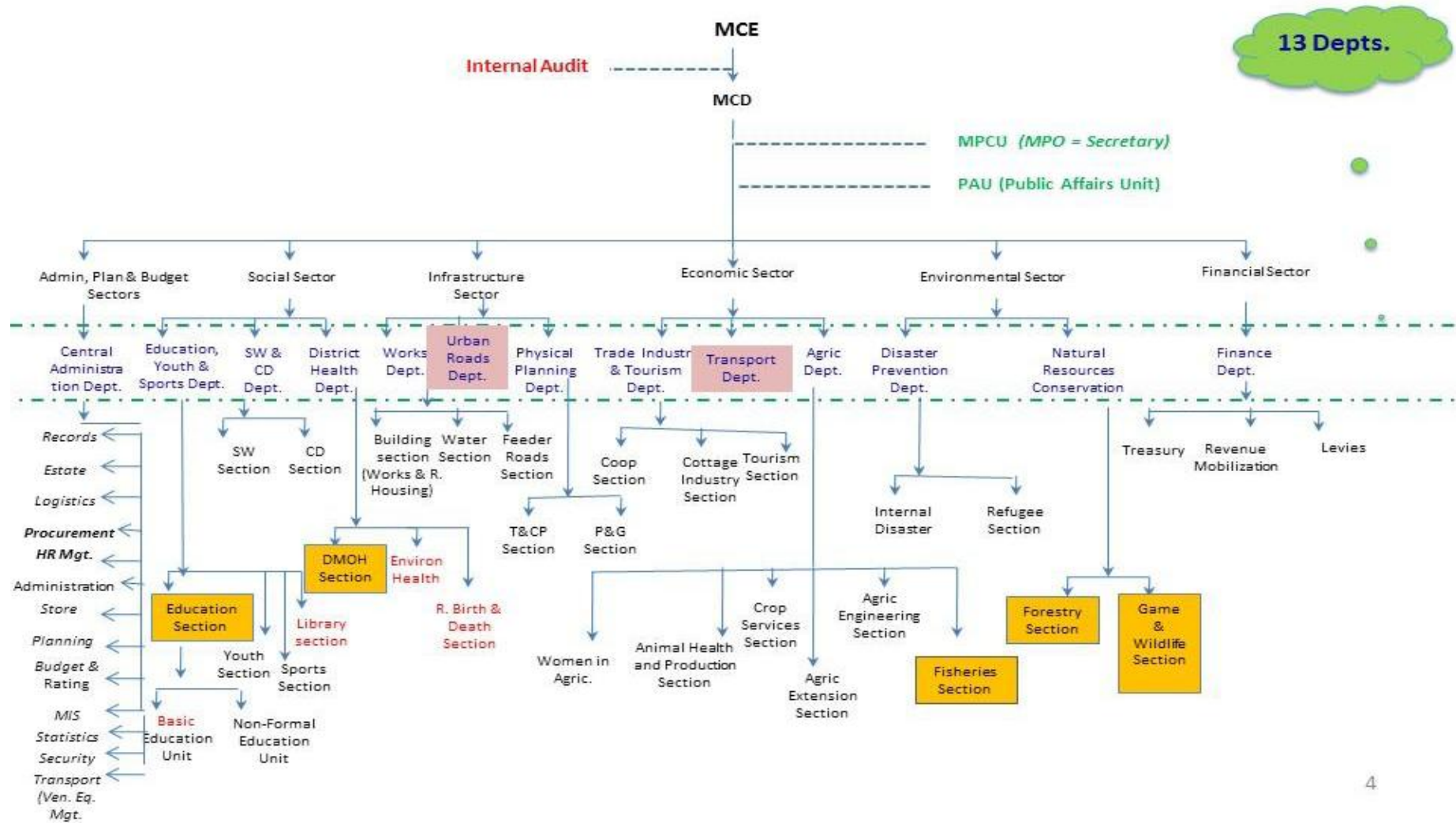


Based on the above framework, NNMA performs the following specific functions:

1. Formulate and execute plans, programmes and strategies for the effective mobilisation of the resources necessary for the overall development of the district;
2. Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
3. Execute approved development plans for the district;
4. Guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans;
5. Initiate and encourage joint participation with other persons or bodies to execute approved development plans;
6. Promote or encourage other persons or bodies to undertake projects under approved development plans; and
7. 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.
8. Sponsor the education of students from the district to fill particular manpower needs of the district especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;
9. Initiate programmes for the development of basic infrastructure and provide district works and services in the district;

10. Responsible for the development, improvement and management of human settlements and the environment in the district;
11. In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
12. Ensure ready access to courts in the district for the promotion of justice;
13. Act to preserve and promote the cultural heritage within the district;
14. Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties stipulated by law
15. Perform any other functions that may be provided under another enactment.

ORGANISATIONAL STRUCTURE OF THE NANUMBA NORTH MUNICIPAL ASSEMBLY (FUNCTIONAL)



SERVICES AND SERVICE STANDARDS

SERVICE	TIMEFRAME	PROCESSES AND PROCEDURES	REQUIREMENT FROM CLIENTS
Business Operating Permit	Within Five (5) days	<ol style="list-style-type: none"> 1. Management Information System (MIS) unit Inputs the client's data 2. Choose the business type/category based on the data collected to determine the bill amount. 3. Client Identity number is automatically Generated 4. Bill is generated and printed out to the client 	<ul style="list-style-type: none"> <input type="checkbox"/> Name of the business <input type="checkbox"/> Name of the owner <input type="checkbox"/> Type of business <input type="checkbox"/> Location, landmark <input type="checkbox"/> Address of the business
Acquiring Business Operating Permit/License (Filling stations, Financial Institutions, Schools, Hotels, etc.)		<ol style="list-style-type: none"> 1. The client submits the relevant documents 2. The documents are inspected and confirmed 3. Approval is given after confirmation 4. Business Operating Permit/License is Issued to the client 	<ul style="list-style-type: none"> <input type="checkbox"/> Certificate to operate from relevant authorities such as Environmental Protection Agency (EPA), Ghana National Fire Service (GNFS), Ghana Tourist Authority, National Petroleum Authority, Resident Concern Agreement, etc. <input type="checkbox"/> Site Drawing
Property Rate	5 days maximum	<ol style="list-style-type: none"> 1. Valuation of the property 2. Measurement taken to determine the size of the property 3. Rate Impost is applied to the determine the bill amount 4. Data sent to MIS for bill printing 	<ul style="list-style-type: none"> <input type="checkbox"/> Name of the business and the owner. <input type="checkbox"/> Type of property <input type="checkbox"/> Location <input type="checkbox"/> Building plan
Embossment of commercial Vehicle	5 minutes	<ol style="list-style-type: none"> 1. Fill a form 2. Make payment 	<ul style="list-style-type: none"> <input type="checkbox"/> Road worthy book <input type="checkbox"/> License
Commercial Driver's License	5 minutes	<ol style="list-style-type: none"> 1. Fill a form 2. Make payment 	<ul style="list-style-type: none"> <input type="checkbox"/> License <input type="checkbox"/> passport picture
Stickers for Commercial Vehicles	5 minutes	<ol style="list-style-type: none"> 1. Effect Payment 	<ul style="list-style-type: none"> <input type="checkbox"/> Car Number
Payment for Construction Works (Roads, Schools,	Within two (2) days	<ol style="list-style-type: none"> 1. The Municipal Finance officer ensures the contractor is set up on Ghana Integrated 	<ul style="list-style-type: none"> <input type="checkbox"/> Set up on GIFMIS Platform with the Assembly: The contractor shall provide, a copy of Certificate of

<p>Hospitals, etc.)</p>		<p>Financial Management Information System (GIFMIS) Plat form with the Assembly</p> <ol style="list-style-type: none"> 2. The service Provider is a Value Added Tax (VAT) registered Company 3. The District Finance Officer (DFO) vets and ensures that the relevant Documents such as Award letter, Acceptance Letter, Inspection Report, Evaluation Report, Contract/Service Agreement, etc. are attached to the Approved Certificate for payment 4. The Certificate for Payment together with the attached documents is minuted to Budget Unit of the Assembly for warrant preparation using Ghana Integrated Financial Information System (GIFMIS) as required by PFM ACT,2016 Act 921 provided there is Appropriation Budget and availability of Fund 5. The Warrant is Certified by the Spending Officer (DCD) and Authorized by The Principal Account Holder (DCE). The authorization and Certification are done manually and through GIFMIS. 6. DFO then minutes the approved warrant to appropriate schedule officer to prepare Payment Voucher (PV) using GIFMIS 7. The Payment Voucher is authorized by the MFO and approved by DCD 8. A cheque is written to pay for the expenditure 9. The written cheque is signed by DCD and DFO 	<p>Incorporation/Registration, Company and Bank details, evidence of VAT registration and evidence of Public Procurement Authority registration.</p> <ul style="list-style-type: none"> • Request for Payment letter • Official Receipt. • Official Stamp.
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		<p>10. The signed cheque is issued to the contractor</p> <p>11. The contractor acknowledges the Payment by issuing official receipt and signing the Payment Voucher</p>	
Payment for Supply of Goods and Services	Within two (2) days	<ol style="list-style-type: none"> 1. The District Finance officer ensures the Supplier or the Service Provider is set up on Ghana Integrated Financial Management Information System (GIFMIS) Plat form with the Assembly 2. The Supplier or service Provider is a Value Added Tax (VAT) registered Company 3. The District Finance Officer (DFO) vets and also ensures that the relevant Documents such as Award letter, Acceptance Letter, Contract or Service Agreement, VAT Invoice, GIFMIS generated Warrant, Purchase Order (PO) and Stores Received Advice (SRA) Evaluation Report, etc. are attached to the request for payment letter from the supplier or service provider 4. The approved documents are minuted to Budget Unit of the Assembly for warrant preparation using Ghana Integrated Financial Information System (GIFMIS) provided there is Appropriation Budget and availability of Fund 5. The Warrant is Certified by the Spending Officer (DCD) and Authorized by The Principal Account Holder (DCE). The authorization and Certification are done manually and through GIFMIS. 	<p><input type="checkbox"/> Set up on GIFMIS Platform with the Assembly: The contractor shall provide, a copy of Certificate of Incorporation/Registration, Company and Bank details, evidence of VAT registration and evidence of Public Procurement Authority registration.</p> <p><input type="checkbox"/> Request for Payment letter</p> <p><input type="checkbox"/> Certification report for service delivery</p> <p><input type="checkbox"/> Official Receipt.</p> <p><input type="checkbox"/> Official Stamp</p>

		<ol style="list-style-type: none"> 6. DFO then minutes the approved warrant to appropriate schedule officer to prepare Payment Voucher (PV) using GIFMIS 7. The Payment Voucher is authorized by the DFO and approved by DCD 8. A cheque is written to pay for the expenditure 9. The written cheque is signed by DCD and DFO 10. The signed cheque is issued to the contractor by the schedule officer 11. The contractor acknowledges the receipt of the cheque by issuing official receipt and signing the Payment Voucher 	
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DEPARTMENTAL SERVICES AND SERVICE DELIVERY STANDARDS

Department	Core Service	Processes and Procedure	Requirement from Client
National Disaster Management Organization (NADMO)	Emergency services <ol style="list-style-type: none"> 1. We provide search and rescue to disaster victims. 2. We co-ordinate the relevant departments in managing disasters in the municipality 	Emergency procedure: <ol style="list-style-type: none"> 1. We normally require geographical location, street name or landmark, contact number. 2. Rescue team is dispatch to the field. 3. Departmental coordination is activated if the disaster requires expertise from other fields. 	<input type="checkbox"/> Clients can make phone calls to report issues to NADMO on the following numbers Municipal Director 0208393924 <input type="checkbox"/> For hazards a formal letter with attached report including pictures on the hazards addressed to MCE and a copy to NADMO office. Location, landmark and contacts
	Preventive services <ol style="list-style-type: none"> 1. We conduct investigation on hazards, vulnerability and risk situations in particular areas. 	Preventive procedure: <ol style="list-style-type: none"> 1. Geographical location is required, type of hazards landmark, contact number 2. Response in 30 minutes 	

	<p>Education Service</p> <p>1. We educate the public on disaster preventions and mitigation issues in the Assembly.</p>	<p>Procedure for Public Education:</p> <p>1. The department normally writes letter to the institution or vice versa for response. The name of institution, location and contact person. One (1) week is given for preparation.</p>	<p>number are required.</p> <p><input type="checkbox"/> Client can walk into the NADMO office and lodge a complaint to the administrator.</p>
	<p>Relief Management Services</p>	<p>Procedure for Relief Management:</p> <p>1. Both assessment and data collection is done to know actual disaster victims' data.</p> <p>2. Relief is provided when the degree of damage exceeds the victims' ability to bounce back. The relief often take two (2) days after assessment.</p> <p>NB: Our Response Time is Maximum 30 Minutes for All Disasters</p>	
<p>SOCIAL WELFARE AND COMMUNITY DEVELOPMENT</p>	<p>1.1 Support to persons with disability (PWD)</p> <p><input type="checkbox"/> Registration and of PWDs</p> <p><input type="checkbox"/> Conduct investigations on PWD</p> <p><input type="checkbox"/> Give support to PWDs</p>	<p>PWD support Procedure</p> <p>1. Forms should be picked from the office, filled and returned together with application letters and photos of applicant</p> <p>2. Conduct investigations and write reports on applications received with recommendations to the Disability Fund Management Committee</p> <p>3. Invite PWDs for vetting to confirm kind of support needed</p>	<p><input type="checkbox"/> Should provide a passport and a full-size photo of PWD</p> <p><input type="checkbox"/> Address and contact of PWD</p> <p><input type="checkbox"/> Should be present for vetting when invited</p>

	<p>1.2 Livelihood Empowerment Against Poverty (LEAP)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Monitor payment of cash grants to beneficiaries and report on any challenges thereof <input type="checkbox"/> Educate beneficiaries and the public on conditions of LEAP 	<ol style="list-style-type: none"> 1. Inform community focal persons to mobilise beneficiaries for payment in the Communities 2. Education is done during payments 	<ul style="list-style-type: none"> <input type="checkbox"/> Should be present during payments
	<p>1.3 Day Care Centres</p> <ul style="list-style-type: none"> <input type="checkbox"/> Register and monitor operations of day care centres 	<ol style="list-style-type: none"> 1. Pay unannounced visits to premises for Inspection 2. Can recommend for school to be closed if guidelines are not being adhered to 	<ul style="list-style-type: none"> <input type="checkbox"/> Collect forms, fill and return with required fee for processing
	<p>1.4 Non-Governmental Organisations (NGOs)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Register and monitor activities of NGOs 	<ol style="list-style-type: none"> 1. Based on a request, premises would be inspected, forms would be given out to be filled and returned for processing 	
	<p>2.1 Child Rights, Promotion and Protection</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure that the rights of the child are not Abused <input type="checkbox"/> Child protection issues <input type="checkbox"/> Tracing and reunification of missing/abandoned children <input type="checkbox"/> Arbitrate on maintenance of children, child custody, paternity, access, family reconciliation/ welfare cases 	<ol style="list-style-type: none"> 1. Implement decisions on maintenance, access, paternity, family welfare/reconciliation and custody cases 2. Rescue children under inhumane conditions based on tip-off or intelligence 3. Sensitize the public to protect children from all forms of violence, abuse, exploitation, neglect and discrimination at all times. It's done in schools, churches, households, community meetings, etc. 4. Based on extracts from the Police Service, staff conduct social 5. investigations to trace families of missing/abandoned children for reunification OR sent to children's home/shelter for the abused 	<ul style="list-style-type: none"> <input type="checkbox"/> Report cases to the department for arbitration and adhere to settlement conditions <input type="checkbox"/> Good Samaritans can report to the office or call the HOD 0247222776 <input type="checkbox"/> Interested persons or groups can invite the department <input type="checkbox"/> Name of the community where the child was before getting lost, name/s of family members or <input type="checkbox"/> Cell phone numbers, name of school if any is necessary <input type="checkbox"/> Presence of invited parties on scheduled dates <input type="checkbox"/> Address and contacts of family members of the alleged culprit is

		<ul style="list-style-type: none"> 6. When cases are reported to the office, follow ups are done 7. Cases are reported to the Department and based on that invitation letters are issued to parties for cases to be resolved 8. Where the Department is unable to resolve the issue, it is referred to family tribunal or Legal Aid for further action 	<p>key</p> <input type="checkbox"/> Formal and informal invitations
	3.0 Justice Administration	<ul style="list-style-type: none"> 1. Regular visits to the police station to assist Minors who have come into conflict with the law 2. Conduct social investigation based on request from the court 	
	4.0 Adult/Public Education	<ul style="list-style-type: none"> 1. Organize mass and study group meetings for sensitizations 	Commitments from group/s
	5.0 Home Science Extension Service	<ul style="list-style-type: none"> 1. Empower the deprived, especially women's groups by offering alternative livelihood skills 2. Conduct home visits as follow up and also have one on one interactions with Members 	Commitments from households
	6.0 Community Initiated Project	<ul style="list-style-type: none"> 1. Mobilise communities to initiate self-help projects for support from the Municipal Assembly 2. Collaborate with Government Organisations and Non-Governmental Organisations (NGOs) for mobilisation and Development 	Commitment by the community
	7.0 Extension Services		Formal request
EDUCATION	<input type="checkbox"/> We are responsible for the	<ul style="list-style-type: none"> 1. There is regular monitoring of schools to 	<input type="checkbox"/> Be honest and timely in providing

	<p>implementation of pre-tertiary educational policies of the government and the Assembly.</p> <ul style="list-style-type: none"> <input type="checkbox"/> We make education delivery relevant to the manpower needs of the nation. <input type="checkbox"/> We ensure that all Ghanaian children of school-going age, irrespective of tribe, gender, disability, religious and political affiliations are provided with quality formal education (Inclusive & Equitable Quality Education) <input type="checkbox"/> We ensure professional standards in the conduct of our personnel. <input type="checkbox"/> We supervise and inspect private pre-tertiary educational institutions. <input type="checkbox"/> We create enabling environment in all education institutions and management positions that will facilitate effective teaching and learning and efficiency in management. <input type="checkbox"/> We provide guidance and counselling services in the schools for learners to meet their pressing needs. 	<p>check how teaching and learning is going on and also to check output of work.</p> <ol style="list-style-type: none"> 2. School Performance Appraisal Meetings (SPAM) are held periodically in communities to discuss performance of pupils and other issues of importance. 3. School inspection is conducted in specific schools in the year and findings are discussed with schools concerned. 4. Distributes Teaching and Learning Materials (TLMs), furniture and other items received from Headquarters or the Municipal Assembly equitably to schools. 	<p>required information.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Comply with existing Acts, Regulations and Procedures. <input type="checkbox"/> Treat our staff members with the necessary respect. <input type="checkbox"/> Engage us in constructive criticism. <input type="checkbox"/> Demand high quality service. <input type="checkbox"/> Uphold integrity and not compromise any staff. <input type="checkbox"/> Clients can walk in on working days to lodge complaints or make enquiries. <input type="checkbox"/> Clients can reach us on email via: +223244876435
<p>ENVIRONMENTAL HEALTH AND SANITATION</p>	<p>The Environmental Health Practitioners (EHPs) are there to promote and protect the health of the public from factors in the Environment that are likely to be injurious to health. The EHPs do this by conducting premises inspection at all types of premises, by</p>	<ol style="list-style-type: none"> 1. Assessing Environmental Health Problems 2. Environmental Health and Sanitation Education 3. Provide technical support 4. Issuance of Abatement Notice 5. Monitoring and Supervision 	<ul style="list-style-type: none"> <input type="checkbox"/> Public health complaints <input type="checkbox"/> All premises should have adequate toilet facilities in place <input type="checkbox"/> All premises should register with a waste contractor (service provider) for effective waste collection for a fee at the end of every month.

	<p>Classification of Premises;</p> <ul style="list-style-type: none"> • <u>Domiciliary Premises</u> include residential or dwelling houses, either single household or compound housing units, commercial houses, offices religious institutions (churches, mosques, shins) etc. • <u>Industrial Premises</u> include large, medium and small-scale industries. • <u>Health Care Facilities</u> include hospitals, polyclinics, clinics, health centres, health post. Maternity units, health laboratories, traditional healers, veterinary clinics, pharmacies, chemical shops, mortuaries and funeral homes. • <u>Hospitality Industry</u> includes hotels, hostels boarding houses, restaurants, chop bars, drinking bars, table-top food vendors, entertainment spots, recreational facilities. • <u>Schools</u> includes pre-school, first cycle and third cycle institutions • <u>Markets and Lorry Terminals</u> include major markets, minor markets, night markets, major lorry terminals and car parks. • <u>Sanitary Sites</u> and Infrastructure include abattoirs, slaughtering slab, public toilets, central container sites, solid waste treatment sites, liquid waste 	<ol style="list-style-type: none"> 6. Evaluate of Environmental Health problems 7. Issuance of Summons 8. Health Screening for Food Vendors 	<ul style="list-style-type: none"> • All food vendors should acquire a health certificate from Nanumba North Municipal Assembly • All Hospitality Industries should acquire a Suitability Certificates • All Domiciliary Premises are to acquire certificate of Habitation • All premises are to observe good environmental sanitation and hygiene practices • All domestic animals e.g. Cattle, pig's goat, sheep etc. should be confined • All churches should register with the Assembly
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	treatment sites, unauthorised dumpsites, landfills, public cemeteries, private burial grounds, crematoria and columbaria.		
AGRICULTURE	<ul style="list-style-type: none"> <input type="checkbox"/> Provide clients (all stakeholders along the agricultural value chain) with knowledge, information and technology in Agriculture. <input type="checkbox"/> Educate clients (farmers and households) in good agricultural practices. <input type="checkbox"/> Ensure that farmers input requirements are available to them at the onset of the planting season (major and minor) <input type="checkbox"/> Facilitate the acquisition of farm inputs by farmers from Agro input dealers. <input type="checkbox"/> Equitable distribution of inputs for farmers and households <input type="checkbox"/> Ensure the proper implementation and monitoring of government flagship programmes (PFJ, RFJ, PERD) <input type="checkbox"/> Provide vaccination services for farm animals and pets throughout the municipality <input type="checkbox"/> Provide monitoring of all animals in the Municipality to prevent the outbreak of diseases <input type="checkbox"/> Ensure that all animals slaughtered in the municipality are wholesome for consumption. 	<ol style="list-style-type: none"> 1. Organize workshops and stakeholder engagements on specific topics for clients 2. Organize field days and demonstrations for clients and staff to gain practical knowledge in a particular subject area 3. Organize field trips for clients to learn on a specific topic. 4. Facilitation of the formation of Farmer Based Organizations (FBOs) 5. Provide Agric extension services to farmers on the field. 	<ul style="list-style-type: none"> <input type="checkbox"/> Clients (farmers and households) can report challenges/issues with their agriculture livelihoods personally to the office, or call the numbers, 0249261284 <input type="checkbox"/> All persons involved in the agriculture value chain are to introduce themselves to the department so we get records of their activities/ engagements. <input type="checkbox"/> A Client can walk into the AGRIC office and lodge a complaint to the administrator.

**PROCEDURE FOR DEVELOPMENT/BUILDING PERMIT APPLICATION FOR NANUMBA NORTH
MUNICIPAL ASSEMBLY**

WHAT YOU NEED TO KNOW ABOUT PLANNING REQUIREMENTS

Residential Application

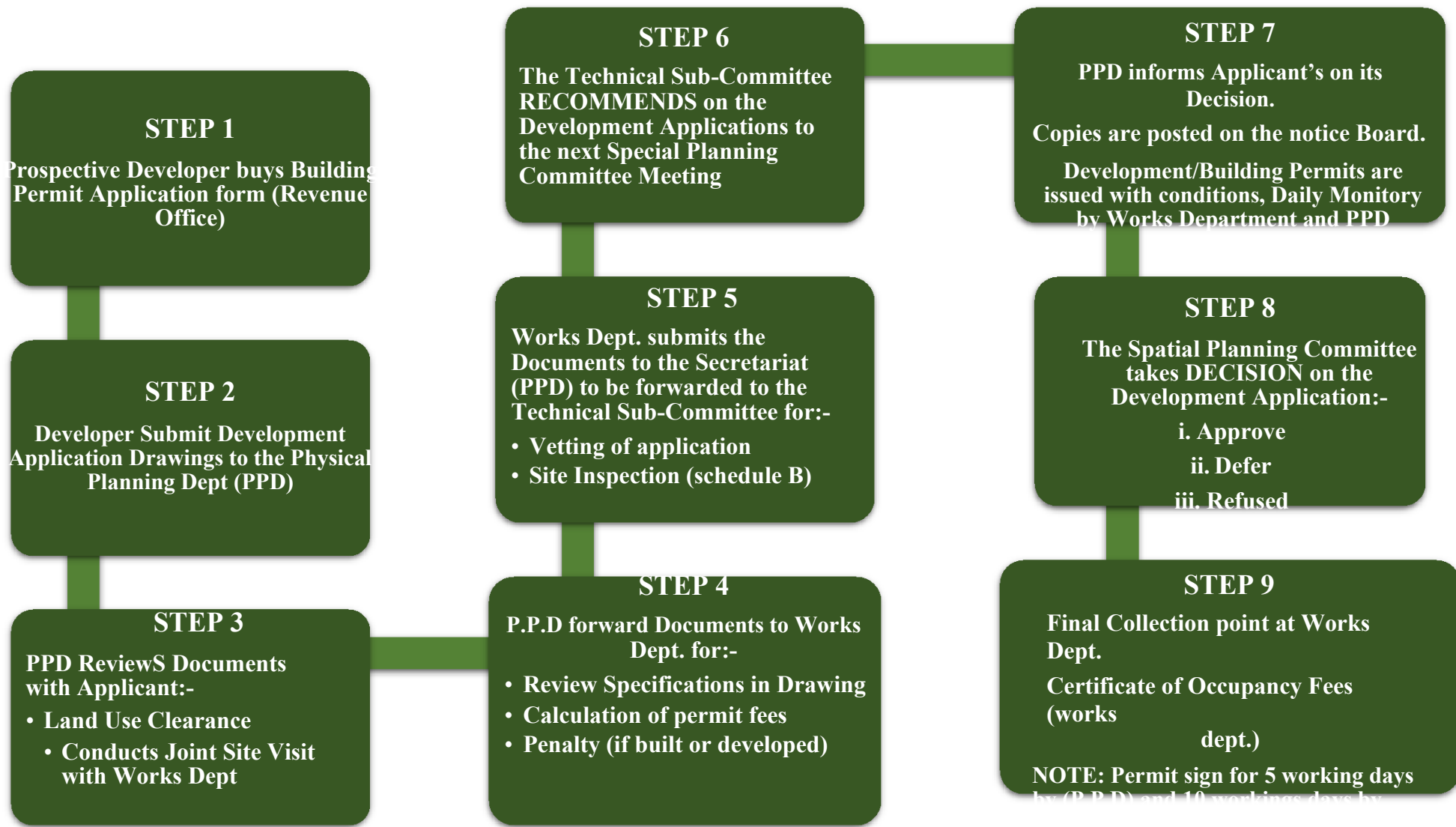
- **Evidence of Land Ownership**
- **Four (4) set of Building Drawings**
- **Accurate Block and Site Plan**
- **Lands Commission and others if need be**

Commercial Application

- **Evidence of Land Ownership**
- **Four (4) set of Building Drawings**
- **Accurate Block and Site Plan**
- **EPA Certificate**
- **Fire Certificate**
- **Lands Commission and others if need be**

DEPARTMENTAL RESPONSIBILITY

- The Department is responsible for the preparation of the local Land Use plan to guide Developmental in the Municipality.
- Responsible for processing of Development and Building permit Application for consideration by the Land Use and Spatial Planning Committee.
- Create awareness about the need to obtain Development and Building Permit as well as the right procedure to use.
- Assist the Assembly to offer professional advice to aggrieve persons on appeal or partitions within the jurisdiction.
- Advise the Assembly on acquisition of Land and Properties in the interest of the publi



WHAT TO EXPECT FROM N.D.A

1. Professional, ethical, efficient and responsive staff who will attend courteously to all client enquiries.
2. Effective and efficient collaboration with stakeholders for resource mobilization and development planning
3. Provision of high quality services that maximize client satisfaction.
4. Gender responsive planning and budgeting
5. Prudent use of resources

We value your feedback to enable us to improve our service delivery. Your feedback should be communicated through any of the following channels for necessary action:

WHAT WE EXPECT FROM OUR CLIENTS

1. Be courteous and polite to our staff.
2. Strictly comply with our Rules, Guidelines and Regulations.
3. To ensure that all complaint forms are properly completed.
4. To adhere strictly to the procedures for lodging complaints.
5. To duly address and support all requests with appropriate documents where necessary

FEEDBACK MECHANISM

NNMA will acknowledge receipt of your written communication within five (5) working days upon receipt of your correspondence on all enquiries.

If we cannot immediately or fully provide answers to your enquiries or complaints within the specified timeframe, we will provide you with an interim response and advise you as to when a final response is to be expected.

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- 1 • Client Service Unit
 - 2 • Feedback Box
 - 3 • Telephone Calls
 - 4 • Email Correspondence

COMPLAINTS PROCEDURE

You can lodge your enquiries or complaint through our Client Service Unit located on the entrance of the NNMA office building or by contacting us via:

When lodging complaints, we would like you to:



In the event that you are unhappy with any of our services or if you feel that we have not met the standards and/or timelines provided in this Charter you may lodge your grievances at the

Public Relations and Complaints Committee (PRCC) via: Letters to
The Presiding Member
[Tel:+233 247525594](tel:+233247525594)

We will investigate your grievances and respond within five (5) working days.

If you are still unsatisfied with our response you may complain to:

The Regional Co-ordinating Council
Office of Northern Regional Co-ord. Council
P.O.BOX TL 10000
Tamale

OR
The Head of Local Government Service
Office of the Head of Local Government
P. O. Box MB 369
Tel: 0302-677-929

As a last resort you may appeal to:

The Commissioner
The Commission on Human Rights
and Administrative Justice Box Ac
489,
Accra
Tel: 0302-662150/664267

CONTACTS

Physical Location

We are located at Bimbilla opposite the
E.P. College of Education
Bimbilla

Mailing Address

The Municipal Chief Executive
Nanumba North Municipal Assembly
P. O. BOX 1
Bimbilla – Northern Region
Digital Address: NN-0031-5980
Telephone: 0372095729
Email: nnnma.nrgh@gmail.com
Website: Nanumbanorthma.gov.gh