

OUR SERVICE CHARTER



**LA DADE-KOTOPON
MUNICIPAL ASSEMBLY**

MOTTO: WUO GBEE, LA GBEE





LIST OF ACRONYMS

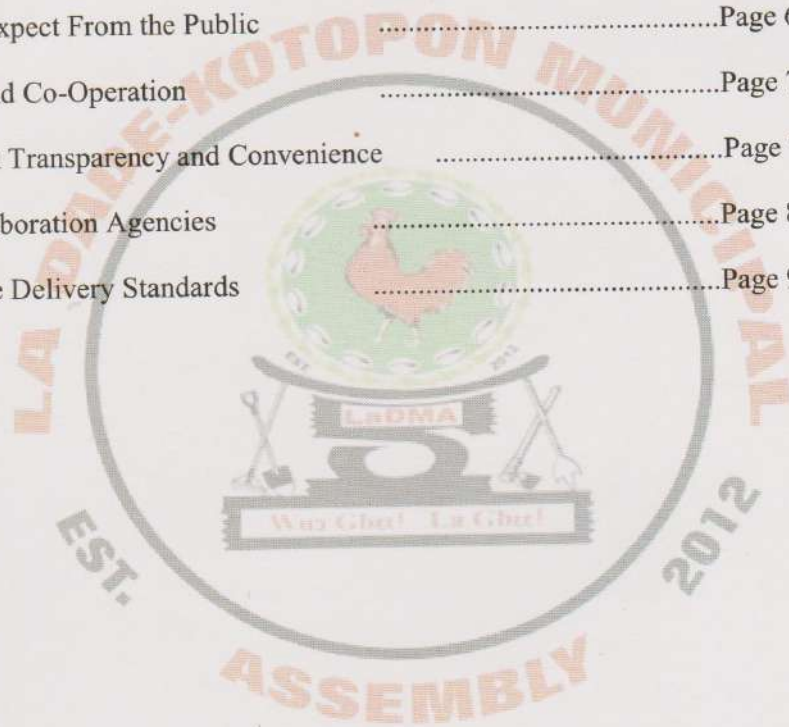
LaDMA – La Dade-Kotopon Municipal Assembly
MDA – Ministries Department Agencies
MMDA's – Metropolitan, Municipal and District Assemblies
MLGRD – Ministry of Local Government and Rural Development
MCE – Municipal Chief Executive
MP – Member of Parliament
MoF – Ministry of finance
NADMO – National Disaster Management Organisation
SP&CD - Social Protection and Community Development
MIS/IT – Management Information System / Information Technology
ZC – Zonal Council
GRA – Ghana Revenue Authority
IAA – Internal Audit Agency
EPA – Environmental Protection Agency
SS – Statistical Service
GPS – Ghana Police Service
JS – Judiciary Service
LC – Lands Commission
GWCL – Ghana Water Company Limited
ECG – Electricity Company of Ghana
GNFS – Ghana National Fire Service
GAF – Ghana Armed Forces
TA – Traditional Authorities
NGO/FBO – Non-Governmental Organizations and Faith-Based Organizations
GES – Ghana Education Service
NCCE – National Commission on Civic Education
NHIS – National Health Insurance Scheme
GITF – Ghana Int. Trade Fair Company Limited
PPP – Public Private Partner
CSU – Customer Service Unit





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INTRODUCTION:

The La Dadekotopon Municipal Assembly (LaDMA) is a public institution under the Ministry of Local Government and Rural Development. This Assembly was inaugurated on the 28th of June, 2012 with the L.I 2133.

La Assembly is one of the 260 (Two Hundred & Sixty) Metropolitan, Municipal and District Assemblies (MMDAs) in Ghana and forms part of the twenty nine (29) MMDAs in Greater Accra Region carved out of the Accra Metropolitan Assembly (AMA) as part of Government decentralization programme in 2012.

The La Dade - Kotopon Municipal Assembly is situated in the South-Eastern part of the Greater Accra Region. The total land area of the Municipality is about 36 square kilometres (36 sq. km), which represents about 1.1% of the total land size of the Greater Accra Region.

The Municipality is bounded by the Osu Korle Klottey and Accra Metropolitan Assembly to the West and the North, Ayawaso East & Ayawaso West Municipal Assembly to the East, Ledzokuku Municipal Assembly and Gulf of Guinea to the South.

Our Vision

To be the best administered Municipal Assembly which offers highly appreciable development for its people.

Our Mission

The La Dade-Kotopon Municipal Assembly (LaDMA) exists to provide socio-economic development for the people within the municipality, through effective mobilization and development of fiscal, human, material and natural resources with stakeholders' collaboration.

Our Core Values.

Team work, discipline, excellence, client-focused, dedication and timeliness.



DEPARTMENTS/UNITS OF THE ASSEMBLY

1. Central Administration:
 - a) Records/Registry
 - b) Procurement
 - c) MIS / IT
 - d) Stores
 - e) Security
 - f) Development Planning
 - g) Budget
 - h) Audit
 - i) Statistics
2. Works Department
3. Physical Planning Department
4. Trade and Industry Department
5. Agriculture Department
6. Social Protection and Community Development Department
7. Disaster Prevention Department (NADMO)
8. Municipal Health Department
9. Education, Youth and Sports Department
10. Finance Department
11. Urban Roads Department
12. Transport
13. Natural Resources Conservation, Game and Wildlife Department.
14. Human Resource.



MEMBERSHIP OF THE ASSEMBLY

The La Dade Kotopon Municipal Assembly is made up of Seventeen(17) Assembly Members, out of which ten(10) are elected; five(5) are Government Appointees, Municipal Chief Executive and Member of Parliament respectively.

THE TEN ELECTORAL AREAS WITH THEIR RESPECTIVE ASSEMBLY MEMBERS

| NO. | NAME | ELECTORAL AREA |
|-----|--------------------------|-------------------|
| 1 | SIDNEY AGORVOR-OTCHIE | AKO ADJEI |
| 2 | EMMANUEL NYARKO BAAH | NEW KAAJARNO(PM) |
| 3 | EMMANUEL KESSEIH APODEIH | ABAFUM/KOWE/ABESE |
| 4 | WILLIAM KONEY MENSAH | NEW LAKPANAA |
| 5 | CHRISTOPHER OKOE GOGOE | ADIEMBRA |
| 6 | RAPHAEL ANUM AYIKWEI | MANTEASE/TSE ADDO |
| 7 | ABRAHAM ANUM NAI | ADOBETOR |
| 8 | AARON ANANG AKRONG | LABONE |
| 9 | BASIRU MAHAMA | CANTONMENTS |
| 10 | EBENEZER GYASI | BURMA CAMP |

GOVERNMENT APPOINTEES

| | |
|---|---------------------------|
| 1 | NII ADJEI KOOFEH IV |
| 2 | YEBOAH KWAME YEBOAH |
| 3 | ELIZABETH ODOTEI |
| 4 | BERNARD TETTEH |
| 5 | RAYMOND KONEY ODAMTTEN |
| 6 | SOLOMON KOTEY NIKOI (MCE) |
| 7 | VINCENT ODOTEI SOWAH (MP) |



FUNCTIONS OF THE ASSEMBLY

Among the functions performed by the Assembly include;

1. Be responsible for the overall development of the Municipality and shall ensure the preparation of development plans of the district to the Commission for approval and budget of the Municipality related to the approved plans to the Minister of Finance for approval.
2. The establishment of a comprehensive socio-economic Data that is accessible to the public.
3. Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the Municipality.
4. Initiate programmes for the development of basic infrastructure and provide municipal works and services in the Municipality.
5. Be responsible for the development, improvement and management of human settlements and the environment in the Municipality.
6. In cooperation with the appropriate national and Local Security agencies, be responsible for the maintenance of security and public safety in the Municipality.

WHAT WE EXPECT FROM THE PUBLIC:

The Assembly, is expecting full co-operation and compliance with its rules, regulations, standards and procedures. It requires that the following conditions are met respectively for an effective and efficient delivery of services:

1. Business Entities should be duly registered with the Registrar General's Department.
2. Names, Addresses (including numbers and street names) and Locations of Businesses should be made available to the Assembly.
3. Provide registered indentures (land title certificates and four (4) copies of Architectural Drawings) for the issuance of building/development permits.
4. Due participation and involvement is expected from the Public on communal level programmes on General Hygiene and sanitation, Revenue Collection, town hall/stakeholders meetings and other programmes of the Assembly.
5. Utmost compliance to the Bye-Laws of the Assembly for an effective and efficient administration of the entire Municipality.



6. Total Collaboration with the Municipal Assembly and the Law Enforcement Agencies in ensuring security within the District.

7. Prompt payment of all bills received from the Assembly.

COURTESY AND CO-OPERATION

1. A Client Services Unit is in place for information dissemination and facilitation of all forms of communication with the public.

2. Rate payers are entreated to pay approved amounts and collect receipts covering payments accordingly.

3. Revenue collections will be done daily on various rates as in the fee fixing, in the most transparent manner.

4. Land Developers are advised to produce valid development permits at their sites for inspection by the Municipal Assembly.

5. A Development control Task Force will constantly visit construction sites to ensure strict adherence to building standards and regulations.

6. Environmental Health Officers will frequently visit homes, offices, food vendors and other places of businesses to ensure that the required sanitation laws are complied with.

INFORMATION TRANSPARENCY AND CONVENIENCE:

The Municipality would endeavour to make relevant information available for clients.

1. Our Client Services Centre serves as information desk. Information sheets, brochures and pamphlets are made available at the centre to generate maximum publicity for the Assembly and also build, manage and enhance its reputation.

2. The public will be duly informed on Government's policies, programmes and initiatives as well as activities and other engagements of the Assembly with the media and other stakeholders.

3. The Assembly would make information available and display it on all notice boards at our offices and Zonal Councils for clients to be able to access our services.

4. Town Hall meetings would be organized periodically by the Assembly to keep the public informed about developmental programmes and projects undertaken within the Municipality.



5. Suggestion Boxes would be provided at vantage points to solicit public views and opinions, which will serve as feedback to help improve and enhance the provision of service within the Municipality.

WE STRIVE FOR:

1. A continuous improvement in our Service Delivery.
2. The creation of an enabling environment for socio-economic development.
3. Growth and improvement on children and Gender issues as well as giving social protection for vulnerable groups for a continuous participation in local governance and community development in the Assembly's overall development agenda.
4. The provision of security, health care and an observation of standards of good sanitation for the creation of a just, strong and a better society.
5. An efficient and effective dissemination of information in an open and transparent manner.
6. A public private partnership initiative for accelerated development and service delivery.
7. The establishment of a comprehensive socio-economic data that is accessible to the public.

OTHER COLLABORATING AGENCIES

- THE GHANA REVENUE AUTHORITY
- THE INTERNAL AUDIT AGENCY
- ENVIRONMENTAL PROTECTION AGENCY
- STATISTICAL SERVICE.
- THE GHANA POLICE SERVICE
- THE ELECTRICITY COMPANY OF GHANA/POWER DISTRIBUTION SERVICES LIMITED
- THE LANDS COMMISSION
- GHANA WATER COMPANY
- GHANA AIDS COMMISSION
- NATIONAL FIRE SERVICE
- THE GHANA ARMED FORCES
- TRADITIONAL AUTHORITIES
- NON-GOVERNMENTAL ORGANIZATIONS AND FAITH-BASED ORGANIZATIONS
- GHANA EDUCATION SERVICE
- NATIONAL COMMISSION ON CIVIC EDUCATION



- ✔ COMMISSION ON HUMAN RIGHTS AND ADMINISTRATIVE JUSTICE
- ✔ YOUTH EMPLOYMENT AGENCY
- ✔ THE PRIVATE SECTOR.
- ✔ GHANA AIRPORT COMPANY
- ✔ EAST DADE KOTOPON TRUST
- ✔ GHANA INT. TRADE FAIR COMPANY LIMITED
- ✔ NATIONAL HEALTH INSURANCE SCHEME

OUR SERVICE DELIVERY STANDARDS

We promise to provide the following services in the table below:

| NO. | TYPE OF SERVICE | TIME FRAME (MONTHS/DAYS) |
|-----|---|---|
| 1 | Issuance of Building Permits | Within 90 working days |
| 2 | Issuance of Business Operating Permit | Within 21 working days |
| 3 | Issuance of Marriage Certificate | After 21 days publication for Public Notification |
| 4 | Issuance of Permits for Commercial Vehicles (Car Sticker) | Within 1 working day |
| 5 | Issuance of Permit for parking lots | Within 7 working days |
| 6 | Issuance of Food Vendors Certificates | Within 8 working days |
| 7 | Waste Management (door-to-door collection) | Weekly collection |
| 8 | Issuance of Permit for the erection of Billboards | 7 working days |
| 9 | Permit for a temporary structure | Within 7 working days |
| 10 | Printing and Distribution of Property Rate Bills | 1 st Quarter every year |
| 11 | Acknowledge receipt of the petition of a stakeholder. | Within 7 working days. |
| 12 | Respond to petition | Within 3 months of receipt of petition. |

**LA DADE KOTOPON
WUO GBEE, LA GBEE**



LA DADE-KOTOPON MUNICIPAL ASSEMBLY

Contact Address:

THE MUNICIPAL CHIEF EXECUTIVE
LA DADE-KOTOPON MUNICIPAL ASSEMBLY
POST OFFICE BOX LA 395,
LA – ACCRA

CALL/TEXT/WHATSAPP:

0272- 007081/ 0550-550066

0550-005577 / 0550-005588

Email Address: info@ladma.gov.gh

Website: www.ladma.gov.gh

OFFICE LOCATION

Our office can be located at La, adjacent
Ghana International Trade Fair La, Accra.

ZONAL COUNCIL OFFICES

Airport Zonal Council- Opp. El-Wak
Sports Stadium

Kpeshie Zonal Council- La District
Electoral Commission Office,
Kaajarnor