

**THE CHARTER**

**BOLGATANGA**

**MUNICIPAL**

**ASSEMBLY**

2020

# **THE CHARTER** **BOLGATANGA MUNICIPAL ASSEMBLY**

## **INTRODUCTION**

The Bolgatanga Municipality is one of the the Fifteen Municipal and District Assemblies in the Upper East Region. It was established in by LI. 1797 (2004) and it is the regional capital. It shares boundaries with Bongo District to the North, Kasena- Nankana to the West, Talensi District to the South and Nabdam District to the East. It has an area of 729 square kilometers and a population of 131, 550.

## **MISSION**

To improve upon the lives of the people, through the creation of an enabling environment, harnessing of its resources, proper co-ordination and integration of activities in the municipality within the framework of national policies.

## **VISION**

A municipality where the people enjoy improved living standards through the sustainable mobilization and effective utilization of its human and natural resources.

## **FUNCTIONS**

The functions of the Bolgatanga Municipal Assembly as given in the Local Government Act 462, 1993 and the LI 1797 (2004) are as follows:

- Be responsible for the overall development of the district
- Formulate and execute plans, programs and strategies for the effective mobilization of resources necessary for the overall development of the Bolgatanga Municipality.

- Coordination of all private and public sector organizations in the municipality.
- Promote and support productive activity and social development in the municipality and remove any obstacles to initiative and development.
- Initiate programs for the development of basic infrastructure and provide municipal works and services in the municipality.
- Be responsible for the development, improvement and management of human settlements and the environment in the municipality.
- Collaborate with the relevant national and local security agencies to maintain security and public safety.
- Promote justice by ensuring ready access to courts

## **WE ARE RESPONSIBLE FOR:**

- Issuance of building permits
- Birth and death registration
- Issuance of marriage certificates
- Issuance of business operating licenses
- Approval of planning schemes layouts
- Development control/orderly physical development of settlements
- Waste management
- Revenue mobilization
- Fixing of rates
- Provision of basic socio-economic infrastructure, including schools, clinics, markets, lorry parks and roads
- Facilitate the provision of water and sanitation facilities
- Maintenance of peace and security
- Sports development
- Provision of library services

## **SERVICE STANDARDS**

We shall issue certificates and provide other services within the following time frames:

<b>SERVICE</b>	<b>TIME FRAME (MONTHS/DAYS)</b>
<ul style="list-style-type: none"> <li>• Issuance of building permits</li> </ul>	<ul style="list-style-type: none"> <li>• Within two (2) month or 48 days</li> </ul>
<ul style="list-style-type: none"> <li>• Preparation and approval of planning schemes/layouts</li> </ul>	<ul style="list-style-type: none"> <li>• Within six (6) month one (1) year depending on the size of the settlement</li> </ul>
<ul style="list-style-type: none"> <li>• Issuance of Business Operating Licences (BOP)</li> </ul>	<ul style="list-style-type: none"> <li>• Within two (2) working days</li> </ul>
<ul style="list-style-type: none"> <li>• Issuance of Birth Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Under 1yr (1day)</li> <li>• Above 1yr (2weeks)</li> </ul>
<ul style="list-style-type: none"> <li>• Issuance of Death Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Fresh death (1day)</li> <li>• Already buried (3weeks)</li> </ul>

<ul style="list-style-type: none"> <li>• Waste Management (door-to-door)</li> </ul>	<ul style="list-style-type: none"> <li>• Two (2) time weekly collection (yet to start)</li> </ul>
<ul style="list-style-type: none"> <li>• Issuance of food vendors certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Within ten (10) working days</li> </ul>
<ul style="list-style-type: none"> <li>• Public education on hygiene practices</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>

## **INFORMATION TRANSPARENCY**

### **ACCOUNTABILITY AND CONVENIENCE**

- Notice Boards have been made available at our offices and sub-district offices
- The Bolgatanga Municipal Assembly will provide its clients with all the necessary information they need to access its services
- Information will also be made available at our revenue points throughout the Municipality and the use of Information Van
- Suggestion boxes will be put at vantage points to solicit public views on our service delivery

- The Assembly shall hold community durbars annually to interact with the citizenry (“Meet the People”)
- The Assembly shall hold biannual Review Meetings with NGOs and the Town/Area Councils to review activities and share concerns

### **WE STRIVE FOR:**

- Effective integration of decentralized departments into Assembly System
- Continuous improvement in our service delivery
- The creation of an enabling environment for socio-economic development
- Empowerment of women and other vulnerable groups to participate in governance and 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
- 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 data base that will be accessible to the public
- Effective participation in decision-making
- Community participation in community development especially through self-help

### **COURTESY AND COOPERATION:**

- All office doors are marked to facilitate easy identification
- Friendly client service officer will be on hand to provide various services
- Assembly Staff with clear identification are also available to provide information and other support service

- A well-trained development control task force will visit various construction sites to ensure adherence to building regulations
- Developers are entreated to produce valid development permits
- Courteous revenue collectors will go round daily to collect various rates
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid

## **WHAT WE EXPECT FROM THE PUBLIC**

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery. To access any of the services we provide, we require as follows:

- That the public acknowledges that the Assembly exists for the good people of the district

- Business should be duly registered with the Registrar General's Department
- Business address and location including street names and numbers should be made available
- Provide registered indenture (Land title certificate) and four (4) copies of Architectural drawings for the issuance of building/development permits
- To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided
- The public will participate in the various community level education programs on sanitation, hygiene, revenue collection and other
- The bye-laws of the Assembly will be complied with to ensure effective administration of the district
- Our staff are accorded respect for the services they provide

- That the public would objectively give us feedback of our services.

## **OTHER COLLABORATING AGENCIES**

- Water Resources Commission
- Internal Revenue Service
- The Value Added Tax Office
- The Internal Audit Agency
- The Ghana Police Service
- Electricity Company of Ghana
- Minerals Commission
- Ghana Tourist Board
- Ghana Water Company
- Lands Commission
- Land Valuation Board
- Community Water and Sanitation Agency
- Ghana Aids Commission
- Environmental Protection Agency

## **NON-GOVERNMENT ORGANISATION OPERATING IN THE DISTRICT**

- Program of Rural Integrated Development (PRIDE)
- Community Development and Advocacy Centre (CODAC)
- Ghana Red Cross Society
- IDE Ghana
- Water and Environmental Management Network
- Rural Initiative for Self-Employment
- Devine Tender Care Foundation

## **WHAT IS THE MUNICIPALITY NOTED FOR?**

- Abundant Peace and tranquility
- Centre of participatory local governance
- Abundance of Guinea Fowls
- Production of Dry Season Tomatoes
- Production of Cereals
- Cow Peas

## **POTENTIALS OF THE DISTRICT**

- Democratic consciousness people
- Deposits of mineral resources (gold and clay)

## **COMPLAINTS**

Bolgatanga Municipal Assembly welcomes comments, complaints from the public, its valued clients and customers. Such issues should be addressed to:

**THE CHAIRMAN  
PUBLIC COMPLAINTS COMMITTEE  
BOLGATANGA MUNICIPAL ASSEMBLY  
POST OFFICE BOX 38  
BOLGATANGA**

In case you are still not satisfied; you may seek further assistance from:

**THE MUNICIPAL CHIEF EXECUTIVE  
BOLGATANGA MUNICIPAL ASSEMBLY  
POST OFFICE BOX 38  
BOLGATANGA  
U/E  
Tel: 08320-22206  
*Website: [bolma.gov.gh](http://bolma.gov.gh)***

You may appeal to the address below as a final resort;

**THE NEW CHARTER OFFICE  
C/o OFFICE OF THE PRESIDENT  
MINISTRY OF PUBLIC SECTOR REFORM  
PMB STADIUM POST OFFICE  
ACCRA  
TEL: 021-684086/ 671359/ 672333/ FAX:  
671358**

**OR**

**THE HON. REGIONAL MINISTER  
UPPER EAST REGIONAL COORDINATING  
COUNCIL  
POST OFFICE BOX 50  
UPPER EAST REGION  
BOLGATANGA**

To access our service, you can locate offices in the following towns and locations:



**(1) BOLGATANGA MUNICIPAL ASSEMBLY,  
POST OFFICE BOX 38,  
BOLGATANGA. U.E.R.**

**OR**

**ANY OF SUB- MUNICIPAL OFFICES AT:**

**(a) BOLGATANGA TOWN COUNCIL OFFICE**

**(b) SUMBRUNGU**