

WHAT TO DO WHEN THINGS GO WRONG

If you are not satisfied with the service that you have received, please contact the client service unit of the AMA. You can also write, phone or call personally to:

THE OFFICE - IN – CHARGE

CLIENT SERVICE UNIT

AMA HEAD OFFICE (CITY HALL)

P O. BOX 385, ACCRA

ROOM 53.

TEL. 0302665951

DIGITAL ADDRESS: GA-143-6657

@H72, INDEPENDENCE AVENUE, KINBU GARDEN

OR THE METRO WORKS DEPARTMENT (OLD OFFICE)

OR THE THREE (3) SUB METRO OFFICES.



THANK YOU.

@ AccraMetropolis

ALL SOCIAL MEDIA HANDLES

www.ama.gov.gh

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**SERVICE
CHARTER**

<https://ama.gov.gh>

CHAPTER ONE

The **Accra Metropolitan Assembly (AMA)** is one of the Two Hundred and sixty (260) Metropolitan, Municipal and District Assemblies (MMDAs) in Ghana and among the Twenty-Nine (29) MMDAs in the Greater Accra Region. It was established in 1898 but has gone through several changes in terms of name, size, and number of Sub-Metros since then. When Ghana returned to constitutional rule in 1993, it derived its legal basis from Local Government Act, 1993, (Act 462) currently Local Government Act 2017 (ACT 940), and under Legislative instrument (L.I) 2034. It has an estimated population of about four Hundred and Ninety-Seven Thousand Six Hundred and Seventy-One (497,671) residents and One (1) Million who commute to the city daily for a wide range of services. It covers an area of about 137sqkm. The Assembly currently is made up of three (3) Sub-Metros and they are as follows; Ablekuma south, Okaikoi south and Ashiedu Keteke. The Assembly has sixteen (16) Departments and other Units with Heads of Departments who all report directly to the Metro Coordinating Director (MCD) and ultimately to the Metro Chief Executive (Mayor). The General Assembly meetings are presided over by the presiding Member (PM). The General Assembly has a Membership Of 34 comprising of 20 Elected Members, 10 Government Appointees, 3 Members of Parliament and the Metro Chief Executive Who also chairs the Executive Committee.

Mission

To improve the Quality of Life of People Living within the City of Accra by Providing Leadership and Opportunities for Social and Economic Development Whilst Maintaining a Clean, Attractive and Secured Environment.

Vision

A Fair and Resilient City with Equal Soci-economic Opportunities for all.

Core Functions

Section 12 (3) of Local Governance Act, 2016 (ACT 936) which establishes the Assembly also mandates it to perform among other functions;

- Be responsible for the overall development of the district;
- 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;

CHAPTER TWO

FUNCTIONS

We Are Responsible For ;

1. Maintenance of Peace and Security
2. Issuance of Building Permit
3. Marriage/Customary Registration
4. Issuance Of Business Operating Permit
5. Issuance of Burial Permit/Food Vendors Certificate
6. Waste Management Service
7. Revenue Mobilization in address sevelopment needs of the people
8. Provision of Basic Socio-Economic Infrastucture and Services including Schools, Market, LorryParks etc.

SERVICE STANDARD

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

| SERVICE | DURATION |
|---------------------------------------|---|
| Building Permit | Maximum of 30 workings days upon submission of all relevant documents. |
| Signage permit | Minimum of one week depending on the submission of relevant documents. |
| Issuance of business operating permit | Within one working day after submission of relevant document. |
| Registration of Marriages | 21 days after registration with photocopy of National ID cards.. |
| Issuance of food vendors certificate | Two (days) after submission of medical examination clearance. |
| Sewer maintenance: blockage clearance | A day or more depending on the type of issue reported. |
| Disability Fund | Any working day quartely register with the Department of social welfare and Community Development with two full size photos Submit application letter with a full photograph of applicant. |

CHAPTER THREE

OUR COMMITMENTS AND YOUR RESPONSIBILITY

Client Responsibility

The public is responsible for assisting and cooperating with the assembly in the performance of its duties.

We expect the public to:

- a.Honor their tax obligation to the Assembly.
- b. Adhere to good sanitation Practices.
- c. Adhere to the processes involved in lodging documents, complaints and official receipts to the Assembly.
- d.Respond to sermons promptly.

Complaints and Enquiries

To improve our service delivery and interactions with our stakeholders, the Accra Metropolitan Assembly welcomes complaints, suggestions or recommendations from the public, our cherished clients which helps us to design effective strategies towards the promotion of excellent service delivery.