



His Excellency President Nana Akufo Addo
PRESIDENT OF THE REPUBLIC OF GHANA

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**THE NEW CHARTER
YILO KROBO MUNICIPAL ASSEMBLY**

INTRODUCTION

We are Yilo Krobo Municipal Assembly (YKMA) under the Ministry of Local Government and Rural Development (MLGRD).

VISION

To promote the development of the district through efficient management and distribution of resources.

OUR MISSION

The Yilo Krobo Assembly exists to improve on the standard of living of the people under its jurisdiction through the formulation and implementation of policies and programs in the areas of agriculture industry, tourism, education, health, infrastructure and human resource development in line with Government policy.

WE ARE RESPONSIBLE FOR

- Registration of Business
- Operational permit for local Vehicles/Business
- District permit for NGOs/CBOs
- District Driver Licensing (Commercial)
- Management of Sanitation
- Building permit
- Registration of Marriage
- Educational Sponsorship
- Cesspit Services
- Support for Social Services
- Stores/Stalls rentals
- Food vendors Health Certificate
- Tractor Services

OUR SERVICE STANDARDS

We shall offer services within the following time frames

Registration of Business	One (1) Day
Operational Permit for Local Vehicles	One (1) Day
Operational permit for NGOs/CBO	One (1) Day
District Driver Licensing (Commercial)	One (1) Day
Building Permit	Within three(3) months
Registration of Marriage	After 21 days of notice
Cesspit Services	Within three(3) days

WE STRIVE TO:

- Effectively collaborate with departmental units and other agencies to reduce time frames during the discharge of services.
- Continue Improvement in our service delivery.
- Provide information in an open, supportive and transparent manner.

INFORMATION TRANSPARENCY AND CONVENIENCE

- The YKMA will endeavor to provide its clients/customers with all the information they need to access our services.
- Information counters will be made available to our clients/customers service unit.
- Information sheets, pamphlets will be made available at our client/customer service units.
- A suggestion box will be placed at our clients/customer service unit to facilitate feedback on the quality of our services.
- We will provide a clean, healthy and friendly reception area.

COURTESY AND COOPERATION

- A friendly and courteous customer service officers with their names boldly displayed will be on hand to serve you.
- All office doors will be clearly marked to facilitate easy identification.
- Customers will not have to wait in a line for longer than thirty (30) minutes for most transactions.
- Accurate and reliable information shall be provided by staff.

WHAT WE EXPECT FROM THE PUBLIC

- Adhere strictly to the procedures for lodging of documents and secure official receipts for our services.
- Be courteous and polite to our staff and demand the same from them.
- Reply our letters and enquiries urgently.

DECENTRALISED AND NON-DECENTRALISED DEPARTMENTS

DECENTRALISED DEPARTMENTS	NON-DECENTRALISED DEPARTMENTS
Physical Planning	National Youth Council (NYC)
Agriculture Department	Ghana Health Service (GHS)
The Department Social Welfare and Community Development	National Commission for Civic Education (NCCCE)
National Disaster Management Organization (NADMO)	Ghana Education Service (GES)
Environmental Health Department	Non-formal Education
Forestry Commission	National Service Secretariat
Department of Works	Centre for National Culture
Statistics	Birth and Death
-	Electoral Commission
-	Cooperative
-	Labour

COMPLAINTS

A Client Service Unit has been set up at the administrative block of the Assembly. As part of their functions, this particular unit addresses complaints/grievances of clients.

This particular unit is located at the ground floor, Yilo Krobo Municipal Assembly Building.

All complaints may be written to this address:

**THE OFFICER IN CHARGE
CLIENT SERVICE UNIT
P.O.BOX 102
SOMANYA
DIGITAL ADDRESSSEY-0124-1847
TEL: 0599905113**

Also where one is not satisfied with the services of the Client Service Unit, one can forward his/her complaints to:

**THE DISTRICT CHIEF EXECUTIVE
YILO KROBO MUNICIPAL ASSEMBLY
P.O. BOX 102
SOMANYA**

Also, one can appeal through:

**THE REGIONAL MINISTER
EASTERN REGIONAL COORDINATING COUNCIL
P.O. BOX 303
KOFORIDU/A
TEL: 081-23371/2**

As a final resort, you may appeal:
**THE CHARTER OFFICE
OFFICE OF THE PRESIDENT
CASTLE ANNEX
ACCRA
TEL: 0-26306**

Official links:

Facebook: Yilo Krobo Municip
Email: yilokrobo@yahoo.com
yilokrobo.somanya@gmail.com