



NEW JUABEN SOUTH MUNICIPAL ASSEMBLY

CLIENT SERVICE CHARTER



CONTENTS

LIST OF ACRONYMS	2
FOREWORD	3
1.0 INTRODUCTION	4
2.1 Vision	5
2.1.2 Core Values	5
2.2 Mission	5
3.0 Core Functions	6
2.0 ORGANIZATIONAL ARRANGEMENT/GOVERNANCE STRUCTURE	7
2.1 Specialised Units of the NJSMA	7
3.0 OUR SERVICES AND SERVICE STANDARDS	8
4.0 Service Standards you can expect from our employees	17
5.0 WHAT WE EXPECT FROM OUR CLIENT	18
6.0 FEEDBACK MECHANISM	18
7.0 COMPLAINTS PROCEDURE	19
8.0 CONTACTS	20
8.1 Physical Location	20
8.2 Our Mailing Address:	20
8.3 WHERE TO FIND US, PHYSICAL LOCATION	21

LIST OF ACRONYMS

BOP	Business Operating Permit
CDL	Commercial Driver's License
CSC	Client Service Charter
CSU	Client Service Unit
DSW & CD	Department of Social Welfare & Community Development
EPA	Environmental Protection Agency
GIFMIS	Government Integrated Financial Management Information System
ID	Identification
LGS	Local Government Service
LI	Legislative Instrument
MDA	Ministries, Departments and Agencies of Government
MLGRD	Ministry of Local Government and Rural Development
MMDA's	Metropolitan, Municipal and District Assemblies
NADMO	National Disaster Management Organization
NJSMA	New Juaben South Municipal Assembly
OHLGS	Office of Head of Local Government Service
PPA	Public Procurement Authority
PRCC	Public Relations Complaints Committee
RCC	Regional Co-ordinating Council
TIN	Tax Identification Number
VAT	Value Added Tax

FOREWORD

This Charter is in conformity with our mandate and defines the purpose and values of New Juaben South Municipal Assembly. In this Charter, we have stated who we are, what we do and what we expect from the public (our clients). The Service Charter also clearly spells out the service standards you can expect in dealing with us.

The New Juaben South Municipal Assembly is committed to improving the standard of living of the people. This can be achieved through empowering the human resource and transformation of the Private-Informal Sector.

We believe our goals can be best achieved if we work with stakeholders as partners. We have therefore developed the Charter to guide the process to ensure that stakeholders have a framework for service delivery. The Charter will be reviewed periodically.

We have ensured that the Charter specifies standards for all our essential services, their delivery standards and the rights and responsibilities of both parties and how stakeholders should access the service provided and what service levels to expect.

Coordinating Director
New Juaben South Municipal Assembly

1.0 INTRODUCTION

This Client Service Charter (CSC) presents our commitment to provide all our esteemed clients with quality services and provides standards to measure our performance. It also provides employees with clear standards in service excellence to strive for and to achieve the Municipal Assembly's Vision and Values.

The Client Service Charter highlights clearly our services and their delivery standards; specifies delivery time periods when related services are accomplished; the processes and procedures to follow when engaging us to deliver specific services.

It further spells out basic requirements needed as supporting evidence/attachment to facilitate a delightful execution of service tasks; chargeable fees (where necessary) when accessing particular service and defines what the public can expect from us. The document states how to communicate feedback on any of our services.

1.1 PROFILE

The New Juaben South Municipal Assembly was created by Legislative Instrument 2301 in 2017 when the northern portion was carved out to form the New Juaben North Municipal Assembly.

New Juaben South Municipal Assembly as one of the thirty-three (33) Assemblies in the Eastern Region covers a land area of 60 square kilometers. It shares boundaries in the north with New Juaben North Municipal Assembly, in the south-east it is boarded by Akwapim North Municipal and Yilo Krobo Municipal to the east.

The 2021 population of the Municipality is projected as 239,526 with a growth rate of 2.5 percent. The gender split is 117,987 (49.3%) males and 121,539 (50.7%) female. The population is predominantly urban with about 93.3 percent of the population living in urban localities. The municipality has a sex ratio of 100 females to 93 males.

THE VISION AND VALUES OF NEW JUABEN SOUTH MUNICIPAL ASSEMBLY

The Municipality is committed to the following Vision and Values.

1.2 Vision

To be the number one local government institution fostering economic prosperity for the people.

1.3 Core Values

In line with the Municipal Assembly's Vision, the following are intrinsic in our activities;

- Client sensitivity:
We are dedicated to serve our clients and the general public
- Accountability:
We are responsible to the people and the State
- Integrity:
We work with honesty
- Results oriented:
We focus on results to make the Municipality a better place to live
- Community driven:
Our activities and programmes are based on the needs and expectations of our communities

1.4 Mission

The New Juaben South Municipal Assembly exists to improve the socio-economic well-being of the people through efficient and reliable provision of services operating in transparent and accountable local governance.

1.5 CORE FUNCTIONS

The Assembly is the highest administrative and political authority in the municipality. It exercises deliberative, legislative and executive functions. The Assembly derives its broad functions from Section 12 of the Local Governance Act, 2016 (Act 936) and L.I 2301, which mandates NJSMA to perform the following core functions;

- Exercise political and administrative authority in the Municipality;
- Promote local economic development; and provide guidance, give direction to and supervise other administrative authorities in the Municipality;
- Responsible for the overall development of the Municipality;
- Formulate and execute plans, programmes and strategies for the effective mobilisation of the resources necessary for the overall development of the Municipality;
- Promote and support productive activity and social development in the Municipality and remove any obstacles to initiative and development;
- Initiate programmes for the development of basic infrastructure and provide works and services in the Municipality;
- Be responsible for the development, improvement and management of human settlements and the environment in the Municipality;
- In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the Municipality;
- Perform any other functions that may be provided under another enactment.

2.0 ORGANIZATIONAL ARRANGEMENT/GOVERNANCE STRUCTURE

The following Departments exist in accordance with L.I 1961

- Central Administration Department
- Finance Department
- Education Department
- Health Department
- Agriculture Department
- Physical Planning Department
- Department of Social Welfare & Community Development
- Works Department
- Department of Urban Roads
- Transport Department
- Natural Resources, Conservation and Forestry Department
- National Disaster Preventive and Management Department
- Department of Trade and Industry
- Human Resource Department
- Department of Statistics

2.1 Specialized Units of the NJSMA

- Municipal Planning and Coordinating Unit
- Public Relations Complaints Committee
- Client Service Unit
- Internal Audit Unit
- Environmental Health Unit

3.0 OUR SERVICES AND SERVICE STANDARDS

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESSES	RESPONSIBLE DEPARTMENT	REQUIREMENT (S) FROM CLIENTS
1.	Provide stakeholders with information on activities and programmes of the Assembly	5 working days	<ul style="list-style-type: none"> ▪ Acknowledge receipt of request ▪ Collate and review information from the relevant Departments ▪ Request for a meeting when necessary ▪ Respond to request with requisite response/information. 	<ul style="list-style-type: none"> ▪ Central Administration 	<ul style="list-style-type: none"> ▪ Submit appropriately addressed request letter ▪ Fill our client enquiry form ▪ Attach an introductory letter where information is meant for research work
2.	Registration of Business	1 working Day	<ul style="list-style-type: none"> ▪ Receipt of application for business registration ▪ Attach reviewed documents ▪ Documents processed ▪ Client makes payment and submits receipt ▪ Registration certificate printed and signed by Management ▪ Client issued with business certificate 	<ul style="list-style-type: none"> ▪ Finance 	<ul style="list-style-type: none"> ▪ Pick and fill client enquiry form ▪ Submit an application letter/form with attached details: name of business, proof of nationality, Business Incorporation Certificate, TIN, business location. ▪ Client makes payment of fee specified in the Fee Fixing Resolution. ▪ Appropriate receipt to be collected from the Cash Office
3.	Acquisition of Building/ Development Permit	30 working Days	<ul style="list-style-type: none"> ▪ Receive and register request ▪ Review attached documents ▪ Notify applicant of receipt of application ▪ Application process begins ▪ Decision of the spatial planning committee (approved, refused or deferred) shall be communicated to the applicant ▪ Where approval is given, permit will be issued with specific permit number. 	<ul style="list-style-type: none"> ▪ Physical planning department ▪ Works. 	<ul style="list-style-type: none"> ▪ Submit an application letter ▪ Acquire building permit application form (jacket) from Accounts Office ▪ Complete Development Permit Application 'Form 1' from Physical Planning Department. ▪ Attach the following documents: evidence of land ownership (<i>Land Title Registration Certificate from Lands Commission</i>), approved Site Plan duly endorsed, four (4) set of endorsed architecture/ working drawings.

					<p>For multi storey structures, commercial and other public user facilities, additional requirements include <i>EPA Permit, Fire Report, Hydrological/Soil Report, Geotechnical Report, Traffic Impact Assessment Report etc.</i></p> <ul style="list-style-type: none"> ▪ Submit payment receipt for Permit
4.	<p>Issuance of Business Operating Permit (BOP)</p>	<p>3 working days</p>	<ul style="list-style-type: none"> ▪ Receive enquiry form ▪ Directed to appropriate department for service ▪ Attached documents reviewed ▪ Documents processing begins ▪ Client makes payment and submits receipt ▪ Business category verified from the fee-fixing document ▪ Client issued with business operation permit 	<ul style="list-style-type: none"> ▪ Accounts Department/ Revenue Unit 	<ul style="list-style-type: none"> ▪ Pick and fill client enquiry form ▪ Submit an attached detail: name of business, proof of nationality, TIN, business location, eg where the business is sited ▪ Client makes payment as stated in the fee fixing, and determined by the business category. ▪ Collect receipt from the cash office
5.	<p>Birth Certificate for</p> <ul style="list-style-type: none"> • Babies between 1 day and 12 months • Birth Certificate for babies Above one (1) year 	<p>1 day (20 mins)</p> <p>2-10 working days</p>	<ul style="list-style-type: none"> ▪ Completed Form A received and registered ▪ Birth certificate is signed and issued ▪ No fee (Free) ▪ Completed Form A received and registered ▪ Birth Certificate is signed and issued 	<ul style="list-style-type: none"> ▪ Births and Deaths Registry 	<ul style="list-style-type: none"> ▪ Pick and complete a form (Form A) ▪ Attach a weighing card ▪ Pick and complete a form ▪ Attach a weighing card or Baptismal card ▪ Affidavit and declaration form where you have no weighing or baptismal card.

6.	Issuance of Death Certificate	Instant 20 mins	<ul style="list-style-type: none"> ■ Informant is interviewed ■ Issue death registration report Form 'B' for completion. ■ Information entered into the Register of Deaths and signed by informant. ■ Burial permit is issued where burial is in the district of death or death certificate (for a prescribed fee) where burial is outside the district where death occurred. 	<ul style="list-style-type: none"> ■ Submit medical certificate of cause of death or coroner certificate ■ Complete death registration report Form 'B' ■ Sign form 'B' certifying information recorded is correct. ■ Make payment and pick certificate.
7.	Issuance of Burial Permit	1 working day	<ul style="list-style-type: none"> ■ Verify the authenticity of medical report ■ Process burial permit after payment is made ■ Issue burial permit to client 	<p style="text-align: center;">Birth and Deaths Registry</p> <ul style="list-style-type: none"> ■ Submit medical certificate of cause of death or coroner certificate ■ Make payment where death occurred after 7 days.
8.	Issuance of Grave space	1 working day	<ul style="list-style-type: none"> ■ Verification of burial permit ■ Issue receipt for payment ■ Receipt is released to the Sexton (<i>officer in-charge of cemetery burial</i>) for allocation of space. 	<p style="text-align: center;">Environmental Health Unit</p> <ul style="list-style-type: none"> ■ Provide burial permit from a health facility or Birth and Death Registry. ■ Make payment and demand receipt. ■ Submit receipt at the cemetery for allocation of space.
9.	Issuance of Food Vendor Health Certificate ✓ As an assembly programme/activity:	3 working days	<ul style="list-style-type: none"> ■ Assembly conducts public sensitization on health-related issues, food Hygiene, food safety, food screening etc. at all eating premises. ■ Conduct medical screening for food handlers ■ Issue receipt of payment ■ Issue certificate after successful medical report 	<p style="text-align: center;">Environmental Health Unit and Health Department</p> <ul style="list-style-type: none"> ■ Client must register and be present in person for health screening ■ Make payment as stated in the fee fixing resolution and demand receipt.

	✓ Upon request:		<ul style="list-style-type: none"> ▪ Assembly receives request letter ▪ Issue payment receipt ▪ Make an appointment with Client for screening ▪ Issue certificate after successful medical report 	<ul style="list-style-type: none"> ▪ Submit a request letter appropriately addressed with your contacts ▪ Client must register and be present in person for health screening. ▪ Make payment at the cash office as stated in the fee fixing resolution and demand receipt
10.	Inspection of consumable meat in Slaughter Houses	1 day	<ul style="list-style-type: none"> ▪ Receive payment and issue receipt ▪ Inspect slaughter house ▪ Assess the health condition of the animal. ▪ If the animal is a pig, inspection is done at the pen. ▪ Issue receipt upon satisfactory examination ▪ Conduct post-mortem on the carcass 	<p>Environmental Health Unit</p> <ul style="list-style-type: none"> ▪ Make payment at the cash office ▪ Submit receipt to Environmental health officer for verification ▪ Bring animal to the slaughter house for inspection and slaughtering ▪ Pick up the meat/carcass.
11.	Registration of Marriage or Divorce	21 Days	<ul style="list-style-type: none"> ▪ Walk in/Submit written application ▪ Assess applicant (ID card) for eligibility (attain the legal age of marriage) ▪ Certificate Processing ▪ Issue receipt for payment ▪ Notice of publication is issued (on notice board and other public places) ▪ After 21 days of marriage publication license will be issued if no valid objection is received. ▪ If there is a valid objection, proceed to court. ▪ If there is no opposition after the 21-day period client is issued marriage license. ▪ Client presents the certificate to a licensed church and a gazetted minister. 	<p>Appointed Marriage Officer (Central Admin.)</p> <ul style="list-style-type: none"> ▪ Fill and submit Marriage registration form with attached proof of Nationality (<i>Voter's ID card, Driver's Licence or Passport</i>) ▪ Invite a close family relation as a witness from each side with their passport pictures ▪ Pay processing fee at the cash office as stated in the fee-fixing resolution ▪ Pick up marriage licence

			<ul style="list-style-type: none"> ▪ The marriage notice becomes void and invalid if the marriage does not take place within 90 days (three months) from the date of notice of marriage. Thereafter, the application process has to be re-initiated. 		
12.	Registration of Divorce	1 day	<ul style="list-style-type: none"> ▪ Receive request ▪ The two (2) parties must be present ▪ Issue receipt for payment ▪ Processing of Divorce if the marriage was customary. ▪ Seek consent of the two (2) families ▪ Complete Form C and attach passport pictures. ▪ Public notification ▪ Issuance of Divorce certificate 	Appointed Marriage Officer (Central Admin.)	<ul style="list-style-type: none"> ▪ Walk in or submit written application ▪ The requirement is the same as for marriage but with divorce, both parties must be present after a written consent is given by the family.
13.	Registration of Contractors/Suppliers	5 working days	<ul style="list-style-type: none"> ▪ Receive written application ▪ Receive necessary documentations ▪ Enrol contractor/supplier/service provider on the GIFMIS platform. 	Procurement Unit	<ul style="list-style-type: none"> ▪ Submit written application ▪ Submit necessary company documents (Company registration certificate, VAT certificate, PPA certificate, Valid Address, Contact, and Bank details.
14.	Cesspit Emptier Services	3 days	<ul style="list-style-type: none"> ▪ Request received ▪ Details of client recorded ▪ Conservancy labourer and a driver is discharged for assessment of the area. ▪ Approval is made by Environmental Health Officer ▪ Cesspit emptier dispatched to location 	Transport Officer and Environmental Health Officer	<ul style="list-style-type: none"> ▪ Walk-in or call- in- service ▪ Provide full name, house address, contact and location. ▪ Make payment at the Assembly cash office.

15.	Tipper Truck Services	2 days	<ul style="list-style-type: none"> ▪ Request received ▪ Issue receipt of payment ▪ Truck dispatched to perform services 	Transport Office	<ul style="list-style-type: none"> ▪ Walk-in or call- in- service ▪ Make payment at the cash office
16.	Hiring of Assembly landed properties	5 working days	<ul style="list-style-type: none"> ▪ Receive request/application letter ▪ Invite Client for a meeting when necessary ▪ Decision is made by Management and approval communicated to Client ▪ Payment is received from client within 2 days. 	Protocol Office Central Administration	<ul style="list-style-type: none"> ▪ Submit a request letter for the intended property to be hired (Jackson's Park, Jubilee Park, Community Centre and Assembly Hall) stating clearly the intent for the use of property. ▪ Make payment within 2 days at the cash office and collect receipt.
17.	Registration of churches for gazetting	1 month	<ul style="list-style-type: none"> ▪ Receive written application from the church with location ▪ Inspection of the premises ▪ Approval or otherwise ▪ Payment of approved fee after approval ▪ Issue receipt to client ▪ Report is forwarded to the RCC for further approval. ▪ After notification from the RCC ▪ Licence is issued 	Environmental Health Unit	<ul style="list-style-type: none"> ▪ Submit an application ▪ Receive approval notice ▪ Make payments ▪ Receive License
18.	Registration of Non-Governmental Organisations	7 working days	<ul style="list-style-type: none"> ▪ Application letter received ▪ Verification of attached documents ▪ Letter of recommendation is handed over to Client ▪ Permit is referred to Regional Office of the DSW&CD 	DSW&CD	<p>Submit application letter with the following attachments:</p> <ul style="list-style-type: none"> ▪ Registrar General Certificate ▪ Company Code of Conduct ▪ Certificate to Commence Business

19.	Child Maintenance Welfare	7 working days	<ul style="list-style-type: none"> ▪ The department receives the complaint from the client. ▪ The department issues summons to both the complainant and defendant to appear before a committee. ▪ The committee sits on the case and mediates/settles case 	DSW&CD	<ul style="list-style-type: none"> • Make a verbal or written complain to the department. • Attach evidence of issues ▪ Make an appeal or dissatisfied party may seek redress at the courts of law (<i>when not satisfied with mediation</i>).
20.	Taxi embossment and stickers	1 day	<ul style="list-style-type: none"> ▪ Assembly receives information about vehicle eg; vehicle documents ▪ Assembly receives driver's information/details ▪ Payment is made by client ▪ Vehicle embossed with sticker 	City Guards (Central Admin.)	<ul style="list-style-type: none"> ▪ Client picks and completes a form attached with 2 passport pictures ▪ Submit relevant car documents and personal details ▪ Make payments for stickers as per fee fixing ▪ Renew annually
21.	License of commercial vehicles	1 day	<ul style="list-style-type: none"> ▪ Personal details of driver received ▪ Client makes payment for license booklet 	City Guards	<ul style="list-style-type: none"> ▪ Submit relevant car documents and personal details ▪ Make payments for stickers as stated in the fee fixing ▪ Receive receipt and license
22.	Commercial Driver's Licence	1 day	<ul style="list-style-type: none"> ▪ Issue allocation for commercial driver's license (CDL) form ▪ Process CDL form ▪ Receive payment and issue receipt ▪ Issue CDL to driver ▪ Counterfoil sticker is issued after payment is made. 	City Guards	<ul style="list-style-type: none"> ▪ Complete allocation for commercial driver's license form (attach 2 passport size photographs) ▪ Pay the appropriate fee at the ▪ Cash office and obtain receipt ▪ Receive CDL and renew annually.

23.	Ambulance Services	Instant	<ul style="list-style-type: none"> ▪ All calls received at a central point through the National General Emergency Number, 112. ▪ Calls received at the command centre and routed to the appropriate emergency agency provider eg (Ghana National Fire Service, the Ghana Police Service, NADMO or National Ambulance Service depending on the caller's request. ▪ Immediate action is taken 	Ambulance Service	<ul style="list-style-type: none"> ▪ Distress Call ▪ Just Dial 112 on all mobile networks for emergency response ▪ Indicate which emergency service you require eg Ambulance Service. ▪ Koforidua Ambulance Service lines; 0546786483 0299375146 0501614885 ▪ Provide information on your location
24.	Police Services	Instant	<ul style="list-style-type: none"> ▪ The process is the same for all National General Emergency Number, 112 hotlines 	Police Service	<ul style="list-style-type: none"> ▪ Distress Call ▪ Just Dial 112 ▪ Koforidua Police Emergency Lines; 02990206464 0292280259 0299202944
25.	Fire Services	Instant	<ul style="list-style-type: none"> ▪ Distress call directed to the appropriate emergency agency (Fire Services) 	GNFS	<ul style="list-style-type: none"> ▪ Distress Call, Just Dial 112 hotline ▪ Koforidua Fire Emergency Lines; <i>Station number 0342-292879</i> <i>Watchroom Gotta number 0299340743</i> <i>MFO Gotta number 0299340182</i>
26.	Disaster (floods, storm etc.)	Instant	<ul style="list-style-type: none"> ▪ Distress call directed to the appropriate emergency agency (NADMO) 	NADMO	<ul style="list-style-type: none"> ▪ Distress Call, Just Dial 112 hotline ▪ Municipal Secretariat – 0544837520 or 0240346575 ▪ Contact Zonal Directors within the communities

4.0 SERVICE STANDARDS YOU CAN EXPECT FROM OUR EMPLOYEES IN GENERAL

- We will respect our clients
- We will provide prompt, friendly, courteous and efficient service, while at all times remaining professional
- If you are making a request, we will provide you with a reference number to quote, if applicable, should you need to re-contact us
- We will take ownership of all your enquiries, follow up and keep you informed of progress to completion
- We will respect your privacy in your transactions with us and the confidentiality of information discussed
- We shall provide client with all the information they need to access our services;
- We shall make available clear, adequate and timely information to our clients;
- Provide information in a prompt, open, supportive and transparent manner;
- We make available Clients Service reception and suggestion and feedback boxes to elicit information from staff and clients for action and to receive feedback on our services to ensure we meet your needs;
- Provide avenues for effective flow of information to the general public;
- Information counters are made available at our CSU.
- Clients Service survey will be conducted twice a year and the results published.
- All doors are clearly labeled for ease of identification.

In writing, we shall:

- Respond to all client requests appropriately addressed to the Assembly within 3 working days on receipt. When we are unable to respond to your request within that time, we shall give you feedback in writing, and/or by telephone when to expect a full response.
- If your enquiry requires in-depth follow-up that will take longer than 3 working days, we will acknowledge your correspondence, and where possible provide a completion date and the employee responsible for the response.
- Treat email correspondences which are duly signed as official documents.

By telephone, we shall:

- Answer the phone promptly
- Identify ourselves by; name, organization/department and position
- Inform you when to expect full response in case, we are unable to answer your enquiry immediately
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence

On appointment, we will:

- See you within 10 minutes of the agreed time.
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

5.0 WHAT WE EXPECT FROM OUR CLIENT

To assist the New Juaben South Municipal Assembly to effectively perform its functions expeditiously and meet our commitments, you can help us by:

- Being courteous and polite to our staff
- Comply with our Rules, Guidelines and Regulations
- Ensure that all forms are properly completed
- Adhere strictly to the procedures for lodging documents and secure official receipts for our services.
- Expeditiously reply to our letters and enquiries.
- Protect the property, equipment and machinery of the Assembly
- Respond to requests for information accurately, thoroughly and promptly.

6.0 FEEDBACK MECHANISM

We welcome feedback on our performance so we can improve our standards of service. If you have any comments, including suggestions for improvement or complaints, kindly let us know.

Issues on feedback and recommendations should be channelled;

- Through our CSU and PRCC
- On our website
- Into our suggestion box at our reception
- Through frequent public engagements with the stakeholders
- During our community sensitisations/engagements
- During the conduct of survey

7.0 COMPLAINTS PROCEDURE

You may lodge your complaint or make enquiries through our:

**Client Service Unit
Post Office Box KF 199
Koforidua. E/R**

When lodging complains, we would like you to:

- Identify yourself
- Be clear on why you are not satisfied with our service
- Indicate what you expect us to do
- Keep a record of events
- Follow up if possible, on relevant officers.

Where you are still not satisfied with the way your complaint was handled you may write, phone or call personally at the PRCC office via:

**The Chairman
Public Relations & Complaints Committee
New Juaben South Municipal Assembly
Koforidua.**

We will investigate your grievances and respond within five (5) working days on the receipt of your grievance. If still not satisfied you may send your complaint to:

1. The Municipal Co-ordinating Director,
New Juaben South Municipal Assembly
Koforidua.
Tel:0362290131

2. The Head of Service,
Office of the Head of the Local Government Service (OHLGS)
P.O.Box 396
Ministries-Accra.
Email: ohlgs@lgs.gh
Tel: 0302677929

3. The Commissioner,
Public Services Commission
P.O. Box GP1618
Accra.
Email: info@psc.gov.gh
Tel: +233(0)3026663047
+233(0)302667470

4. The Director,
The New Charter Office
C/o Office of the President
Ministry of Public Sector Reforms Accra
Tel: +233-030221001-4

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.

8.0 CONTACTS

8.1 Physical Location

Located along the Ministries road, adjacent the central market, opposite the Ghana Post Office in Koforidua.

8.2 Our Mailing Address:

The Coordinating Director
Post Office Box 199
Koforidua. E/R
Tel: 0362290131

Ghana Post GPS: EN-010-4770
Website: www.Newjuabensouth.com
Email: njsma2011@gmail.com
Facebook:Newjuabensouth

COMPLAINTS PROCEDURE

You may lodge your complaints or grievances through the Client Service Unit by;

- Walking-in,
- Phone calls,
- Text messages,
- E-mails,
- Field observations, and
- CSOs reports.



8.3 WHERE TO FIND US, PHYSICAL LOCATION

S/N	INSTITUTION	OFFICE LOCATION	POSTAL ADDRESS
1.	New Juaben South Municipal Assembly	Ministries road, adjacent the central market, opposite the Ghana Post Office, Koforidua.	P.O.Box KF199, Koforidua GPS Address: EN-010-4770
2.	Physical Planning Department	Opposite NIB, Koforidua No. 10 Residency Street, Koforidua	P.O.Box KF732, Koforidua GPS Address: EN-010-1766
3.	Births and Deaths Registry	Ministries adjacent the National Service Secretariat	P.O.Box 477, Koforidua
4.	<ul style="list-style-type: none"> • Finance Department • Revenue Unit • Environmental Unit • Works Department • Central Administration • Procurement Unit • Transport Department • Department of Social Welfare and Community Development • City Guards 	Within the New Juaben South Municipal Assembly Administration Block	P.O.Box KF199, Koforidua GPS Address: EN-010-4770
5.	NADMO Department	Located within New Juaben South Community Centre Adjacent New Melcom	P.O.Box 2372 Koforidua
6.	Fire Service	On the same lane with Linda Dor Plaza	P.O.Box 247, Koforidua GPS Address: EN-010-1714
7.	Ghana Police Service	Opposite Koforidua Central Market	P.O.Box 200, Koforidua E/R GPS Address: EN-026-2660
8.	Ambulance Service	Within the Eastern Regional Hospital, Koforidua	GPS Address: EN-011-7001

