

# OFORIKROM MUNICIPAL ASSEMBLY

## REVISED CLIENT SERVICE CHARTER



### CLIENT SERVICE UNIT

The unit receives and addresses complaints.

It also provides information on the nature of operations at the Assembly.

It facilitates standardization of the services delivered by the Assembly and communicates to the public on the delivered service

Compiled By:

A handwritten signature in blue ink, appearing to read "Grace Pokuaa".

Grace Pokuaa

Client Service Officer

Oforikrom Municipal Assembly

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## **FOREWORD**

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The Client Service Charter provides information on the services rendered by the Assembly to its clientele and states what the public need to know concerning the activities of the Assembly and further indicates how feedbacks could be communicated effectively with regards to any of our services. It also outlines our service standards, defines what the public can expect from us. It details the service standards that the Assembly is committed to delivering to our residents and outlines a complaints and grievance redress procedure for our esteemed residents, stakeholders and the general public who may have challenges with our services.

With this document, the Assembly will be able to communicate to residents' vital information about what the Assembly commits to do, how to contact the Assembly, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It will increase the participation of civil society and interest groups in the management of public finances as well as provide transparent mechanisms for contact, accessibility and complaints.

Another fundamental reason for the development of this Charter is to ensure that the activities of the Assembly are open and transparent to residents to promote accountability.

Our expectation is that residents who are within Municipality are served in line with our core values thus, Integrity, Selflessness, Equity, Accountability, Transparency, Excellence and our client expectations. Our commitment as a Municipality is to ensure that we provide the highest standards of excellence in client service delivery towards a successful implementation of our Medium-Term Development Plan (MTDP) and Annual Action Plans (AAP).

We welcome your feedback as we work together to create a client-centric culture and to deliver value to you: our residents.



**Mr. Justice Amoah**  
Municipal Co-ordinating Director  
Oforikrom Municipal Assembly

## **1.0 INTRODUCTION**

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Oforikrom Municipal Assembly (OFMA) was created by a Legislative Instrument (LI 2291) in 2017. It was carved out of the erstwhile Kumasi Metropolitan Assembly and inaugurated on 15<sup>th</sup> March 2018. The Assembly is part of the Greater Kumasi Metropolitan area and one of the Forty-three (43) Metropolitan, Municipal and District Assemblies (MMDAs) in Ashanti Region under the Local Government Service. The Municipality is located between Latitude 6.35°N and 6.40°S and Longitude 1.30°W and 1.35°E and elevated 250 to 300 meters above sea level. Oforikrom Municipal Assembly is approximately 270km north of the national capital, Accra. It has a surface area of approximately 4,978.49 hectares (49.78 kilometers square) which is about 0.0192 percent of the total land area of Ashanti Region.

The Assembly was created primarily to decentralize the Government System, by bringing it close to the local people. We share boundaries with Ejisu to the east, Bosomtwe DA to the south, Asokwa MA to the south west, Asokore Mampong to the north and KMA to the west.

The Client service has been developed in line with to the Service Delivery Standards of the Local Government Service; taking the varied needs of clients into consideration and in accordance with the best international practices in local governance.

### **Electoral areas in Oforikrom**

The Municipality is highly urbanized and is constituted by fifteen (15) electoral areas namely; Anloga East, Anloga West, Kentinkrono, Aprade, Ahenbranun, Ayigya Zongo, Appiadu/Emena/Boadi, Anwomaso, Bomso, Oforikrom West, Oforikrom East, Deduako, Ayigya Akatego, Ayeduase and Tech.

### **Zonal Councils**

The Municipality has four (4) Zonal Councils consisting of a number of settlements. These are;

- ❖ **Oforikrom Zonal Council:** Anloga East, Oforikrom East, Oforikrom West, Anloga West
- ❖ **Bomso Zonal Council:** Tech, Bomso
- ❖ **Ayigya Zonal Council:** Ayigya Zongo, Ahenbronum, Akatego
- ❖ **Kentinkrono/Ayeduase Zonal Council:** Kentinkrono, Oduom, Anwomaso, Ayeduase, Deduako, Kotei, Twumduase, Apemso, Boadi, Emena, Kokoben, Nsenie, Bebre, Aprade, Meseum, Appiadu, Kodiekrom

## **2.0 MANDATE**

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Oforikrom Municipal Assembly derives its mandate from the 1992 constitution under section 20 article 240 through to 256. It designates District Assemblies as the highest political, legislating, budgeting and planning authority at the local level. The local Governance Act (Act 936) of 2016 reinforces the constitutional provisions and elaborates on the articles in order to ensure effective and efficient service delivery

### ❖ **VISION**

The vision of the Oforikrom Municipal Assembly is to be a model of decentralized development.

### ❖ **MISSION**

The mission is to create an enabling environment for development of all inhabitants in the municipality whilst preserving the natural environment.

### ❖ **CORE VALUES**

- **Integrity:** we have a strong moral concept and we are sincere, truthful and trustworthy.
- **Selflessness:** we are generous, kind and concern for the welfare of our client.
- **Equity:** We are fair and justice in dealing with all our clients.
- **Accountability:** we take responsibility for the complaint of our clients and serve them to their satisfaction.
- **Transparency:** we are clear, straightforward, honest and open towards our clients.
- **Excellence:** we make sure to be outstanding and extremely good in everything we do.

### ❖ **MOTTO**

*“Knowledge and Development”*

### ❖ **BROAD OBJECTIVES**

- Basic socio-economic infrastructure in the Municipality.
- Providing Ensuring efficient and effective revenue mobilization and management.
- Promoting economic activities in the municipality especially for the vulnerable and excluded.
- Improving upon the logistics and human resource of the Assembly.
- Enhancing good governance by strengthening the administrative set-up of the Assembly.
- Promoting effective private sector participation in the development of the Municipality.
- Facilitating the development of the information communication and technological base of the Municipality.

### **3.0 CORE FUNCTIONS OF THE ASSEMBLY**

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According to the provisions of the Local Governance Act 2016, Act 936, the functions of the Municipal Assembly are as follows;

- Responsible for the overall development of the district.
- Formulate and execute plans, programs and strategies for effective mobilization of resources necessary for the overall development of the district.
- Promote and support productive activities and development in the district and remove any obstacles for the initiative and development.
- Sponsor the education of students from the district to fill particular manpower needs of the district especially in the Social Section of the education and health, making sure that the sponsorship is fair and there is equitable balance between male and female students.
- Initiate programs for the development of basic infrastructure and provide municipal works and services in the district.
- Responsible for the development, improvement and management of human settlement and the environment in the district.
- In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district.
- Ensure ready access to Courts in the district for the promotion of justice.

#### **Section 12 Sub-section 4 of Act 936 also mandate Municipal Assembly to:**

- Execute approved development plans for the district.
- Guide, encourage and support the sub-district local structures, public agencies and local communities to perform their functions in the execution of approved and development plans.
- Initiate and encourage joint participation with other persons or bodies to undertake projects under approved development plans.
- Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the district and national economy in accordance with government policy.

#### **Local Government Service Departments, Units and Agencies in the Municipality includes;**

Municipal Works Department  
Municipal Physical Planning Department  
Municipal Social Welfare and Community Development  
Municipal Planning Department  
Human Resource Department  
Municipal Agriculture Department  
Municipal Finance Department  
Information Service Department

**Unit under the Oforikrom Municipal Assembly**

Municipal Budget Office

Municipal Internal Audit

Municipal Procurement Office

Municipal Environmental Office

Revenue Office

Birth and Death Office

Client Service Unit

**Sub-vented Agencies / Organizations under the Oforikrom Municipal Assembly**

National Service Secretariat (NSS)

National Disaster Management Organization (NADMO)

National Commission on Civic Education (N.C.C.E)

Electoral Commission (EC)

Centre for National Culture (CNC)

Zoomlion Ghana Limited

**Services under the Oforikrom Municipal Assembly**

Ghana Education Service (GES)

Ghana Health Service (GHS)

Ghana National Fire Service (GNFS)

National Ambulance Service (NAS)

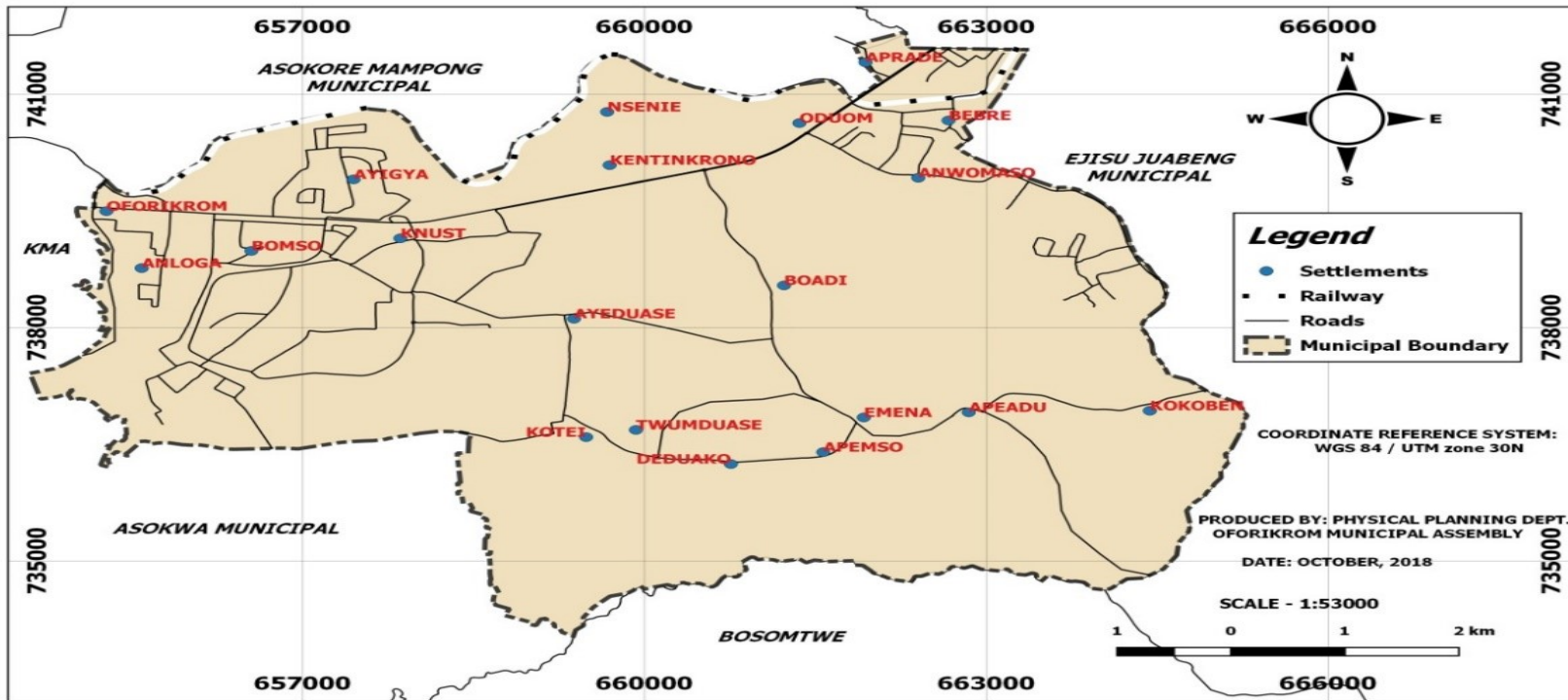
#### **4.0 ORGANIZATIONAL STRUCTURE OF THE ASSEMBLY**

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The Oforikrom Municipal Assembly has 17 statutory Departments established by the law. Some of these Departments oversee other functional units. These are;



# ADMINISTRATIVE BOUNDARY OF OFORIKROM MUNICIPALITY



## 5.0 SERVICES AND SERVICE STANDARDS OF THE ASSEMBLY

SERVICES	REQUIREMENT FROM CLIENT	PROCESSES AND PROCEDURE	TIME FRAME
Certificates for Contractors/Suppliers	<ul style="list-style-type: none"> <li>• Application letter on Company's letterhead</li> <li>• Submission of Registrar General's Works &amp; Housing (where applicable) and GRA Certificates</li> <li>• GRA TIN</li> <li>• Accounts Details (Account Name, Bank, Branch, Account Number)</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Payment of approved fees</li> <li>• Issuance of certificate</li> </ul>	Five (5) working days
Issuance of Birth Certificate	<ul style="list-style-type: none"> <li>• Provide basic information such as name of individuals and parents, date and place of birth and so on.</li> <li>• A child should have a weighing card. For persons under Fifteen years</li> <li>• Baptismal certificates and ID cards are required for older people</li> </ul>	<ul style="list-style-type: none"> <li>• Submit weighing card or baptismal card.</li> <li>• A minimum fee shall be paid</li> <li>• Process documents and issue birth certificate after a period.</li> </ul>	Within one to two Month
Issuance of Death Certificates	<ul style="list-style-type: none"> <li>• Provision of a duly cause of death (below 60 years)</li> <li>• Certificate or affidavit is required to obtain death certificate</li> <li>• Invitation Card</li> </ul>	<ul style="list-style-type: none"> <li>• Fill a form</li> <li>• Pay approved fee</li> <li>• Issuance of burial permit and death certificate</li> </ul>	With one to two Month

	<ul style="list-style-type: none"> <li>• Bury permit request for forms (above 60 years).</li> </ul>		
Marriage Certificate	<ul style="list-style-type: none"> <li>• Payment for registration fee</li> </ul>	<ul style="list-style-type: none"> <li>• The Assembly receives all the required documents.</li> <li>• Publish notice of bans for Twenty (21) days If there are no caveats relating to the proposed marriage, the assembly issues license.</li> <li>• Celebration of marriage</li> <li>• Signing of the marriage certificate</li> </ul>	Twenty-one (21) days
Issuance of Business Operating Permit (BOP)	<ul style="list-style-type: none"> <li>• Produce Registrar General Business Certificate/Certificate of Incorporation</li> <li>• Name of Business</li> <li>• Name of Business Owner</li> <li>• Business Location (GPS location)/Address</li> <li>• Contact Detail.</li> </ul>	<ul style="list-style-type: none"> <li>• The Assembly receives the required documents needed for issuing a Business Operating Permit.</li> <li>• The documents are inspected and confirmed.</li> <li>• Management Information System (MIS) unit Inputs the client's data</li> <li>• Choose the business type/category based on the data collected to determine the bill amount.</li> <li>• Approval is given after confirmation</li> <li>• Business Operating Permit/License is Issued to the client.</li> </ul>	Within two (2) weeks
Issuance of food vendors' certificate	<ul style="list-style-type: none"> <li>• Submit one passport pictures and other details.</li> <li>• Pay registration fee which is subject to review.</li> <li>• Undergo screening process.</li> </ul>	<ul style="list-style-type: none"> <li>• The Environmental health unit of the Assembly receives details.</li> <li>• Give out date for mass screening for food vendors are normally done on September/ October.</li> </ul>	Within one (1) week for the mass screening and instant for those who

		<ul style="list-style-type: none"> <li>• When reports are ready, those who are medically fit are given the food vendors certification.</li> <li>• Re- newer is done after a year with the same procedures.</li> </ul>	comes to the office.
Fixing of fees and property rates	<ul style="list-style-type: none"> <li>• Name of the business and the owner.</li> <li>• Type of property</li> <li>• Location</li> <li>• Site plan</li> </ul>	<ul style="list-style-type: none"> <li>• Valuation of the property.</li> <li>• Measurement taken to determine the size of the property.</li> <li>• Rate Impost is applied to determine the bill amount</li> <li>• Data sent to MIS for bill printing</li> <li>• 3-month notice served before payment for your receipt/ certificate</li> </ul>	Within two (2) weeks
STEP: 1  Issuance of Development and Building Permits including the Jacket	<ul style="list-style-type: none"> <li>• Buy your development and building permit applications form and jacket forms the revenue unit of the Assembly</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of Land Ownership, lease (receipt/ chief's consent)</li> <li>• Signed Site Plan (Must be endorsed by a qualified surveyor or equivalent)</li> <li>• Four (4) copies of structural drawings approved by an architect or structural engineer</li> <li>• Soil test report for 4-storey buildings (3-storey commercial/public buildings)</li> <li>• Ghana National Fire Service report</li> <li>• Environmental Protection Agency report</li> </ul>	Within one (1) Month

		<ul style="list-style-type: none"> <li>• Structural integrity report in case development has already commenced or is completed (for buildings above 2-storey)</li> <li>• Drawings must be satisfied by a structural engineer or architect</li> </ul>	
STEP: 2	<ul style="list-style-type: none"> <li>• Completion of Forms</li> </ul>	<ul style="list-style-type: none"> <li>• Complete the application form in full with the required information. Add the above listed documents</li> </ul>	
STEP: 3	<ul style="list-style-type: none"> <li>• Payment and Submission of Forms</li> </ul>	<ul style="list-style-type: none"> <li>• Pay processing fees and submit completed form with all the required attachments to the Town &amp; Country Planning Unit of the Assembly. Upon submission, you shall be informed about the following: <ul style="list-style-type: none"> <li>• Corrections to be made (if any)</li> <li>• Date for site inspection</li> </ul> </li> </ul>	
STEP: 4	<ul style="list-style-type: none"> <li>• Assessment, Payment and Collection</li> </ul>	<ul style="list-style-type: none"> <li>• The secretariat will process the application within two (2) weeks of receipt of application for the Technical Sub-committee's inspection, assessment and recommendations.</li> <li>• The Technical Sub-committee's recommendations on the application is forwarded to the Spatial Planning Committee within a month of receipt of application for final decision</li> </ul>	

		<p><i>NB: Applicant may be informed of corrections to be made</i></p> <ul style="list-style-type: none"> <li>• The final decision of the Spatial Planning Committee is communicated to the applicant in writing within two (2) working days.</li> </ul> <p><b>POSSIBLE DECISIONS</b></p> <ul style="list-style-type: none"> <li>• <b>Approval</b></li> <li>• <b>Regularization</b></li> <li>• <b>Refusal</b></li> <li>• <b>Deferral</b></li> </ul> <ol style="list-style-type: none"> <li>1. On approval, the Works department will assess and communicate payment due to the applicant.</li> <li>2. Pay the approved permit fee or penalty fee at the Finance Office of the Assembly and collect your development and building permit from the Works Department of the Assembly with the payment receipt.</li> <li>3. In case of the refusal, the applicant will be notified and advised on what needs to be done for further consideration.</li> <li>4. In case of a refusal, the applicant will be notified of the reason(s) for the refusal.</li> </ol> <p><b>NB:</b> Under no Circumstance should any payment be made to any middleman</p>	
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		Besides the designated offices. Any client who disregards this caution does so at His/Her own risk and the Assembly shall take no responsibility whatsoever.	
Disability Fund	<ul style="list-style-type: none"> <li>• Register with the Assembly with three (3) FULL size photos</li> <li>• Conduct investigations on Persons With Disability</li> </ul>	<ul style="list-style-type: none"> <li>• Vetting of applicants to confirm kind of support needed</li> <li>• Disbursement of funds to successful applicants</li> </ul>	Seven (7) to eight (8) minutes any working day; quarterly
Child Maintenance and Welfare	<ul style="list-style-type: none"> <li>• Inviting both parties involved</li> </ul>	<ul style="list-style-type: none"> <li>• Make a verbal/written complaint to the department</li> <li>• the Department issues summons to both the complainant and the defendant to appear before a committee</li> <li>• the Committee sits on the case and settles it</li> <li>• Dissatisfied party may make an appeal or seek redress at the courts of law</li> </ul>	Within five (5) working days
Family Dispute Resolution	<ul style="list-style-type: none"> <li>• Invite both parties involved</li> </ul>	<ul style="list-style-type: none"> <li>• Make a verbal/written complaint to the Department</li> <li>• The Department issues summons to both the complainant and defendant to appear before a committee</li> <li>• The committee sits on the case and settles it</li> </ul>	Working days within two (2) weekly sittings

		<ul style="list-style-type: none"> <li>• Dissatisfied party may make an appeal or seek redress at the courts of law</li> </ul>	
General complaints from the clients to the receptionist		<ul style="list-style-type: none"> <li>• Visit client unit or call client service officer (CSO)</li> <li>• Lodge your complaint verbally or written</li> <li>• Leave your contact number or address with the officer</li> <li>• Wait for feedback within five (5) working days</li> <li>• <b>Report issue directly to MCD/MCE/PM if not satisfied with first response</b></li> </ul>	One (1) – five (5) working days depending on the issue
Specific complaints from the clients to the receptionist		<ul style="list-style-type: none"> <li>• Visit client unit or call client service officer (CSO)</li> <li>• Lodge your complaint verbally or written</li> <li>• Leave your contact number or address with CSO</li> <li>• Wait for feedback within five (5) working days</li> <li>• <b>Report issue directly to MCD/MCE/PM if not satisfied with first response</b></li> </ul>	Within two (2) weeks
Courtesy Call on MCE/MCD		<ul style="list-style-type: none"> <li>• Report at reception for direction to MCE/MCD</li> <li>• Register at the MCE/MCD secretariat</li> </ul>	Within an hour's (1 hour) waiting time



		<ul style="list-style-type: none"> <li>• indicate purpose of visit (Official/Private/Personal)</li> <li>• Wait for your turn at MCE/MCD Secretariat</li> <li>• Sign-out at the MCE/MCD Secretariat on your way out</li> </ul>	
Advertisement	<ul style="list-style-type: none"> <li>• Letter of application in details drawings of the sign post.</li> <li>• Payment of fees</li> </ul>	<ul style="list-style-type: none"> <li>• Inspection of the site</li> <li>• Submission of drawing to the technical sub-committee</li> <li>• Approval of fees</li> <li>• Onward to Physical Planning for approval</li> </ul>	Within one (1) Month
Container Permit	<ul style="list-style-type: none"> <li>• Submission of application</li> </ul>	<ul style="list-style-type: none"> <li>• Inspection of the Container whether it is in a proper lane or not</li> <li>• If yes, then the permit will be approved but if no, there wouldn't be any approval.</li> </ul>	Within two (2) weeks

### **ROADS (URBAN ROADS)**

- Provides technical advice to the Assembly on public projects
- Take care of process of awarding a contract
- Supervision and maintenance of public works



## **5.1 WE STRIVE FOR;**

- Efficient, effective, open and inclusive local government.
- Strong assembly member and community participation.
- Dedicated and committed staff.
- Continuous improvement in our service delivery.
- The creation of an enabling environment for socio-economic development.
- Empowerment of the women and the other vulnerable groups to participate in governance and Assembly's development agenda.
- Safe, healthy and secure community.
- 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 strong public and private partnership in our service delivery to ensure efficiency and effectiveness.
- Ensure that a child has a weighing card and in case of persons above one (1) year, birth certificate and ID card.
- 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 others.
- The bye-laws of the Assembly will be complied with to ensure effective administration of the district.

## **5.2 COURTESY AND COOPERATION**

- All office doors are marked to facilitate easy identification.
- Friendly client service officers will be at your service to assist you.
- Assembly staff with clear identification are also available to provide information and other support services.
- A well-trained development control task 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.

## **5.3 INFORMATION TRANSPARENCY AND CONVENIENCE**

- Notice boards will be made available at our and sub-district offices.
- The Oforikrom Municipal Assembly will provide its clients with all the necessary information they need to access its services.
- Information will also be made available in our revenue points throughout the Assembly.
- Suggestion boxes will be put at vintage points including sub-districts offices to solicit public views on our service delivery

## **6.0 WHAT CLIENTS SHOULD EXPECT FROM OFORIKROM MUNICIPAL ASSEMBLY**

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- Discipline, Dedication and working together with our clients in order to provide equity and transparency in all aspects of our services.
- Prudent use of resources.
- Provide a friendly, environment and high-quality services that maximize client satisfaction.
- Efficient and effective collaboration with our stake holders for resource mobilisation and development planning.
- Empower women and other vulnerable groups to participate in government and Assembly's development agenda.
- Protection and promotion of public health and the prevention of diseases.
- Continuous improvement in our service delivery.
- Provide reliable, useful timely and socio-economic information that will be accessible to its constituents and the general public.
- Keep the Assembly's website ([info@ofmma.gov.gh.com](mailto:info@ofmma.gov.gh.com)) current and make it reader friendly and accessible to the general public.

## **7.0 WHAT WE EXPECT FROM OUR CLIENTS**

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To enable the Assembly perform its functions well, we expect the following from the general public;

- To be courteous and polite to our staff.
- Keep the Municipality clean.
- To adhere strictly to the procedures for lodging complaints.
- Business should be properly registered.
- To duly address and support all requests with appropriate documents where necessary.
- Secure a building permit from the Assembly before putting up any structure.
- Participate in various community level education programmes on sanitation, revenue collection and others.
- Comply with the Municipal Assembly Byelaws to ensure effective administration.
- Respond to summons promptly.
- Honour tax obligations to the Assembly.

## **8.0 COMPLAINTS PROCEDURE**

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**When lodging complaints, we would like you to:**

- Identify yourself.
- Be clear about why you are not satisfied
- Tell us how you would have expected the OfMA to have served you.
- Keep a record of events.
- Follow up with the relevant staff member, if possible

### **8.1 MAIN MUNICIPAL ADMINISTRATION OFFICE**

Location: AK-105-4079, on the Kumasi-Ejisu Road near Oforikrom Bus Stop

ADDRESS:

OFORIKROM MUNICIPAL ASSEMBLY,

P.O. BOX UP 487

KNUST

TEL NO: 0503234177

FAX: 042-33659

E-mail: [info@ofmma.gov.gh.com](mailto:info@ofmma.gov.gh.com)

You can lodge your enquiries or complaints through;

#### **The Client Service Unit**

Located on the ground Floor of the Assembly's office building (**Oforikrom Municipal Assembly**)

GPS: AK 105-4079

Telephone: 0503234177

Email: [info@ofmma.gov.gh.com](mailto:info@ofmma.gov.gh.com)

Website: [www.OfMA.gov.gh](http://www.OfMA.gov.gh)

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

**THE CHAIRMAN,  
PUBLIC RELATIONS AND COMPLAINTS COMMITTEE,  
P.O. BOX UP 487,  
OFORIKROM.**

In the event that you are unhappy with any of our services or if you feel that we have not met the standards and/or timelines provided, you may lodge your grievances to the Municipal Chief Executive Office via:

**THE MUNICIPAL CHIEF EXECUTIVE  
P.O. BOX UP 487,  
KNUST-OFORIKROM**