
EAST GONJA MUNICIPAL ASSEMBLY



REVISED CLIENT SERVICE CHARTER

JANUARY, 2025

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FOREWARD

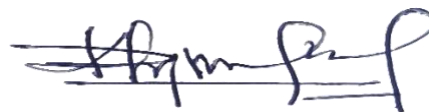
This Client Service Charter has been developed to monitor efficient service delivery and serves as the blueprint for the East Gonja Municipal Assembly (EGMA). It will help to further facilitate the standardization of the services delivered and to communicate to the public, the exact services that the Assembly delivers. It details the service standards Management of the Assembly is committed to delivering to its stakeholders. It also outlines a complaints procedure for stakeholders who may have challenges with our services.

Through this document, the East Gonja Municipal Assembly will be able to communicate to its stakeholders, vital information about what it is committed to do, how clients can contact the Assembly, what to expect by way of service delivery and how to seek remedy for unsatisfactory service(s). This will enhance the participation of civil society and interest groups in the provision of service as well as transparent mechanisms for accessibility and complaints.

Another fundamental reason for the development of this Charter is to highlight to our clients, the various services offered by the Assembly, the procedures to follow to access them, and the timeframe within which services could be obtained.

It is Management's expectation that stakeholders, who engage the Assembly are served in line with its values of being professional, ethical, efficient and responsive as the Assembly's commitment as an entity is to ensure that it provides the highest standards of excellence in client service delivery.

Your feedback is welcomed as the Assembly partners you to create a customer-centric culture and to deliver services to its stakeholders.



**SYLVESTER NAAH YAW KYILEYANG
(MUNICIPAL COORD. DIRECTOR)**

CHAPTER ONE

INTRODUCTION

1. PROFILE

As a result of the carving out of the North-East Gonja District, the East Gonja Municipal Assembly was re-created by a Legislative Instrument, L.I 2275 in 2017 with Salaga as the Municipal Capital. The Municipal Assembly shares boundaries with North-East Gonja District to North, Central Gonja District to West, Nanumba-North, Nanumba-South, Kpandai Districts to the East and Bono - East Region to the South. The Municipality lies within Latitude 8°N & 9.29°N and, Longitude 0.29E & 1.26°W.

The total land area of the Municipality is 4,252 square kilometres, occupying about 27.7% of the landmass of the Savannah Region, making it the largest Municipality in the Region in terms of landmass. The Municipal Assembly has 209 communities with a total population of 117,755. For easy administration, the Municipality has been zoned into Four (4) Zonal Councils namely, Salaga, Kpembe, Makango/Kafaba and Kulaw zonal councils with Twenty-three (23) Electoral Areas.

1.1 Vision

A leading decentralised local government service provider in the country with high quality delivery of development programs and projects and create a sustained and enviable atmosphere of peace and security for all.

1.2 Mission Statement

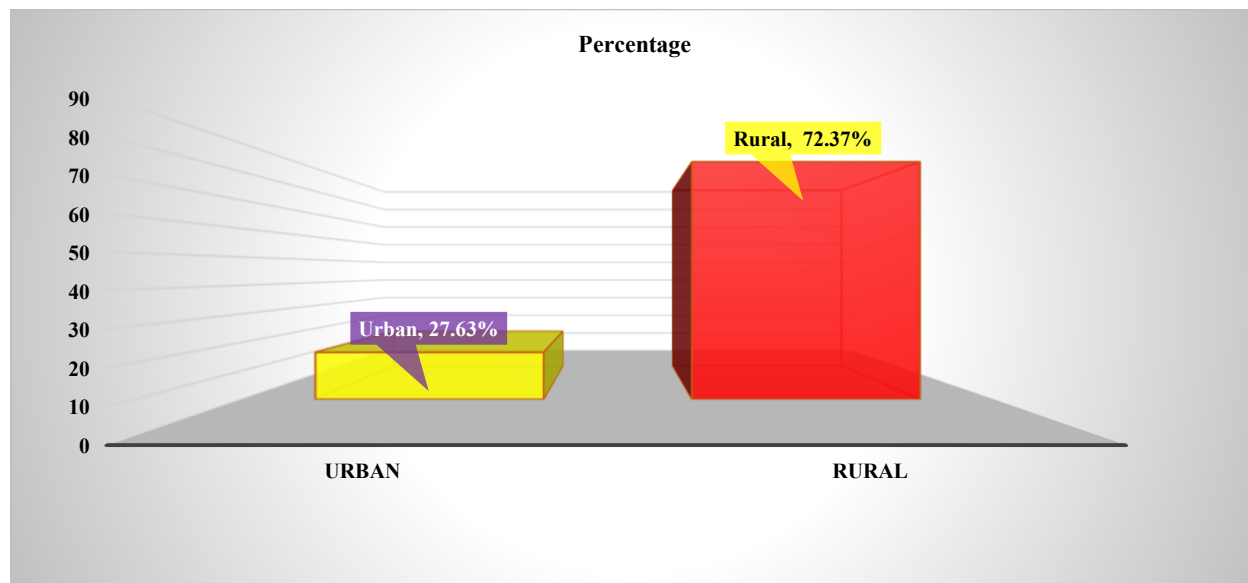
East Gonja Municipality exists to ensure equitable development of the municipality for all persons by mobilizing, coordinating and judiciously utilizing resources for sustainable improvement of the lives of the people.

2.0 DEMORGRAPHIC CHARACTERISTICS

2.1 Population size, structure and composition

The population of East Gonja Municipal, according to the 2021 Population and Housing Census (2021PHC), is One Hundred and Seven Thousand, Seventeen Hundred and Fifty-five (117,755) representing Eighteen percent (18%) of the Region's total population. Sixty Thousand, One Hundred and Ninety-nine (60,199) of the Males population, constitutes Fifty-one point one percent (51.1%) and Fifty-seven Thousand, Five Hundred and Fifty-six (57,556) females population represents Forty-eight point nine percent (48.9%). The population of the Municipality is predominantly rural, representing Seventy-two point Three percent (72.37%) of the total population of the Municipality.

Figure 1.1: Geographical Distribution of East Gonja Municipal population



Source: 2021 PHC

2.2 Sex Ratio

Generally, the proportion of males is higher than that of females in the Municipality. Whereas males are Sixty Thousand, One Hundred and Ninety-nine (60,199) females are Fifty-seven Thousand, Five Hundred and Fifty-six (57,556), giving a sex ratio of 104.1 (i.e, Sex ratio is the number of males per hundred females in a given population). The sex ratio for the Municipality can thus be interpreted as 104 males for every 100 females.

3.0 SOCIAL CHARACTERISTICS

3.1 Household Size, composition and structure

The East Gonja Municipality has a household population of 117,755 with an average household size of 4.3 persons per household lower than the Region's 4.9 and higher than the country's average household size respectively. Children constitute the largest proportion of the household structure accounting for 53.3 percent. Spouses form about 10.5 percent. Nuclear households (head, spouse(s) and children) constitute 33.5 percent of the total number of households in the Municipal.

3.2 Composition of Household by Sex

Table 3.1 shows household size by type of locality. From the table the Municipal has a total population of 115,888 with 32,539 being urban and 85,216 being rural. The table further indicates that there are a total of

26,680 households in the Municipality. Again, the average household size of the Municipality (4.3) is lower than the average household size in the region (4.9).

Table 3.1: Household size by type of locality

CATEGORIES	TOTAL COUNTRY	REGION	DISTRICT	URBAN	RURAL
TOTAL POPULATION	30,832,019	653,266	117,755	32,539	85,216
TOTAL HOUSEHOLD POPULATION	30,079,802	646,781	115,888		
NUMBER OF HOUSEHOLD	8,365,174	133,114	26,680		
AVERAGE HOUSEHOLD SIZE	3.6	4.9	4.3		

4. POLITICAL ADMINISTRATION

The East Gonja Municipal Assembly consists of 36 Assembly members consist with 23 elected, 11 government appointee, 1 MCE and 1 Member of Parliament. The administrative capital is Salaga, which is centrally located in the Municipal. For easy administration, the East Gonja Municipal has been zoned into four (4) zonal Councils with 23 electoral areas. The Municipal Chief Executive is the Chief executive officer of the Assembly with both Administrative and Political responsibilities. The Municipal Coordinating Director is the Chief Administrator of the Assembly. The 11 decentralized departments are all present and functional in the district.

5. ECONOMIC ACTIVITY STATUS

According to 2021 PHC, About 72.4 percent of the population aged 15 years and older are economically active while 27.6 per cent are economically not active. Of the economically active population, 96.8 percent are employed while 3.2 percent are unemployed. For those who are economically not active, a large percentage are students (36.4%), 36.2% perform household duties and 3.4% are disabled or too sick to work. Four out of ten unemployed are seeking work for the first time.

6. OCCUPATION

According to 2010 PHC, of the employed population, about 77.3 percent are engaged as skilled agricultural, forestry and fishery workers, 6.0 percent in service and sales, 11.1 percent in craft and related trade, and 0.7 percent are engaged as managers, professionals, and technicians.

7. EMPLOYMENT STATUS AND SECTOR

According to 2010 PHC, of the population 15 years and older 61.0 percent are self-employed without employees, 29.0 percent are contributing family workers, 0.7 percent are casual workers and 1.0 percent are domestic employees (house helps). Overall, men constitute the highest proportion in each employment category except the contributing family workers apprentices, domestic employees and a few other categories. The private informal sector is the largest employer in the district, employing 96.1 percent of the population followed by the public sector with 2.7 percent.

8. SOCIAL AND CULTURAL STRUCTURE

The district has a total population of 117,755 with the major ethnic groups being the Guans, the Mole-Dagbani and the Gurma. The other minority ethnic groups are the Ewe, the Akan, and the Ga-Adangbe. The East Gonja Municipal forms part of the Gonja Traditional Kingdom with the King (the Yagbon-wura) as the President whose court and administrative headquarters is in Damongo the Regional capital of the Savannah Region. There are five Paramount Chiefs in Gonja-land who ascend to the position of the King (Yagbon-wura) on rotational basis. One of such paramount Chiefs is located in the East Gonja Municipal as the Kpembe-wura. There are also some Divisional Chiefs who are answerable to the Kpembe-wura. All the Divisional Chiefs have Sub-Chiefs under them. The people of East Gonja Municipal like others in the Region celebrate the Jintingi (Fire) festival and the Damba festival. The staple foods in the Municipality are Tuo Zaafi (made from maize flour), fufu (yam and cassava) and rice whose raw products are produced in the district.

9. ECONOMY OF THE MUNICIPALITY

Agriculture is the main economy of the people. The common crops cultivated in the Municipality include yam, maize, millet, rice, cassava and groundnuts. The main cash crop produced is shea nut, which is grown in the wild. The Municipality falls within the sub-basins of the Black and White Volta. Other rivers and seasonal tributaries form a network with some important valleys such as the, Katanga and Chambugu which are suitable for rice farming. Groundwater use is common with an estimated 184 boreholes have been drilled since 1970.

10. TRANSPORTATION SYSTEM

The main mode of transport in the Municipality is by road and the most common means is motor vehicles and bicycles. The Municipality has an airstrip located at Nkwanta near Salaga. This supports limited 4 air transport either by helicopter or Fokker 8 to Salaga. There is also some water transportation system on the Volta Lake from Makango to Yeji in the Bono-East Region. There are outboard motors that navigate the same route on a daily basis. The road network in the Municipalit spans a total of 612.2km linking the

Municipal capital to other communities as well as other neighboring districts. A total of 435.6km or 72 percent of the road network is engineered and 135.10km partly engineered. The non-engineered roads total 45.50km. Others are farm tracks, which are accessible only during the dry season.

11. TOURISM

Salaga, the Municipality capital was the hub of the slave trade in the West African Sub-Region and had one of the biggest slave markets in Ghana and the Sub-Saharan region as a whole. The Municipal also has the highest density of hand-dug wells that were used for the bathing of Slaves. Slavery is no longer practiced, but the wells and other slave artifacts remain for tourism purposes.

12. ELECTRICITY AND POWER

Salaga, the Municipal capital was hooked on to the national grid in March, 1998 and since then, other communities, especially those considered under the resettlement scheme, have been connected to the national grid. As at June, 2020 100 communities are connected to electricity representing 70% of total number of the communities in the Municipal.

13. ECONOMIC INSTITUTIONS

The East Gonja Municipal enjoys the services of Ghana Commercial Bank, Sinapi Aba savings and Loans Company and YAPRA Rural Bank. Social Enterprise Development (SEND) Foundation of West Africa facilitated the setting-up of two Credit Unions in the Municipal to mobilise and support registered members with credit facilities.

14. TELECOMMUNICATION AND ICT

The Municipal enjoys the services of five telecommunication service providers namely Vodafone Ghana which provides fixed line services as well as cellular, MTN, AirtelTIGO which provide only cellular services. The Municipal also has an ICT Centre that provides Internet services, ICT training and secretariat services.

15. PHYSICAL FEATURES

15.1 Climate

The East Gonja Municipal lies in the Tropical Continental climatic zone. Temperatures are fairly high ranging between 29oC and 40oC. Maximum temperature is usually recorded in April, towards the end of the dry season with minimum temperatures recorded from December to January, during the Harmattan

period. The area experiences a single rainy season (May to October) and a long dry season (November to March/April). Average annual rainfall varies between 1,112.7 mm and 1,734.6mm.

15.2 Vegetation

The natural vegetation in the Municipality is the Guinea Savannah Woodland. There are few grooves, which have been preserved over the years. The tree cover is relatively dense, compared to the rest of the Northern Region. However, intensive harvesting of trees for fuel wood and charcoal burning, and also activities of the Fulani herdsmen are fast reducing the tree cover, particularly in areas close to the Tamale Metropolitan District.

15.3 Drainage System

The Municipality has a number of large water bodies that flow throughout the Municipality. These include the Volta Lake and the Dakar River both of which run across the Municipality. A number of streams, dugouts, valleys, hills and mountains are also found at various locations in the district, as part of the natural environment. The confluence of the Volta and some of its major tributaries including the White Volta and the Dakar River are found in the Municipality.

15.4 Soils

The soils in the Municipality can be classified into two major groupings. These are: Alluvial soils generally classified under Gleysols are found around the Volta Lake, particularly in the drawn down zone of the Volta Lake during the dry season. The soils along the Lake are medium textured and moderately well drained in parts. The soil is potentially fertile and is suitable for a variety of crops especially vegetables, rice etc.

The bulk of the district is covered by ground water laterites, developed mainly from Voltaian Sandstone materials, which is highly concretionary in nature with frequent exposures of iron pan and boulders. There are, however, deeper and slightly better soils in some locations, which could support agriculture.

15.5 Agriculture

East Gonja Municipal is largely an agrarian Municipality that is characterized by predominantly small-scale farming where farmers cultivate crops such as maize, rice, soybean, millet, and groundnut mainly to feed the family and seldomly sell the surplus to the market. According to 2010 PHC, as high as Seventy-two point Six (72.6%) of households in the Municipality are engaged in agriculture. In the rural communities, eight (8) out of ten (10) households representing Eighty-One point Three percent (81.3%) are agricultural households while in the urban communities, Forty-three point One percent (43.1%) of households are into agriculture.

16. WASTE DISPOSAL

According to 2010 PHC, the most widely used method of solid waste disposal is by public dump in the open space accounting for Forty-two point One percent (42.1%). About Three (3) in every Ten (10) households dump their solid waste indiscriminately. House to house waste collection accounts for Seven percent (7%). For liquid waste disposal, throwing waste onto the street/outside about Fifty-one point Eight percent (51.8%) in every Ten (10) households do Thirty-six. Three (36.3%) throw onto the compound, making these the two most common methods used by households in the Municipality.

17. DISABILITY

According to 2010 PHC, About 2.8 percent of the Municipality's total population has one form of disability or the other. The proportion of the male population with disability is slightly higher (3.0%) than females (2.7%). The types of disability in the Municipality include sight, hearing, speech, physical, intellect, and emotion. Persons with Other Disability recorded the highest proportion of 33.8 percent followed by emotional disability (30.4%). About 3.0 percent of the population with disability are in the rural localities. There are more males with sight, physical and emotional disabilities than females. Of the population disabled, 70.0 percent have never been to school.

CHAPTER TWO

FUNCTIONS OF THE ASSEMBLY

2.1 WE ARE RESPONSIBLE FOR:

- Exercising political and administrative authority
- Controlling, regulating, inspecting, supervising and licensing of premises on any Profession, occupation, trade or business.
- Issuance of Building and Development permits
- Issuance of Business operating permits.
- Approval of planning schemes/layouts
- Development Control (Orderly physical development of settlements).
- Waste Management
- Revenue Mobilization
- Fixing of Rates
- Providing basic Socio-Economic Infrastructure, including Schools, Markets, Water, Lorry Parks, sanitation facilities (Public and Institutional Toilets) Roads
- Promoting Local Economic Development
- Collaborating with relevant Local Security Agencies to maintain security

2.2 LEGAL FRAMEWORK

The East Gonja Municipal Assembly operates within the following legal provisions and guidelines:

- ❖ Local Governance Act, 2016 (Act 936)
- ❖ The 1992 Constitution of the Republic of Ghana
- ❖ The Auction Sales Act, 1989 (PNDC Law 230).
- ❖ The Liquor Licensing Act, 1970 (Act 331)
- ❖ The Control and Prevention of Bush Fires Act, 1990 (PNDC Law 229).
- ❖ The Section 296 of Criminal Offence Act, 1960 (Act 29) in respect of littering.
- ❖ The 1992 Constitution of the Republic of Ghana
- ❖ Public Financial Management Act, 2016 (Act 921)
- ❖ Public Procurement Act, 2016, (Act 914)
- ❖ Spatial Planning Act, 2016 (Act 925)

- ❖ National Development Planning (System) Regulations, 2016 (L.I. 2232)
- ❖ Composite Budget Guidelines, 2018
- ❖ Public Health Law, 2012 (Act, 851)
- ❖ Mental Health Act, 2012 (Act 846)
- ❖ Gazetted Bye laws (Gazetted in 2015 administrative year)
- ❖ The Section 296 of Criminal Offence Act, 1960 (Act 29) in respect of stray animals

CHAPTER THREE

SERVICE STANDARDS

3.1 INTRODUCTION

All Departments, Units and Agencies in the Municipality must, as a minimum, meet the following service standards:

- Serve citizens promptly and courteously at all service delivery points;
- Provide friendly and helpful service;
- Help service users make the right choices in accessing services;
- Provide appropriate signage and information desks;
- Answer calls promptly
- Respond to queries and complaints promptly;
- Respond to mail and email correspondence promptly;
- Encourage service users to make suggestions on how to better the service offered.

CHAPTER FOUR

INTER TRANSPARENCY

4.1 PROCESSES IN OBTAINING SERVICES FROM VARIOUS DEPARTMENTS

SERVICE	TIME FRAME (DAYS/MONTHS)
Issuance of Building Permits	<ul style="list-style-type: none"> • Within 30 working days or One (1) Month
Preparation of Spatial plan (including site plan)	<ul style="list-style-type: none"> • Within Two (2) weeks to One (1) month, depending on the size of the settlements
Issuance of Business Operating Permit (BOP)	<ul style="list-style-type: none"> • 24hours One (1) working day after payment of required fees
Feedback on Complaints Lodged	<ul style="list-style-type: none"> • Five (5) working days upon receipt of complaints
Feedback on Correspondence	<ul style="list-style-type: none"> • Seven (7) working days upon receipts
Issuance of Marriage Certificate	<ul style="list-style-type: none"> • Complete and publish Form for Notice of Registration at specified places for 28 days • Couple and two (2) witnesses complete Form of Registration (FR) • Couple submit FR with affidavit • Payment of approved fees • Issuance of Marriage Certificate within five (5) days after marriage • NB: Requirements for Marriage Registration: Color copy of photo ID of couple and 2 witnesses, Two passport pictures of each couple, affidavit.
Divorce Certificate	<ul style="list-style-type: none"> • See Registrar of Marriage at the Assembly
Specific Complaints	<ul style="list-style-type: none"> • Visit Client Service Unit or Call Client Service Officer on 0542837062 • Lodge your complaints verbally or in written • Leave your contact Number or Address with Client Service Officer • Wait for feedback within five (5) working days • Report issues directly to Hon. MCE/MCD/Hon. PM if not satisfied with first response.

<p>Courtesy call on Hon. Municipal Chief Executive or Municipal Coordinating Director</p>	<ul style="list-style-type: none"> • Report at the reception for direction to the Hon. MCE/MCD Office • Register at the Hon. MCE/MCD reception • Indicate purpose of visit (Official/Private/Personal) • Wait for your turn at the Hon. MCE/MCD reception • Sign-out at the reception on your way out
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4.2 STEPS INVOLVED IN OBTAINING DEVELOPMENT/BUILDING PERMITS

<p>STEP 1: PURCHASE OF FORMS</p>	<ul style="list-style-type: none"> • Buy your development and building permit application form and Jacket from the Finance Department of the Assembly.
<p>STEP 2: REQUIREMENTS</p>	<p>BASIC REQUIREMENTS</p> <ul style="list-style-type: none"> • Evidence of Land Ownership (Receipt of Chief (s) Consent) • Signed Site Plan (Must be endorsed by a qualified Supervisor or equivalent) • Building Permit Jacket (To be obtained from District Finance Office) • Four (4) copies of Building Drawing (Drawing must be endorsed) • Property rate payment receipt (For existing buildings) <p>ADDITIONAL REQUIREMENTS</p> <p>(For multi-purpose and multi-usage)</p> <ul style="list-style-type: none"> • Four (4) copies of structural drawings approved by an Architect or Structural Engineer • Soil test report • Ghana National Fire Service report • Environmental protection Agency report

	<ul style="list-style-type: none">• Structural integrity report in case development has already commenced or is completed (for building above 2-storey)• Drawings must be satisfied by a Structural Engineer or Architect• Up to date business registration and operating permit (for commercial organizations)• Property rate payment receipt (for existing buildings)
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CHAPTER FIVE

COURTESY AND CO-OPERATION

5.1 Courtesy and Co-Operation

- ❖ Our office doors are marked to facilitate easy identification.
- ❖ Friendly Client Service Officer and Secretaries of the Assembly will be on hand to provide various services.
- ❖ Assembly Staff are also available to provide professional support services.
- ❖ A well-trained development control task force will visit various construction sites to ensure compliance to building regulations.
- ❖ Courteous Revenue Collectors will move round daily for the collection of various rates/fees.
- ❖ Pay point are established at Kafaba, Makango, Abrugase and Salaga Township
- ❖ Active participation in all Communal Labour activities at the community level.
- ❖ Active participation in the various community level education programmes on sanitation, hygiene, revenue collection and Town Hall Meetings.
- ❖ Avoidance of littering of all forms and report those that litter.
- ❖ Developers are entreated to produce valid development permits.
- ❖ Strict Compliance with by-laws of the Assembly.

5.2 WHAT WE EXPECT FROM THE PUBLIC

The Assembly expect's full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery: to access any of the services we provide:

- Business should be duly registered with the Registrar General Department and the NBSSI Office of the Assembly
- Prompt payment of Property Rates, Business Operating Permits and Basic Rates.
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.
- Prompt report of unauthorized development, illegal connections and crime.
- Active participation in all Communal Labour activities at the community level.
- Active participation in the various community level education programmes on sanitation,

hygiene, revenue collection and Town Hall Meetings.

- Avoidance of littering of all forms and reports those that litter.
- Developers are entreated to produce valid development permits.
- Strict Compliance with by-laws of the Assembly.

5.3 DEALING WITH COMPLAINTS, ENQUIRIES, AND GRIEVANCES

- You can make your enquiry or lodge complaints at our Client Service Unit or by contacting our Client Service Officer on 0542837062
- We aim to acknowledge and respond to your written communication within three (3) working days.
- If we cannot fully provide an answer to your query within that specified time, we will provide you with an interim response and advice you as to when a final response can be expected.
- We aim to investigate your complaints, provide you with the proposed action to solve it, and seek your feedback about the proposed action within three (3) working days of receiving your complaint.
- We aim to follow up with you on executed action to make sure it has been executed within the specified period and seeking feedback about the final result.
- If you are not satisfied with the proposed action, we will provide you with the right to raise a grievance to the office of the Hon. Presiding Member (PM) of the Assembly.

5.4 THE ASSEMBLY'S COLLABORATIVE AGENCIES

S/no	NAME	OPERATIONAL AREA	CONTACT PERSON	CONTACT
1	Ghana Water Company Ltd	Supply of water	Mr. Ishmael	0244687663
2	NEDCo	Electricity supply	Mr. Akati Ganiu	0540652253
3	World Vision Ghana	Wash And Food Security	Salas Dramani	0246825959
4	Send Ghana	Agriculture And Cooperatives	Bashiru Jumah	0243954680
5	Presby Agric Services	Agriculture, VSLA, Quality Shea Production	Buutmang Nunifu	0242103482

6	Choice Ghana	Education, good governance and WASH	Mohammed Seidu	0208279998
7	Ghana Dev. Comm. Assoc. (GDCA)	Social Accountability	Philip	0501387542
8	Sustainable Soya Bean Prod. in Northern Ghana	Agriculture	Selase Kwaku Dotse	0244874540
9	UNICEF	Wash	Nana Koba	0243217861
10	Development Frontier	Livelihood, Advocacy, Climate Change, Smart Agriculture, Clean Water and Sanitation	Grace Ayijunu	0208166743
11	GIZ	Accountability, internally generated Funds	Mohammed Musah	0596914579

5.5 CONTACT ADDRESS AND CONTACT PERSONS

5.1.1 CONTACT ADDRESS:

- East Gonja Municipal Assembly
- P.O. Box 1, Salaga
- Savannah Region
- **Digital Add.:** N4-00023-4222
- Telephone: 0559636677 (Senior Executive Officer)
- **Website:** www.egma.gov.gh

5.1.2 CONTACT PERSONS

- HON. KASSIM YAZID RABIU – Municipal Chief Executive – 0246346498
- HON. ISSAHAKU HAFISU – Presiding Member – 0243982238
- SYLVESTER NAAH YAW KYILEYANG – Municipal Co-ord. Director – 0244241060
- YAKUBU RAHINATU NJAKUWA - Client Service Centre – 0542837062

5.1.3 EMERGENCY SERVICES:

- **Police:** 112/191 or 0244224583
- **Fire Service:** 112/192 or 0245280635
- **Ambulance Service:** 193/193/112 or 0242239715
- **4. NADMO:** 0246561261