



# **SEKONDI-TAKORADI METROPOLITAN ASSEMBLY**

**OPEN GOVERNMENT PARTNERSHIP  
(OGP)**

**SECOND LOCAL ACTION PLAN  
(2018- 2020)**

**SEPTEMBER 2018**

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## FOREWORD

I am extremely excited to be at the forefront in preparing this second Open Government Partnership (OGP) Local Action Plan. It is a great pleasure to continue the work of my predecessors in advancing transparent and accountable governance in the Sekondi-Takoradi Metropolis. As the only Local Government in Ghana to be part of and implementing OGP commitments, the Assembly assumes a great deal of responsibility to pave the way and set a good model for others to emulate.

Ghana signed onto the OGP initiative in 2011 and as an obligation under the Partnership, developed and implemented two action plans; the third National Action Plan which is under implementation was submitted in October 2017, is the continuation of Ghana's efforts to meet all the requirements under the partnership.

By virtue of Ghana's membership, STMA became eligible to apply for and participated in the subnational pilot program organized by the OGP in 2015. The pilot program for Subnational Government was a way of giving meaning to the tenets of OGP at the grassroots level through the efforts of Local Governments, Civil Society Organizations (CSO's) and most importantly, the involvement of citizens to spur change.

The rationale for joining the Open Government Partnership (OGP) was to strengthen and consolidate gains made by the Metropolitan Assembly in the areas of citizen participation, fiscal transparency and accountability. This is also to find lasting and innovative solutions that would enable the Assembly carry-out its core mandate of providing municipal services and infrastructure development.

I am happy to share that, my appointment and subsequent confirmation as Chief Executive of the Assembly coincided with the implementation phase of the first Action Plan in 2017. In March that year, I launched the OGP implementation phase during a Town Hall Meeting in Sekondi – one of the Sub-Metropolitan District Councils. At that meeting, I indicated my commitment to ensure the implementation of the five commitments which focused on Public Service (Security and Sanitation), Fiscal Transparency and Public Participation (Private Sector Involvement and Planning).

It is with great pride that to report that despite the obvious financial constraints, the Assembly worked tirelessly with its civil society partners, private sector associations and the citizenry to make substantial progress in the implementation of the Plan. For example, we were able to improve security by procure and installing street bulbs in many public areas in the Metropolis. Through a participatory approach, we were able to construct a Community-based Health Planning and Services in one of our communities. Again, we commenced a process of developing a new model of collaboration with landlords and property owners to increase coverage of household toilets across the Metropolis. Further, we deepened our relationship with

private sector associations in an inclusive and transparent manner in fixing fees. In areas where we were not able to make enough progress, the Multi-stakeholder Forum and the citizens engaged during this co-creation have recommended the inclusion of the same commitments and milestones into the second Action Plan.

As the Assembly seeks to consolidate the gains and implement the lessons learnt from the previous Action Plan, this second Plan introduces innovations through technology to increase citizens' access to information on municipal services and financial data. We also aim to use technology to improve the issuance of development and building permits and enforce land use and spatial development plans.

One area worth mention is the Assembly's localization of the Sustainable Development Goals in this LAP II and the unflinching support of state and non-state actors on using the OGP in advancing the Agenda 2030; the introduction of Impact Evaluation of these commitments to be conducted by the Behavioral Insights Team.

Considering the enormous contribution of the OGP to building inclusive and sustainable societies, relevant resources will be mobilized to ensure that the commitments in this Plan are successfully implemented.

**ANTHONY KOBINA KURENTSIR SAM (HON.)**  
**METROPOLITAN CHIEF EXECUTIVE**  
**SEKONDI-TAKORADI**

## **MESSAGE FROM THE CO-CHAIR OF MULTI-STAKEHOLDER FORUM**

This second OGP Action demonstrates the commitment of the Sekondi-Takoradi Metropolitan Assembly and its citizens to strengthen inclusiveness, accountability and trust building by using the impact of technology to deliver sustainable development outcomes.

As the co-chair of the Multi-stakeholder Forum, I am extremely pleased about the broader and fruitful consultation between government, civil society and the private sector in co-creating this Action Plan. It was exciting to see how traditional leaders, Assembly members, youths, persons living with disability, persons living with HIV, fisher folks, traders, religious groups, market women congregate to collectively share ideas on how to improve public service delivery through open government.

To respond to the priorities of these stakeholders, the Multi-stakeholder Forum has contributed to the preparation of an Action Plan which focuses improving transparency and accountability in the delivery of public infrastructure, building partnership in basic service provision, strengthening communication and feedback, as well as reducing bureaucracy in permitting. We are satisfied that the implementation of the will bring true meaning to STMA's OGP vision that builds for sustainability, and commands the trust and confidence of citizens.

The Forum will continue to perform its oversight role by creating the platform for civil society duty-bearers and service providers, the business community; vulnerable and marginalized groups to discuss, seek answers and proffer solutions to challenges that confront the in an inclusive and participatory manner and also monitor the implementation of commitments in the Action Plan. As we move into the implementation phase, the Forum will rely heavily on the inputs of all stakeholders in taking stock of the key successes and strategizing to mitigate challenges that would arise.

**VICTORIA ARABA DENNIS (MRS.)  
CO-CHAIR, SEKONDI-TAKORADI MULTI-STAKEHOLDER FORUM  
(EXECUTIVE DIRECTOR OF AFRICAN WOMEN INTERNATIONAL)**

## ACRONYMS AND ABBREVIATIONS

AGI	Association of Ghana Industries
ASSI	Association of Small Scale Industries
BAC	Business Advisory Centre
BIT	Behavioural Insights Team
BSF	Berea Social Foundation
CSO	Civil Society Organisation
ECG	Electricity Company of Ghana
CSUF	Citywide Settlement Upgrading Fund
FM	Frequency Modulation
FoN	Friends of the Nation
GNA	Ghana News Agency
IT	Information Technology
IGF	Internally Generated Funds
LAP	Local Action Plan
LI	Legislative Instrument
MIS	Management Information System
MOTI	Ministry of Trade and Industry
NBSSI	National Board for Small Scale Industries
NCCE	National Commission for Civic Education
NGO	Non-Governmental Organisation
OGP	Open Government Partnership
PPA	Public Procurement Authority
POC	Point of Contact
PRO	Public Relations Officer
SPEFA	Social Public Expenditure and Financial Accountability
STCCI	Sekondi-Takoradi Chamber of Commerce and Industries
STMA	Sekondi-Takoradi Metropolitan Assembly

## **ACKNOWLEDGEMENT**

The leadership of the Assembly is grateful to all including the Multi-stakeholder Forum who actively and enthusiastically participated in the co-creation process that led to the drafting of this document.

The Assembly also appreciates the financial support of the OGP Multi-Donor Trust Fund managed by the World Bank for the co-creation of this Action plan.

We are grateful to the STMA OGP Technical Team, particularly Solomon Kusi Ampofo (FoN), Aziz Mahmoud (STMA –CSUF), Joyce Cudjoe (BSF) and Isaac Aidoo (STMA and OGP Point of Contact) who provided technical support for the preparation of this Action plan.

STMA deeply appreciates the efforts of the OGP Local Program Support Unit for providing technical backstopping to the development and completion of this Action plan.

We also acknowledge the efforts of the OGP Working Team comprising Friends of the Nation, Berea Social Foundation, STMA-CSUF, STCCI, Sekondi Traditional Council, Ghana News Agency, Ghana Federation of Disability Organization and the Presiding Member of STMA for their collaborative efforts towards the co-creation and completion of this document.

## 1.0 INTRODUCTION

Sekondi –Takoradi Metropolitan Assembly (STMA) joined the Open Government Partnership in 2016 and prepared its first Action Plan in November that year. In its first Action Plan, STMA developed specific commitments in partnership with Non-Governmental Organizations (Friends of the Nation, Berea Social Foundation and STMA-CSUF), Civil Society Organizations, Chiefs, Religious Leaders, Trade Associations, Media, Assembly Members and Unit Committee Members. The participation of STMA and its civil society partners in the OGP program has given the opportunity to strengthen the Assembly’s governance procedures to better respond to citizen’s needs and aspirations and facilitated the creation of an active multi-stakeholder forum that frequently meet to discuss and address issues on public service delivery.

This is the second OGP Local Action Plan prepared by the Assembly and it consists of potentially high impact open government commitments. It was prepared through a rigorous participatory process involving all relevant stakeholders from government, civil society and private sector. Close to 1,200 citizens were directly engaged during the 4 month co-creation process, made up of state and non-state actors and two key marginalized group; persons living with disability and people living with HIV. With financial support from the OGP Multi-Donor Trust Fund managed by the World Bank, the preparation of the Action Plan was facilitated by a consortium of Civil Society Organisations - Friends of the Nation, Berea Social Foundation and STMA-CSUF.

After a robust and consultative engagements with state and non-state actors, the Multi-Stakeholder Forum had validated and approved the following five key commitments for the 2018-2020 OGP Local Action Plan;

- Enhance Transparency and Accountability in the delivery of Public infrastructure
- Empower citizens to enhance civic participation in local governance and promote fiscal transparency
- Public service (Permitting and Enforcement of Land use and Spatial Development Plans)
- Public service delivery (to promote partnership in Sanitation delivery)
- Access to information (Communication and Feedback)

A brief description of how the implementation of the commitments will contribute to the achievement of the Sustainable Development Goals has been incorporated. There is also an introduction of an Impact Evaluation of three of the commitments to be conducted by the Behavioral Insights Team.

### ***Brief about STMA***

Ghana is a country in Africa that is situated between both the eastern and the western hemispheres. The country is bordered by the countries of Burkina Faso, Cote d'Ivoire and Togo, as well as the Atlantic Ocean and the Gulf of Guinea.

As a nation Ghana currently has 254 Metropolitan, Municipal and District Assemblies (MMDA's). These are established by the Minister of Local Government to serve as the highest political and administrative authority in each district with the primary function of promoting local economic development. These MMDA's are distributed across the ten regions of the country to ensure implementation of government policies and strategies at the grassroots levels.

Sekondi-Takoradi Metropolitan Assembly (STMA) is the Local Government Authority mandated under Ghana's Local Governance Act, 2016 (Act 936) to be the administrative and developmental decision-making organ of the twin-city of Sekondi-Takoradi. Being one of the twenty-three (23) districts in the Western Region of Ghana, STMA has Sekondi-Takoradi serving as capital for the metropolis and the Region; located on the west coast with the Trans African Highway passing through and thus, strategically located considering its proximity to the sea, the airports and also accessibility to major cities by rail and road. The demographic setup of the metropolis during a census conducted in 2010 showed the population of 559,548 people and is projected to be 700,034 in 2017. The main festival celebrated is Kundum and various annual carnivals are also organised by the Masquerading groups in the Metropolis.

In 2007, Ghana made discoveries of Oil and Gas in two deep water blocks: Cape Three Point and Tano in the western region of the country by Kosmos Energy and Tullow Oil drilling companies respectively. Aside being the main hub of Ghana's young and burgeoning oil and gas industry, it also hosts the second largest port in the country. As a result of the sprawl of oil service companies and its accompanied attraction of job seekers into the Metropolis, there has been an increased demand on STMA to improve on their public service delivery functions, particularly on management of solid waste and expansion in transportation infrastructure, housing for the increasing population of the metropolis, deceleration in social infrastructure as well as more demand for utilities by the citizenry.

## 2.0 OPEN GOVERNMENT INITIATIVES

### Update on the implementation of the first Local Action Plan

#### *Commitment 1: Public Service – Security*

The objective of this commitment is to bring together key stakeholders to elevate safety across the Metropolis. Consequently, some key stakeholders were engaged in the formation of community watch committees. Importantly, one community watch committee has been formed, trained and deployed volunteers with the help the police to support community policing. Existing Neighbourhood Watch Committees have also been strengthened by linking them up to the Police. The number of anticipated pilot community Watch Committees could not be achieved due to inadequate support from Assembly members coupled with unwillingness of people to volunteer due to the absence of some logistics and other financial supports. STMA is taking steps to engage other stakeholders (chiefs, opinion leaders) to ensure that communities accepts and work with this form of security in order to reduce the crime rate in the metropolis. Also, a strong media campaign would be embarked on to sensitize the populace on the need to form neighbourhood watch committees/groups to complement the work of the Police. Funding for logistical support from the business community within the Metropolis would also be embarked on.

To elevate public safety at night, STMA in collaboration with the Ministry of Energy replaced 546 sodium street light bulbs with LED bulbs. 3,250 sodium streetlight bulbs have been maintained and 9,200 meters of armoured cables have also been replaced.

#### *Commitment 2: Public Service – Sanitation*

To purpose of this commitment is to build a strong partnership with Landlord/ Resident Associations in the provision of household toilet facilities. In pursuance of this, the Assembly has engaged with landlords and other key stakeholders on how to increase the household toilets coverage in our various communities. As a result a new model of collaboration and financing in delivering of household toilets in partnership with key stakeholders has been developed. The registration of households for the pilot phase is ongoing.

The next step for the implementation of this commitment is to compile data on the registration of households/landlords who do not have access to household toilets. STMA has allocated US\$ 20,000.00 to support the implementation of the model to increase the toilet coverage in our various communities within the metropolis thereby improving sanitation through its initiatives.

To complete this Commitment, the second Action Plan incorporates significant milestones under the Sanitation.

### ***Commitment 3: Fiscal Transparency***

This commitment aims to build citizens trust and confidence in resource allocation and utilization and also strengthen fiscal transparency and accountability. So far, the Assembly has worked with The Engineer Room (an international organisation based in the USA that helps activists, organisations, and other social change agents make the most of data and technology to increase impacts) to develop user cases on financial data sharing and also engaged Assembly Officers. An Operating procedure/ guidelines on format and time of delivery of financial information and collection of feedback are being developed. STMA will continue to liaise with The Engineer Room to provide technical backstopping to complete the development of the operating procedure/ guidelines on format and time of delivery of financial information and collection of feedback. This will follow with the testing of the new procedure.

Significantly, the next step under this commitment has been expanded and combined with civic participation in the second Action Plan to increase its impact.

### ***Commitment 4: Public Participation-Private Sector***

This commitment seeks to promote inclusiveness, openness and participation in fixing of fees to build the trust of businesses in government contribute to enhancing local revenue generation. Progressively, the Assembly has partnered with private sector associations to kick-start a systematic and participatory way of engaging with large businesses in setting fees. The two associations (STCCI & AGI) have been engaged to understand their membership structure and categorised them for the Fee Fixing process. The Chairman of STCCI has now been appointed by the Assembly to serve on both Metropolitan Development Planning Sub-committee and the Works Sub-Committee respectively which in the past was not so. In this way, issues affecting the private sector are made on the floor of the Assembly for urgent redress. This has deepened the relationship with the private sector and STMA is hoping to reap the benefit in terms of Internally Generated Fund mobilization in the years ahead. Both AGI and STCCI are now members of the Metropolitan Planning Coordination Unit (MPCU). The MPCU meet quarterly with its function enshrined in Ghana's Local Governance Act, 2016 (Act 936) Part III, Section 84 & 85.

### ***Previous Open Government interventions***

Since 2011, STMA has rolled-out a number of interventions that encompass participatory decision-making, service delivery, transparent and accountable governance which coincidentally are the main thrusts of the Open Government Partnership (OGP) initiative. The interventions are described below:

#### ***Strengthening citizens' participation in decision-making to improve public service delivery***

Working with civil society partners, the Metropolitan Assembly introduced the Citizens' Report Card and the IncluCity programme in 2012 and 2013 respectively. The Citizens' Report Card (CRC) was used to assess the satisfaction levels of inhabitants on services rendered by public utility service providers including the Assembly. The feedback from this assessment was used to

engage the service providers and the Assembly to improve service delivery several areas. The IncluCity programme on the other hand was aimed at improving governance and service delivery for the urban poor. The programme enhanced the participation of slum dwellers in governance, improved inclusive planning and budgeting processes and built the capacity of the Assembly to generate revenue. Selected slum dwellers were trained on inclusive governance and participatory budgeting and planning. With these new skills, residents were able to hold the Metropolitan Assembly accountable for the services they provided.

### ***Deepening citizens' engagement and combating corruption using social accountability***

In 2013, under the World Bank supported Local Government Capacity Support Project, the Social Public Expenditure & Financial Accountability (SPEFA) was launched. The project brought together representatives of citizen groups in the Metropolis to build their understanding of their local government public financial management issues as well as to create opportunities for citizens to demand accountability. A social audit approach was adopted to stimulate civil society engagement with local governments on public finance management issues. Town Hall meetings are organized in the four (4) Sub-Metropolitan Districts Councils and a community engagement interface dubbed 'Time with Community' is introduced. This aimed at not only giving inhabitants the opportunity to interact with key officials of STMA on their wellbeing, but also serves as a platform for city authorities to explain development policies and programmes.

### ***Improving communication with citizens using innovative technology***

As a way to improve client service and ensure prompt response to the needs of citizens through innovative technology, a Service Charter was developed by the Assembly. This document serves as a guide to staff and customers on standards of services rendered by the Assembly with the objective to improve transparency and accountability. To complement the objectives of the Service Charter, web-based complaint platform - Smart Solutions (Smartsol) was developed in 2013 as a vehicle for city officials to provide equal quality of services to all residents, regardless of economic or social status. Smartsol offered the platform to channel their concerns on service delivery and receive feedback within the shortest possible time.

### 3.0 ACTION PLAN DEVELOPMENT PROCESS

The process for the preparation of this second action plan adopted a more rigorous participatory process through wider engagement with citizens' group and private sector actors. The plan was designed to reflect the lessons learnt from the previous action Plan and align with the development priorities of the 2018 -2021 District Medium-Term Development Plan of Sekondi-Takoradi Metropolitan Assembly. Consequently, it was prepared in three phases. The first phase focused on taking stock, stakeholder mapping and building synergies for a smooth kick-off. Phase two concentrated on building capacity, stakeholder consultations and brainstorming sessions. The third phase centered on turning citizens' priorities into concrete commitments.

#### ***Phase one: Taking stock, stakeholder mapping and building synergies for a smooth kick-off***

This commenced with the reconstitution the working team from 15 members to 9 members. The previous working team had two representatives each from the supporting CSOs, the Presiding Member of STMA, Heads of the four Sub-Metropolitan District Councils and other staff of the Assembly. The new team comprised 9 members (5 males and 4 females) with three representatives from CSOs; the Presiding Member of STMA; the Assistant Development and OGP Point of Contact of STMA; a traditional leader; a representative of the private sector; a representative of vulnerable groups (Persons living with Disability) and a media person. The change was necessitated to boost the diversity and effectiveness of the team. The working team met twice in June to review the 2017 Sub-National Action Plan, set out the initial goals for the 2018 co-creation process, undertook a stakeholder mapping, developed a community engagement strategy and prepared a workplan. Through a thorough stakeholder mapping, the Multi-stakeholder Forum (MSF) was also reconstituted to reflect a good balance between government, civil society and other stakeholders. The new membership consisted of 40 members with 17 representatives from government; 15 representatives from civil society organisations and media; and 8 representatives from the private sector. The co-creation process and action plan development was officially launched by the Chief Executive of STMA in July. The event was attended by over 120 people comprising the multi-stakeholder forum, community champions, the media and other stakeholders. The meeting was used to create awareness on the OGP and STMA's participation, review the 2017 LAP and solicit stakeholders' ideas on open government priorities for 2018-2020 Action plan.

#### ***Phase two: Building capacity, stakeholder consultations and brainstorming sessions***

The second phase comprised communities and stakeholder sensitisation and consultation meetings, capacity development of the multi-stakeholder forum and community champions on open government issues, and facilitating brainstorming sessions with the working team and multi-stakeholder forum to come up the draft commitments. Consequently, a training workshop was organized for 60 people comprising the MSF and selected community champions. Trainees were sensitized on local government legislations in Ghana including the Local Government Act, 2016, Act 936 and the Public Financial Management, 2016, Act 921. They were also introduced to

social accountability tools to improve local governance and public service delivery, as well as sensitized on the community engagement strategy for the co-creation process. Prior to the training, sensitization and consultations were held with the MSF, communities and vulnerable groups using semi-structured questionnaires. The purpose of consultations was to broaden understanding of the OGP principles and the co-creation process; create the civic space for dialogue and participation in the co-creation process and to generate feedback from citizens to inform the formulation of commitments in the action plan. Expanding the level of engagement, consultations were done in 10 communities up from 4 during the previous action plan development. The communities were carefully selected from the 3 sub-metropolitan district councils based on population, diversity of social groupings, geographical location and the responsiveness of community to citizens-government engagement. In addition to this, 2 consultations were done with Persons living with Disability and People living with HIV. The MSF was also consulted during the official launch of the co-creation and action plan development. In all 1,141 people were consulted. Apart from directly reaching out to the citizenry and stakeholders, there were series of media engagement to target the wider population. Five radio discussions were held on a local radio station to raise public awareness on the OGP principles and the co-creation process and solicit inputs for the action plan. Two TV news items on the stakeholder consultations were also broadcasted on national television. In addition to these, four news articles on the co-creation process were published by a national news agency. The media engagement will continue to raise more awareness on the action plan and solicit public support for its implementation.

### ***Phase three: Turning citizens' priorities into concrete commitments***

This phase comprised synthesis and analysis of the findings from the consultations and translating them into Open Government Commitments. Sequel to the stakeholder consultations, the issues raised and opportunities that emerged were analysed and consolidated into draft Commitments by the working team. Subsequently, a brainstorming session was convened for the MSF to review the Commitments against the OGP SMART guidelines and updated before the final commitment validation workshop. Prior to the validation workshop, the draft commitment was reviewed by the OGP Local Program Manager. The working team met to discuss and integrate the comments from the OGP Local Program Manager before submitting the draft document for validation. On September 18, 2018 the draft Action Plan was validated by the MSF and 60 other stakeholders including the Assembly members, Civil Society Organisations, private sector, traditional leaders, marginalized groups (e.g. youth, blind, women, deaf, physically challenged etc). The draft action plan submitted on September 30, 2018 for the period October 2018 – August 2020.

## 4.0 LAP II COMMITMENTS

<b>NO. 1: TRANSPARENCY AND ACCOUNTABILITY IN PUBLIC INFRASTRUCTURE</b>	
Enhance transparency and accountability in the delivery of public infrastructure by publishing project and contract information; develop mechanisms for citizens to monitor and report on implementation	
<b>Name and contact information of responsible department/team</b>	<p><b>Institution:</b> Sekondi-Takoradi Metropolitan Assembly  <b>Designation:</b> Metropolitan Procurement Officer  <b>Name:</b> Aaron Dandori  <b>Telephone</b> +233-20-54617570  <b>E-mail:</b></p>
<b>Other involved actors</b>	<p><b>Government</b></p> <p>Metropolitan Works Engineer, Metropolitan Development Planning Officer, Metropolitan Budget &amp; Rating Officer, Metropolitan Finance Officer, Physical Planning Officer, Metropolitan Management Information System Officer, Metropolitan Public Relations Officer</p>
	<p><b>Civil Society, Private Sector</b></p> <p><b>Institution:</b> Friends of the Nation  <b>Designation:</b> Natural Resource Governance Coordinator  <b>Name:</b> Solomon Kusi Ampofo  <b>Telephone:</b>+233-24-4055951  <b>E-mail:</b> <a href="mailto:s.ampofo@fonghana.org">s.ampofo@fonghana.org</a></p> <p>Berea Social Foundation, Community Land and Development Foundation, African Women International, Global Communities, STMA-CSUF, Media and other relevant Local and International Organisations-(eg: Construction Sector Transparency-CoST, Behavioural Insights Team, Open Contracting Partnership)</p>
<b>Status quo or problem/issue to be addressed</b>	<p>The Government of Ghana enacted the Public Procurement Act, (Act 663) in December, 2003 (operationalised on 27<sup>th</sup> August 2004) and Public Procurement in Ghana therefore is subject to the Act. The Act was further amended in 2016 (Act 914) to make provision for public procurement and Provide for decentralised procurement.</p> <p>Whiles the Assembly has over the years performed well in the usage of this Act without any procurement irregularities cited by the PPA in its annual procurement audits; information on public infrastructure such as project details, contract award processes, contract documents, progress and completion reports, and monitoring of implementation are limited to the citizens who are the direct beneficiaries. Inadequate avenues for citizens’ oversight roles in some cases have resulted in delay in execution and abandoned projects in some localities leading to mistrust and loss of confidence in public officials. For instance about 70% of citizens engaged</p>

	during the co-creation process do not understand the procurement processes and do not have access to and lack the ability to interpret and understand infrastructure project documents which hinders their ability to demand for accountability.
<b>Brief Description of Commitment</b>	Building on the gains from involving citizens in the participatory planning process (under LAP I); from needs assessment, to site selection, to project design of infrastructure projects. STMA will foster partnership with relevant local and international organisations to implement this commitment by adopting the CoST Infrastructure Data Standard <sup>1</sup> . Develop mechanisms to engage citizens in the implementation, monitoring and reporting. STMA seeks to develop and launch a web-based geo-spatial Information Platform for Public Infrastructure. This platform will serve as a place to publish and make easily accessible project procurement and implementation documents for citizens; to better understand, monitor and report (any defect, shoddy work, disability friendliness) to ensure value for money on all projects. Develop a simplified procurement process template for citizens' consumption, capacity building and institute a Media Award for outstanding work in reporting important issues on public infrastructure projects.
<b>Main Objective</b>	To increase transparency and accountability in public infrastructure delivery and develop mechanisms to monitor projects to ensure improved outcomes from investment in public infrastructure to achieve value for money.
<b>Way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability</b>	<p>This commitment has the potential to further advance OGP values of access to information, public accountability, civic participation and technology and innovation for openness and accountability in the delivery of public infrastructure.</p> <p>The commitment will provide an opportunity for citizens to have access to information on all public infrastructure projects entered into by the Local Government through follow ups on the implementation of public investments. The web based Information Platform for Public Infrastructure will enhance the use of technology and innovation. This will also help to ensure value for money on all transactions. Disclosing information on public infrastructure and allowing citizens to monitor implementation can be a powerful tool in preventing corruption, shoddy works and misuse of public funds and restoring public trust in government.</p>

<sup>1</sup> **Construction Sector Transparency (CoST)** is a leading global initiative improving transparency & accountability in public infrastructure. The CoST infrastructure data standard involves disclosure, validation and interpretation of data from infrastructure projects to help inform, empower and enables citizens to hold decision-makers to account.

<p><b>Linkage to Sustainable Development Goals (SDGs)</b></p>	<p>The successful implementation of this commitment will go a long way to advancing the achievement of Sustainable Development Goals of ensuring inclusion, gender equity, economic growth, building resilient infrastructure, provide access to justice for all and build effective, accountable and inclusive institutions for all.</p> <p>The commitment on transparency and accountability in relation to public infrastructure is linked to the following SDGs:</p> <ul style="list-style-type: none"> <li>• Goal 4 (<i>education</i>)</li> <li>• Goal 5 (<i>gender equality</i>),</li> <li>• Goal 8 (<i>decent work and economic growth</i>),</li> <li>• Goal 9 (<i>industry, innovation and infrastructure</i>),</li> <li>• Goal 10 (<i>reduced inequality</i>) and</li> <li>• Goal 16 (<i>peace, justice and strong institutions</i>).</li> </ul>		
<p><b>Verifiable and measurable milestones to fulfil the commitment</b></p>	<p><b>Resource/s Required</b></p>	<p><b>Start Date</b></p>	<p><b>End Date</b></p>
<p>1. Foster partnership with the relevant local and international organisations, the Public Procurement Authority (PPA) and other actors to develop and launch web-based geo-spatial Information Platform for Public Infrastructure;</p> <ul style="list-style-type: none"> <li>• Where procuring entities of infrastructure projects disclose and share information in a disaggregated and user friendly format.</li> <li>• Where citizens can monitor implementation, report and receive feedback on public infrastructure delivery in the Metropolis</li> </ul>	<p>Staff time, consultancy, ICT Platform</p>	<p>Jan. 2019</p>	<p>June 2019</p>
<p>2. Test and pilot the Information Platform through field and lab tests to identify and improve its usability. Two (2) communities, where there is an on-going infrastructure project, would be sensitized on how to use the application to generate the needed feedback on usability.</p>	<p>Staff time, consultancy, BIT for impact evaluation</p>	<p>July 2019</p>	<p>Sept. 2019</p>
<p>3. Design mechanisms to officially launch and publicize the Information Platform for Public Infrastructure. Test the various outreach methods to determine which reach the most</p>	<p>Staff time, Stationery BIT for impact evaluation</p>	<p>Sept. 2019</p>	<p>Nov. 2019</p>

people and are most comprehensible.			
4. The Metropolitan Assembly and the MSF will foster partnership with the relevant local and international organisations, using the PPA Act, will develop and disseminate a simplified procurement manual detailing out the steps, procedures, timelines, tasks and responsibilities for public procurement in a user friendly format which will also be shared on community notice boards, town hall meetings. We will also leverage on the existing time with community and the Media network to be established for education and dissemination.	Staff time, consultancy, Stationery, notice boards	Feb. 2019	Jan. 2020
5. Build the capacity and leverage on the diversity of the Multi-Stakeholder Forum (MSF) to lead, plan and dialogue on key issues regarding public infrastructure in the Metropolis. This could be replicated to the other local government in the western region of Ghana.	Staff time, consultancy, Conference cost, Stationery	Jan. 2019	Dec. 2019
6. Foster partnership with the relevant local and international organisations to build the capacity of 100 CSOs and media through workshops to raise awareness of the importance of transparency and accountability in public infrastructure.	Staff time, consultancy, Conference cost, Stationery	July 2019	Oct 2019
7. Partner with the relevant local and international organisations to select and train 200 community champions to empower them to use information on public infrastructure to demand for accountability. The trainees will constitute monitoring groups and they would be involved in the STMA's scheduled monitoring visits to compare the disclosed data with direct observation, reviewing materials and assessing their status. The training will be evaluated to ensure that the community champions are able to engage with the platform and actually submit	Staff time, Consultancy, Conference cost, Stationery  BIT for impact evaluation	Aug 2019	Aug 2020

inquiries.			
8. Institute a Media Award for outstanding work in reporting important issues on public infrastructure projects.	Staff time, awards	Dec. 2019	Aug. 2020
9. Expand the existing ‘Assembly on radio’ to include CSOs and citizens to discuss key issues identified on infrastructure projects. The effect of the Media Award and radio debates on public confidence will be measured through a co-designed survey measuring trust in government.	Air time, Staff time, Transportation, BIT for impact evaluation	Aug. 2019	Aug. 2020
10. Conduct a broader evaluation of the impact of the IPPI on project transparency, as measured through disparities between direct observations and IPPI records.	BIT for impact evaluation	Sept 2020	Nov 2020
<b>Future Vision</b>	To build citizens’ trust and strengthen accountability in the delivery of public infrastructure.		

<b>NO. 2: CIVIC PARTICIPATION &amp; FISCAL TRANSPARENCY</b>	
Enhance civic participation by empowering citizens in decisions related to development planning, composite budgeting and fee fixing; create a localised standard operating procedure for streamlining financial records management and sharing.	
<b>Name and contact information of responsible department/team</b>	<b>Institution:</b> Sekondi-Takoradi Metropolitan Assembly <b>Designation:</b> Metropolitan Budget Analyst <b>Name:</b> Evans Mark -Andoh <b>Telephone:</b> +233-24-462660 <b>E-mail:</b> <a href="mailto:paaboah2002@yahoo.com">paaboah2002@yahoo.com</a>
<b>Other involved actors</b>	<b>Government</b> Development Planning Unit, PRO, ISD
	<b>Civil Society, Private Sector</b> <b>Institution:</b> Berea Social Foundation <b>Designation:</b> Project Administrator <b>Name:</b> Joyce Cudjoe <b>Telephone:</b> +233-24-3507986 <b>E-mail:</b> besof2006@yahoo.com  Friends of the Nation, African Women International, Community Land and Development Foundation, Global Communities, STMA-CSUF, Media and other relevant Local and International Organizations (eg. GIZ, Behavioural Insights Team, CDD-Ghana, SEND Ghana)
<b>Status quo or problem/issue to be addressed</b>	<p>The Local Governance Act (LGA) 2016 (Act 936), Public Financial Management Act (Act 921), National Development Planning Commission Act 1994, (Act 479) and National Development Planning System Regulations 2016, (L.I. 2232) mandates a bottom-up approach to development planning, budgeting, fee fixing and requires that citizens are consulted during these processes.</p> <p>Although sections in the above mentioned Acts (example LGA 2016, Act 936-section 40-48) mandates participatory governance at the local level; the level of and avenues for citizens’ participation and involvements in the development planning, composite budgeting and fee fixing are limited to the leadership of identifiable stakeholders, selected community members and centralised location. For example about 500 people directly participated in the preparation of current medium-term development plan and Fee Fixing. Further most citizens do not understand the development planning, composite budgeting and fee fixing processes of the final products (Development Plan document, Annual Budget document and Fee Fixing Resolution document).</p> <p>As a result of the above citizens feel that their needs are not adequately reflected and captured in the Assembly’s development plans and annual budget. This has a negative impact on their lives since their needs and</p>

	<p>aspirations are not met.</p> <p>Concerning fiscal transparency and access to financial data, there is no system in place to manage, share and receive feedback on the Assembly’s revenue and expenditure. Due to this situation, citizens do not have access to the right information on their contributions (rates and fees) and external inflows (donors and central government) and how these funds are used in service and infrastructure provision. Respectively 63% and 17% of the people engaged during the co-creation process rated the access to financial data as poor and average.</p>
<p><b>Brief Description of Commitment</b></p>	<p>The Metropolitan Assembly will work with the relevant agencies, institutions, and CSOs to develop the necessary protocols to ensure the fulfillment of the provisions made in sections 40-48 of the Local Governance Act 2016, Act 936. This will be achieved through building the capacity of state and non-state actors, increasing avenues for inclusive participation and facilitating the development of specific community action plans to serve as inputs into the Assembly’s Medium-Term Development Plan for 2022-2025.</p> <p>Develop and disseminate simplified version of development plan, budget and fee fixing documents to engage citizens and other stakeholders. Leverage on community notices boards, the media, Assembly website and other social media platforms to disseminate the aforementioned documents.</p> <p>STMA would also develop and share disaggregated financial records on generated revenue and external inflows that would be simple, easy to understand and analyze by citizens.</p>
<p><b>Main Objective</b></p>	<p>To empower citizens to enhance responsive, inclusive, participatory and representative decision- making at all levels and also build citizens trust and confidence in resource allocation and utilization.</p>
<p><b>Way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability</b></p>	<p>Increased transparency and active citizens’ engagement in policy deliberation and decision making will enhance the responsiveness and accountability of local government thus, the most direct form of open government.</p> <p>Allowing citizens direct access and participation in government decision making ensures that people drive what affects them most. Thus fostering continuous citizen participation, exercising accountability in governance, advocating for policy change, and delivering essential services to otherwise excluded people.</p> <p>The commitment has the impact of reducing citizens’ apathy in the payment of taxes and rates needed for development as openness and</p>

	accountability would be promoted. Also citizens would see the real impact of their financial contributions and other statutory payments from central government.		
<b>Linkage to SDGs</b>	<p>Though ambitious, but when implemented this commitment will go a long way in meeting the needs and aspirations of citizens, foster greater partnership amongst stakeholders and ensure prosperity. This will ensure civic participation and financial data accessible to all its citizens and contribute to the achievement of the following SDGs:</p> <ul style="list-style-type: none"> <li>• Goal 1 (<i>end extreme poverty</i>),</li> <li>• Goal 4 (<i>quality education</i>),</li> <li>• Goal 5 (<i>gender equality</i>),</li> <li>• Goal 8 (<i>decent work and economic growth</i>),</li> <li>• Goal 9 (<i>industry, innovation and infrastructure</i>),</li> <li>• Goal 10 (<i>reduced inequality</i>) and</li> <li>• Goal 16 (<i>peace, justice and strong institutions</i>) are aligned to this commitment.</li> </ul>		
<b>Verifiable and measurable milestones to fulfil the commitment</b>	<b>Resource/s Required</b>	<b>Start Date</b>	<b>End Date</b>
<p>1. Sensitise the public on the planning and budget process and disseminate simplified information on the Assembly's 2019 Action Plan and Composite Budget in the three sub-metropolitan councils.</p> <p>The efficacy of the sensitisation and dissemination of the simplified information will be evaluated to determine if people are able to understand the budget process and information</p>	<p>Staff time, transportation, Stationery,</p> <p>BIT for impact evaluation</p>	Oct. 2018	Dec. 2018
<p>2. Build the capacity of 250 people (government, civil society organizations, marginalised groups, traditional leaders, private sector, the media and selected community champions) to understand the planning, budget formulation fee fixing processes and understanding the annual financial account statement and how they can effectively engage with the Assembly.</p> <p>The efficacy of the training will be evaluated to determine if people are able to understand the budget process and information.</p>	<p>Staff time, resource persons, Venue, Stationery,</p> <p>BIT for impact evaluation</p>	Nov. 2018	Aug. 2019
3. The Metropolitan Assembly to work closely	Staff time,	Aug. 2019	March 2020

<p>with the 250 trained community champions to develop inclusive, participatory specific community action plans for each community in STMA through a bottom-up approach to capture the felt needs and aspirations of the citizens. This bottom-up approach will include an iterative evaluation to measure the quality of the plans and which residents are making inputs. These documents will serve as inputs into the preparation of the new 4-year Medium-Term Development Plan (2022-2025) of the Assembly. <i>The last time the Assembly adopted this approach was in 2012 in partnership with Global Communities (formerly CHF), a non-governmental organization to develop 35 communities action plans.</i></p>	<p>resource persons, Stationery,  BIT for impact evaluation</p>		
<p>4. Develop and disseminate simplified version of development plan, budget and fee fixing documents to engage citizens and other stakeholders. The Metropolitan Assembly will make use of the 250 trained people to champion this initiative and leverage on the existing ‘Time with community’ to educate, discuss and take citizens inputs.</p>	<p>Staff time, resource persons, Stationery</p>	<p>Jan. 2019</p>	<p>Sept. 2019</p>
<p>5. Develop an STMA operating procedure for financial data sharing. We will develop operating guidelines on format (simplified template for disaggregating revenue generated and utilization according to each sub metro within STMA.) and time of delivery of financial information and collection of feedback.</p>	<p>Staff time, consultancy, Stationery</p>	<p>Jan. 2019</p>	<p>May 2019</p>
<p>6. Develop and test 3 to 5 financial data sharing “use cases” and test them through field and lab experiments to evaluate whether they improve comprehension, engagement, and trust in government. Engage citizens, and Assembly Officers, to develop a preliminary set of current “use cases” to requesting and obtaining financial data. “Use cases” will encompass both requests for internal use, and</p>	<p>Staff time, consultancy, Stationery,  BIT for impact evaluation</p>	<p>June 2019</p>	<p>Oct. 2019</p>

sharing financial information outside of the Assembly through town hall meetings, community engagement, media engagement, community notices boards, Assembly website			
7. Develop, mount and update Community notices boards, upgrade its website and also use the media, and other social media platforms to disseminate the simplified planning, budget fee fixing resolution documents and the annual financial account statement. Social media research trials will be used to evaluate how effective different outreach messages are at attracting engagement.	Staff time, Notice boards, Consultancy, Stationery, BIT for impact evaluation	June 2019	Aug. 2020
8. Institute an award scheme to recognize and award deserving Assembly Members, Citizens and institutions for dedication and volunteerism. The effect of the award scheme on community pride will be measured through a co-designed survey.	Staff time, awards BIT for impact evaluation	June 2019	Aug 2020
<b>Future Vision</b>	To create the civic space for citizens to demand for accountability and inform policy makers of their needs, preferences and expectations.		

**NO. 3: PUBLIC SERVICE DELIVERY (Permitting & Enforcement of Land Use and Spatial Plans)**

Improve transparency and reduce bureaucracy in the acquisition development permits through a smart governance system.

<b>Name and contact information of responsible department/team</b>		<p><b>Institution:</b> Sekondi-Takoradi Metropolitan Assembly  <b>Designation:</b> Metropolitan Physical Planning Officer  <b>Name:</b> Kofi Yeboah  <b>Telephone:</b> +233-543-536363  <b>E-mail:</b> kofi.yeboah@yahoo.com</p>
<b>Other involved actors</b>	<b>Government</b>	STMA (Development Planning Unit, Works Department, Urban Roads Department), Lands Commission, Environmental Protection Agency, Electricity Company of Ghana, Ghana Water Company Ltd, Ghana Fire Service
	<b>Civil Society, Private Sector</b>	<p><b>Institution:</b> Friends of the Nation  <b>Designation:</b> Natural Resources Governance Coordinator  <b>Name:</b> Solomon Kusi Ampofo  <b>Telephone:</b>+233-24-4055951  <b>E-mail:</b> <a href="mailto:s.ampofo@fonghana.org">s.ampofo@fonghana.org</a></p> <p>Berea Social Foundation, African Women International, Community Land and Development Foundation, Global Communities, STMA-CSUF, Media and other relevant Local and International Organisations (eg CADASTA)</p>
<b>Status quo or problem/issue to be addressed</b>		<p>According to the Land Use and Spatial Planning Act 2016, Act 925 and the Local Governance Act 2016, Act 936; prospective developers should acquire permits from the Assembly before commencement of any physical development. The city has experience rapid urban growth due to the discovery of oil in commercial quantities in 2007 and subsequent production in 2010. This is evidenced in population increase from 444,752 in 2010 to 722,798 in 2018. However, the planning system and the Authority responsible for Town and Country Planning that controls and promotes growth and physical development have come under public criticism for failure to effectively control development (building on water ways leading to flooding, encroachment of wetlands, and encroachment on public open space). The planning mechanism is overwhelmed by noticeable limitations of human and financial resources to ensure effective development control and keep developments data for the Assembly to generate the needed local revenues. There is also inadequate knowledge about the process and also delays in acquiring development permits. In most instances it takes more than the required 90 days to acquire the development permits as it happened in 2017 where most applicants received their permits after 6 months.</p>

<b>Brief Description of Commitment</b>	<p>The Assembly will work in collaboration with the relevant state institutions and agencies to develop mechanisms to enhance development control and ensure timely approval of development permits. To address the lack of adequate financial and limited technical means to ensure effective development control, a geospatial monitoring platform for land development and management will be adopted. This will ensure close monitoring and evaluation of development control activities, permitting, infrastructural and social improvements projects and make data accessible to all concerned departments of the Assembly in real time. Providing a wide variety of innovation mapping and monitoring services, the online tool will enhance a smarter Sekondi-Takoradi City and support orderly spatial development and also track all land development revenues. Develop Information Education Communication (IEC) materials to communicate in simple terms permitting procedure.</p>
<b>Main Objective</b>	<p>To promote transparency and ease of acquiring permitting for effective development control and management.</p>
<b>Way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability</b>	<p>This commitment will promote transparency and eliminate corruption through the reduction of the rate of human contacts, delays in acquiring development and business permits and reduce bureaucracy. The technology and innovation to be adopted will help to ensure judicious use of land in order to improve quality of life, promote health and safety in respect of human settlements for openness and accountability.</p>
<b>Linkage to SDGs</b>	<p>As the Metropolis becomes increasingly urbanized, urban sprawl is unavoidable and this commitment will go a long way to address challenges it poses such as unplanned developments, encroachment and difficulty in enforcing land-use related infringements among others. Consequently the implementation of this commitments will contribute to the achievement of the following Sustainable Development Goals (SDGs) targets:</p> <ul style="list-style-type: none"> <li>• Goals 2 (<i>end hunger, achieve food security and improved nutrition and promote sustainable agriculture</i>)</li> <li>• Goal 9 (<i>build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation</i>)</li> <li>• Goal 11 (<i>make cities and human settlements inclusive, safe, resilient and sustainable</i>)</li> <li>• Goal 13 (<i>climate change</i>)</li> <li>• Goal 14 (<i>conserve and sustainably use the oceans, seas and marine resources for sustainable development</i>)</li> <li>• Goal 16 (<i>promote peaceful and inclusive societies for sustainable</i></li> </ul>

	<i>development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels)</i>		
<b>Verifiable and measurable milestones to fulfil the commitment</b>	<b>Resource/s Required</b>	<b>Start Date</b>	<b>End Date</b>
1. Procure, install and operationalize a geospatial platform to enhance the processing of developments and building permits. The platform will aid prospective developers and business operators to track and monitor their applications from the submission to the final approval and collection stage.	Staff time, consultancy, Stationery	Oct. 2018	March 2019
2. Establish a technical working team to <ul style="list-style-type: none"> <li>ensure the implementation of the geospatial platform.</li> <li>coordinate the integration of all land development revenues (property tax and business operating permits) data unto the platform to aid in data usage and management.</li> </ul>	Staff time, Stationery, Desktop Computers	Nov. 2018	Aug. 2020
3. Develop mechanisms for updating database. The Metropolitan Physical Planning Department will work with the relevant departments to update database on development to allow easy access to information and local revenue mobilisation.	Staff time, Stationery, Desktop Computers	Dec. 2018	Aug. 2020
4. Ensure real time monitoring through the introduction of surveillance drone-: Unmanned Aerial Vehicle (VAN). The Metropolitan Assembly will procure VAN to assist in real time monitoring. This will ensure prompt responsiveness to unauthorised development.	Staff time, consultancy, Stationery	Nov. 2018	April 2019
5. Build the capacity of building inspectors and revenue collectors to effectively use the geospatial platform to track and monitor development.	Staff time, Resource person, Audio visual equipment, Training material	Jan. 2019	Aug. 2019

6. Institute mechanisms to enhance permit acquisition. The Metropolitan Assembly will adopt mechanisms such monthly meeting of the Spatial Planning Committee to reduce the turnaround time for permitting.	Staff time, Audio visual equipment	Oct. 2018	Aug. 2020
7. Develop a comprehensive communication plan. The Metropolitan Assembly will develop this plan to educate and sensitize the public on how to access the platform and permitting processes and procedures leveraging on the Multi-stakeholder forum, media and the existing community engagement.	Staff time, Resource person/consultancy	Nov. 2018	Aug. 2019
<b>Future Vision</b>	To enhance municipal service delivery through technology and innovation.		

<b>NO. 4: ACCESS TO INFORMATION – Communication and Feedback</b>	
Strengthen the Client Service Unit of the Assembly by creating a centralised communication platform and outlet to enable citizens to access key information, report complaints and receive feedback on municipal services.	
<b>Name and contact information of responsible department/team</b>	<b>Institution:</b> Sekondi-Takoradi Metropolitan Assembly <b>Designation:</b> Metropolitan Public Relations Officer <b>Name:</b> John Laste <b>Telephone</b> +233-26-6480599 <b>E-mail:</b> jonylaste@yahoo.com
<b>Other involved actors</b>	<b>Government</b> Development Planning Officer, Budget Analyst, Management Information System Officer , Social Welfare and Community Development Officer
	<b>Civil Society, Private Sector</b> <b>Institution:</b> STMA-Citywide Settlement Upgrading Fund <b>Designation:</b> Project and Administrative Manager <b>Name:</b> Aziz Mahmoud <b>Telephone:</b> +233-20-9056647 <b>E-mail:</b> <a href="mailto:admin@stma-csuf.com.gh">admin@stma-csuf.com.gh</a> or <a href="mailto:maktub22115@gmail.com">maktub22115@gmail.com</a> Berea Social Foundation, Friends of the Nation, African Women International, Community Land and Development Foundation, Global Communities, Media and other relevant Local and International Organisations (eg. Behavioural Insights Team, CDD-Ghana)
<b>Status quo or problem/issue to be addressed</b>	<p>As a conscious strategy to improve client service and ensure prompt response to the needs of citizens through technology and innovation, the STMA developed a Service Charter in 2013 which served as a guide to staff and citizens on standards of services rendered by the Assembly. To complement the Charter, a web-based complaint platform (smartsol), toll free line, community noticeboards and website were developed to provide platforms for sharing information and also allow citizens to channel their concerns on service delivery and receive feedback within the shortest possible time.</p> <p>Although the above communication tools and avenues would have transformed and improved Municipal service delivery and ensured inclusive governance, citizens did not explore the full benefits due to inadequate sensitisation, and weak capacity by the STMA to ensure their full operationalization.</p> <p>This situation has resulted in poor access to information on municipal services rendered and other transactions of STMA, causing apathy and distrust among citizens. This atmosphere has fuelled a growing perception of corruption, secrecy and ineffectiveness of the Assembly in executing its mandate.</p>

	This is evidenced by feedback from stakeholder consultations during the co-creation process. 81% of respondents indicated that the Assembly is not open and citizens do not have access to information about the municipal services rendered by the Assembly and are not aware of possible avenues to report complaints and receive feedback.		
<b>Brief Description of Commitment</b>	By identifying key areas of concern and information needs of citizens and other stakeholders, public-facing Departments/Unit can provide useful and relevant information and feedback to queries. A one-stop communication centre/hub would be created to manage all channels of communication; including web-based platforms, to ensure access to information such as marriage registration, commercial vehicle licensing, permitting and other services of transactional nature. Also, the communication centre will serve as an avenue for receiving citizens' complaints and provide prompt feedback to queries.		
<b>Main Objective</b>	To increase access to information on municipal services and strengthen avenue to receive and provide feedback to public complaints.		
<b>Way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability</b>	<p><b>Public accountability:</b> By providing information in a format and medium that would be useful and relevant to citizens, all public officials/Departments would be subjected to scrutiny and the status quo would be challenged if there are no plausible justifications. Also, it would enable citizens to contribute to better service delivery by proffering suggestions that would meet their needs.</p> <p><b>Civic Participation:</b> creating the civic space for citizens to access information make informed judgement and request for improved service delivery would empower citizens to be vigilant and contribute to the development of the Metropolis.</p> <p><b>Technology and Innovation for Openness and Accountability:</b> Providing multiple channels for communication would enhance citizens' access to real-time data on on-going and future projects, information of transactional nature and prompt feedback on queries. This would help address issues of red-tape in accessing public services.</p>		
<b>Linkage to SDGs</b>	The fourth commitment on access to information encompasses all 17 SDGs. This is because we believe that access to information in all forms has the potential of making societies better, safe and responsive to needs of citizens		
<b>Verifiable and measurable milestones to fulfil the commitment</b>	<b>Resource/s Required</b>	<b>Start Date</b>	<b>End Date</b>
1. Liaise with relevant public facing departments and unit of the Assembly to Identify and collate the various information	Staff time, Printing of updated	Oct. 2018	June 2019

needs of citizens to update the Service Charter.	service charter		
<p>2. Strengthen and equip the Client Service unit.</p> <ul style="list-style-type: none"> <li>• Build capacity of client service staff</li> <li>• Re-activate and operationalize various communication mediums (toll free line, email, SMS, Website, Social Media, Assembly Brochures, Suggestion Boxes)</li> </ul> <p>This process will involve continuous A/B testing on these different outreach methods to determine which is most effective at increasing engagement, and which community members they are able to engage.</p>	Staff time, Resource person, Desktop Computers, BIT for impact evaluation	Jan. 2019	Dec. 2019
<p>3. Re-activate and expand the Smartsol<sup>2</sup> to provide information through field and lab evaluations</p> <ul style="list-style-type: none"> <li>• Municipal services</li> <li>• Financial information on revenue and expenditure</li> </ul>	Staff time, Consultancy, BIT for impact evaluation	June 2019	Dec. 2019
<p>4. Take stock of the performance and satisfaction levels of citizens on public services rendered by the STMA, government institutions and other agencies (ECG, GWCL, GPHA, GRC) for continuous improvement by</p> <ul style="list-style-type: none"> <li>• Preparing the 3<sup>rd</sup> citizens report card</li> <li>• Instituting annual social accountability forum using Community Scorecards</li> </ul> <p>The Community Scorecards will go through rapid iterative testing to ensure that the final design is effective at increasing pro-social behaviours</p>	Staff time, Consultancy for citizens report card, BIT for impact evaluation	Aug. 2019	Dec. 2019
5. Provide notice boards in selected communities within the Metropolis to display relevant information.	Staff time, Cost of notice boards	July, 2019	Aug. 2020
<b>Future Vision</b>	To enhance the fulfilment of social contract between local government and citizens by creating space for dialogue, report on outcomes of engagements and providing access to information.		

<sup>2</sup> **Smart Solutions** (SmartSol) - a web-based complaint platform developed in 2013 to facilitate municipal service delivery within the Sekondi-Takoradi Metropolis. It has a unique feature of offering a platform for citizens to channel their concerns on service delivery and receive feedback within the shortest possible time.

<b>NO. 5: PUBLIC SERVICES –Sanitation</b>	
Implement the new model of collaboration between STMA and landlords to increase the coverage of household toilets	
<b>Name and contact information of responsible department/team</b>	<b>Institution:</b> Sekondi-Takoradi Metropolitan Assembly <b>Designation:</b> Metropolitan Environmental Health Officer <b>Name:</b> Abdul Karim Hudu <b>Telephone</b> +233-24-3187938 <b>E-mail:</b>
<b>Other involved actors</b>	<b>Government</b> Metropolitan Waste Management Officer, Sub Metropolitan District Councils Administrators, National Civic Communication Education Officer, Information Service Department
	<b>Civil Society, Private Sector</b> <b>Institution:</b> STMA - Citywide Settlement Upgrading Fund <b>Designation:</b> Project and Administrative Manager <b>Name:</b> Aziz Mahmoud <b>Telephone:</b> +233209056647 <b>E-mail:</b> <a href="mailto:admin@stma-csuf.com.gh">admin@stma-csuf.com.gh</a> or <a href="mailto:maktub22115@gmail.com">maktub22115@gmail.com</a>  Berea Social Foundation, Friends of the Nation, African Women International, Community Land and Development Foundation, Global Communities, Media and other relevant Local and International Organizations (eg World Bank, UNICEF)
<b>Status quo or problem/issue to be addressed</b>	Access to basic household toilet is a persistent sanitation challenge in most slum communities in the Metropolis. Currently, close to 70% of slum dwellers lack access to basic toilet facilities. Also, the non-existence of a strong platform for Landlords and STMA to collaborate in the provision of these basic facilities further worsens the situation where open defecation persists. As a result, <b>STMA is ranked low (201<sup>st</sup> out of 216)</b> in the 2017 District League Table <sup>3</sup> (DLT) which is published by UNICEF Ghana and CDD-Ghana annually. The DLT looks at indicators in education, health, sanitation, water, security and governance. To address this situation, the Assembly in 2016, developed an OGP commitment on Sanitation to develop a new model of collaboration with landlords to increase the coverage of household toilets (and move away from public toilet usage as stated in updated STMA bylaws). Already, the Assembly and its CS partners have engaged with landlords and other key stakeholders on how to increase the household toilets coverage in

<sup>3</sup> The District League Table (DLT) is jointly produced by UNICEF and Centre for Democratic Development (CDD) Ghana to provide a multi-sectoral outlook and an integrated assessment of how Ghana is developing across its 254 Local Governments.

	various communities. The new model of collaboration and financing in delivering of household toilets in partnership with key stakeholders has been developed and registration of households for the pilot phase is ongoing.
<b>Brief Description of Commitment</b>	Implement the new model of collaboration <sup>4</sup> between STMA and landlords to increase the coverage of household toilets developed under Subnational Action Plan I. The partnership with Landlords in the provision of household toilet facilities is part of a broader strategy to solicit citizens’ involvement and contribution in the provision of basic services.
<b>Main Objective</b>	To increase the coverage of household toilets by 30% among slum communities within the Metropolis through partnership with Landlord/ Resident Associations by July 2020.
<b>Way in which this commitment is relevant to further advancing OGP values of access to information, public accountability, civic participation, and technology and innovation for openness and accountability</b>	<p>Of paramount importance to STMA is ensuring access to basic sanitary facilities. In this regard, as part of its Sanitation Bylaws, it is mandatory that every household must have a toilet facility to curb perennial outbreaks of cholera and other communicable “toilet” related illnesses.</p> <p>In furtherance of this, the new model of collaboration with Landlords in two pilot-communities (to be selected based on an analysis of “need and interest”) in the provision of household toilets would promote an enduring partnership that would promote OGP values such as public accountability, civic participation and advancement of OGP’s Thematic Priorities on Water and Sanitation. This will ultimately facilitate the enforcement of Sanitation by-laws and improve the living conditions of the citizenry.</p> <p>Also partnership is being built between the Assembly, Landlords/Resident Associations and CSOs to explore innovative and appropriate toilets technologies as well as funding opportunities in the implementation of this commitment. Ultimately, open defecation will be reduced if not eradicated in the Metropolis and STMA’s rankings in the DLT will greatly improve.</p>
<b>Linkage to SDGs</b>	Ensuring healthy lives, sustained management of water and sanitation and making human settlements more safe; making basic sanitary

<sup>4</sup> **New Model of Collaboration** – STMA, Landlords/Residents Associations in slum communities, Traditional Rulers, Civil Society actors in the water and sanitation (WASH) sector and Financial Institutions have partnered to device means of providing household toilets by;

- finding appropriate toilet models that will suit the environmental conditions (terrain of slum communities).
- exploring various sources of funding to finance the construction of the household toilets.

	<p>facilities available for citizens through the provision of household toilet facilities will advance the achievement of the under listed SDGs;</p> <ul style="list-style-type: none"> <li>• Goal 3 (<i>ensure healthy lives and promote well-being for all at all ages</i>),</li> <li>• Goal 6 (<i>ensure availability and sustainable management of water and sanitation for all</i>),</li> <li>• Goal 10 (<i>reduce inequality</i>) and</li> <li>• Goal 11 (<i>make cities and human settlements inclusive, safe, resilient and sustainable</i>)</li> </ul>		
<b>Verifiable and measurable milestones to fulfil the commitment</b>	<b>Resource/s Required</b>	<b>Start Date</b>	<b>End Date</b>
1. Review the developed strategy/model of collaboration under the first Local Action Plan	Staff time	Oct. 2018	Dec. 2018
2. The Metropolitan Assembly will intensify awareness creation on the need for household toilet.	Staff time, airtime,	Jan. 2019	Aug. 2020
3. Complete the compilation of data on the registration of households/landlords who do not have access to household toilets.	Staff time,	Oct. 2018	Nov. 2018
4. Hold a stakeholder consultative meeting with the Land Lord Association, Metropolitan Assembly, civil society organizations, including STMACSUF and Global Communities to integrate the data collection results into the new model and develop an implementation plan. The Assembly should involve tenants during such meetings to ensure better understanding of issues that may arise.	Staff time, Resource person, Audio visual equipment,	Jan. 2019	Feb. 2019
5. Conduct a 3 month test of implementing the new model. The Metropolitan Assembly – together with landlord associations, CSOs, and Media – will test the strategy in four pilot communities (to be selected based on an analysis of “need and interest”) over a three month period.	Staff time, Support for piloted household toilet cost,	March 2019	June 2019
6. Review and assessment. The Metropolitan Assembly will meet with landlord associations and other involved actors to assess the advantages and disadvantages of the new model (and how it has or has not helped to achieve the	Staff time,	July 2019	Aug 2020

goal within our bylaws). Based on our assessment, we will develop a plan for replicating the model in other communities, or testing a new one.			
<b>Future Vision</b>	To form an enduring partnership between key stakeholders for dialogue on the provision of social infrastructure.		

## **5.0 IMPLEMENTATION FRAMEWORK**

The Sekondi-Takoradi Metropolitan Assembly's commitments will be implemented by designated Heads of Departments and Units whose operations reflect the commitments. Civil Society Organizations, Private Sector Associations, identified Media and other Local and International Organisations, Departments and agencies whose activities are related to specific commitments will collaborate with the lead Department and Units to implement the commitments.

The STMA'S Working Team led by the OGP Point of Contact and the Multi Stakeholder Forum will be responsible for tracking progress, and supplying support to each commitment. The Working Team will also help to troubleshoot challenges experienced during implementation of the LAP II. The MSF will provide leadership in the form of coordination and facilitation to give effect to the translation of the Action Plan into concrete actions and meet quarterly. The National OGP secretariat and the OGP Support Unit shall also provide technical backstopping on the implementation of the LAP II.

STMA and its collaborating CSOs, Friends of the Nation, Berea Social Foundation, STMA-CSUF will explore other sources of funding for the implementation of the Subnational Action Plan, Monitoring and Evaluating the Action Plan.

## **6.0 MONITORING AND EVALUATION**

To ensure effective monitoring of the Action Plan implementation, the identified lead Departments and Units would be expected to give bi-monthly progress reports to Management of the Assembly. Quarterly meetings will be held with the lead Departments and Units, supporting and the Multi Stakeholders Forum to review and address challenges on the implementation of the Commitments.

At the end of the Action Plan period, the Behavioural Insights Team will conduct evaluation will to determine the level of awareness and possible impact of the Action Plan on the citizens of STMA

## **7.0 CONCLUSION**

STMA's Subnational OGP Action Plan when fully implemented will go a long way to improve citizen's participation, ensure transparent and accountable governance. Our participation in the pilot project gives us a fantastic opportunity to strengthen our governance procedures to better respond to citizen's needs to achieve our future STMA OGP goal of raising the trust and confidence of citizens in government.