

AFIGYA KWABRE NORTH DISTRICT ASSEMBLY



CLIENT SERVICE CHARTER

MARCH, 2022

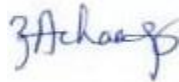
In fulfilment of the provisions in the Local Governance Act, 2016 (Act 936) as amended and the Service Delivery Standards for MMDAs issued by the Local Government Service (September, 2014) this Charter is hereby made.

The Afigya Kwabre North District Assembly at its First Ordinary Meeting of the First Session of Second Assembly, resolved and approved this Charter as per the undersigned.



.....

MR. FRANCIS ASOKWA SARPONG (DCD)



.....

HON. KWASI KARIKARI ACHAMFOUR (DCE)



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NANA BOAKYE YAM ABABIO (PM)

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1.0 INTRODUCTION

The Afigya Kwabre North District Assembly is one of the thirty-eight (38) newly created Municipal/District Assemblies in Ghana and among the thirteen (13) Municipal/District Assemblies in the Ashanti Region. It was established by Legislative Instrument (L.I.) 2334 of 14th November, 2017 and was carved out of the then Afigya Kwabre District Assembly, with Boamang as its Capital. The district is bounded by Afigya Kwabre South District Assembly to the South, Ejura Sekyedumase to the North, Sekyere South to the East and Offinso Municipal to the West.

1.1 VISION

To become a highly professional and responsive Local Government Authority that provides basic public services which meet the development needs or aspirations of the people within the Authority's jurisdiction.

1.2 MISSION

To formulate plans and programmes through citizens' participation for effective mobilization and utilization of human, material and financial resources to bring about a qualitative change in the physical environment and the livelihoods of people in the District.

1.3 FUNCTIONS

The function of the District Assembly, like all other MMDAs, is basically derived from section 12 to 16 of the Local Governance Act, 2016 (Act 936). This is further articulated in L. I. 2334 as follows:

- i. Responsible for the provision of basic socio-economic infrastructure and services for the overall development of the district
- ii. Collaborate with Regional and local security agencies to maintain security and public safety
- iii. Pursue activities that enhance decentralization and promote good governance in the district
- iv. Promote socio-economic activities that support the vulnerable and the excluded
- v. Formulate and execute plans, programmes and strategies for effective mobilization and utilization of resources necessary for the overall development of the district

- vi. To create an enabling environment for private sector development and their participation in the development of the district
- vii. Promote justice by ensuring ready access to courts

1.4 WE ARE RESPONSIBLE FOR

- Provision of Basic Socio-Economic infrastructure and services including education, health, markets, lorry parks, toilets, roads, electricity and water
- Sports and Youth Development
- Promotion of public awareness of National and District Programmes and Policies
- Revenue mobilization
- Disaster management
- Promotion of culture and tourism
- Maintenance of peace and security
- Ensuring food security
- Birth and death registration
- Marriage and Church registration
- Waste management & environmental protection
- Registration of businesses, co-operatives, NGOs, CBOs, etc.
- Supporting and implementing Government policies and programmes, e.g. Planting for Food & Jobs, Ghana Productive Safety Net, etc.
- Enforcing laws, rules and regulations
- Promoting and supporting productive activities and social development
- Monitoring the execution of projects and programmes in the approved Medium Term Development Plan

2.0 WHY THIS SERVICE CHARTER

In conformity with our mandate, and in line with our service principles, this Service Charter has been developed to provide information on the services and expected standards to facilitate expedient transaction of business with our clients.

It is also meant to serve as a practical guide to our clients and stakeholders on the service delivery processes of the Assembly, and to publicly demonstrate the Assembly's commitment to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

3.0 SERVICE DELIVERY STANDARDS

We shall endeavour to:

- i. Provide our clients with timely, credible and reliable services;
- ii. Publish and disseminate relevant policies, regulations, guidelines and circulars for the efficient and effective Human Resource Management of public service organizations;
- iii. Demonstrate honesty, respect, humility and integrity towards clients;
- iv. Show our preparedness to listen to our clients;
- v. Demonstrate commitment to the provision of reliable and accurate information in a timely manner;
- vi. Acknowledge clients' rights;
- vii. Acknowledge diversity;
- ix. Ensure easy identification of our offices;
- x. Provide mechanisms for effective feedback on our services;
- xi. Provide a friendly and efficient environment for our clients.

4.0 SERVICE DELIVERY TIME FRAME

The specific services provided by the Assembly, and the expected time frame for delivery are presented in the table below:

RESPONSIBLE DEPARTMENT/UNIT	SERVICE	DELIVERY TIME FRAME (MONTHS/DAY)	CLIENT EXPECTATIONS
Central Administration	Response to incoming correspondences	Within seven (7) working days of receipt	Acknowledged receipt of all official correspondence and prompt response to recipient within the stipulated time
	Notices to meetings	Minimum of 14days before the meeting unless emergency	Adequate notice is given before the meeting
	Preparation and submission of minutes and reports to participants	Within 14days after the meeting	Proper record keeping and availability of documents
	Preparation and submission of administrative and other reports	Within 2weeks after the month/quarter/year (in accordance with reporting requirement)	Prompt and timely submission of reports
Client Service Unit	Receive and provide clients with prompt response to complaints, enquiries,	Immediately upon arrival at the Assembly premises	Customers will be served politely on first come, first served basis.

	requested services and information		
Planning Unit	Preparation of Annual Action Plan	Within the 3 rd quarter of every year	Publication of approved Annual Action Plan
Marriage Registry	Registration of Marriage, Divorce and Church	<p>Issuance of Notice – Same day of application receipt</p> <p>Marriage registration – Same day of application receipt</p> <p>Divorce - Within 30days after the receipt of application.</p> <p>Church - Within 90days after the receipt of application.</p>	<p>Issuance of certificate to applicant</p> <p>Timely receipt of certificate(s)</p> <p>Adequate information on registration processes and procedures</p>
Building & Inspectorate Unit	Issuance of Building /Temporary structure permits of application	<ul style="list-style-type: none"> ▪ Building Permit - Within 30days after receipt of application ▪ Temporary structure Permit - Within 14days after receipt of application 	Approved Building / Temporary structure Permits to be communicated to applicants in writing and via telephone calls
Works Department	Response to maintenance of basic Socio-Economic infrastructure	Within 14days of application or report	Timely response to the plight of citizens
	Tendering	Within 21days from the date of closing the tender	Communicate outcome to all tenderers

Physical Planning Department	Approval of Community layout	Within 30days of receipt of documents.	Approved layout made available to communities
Finance Department	Issuance of Demand Notice	Within the 1 st quarter of the year	Improve revenue mobilization of the Assembly
	Collection of rates, fees and fines	24hour service	Improve revenue mobilization of the Assembly
	Prosecution of tax/rate defaulters	Within 30days of the ensuing year	<ul style="list-style-type: none"> ▪ Issue of demand notice within 7days ▪ Demand notice reminder within 2days ▪ Issue of summons within 1week
	Preparation and submission of financial reports	Within 2weeks after the month/quarter/year (in accordance with reporting requirement)	Prompt and timely submission of reports
Revenue	Issuance of Business operating license	Within 5 working days after receipt of the application.	Issuance of License
	Registration of NGOs, CBOs & Cooperative groups	<ul style="list-style-type: none"> ▪ Cooperative groups within 1month after receipt of application ▪ CBO's & NGO within 3months if no further documents are required from another government agency (like the Registrar General) 	Issuance of certificate to applicant

		<ul style="list-style-type: none"> ▪ Registered within 1 week at the district if statutory documents have been obtained. 	
	Registration of contractors, consultants and Suppliers.	Within 5 working days after receipt of application.	Issuance of certificate to applicant
Budget Unit & Revenue Unit	Fixing of rates	Within last 6months of the year	Publication of approved Fee Fixing Resolution
Budget Unit	Preparation of Composite Budget	Within last 6months of the year	Citizens sensitized of approved budget
Procurement Unit	Preparation of procurement Plan for approval	Before 30 th November of every year	Publication and distribution of copies of approved Annual Action Plan
Birth & Death Registry	Registration of Births & Death	<ul style="list-style-type: none"> ▪ Within 1 day for New Birth ▪ Late birth registration within 6weeks ▪ Death certificate within 3 weeks ▪ Death/Burial permit within 1 day 	Issuance of certificate to applicant
Social Welfare and Community Development	Registration of vulnerable and excluded	Within 1 day	Timely response to the plight of citizens
	Response to abuse of right /child neglect/custody	Within 14days of report	Timely response to the plight of citizens
National Disaster Management Organization	Response to disaster or disaster outbreak	Within 1 day of receipt or complaint	Timely response to the plight of citizens
Environmental Health & Sanitation Unit	Develop and maintain a clean and safe physical environment to promote the	Daily activity	Residents to live in a clean and safe environment.

	socio-economic well-being of residents in the district.		
	Facilitate screening of food vendors	Once every year	Improved environmental hygiene and certify healthy food vendors
	Issuance of food vendors certificate	Within 2days after application	Certify healthy and successful applicants
Information Service & NCCE	Education of citizens on government policies and programmes	Within 1 month of the issue	Enhanced community engagement and participation
	Sensitization of rate payers on Assembly's rates, fees and fines	Within 1 month of the issue	Enhanced community engagement and participation
Health Directorate	Provision of Health care service	<ul style="list-style-type: none"> ▪ OPD visit within 24hrs daily ▪ Emergency/Casualties-promptly ▪ Delivery -24hrs 	Provide health care services to patients at any point in time
Education Directorate	Management, Monitoring and supervision of pre-tertiary educational activities	Daily activity	All Educational activities were closely monitored and executed to achieve the desired results.
	Sports Development	<p>Inter schools- Within 4days at Basic schools</p> <p>Each for Prim and JHS</p>	Regular sporting activities at the Basic school level

		Inter –circuit- Within 3days for Prim and 4days for JHS District camping- Within 10-14days.	
Agric Directorate	Crop Services	Services delivered immediately upon request between working hours of 8am to 5pm.	Boost production by training farmers on various factors of production and recommend appropriate input.
	Animal Husbandry	Services delivered immediately upon request between working hours of 8am to 5pm.	Taking farmers through various forms of training to boost animal, livestock production.
	Veterinary Services	24-Hour Service	Provide clinical services and recommend appropriate drugs for affected animals.
	Women in Agriculture (WIAD)	Services delivered immediately upon request between working hours of 8am to 5pm.	Empower women through training and support with funds.
	Extension Services	24-Hour Service	Apprise farmers with new technology in farming practices.
	Engineering and Post-Harvest Services	Services delivered immediately upon request between working hours of 8am to 5pm.	Apply Engineering principles to improve quality of crops after harvest
	District Center of Agriculture, Commerce and Technology (DCACT)	Services delivered immediately upon request between working hours of 8am to 5pm.	Give technical advice and support services to include storage, processing.

5.0 TARGET AREAS

We strive for:

- Continuous improvement in our service delivery
- The creation of an enabling environment for socio-economic development
- Empowerment of women and other vulnerable groups to participate in Governance and Assembly's development agenda
- The protection and promotion of public health and the prevention of diseases
- Provision of information in an open and transparent manner
- Creation of a conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness
- Compilation of a comprehensive socio-economic data base that will be accessible to the public

6.0 COURTESY AND COOPERATION

- Office doors are labeled for easy identification
- Friendly client service officers will be on hand to provide various services
- Assembly staff with clear identification and also available to provide information and other support service
- A competent and efficient monitoring team is always available to visit various construction sites to ensure adherence to building regulations.
- Developers are entreated to produce valid development permits
- Courteous revenue collectors will go round daily to collect various rates
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.

7.0 WHAT THE ASSEMBLY EXPECT FROM THE PUBLIC

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery. To access any of the services we provide, we require as follows;

- Business should be duly registered with the Revenue Unit
- Business address and location should be made available.
- Provide registered indenture (Land title Certificate) /Allocation form from Traditional Authorities; four (4) original copies of Site plan and four (4) copies of Architectural drawing for the issuance of building /development permits.
- Ensure that a child has a weighing card and in the case of a person above one (1) year, baptismal certificate and ID card before the issuance of birth certificate.
- To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided.
- The public will participate in the various community level education programmes on sanitation, hygiene, revenue collection and others.
- The bye-laws of the Assembly will be complied with to ensure effective administration of the district.

8.0 INFORMATION, TRANSPARENCY AND CONVENIENCE

- Notice Boards will be made available at our offices and sub-district offices.
- The Assembly through its front desk officers will provide its clients with all the necessary information they need to access its services.
- Information will also be made available at our Town/Area council Offices and Revenue Points throughout the district.

9.0 COLLABORATING AGENCIES OF THE ASSEMBLY

Afigya Kwabre North District Assembly shall collaborate with the following Departments and Agencies.

- Community Water and Sanitation Agency
- Ghana Water Company Limited
- Ghana Revenue Service
- Ghana Immigration Service
- Electricity Company of Ghana
- Ghana National Fire Service
- Lands Commission
- Land Valuation Board
- Social Security and National Insurance Trust
- Judicial Service (District Court)
- Business Advisory Centre
- National Health Insurance Scheme
- Centre for National Culture
- Commission on Human Rights and Administrative Justice

10.0 COMPLAINTS AND COMMENTS

10.1 CLIENT SERVICES UNIT (CSU)

A Client Service Unit has been set up in the Afigya Kwabre North District Assembly. The objective of this Unit is to respond timeously to clients' request for information, assistance and complaints related to services provided by the Assembly.

The CSU may be contacted in writing, by phone or in person through:

THE DESK OFFICER FOR CSU
AFIGYA KWABRE NORTH DISTRICT ASSEMBLY
P. O. BOX 3, BOAMANG.
Telephone: 0502811092

10.2 COMPLAINTS

Afigya Kwabre North District Assembly welcomes comments and complaints from the public, its valued clients and customers. Complaints and grievances should be addressed to:

**THE CHAIRPERSON
PUBLIC RELATIONS & COMPLAINTS COMMITTEE
AFIGYA KWABRE NORTH DISTRICT ASSEMBLY
P. O. BOX 3, BOAMANG.
Telephone: 0502811092**

10.3 VULNERABILITY HOTLINE

The District Assembly has a vulnerability hotline which is accessible 10-hours daily (from 8am to 5pm). Contact us for immediate services on the hotline number **0502811092**

10.4 DISTRICT ADMINISTRATION OFFICE

To access our service, you can locate the office at Boamang (AF-0001-0022), off the Ahenkro-Kyekyewere road and adjacent the Boamang District Court.

**THE DISTRICT CHIEF EXECUTIVE
AFIGYA KWABRE NORTH DISTRICT ASSEMBLY
P. O. BOX 3, BOAMANG.**

Tel: 0502811092

SUB-OFFICES

1. ANYINASU AREA COUNCIL
AHENKRO
Location: Ahenkro Area Council Building at the Ahenkro junction
2. BOAMANG AREA COUNCIL
BOAMANG
Location: At Boamang-Maase Community Centre
3. TETREM-KYEKYEWERE AREA COUNCIL
TETREM
Location: Near Tetrem Police Station