

# AFIGYA KWABRE NORTH DISTRICT ASSEMBLY



Republic of Ghana

## THE SERVICE CHARTER

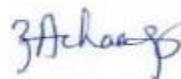
**MAY, 2021**

**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)**



.....  
**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 14<sup>th</sup> 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 e.g. Farmers Day, Independence Day, GSFP, etc.
- Enforcing laws, rules and regulations
- Promotions and supporting productive activities and social development
- Monitoring the execution of projects and programmes in the approved development plans

## **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 Commission, and to publicly demonstrate the Commission'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; publish and disseminate relevant policies, regulations, guidelines and circulars for the efficient and effective Human Resource
- ii. Management of public service organizations; demonstrate honesty, respect, humility and integrity towards clients;
- iii. show our preparedness to listen to our clients;v. demonstrate commitment to the provision of reliable and accurate information in a timely manner;
- iv. acknowledge clients' rights;
- v. acknowledge diversity;
- vi. ensure easy identification of our offices;
- vii. provide mechanisms for effective feedback on our services; and,
- viii. 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:

<b>RESPONSIBLE DEPARTMENT/UNIT</b>	<b>SERVICE</b>	<b>DELIVERY TIME FRAME (MONTHS/DAY)</b>	<b>CLIENT EXPECTATIONS</b>
Central Administration	Customers at the reception	Immediately upon arrival at the Assembly premises	Customers will be served politely on first come, first served basis.
	All correspondences requiring responses	Within seven (7) working days of receipt	Acknowledged receipt of all official correspondence
	Customers on Appointment	Within 30mins of the appointed time	Customers will be served according to scheduled time and be or told the expected waiting time
	Notices to meetings	Minimum of 14days before the meeting unless emergency	Adequate notice is given before the meeting
	Requisition of data/information	Within 2days after receipt of application or request	Provision of data/information to applicant
All relevant Departments/Units	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 financial reports	Within 2weeks after the month/quarter/year (in accordance with reporting requirement)	Prompt and timely submission of reports

Information Service & NCCE	Education of citizens on government policies and programmes	Within 1month of the issue	Enhanced community engagement and participation
	Sensitization of rate payers on Assembly's rates, fees and fines	Within 1month of the issue	Enhanced community engagement and participation
Physical Planning & Works Departments	Issuance of Building /Temporary structure permits of application	<ul style="list-style-type: none"> <li>▪ Building Permit - Within 30days after receipt of application</li> <li>▪ Temporary structure Permit - Within 14days after receipt of application</li> </ul>	Approved Building / Temporary structure Permits to be communicated to applicants 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 <sup>st</sup> quarter of the year	Improve revenue mobilization of the Assembly
	Collection of rates, fees and fines	Always	Improve revenue mobilization of the Assembly
	Prosecution of tax/rate defaulters	Within 30days within the ensuing year	Issue of demand notice within 7days Demand notice reminder within 2days Issue of summons within 1week

Revenue	Issuance of Business operating license	Within 5 working days after receipt of the application.	Issuance of License
	Registration of NGO,CBO & Cooperative groups	<ul style="list-style-type: none"> <li>▪ Cooperative groups within 1month after receipt of application</li> <li>▪ CBO's &amp; NGO within 3months if no document from Head Office (General Registration)</li> <li>▪ Registered within 1 week at the District if statutory documents have been obtained.</li> </ul>	Issuance of certificate to applicant
	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
Planning Unit	Preparation of Annual Action Plan	Within the 3 <sup>rd</sup> quarter of every year	Publication of approved Annual Action Plan
Procurement Unit	Preparation of procurement Plan for approval	Before 30 <sup>th</sup> 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"> <li>▪ Within 1day for New Birth</li> </ul>	Issuance of certificate to applicant

		<ul style="list-style-type: none"> <li>▪ Late birth within 3weeks</li> <li>▪ Death certificate within 3 weeks</li> <li>▪ Death/Burial permit within 1day</li> </ul>	
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>
Social Welfare and Community Development	<p>Registration of vulnerable and Excluded</p> <p>Response to abuse of right /child neglect/custody</p>	<p>Within 1day</p> <p>Within 14days of report</p>	<p>Timely response to the plight of citizens</p> <p>Timely response to the plight of citizens</p>
National Disaster Management Organization	Response to disaster or disaster outbreak	Within 1day of receipt or complaint	Timely response to the plight of citizens
Environmental Health Unit	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	Issuance of certificate to applicant
Health Directorate	Provision of Health care service	<ul style="list-style-type: none"> <li>▪ OPD visit within 24hrs daily</li> <li>▪ Emergency/Casualties- promptly</li> <li>▪ Delivery -24hrs</li> </ul>	Provide health care services to patients at any point in time
Education Directorate	Sports Development	<p>Inter schools- Within 4days at Basic schools Each for Prim and JHS</p> <p>Inter –circuit- Within 3days for Prim and 4days for JHS</p> <p>District camping- Within 10-14days.</p>	Regular sporting activities at the Basic school level

## **5.0 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 conductive 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 WE 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 Services Unit has been set up in the Public Services Commission. The objective of this Unit is to respond timeously to clients' request for information, assistance and complaints related to services provided by the Commission. 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.**

**Tel: 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.**

**Tel: 0502811092**

## **10.3 VULNERABILITY HOTLINE**

Improving the living conditions of the vulnerable and excluded, ALL PEOPLE in the District can conduct the Department of Social Welfare and Community Development to respond timeously to ALL Persons With Disabilities and Vulnerable requesting for information, assistance and complaints related to vulnerability services may contact in writing, by phone or in person through:

**THE DEPARTMENT OF SOCIAL WELFARE AND COMMUNITY DEVELOPMENT  
AFIGYA KWABRE NORTH DISTRICT ASSEMBLY  
P. O. BOX 3, BOAMANG.**

**Tel: 0502811082**

## **10.4 MAIN DISTRICT ADMINISTRATION OFFICE**

To access out service, you can locate offices in the following towns and locations:

Located on the Ahenkro-Kyekyewere road, opposite the Boamang Market

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

**Tel: 0201040875 / 0502811092 / 0502811082**

**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