

MINISTRY OF LOCAL GOVERNMENT, DECENTRALIZATION

AND RURAL DEVELOPMENT

AHAFO ANO SOUTH EAST DISTRICT ASSEMBLY

ADUGYAMA

THE NEW SERVICE CHARTER

(SERVICE DELIVERY STANDARD)

FUNCTIONS:

The function of the Assembly as given in the Local Governance Act 2016 Act, 936, are as follows:

- Be responsible for the overall development of the District
- Formulate and execute plans, programmes and strategies for the effective, mobilization of resources necessary for the overall development of the District Assembly
- Promote and support productive activity and social development in the District Assembly and remove any obstacles to initiative and development
- Initiate programme for the development of basic infrastructure and provide works and services in the district.
- Be responsible for the development, improvement and management of human settlements and the environment in the District Assembly
- Collaborate with the relevant national and local security agencies to maintain security and public safety
- Promote justice by ensuring ready access to courts

WE ARE RESPONSIBLE FOR:

- Issuance of Building Permits
- Birth and death registration
- Insurance of Business Operating Licenses
- Approval of Planning Schemes / layouts
- Development Control-orderly physical development of settlements
- Waste management
- Revenue mobilization
- Fixing of rates
- Provision of basic socio-economic infrastructure, including schools, markets, lorry parks, institutional toilets, and roads
- Facilitate the provision of water
- Social Welfare and Community Development
- Maintenance of peace and security
- Sports development

LIST OF DEPARTMENTS AND UNITS IN THE ASSEMBLY

- Central Administration
- Finance Department
- Procurement Department
- Social Welfare and Community Development
- Environmental Health and Sanitation Department
- Works Department
- Towns and Country Department
- Human Resource Department
- Records Unit
- Internal Audit Unit
- Client Service Unit
- Budget Unit
- Revenue Unit
- MIS Unit
- Information Department
- NADMO
- Planning Unit

CLIENT SERVICE CHARTER

SERVICE STANDARDS:

We shall issue certificates and provide the services below within the following time frames:

SERVICE – WORKS / PLANNING	TIME FRAME (MONTHS/DAYS)
• Issuance of building permits	• Within two (2) months
• Preparation and approval of planning schemes/layouts	• within six (6) months / one (1) year depending on the size of the settlement
• Issuance of Business Operating Licenses (BOP)	• Within three (3) working days
• Issuance of Birth Certificate	• Under 1 year (1 day) • Above 1 year (2 weeks)
• Issuance of Death certificate	• French death (1 day) • Already buried (3 weeks)
• Waste management (door-to-door collection)	• Two (2) times weekly collection
• Issuance of food vendors certificate	• Within eight (8) working days
• Public education on hygiene practices	• Monthly
• Carries out maintenance works on ass. Projects	• Quarterly
• Carries out regular inspection on Development Projects	• Monthly
• Prepares/submits progress reports on projects	• Quarterly
• Gives technical assistance to area councils	• Quarterly
• Preparation of project evaluation report /estimates	• Weekly
• Preparation of project estimates	• Two working days
• Preparation of projects Bill of Quantities	• Five days (5)
• Supervises project undertaking by all Area Council	• Monthly
• Assists in the Monitoring of project of Municipal Assembly	• Quarterly
• Helps in setting out all project profiles to commence work	• 48 Hours
• Inspect and brings up reports on all proposed private development project	• Monthly
• Bring up all land issues and submit reports to the statutory planning committee	• 1 Month
• Inspect, recommends and helps to site all directional sign post and bill boards	• Monthly
• Ensures supply of required materials at various construction sites	• Two Days (2)
• Assessment of reported cases of defects on Municipal Assembly project	• Two Days
• Processing all buildings permits for developers	• 1 Monthly

• SERVICES - SANITATION	• TIME FRAME
• Food hygiene inspection work @ eating, drinking establishments and	• Weekly
• Slaughter houses	

CLIENT SERVICE CHARTER

• Environmental Sanitation Education	• Monthly
• Cleansing of designated areas and facilities as streets, drains, market and lorry parks	• Daily -through Zoomlion
• Supervision of contractors	• Daily
• Control of insect infestation	• Quarterly
• Sanitary Inspection and law enforcement @ premises Public/open spaces	• Daily
• Abatement of Nuisance and allocation of grave sites	• 48 hours
• Control of Stray animals	• Monthly
• Release of stray animals from pounds	

• SERVICES - WATER	• TIME FRAME
• Point sources – Boreholes	• Quarterly
• Sanitation Household latrines Institutional latrines	• Quarterly
• Small Towns PRC Systems	• Quarterly
• Hygiene Promotion	• Monthly

• SERVICES - FINANCE	• TIME FRAME
• Payment of repairs, fuel bought, refunds etc	• One day or 24 hours
• Issuance of business operating licences	• 24 hours
• Settlement of Bills on goods	• Within 48 working days or two months
• Release of funds for programme in support to departments, sponsorships, and donations	• 24 hours or one day after funds has been received
• Release of project funds e.g. CWSA, EU, UNICEF	• 48 working days after funds are released
• Payment to contractors on Municipal Assembly projects	• 24 hours after the funds are released
• Personal emoluments e.g. non-availability, claims, allowances to staff and Assembly members	• One day or 24 hours
• Salary related problems e.g. pensions, wages, preparations of inputs to correct anomalies in staff salaries	• 48 working days or two days
• Mobilisation of revenue issues of, non-performance of collectors, Indiscipline on the part of collectors	• 48 working days or two months
• Processing of Payment Certificates for contractors	• 72 Hours
• Processing of applications for employment, scholarships, sponsorship etc.	• Within five working days

CLIENT REQUIREMENTS FOR SERVICES OF THE ASSEMBLY

To access any of the services we provide, we require as follows:

1. Personal details e.g. Name, Age, Date of Birth etc.
2. Contact Number
3. National Identification Number (Ghana Card)
4. Business Address
5. Location

Note: Not all services require all the requirements above.

INFORMATION/TRANSPARENCY AND CONVENIENCE

- Notice Boards will be made available at our offices and area councils and where necessary on our website.
- The Ahafo Ano South East District Assembly will provide its clients with all the necessary information they need to be able to access its services.
- Information will also be made available at our revenue points throughout the District Assembly
- Suggestion boxes will be put at vantage points including sub-district offices to solicit public views on our service delivery.
- There will be a whole office dedicated to our clients where they will first call to be directed to various units within the Assembly. This is to avoid tossing our clients about.

WE STRIVE FOR:

- Excellence in our service delivery to our clients.
- 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.

COURTESY AND COOPERATION:

- All office doors are marked to facilitate easy identification
- Friendly client service officers will be on hand to provide various services
- Assembly staff with clear identification are also available to provide information and other support services
- A well-trained development control task force will visit various construction sites to ensure adherence to building regulations.
- Developers are entreated to produce valid development permits
- Courteous revenue collectors will go round daily to collect various rates
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.
- We have well trained and focused Client Service officers to attend to you
- There is a well-trained Development Control Task Force ready always to visit development sites.

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 Registrar General's Department and the District Assembly
- Business address and location including street names and numbers should be made available
- Provide registered indenture (Land title certificate) and four (4) copies of Architectural drawings for the issuance of building/development permits
- Ensure that a child has a weighing card and in the case of persons above one (1) year, baptismal certificate and ID card.
- To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided.

CLIENT SERVICE CHARTER

- 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.

OTHER COLLABORATING AGENCIES:

The Ahafo Ano South East District Assembly shall collaborate with the following Departments and Agencies.

- Ghana Revenue Authority
- The Internal Audit Agency
- Statistical Service
- Ghana Immigration Service
- Audit Service
- The Judicial Service
- The Ghana Police Service
- Electricity Company of Ghana
- Water and Sanitation Management Teams (Water Boards)
- Lands Use and Spatial Planning Authority
- Community Water and Sanitation Agency
- Ghana Aids Authority

THE ACCOUNT DEPARTMENT

The accounts department is responsible for the following:

Raising of payment vouchers for all purchases made by the Assembly

- Processing and payment of Personal Emoluments, e.g., non-Availability claims, T&T, per diems, allowances to staff and Assembly members etc
- Payment for repairs, fuel bought, refunds
- Release of funds for programmes in support to departments, scholarships, sponsorships and donations, Training of staff
- Release of project funds
- Processing of payment certificates and Payment to contractors on Assembly projects
- Salary related problems for example pensions, wages, (processing of ESPV, Non-availability, promotion and postings/transfers preparation of inputs to correct anomalies in staff salaries)
- Revenue Mobilisations issues for example non-payments issues, issues of non-performance of collectors, indiscipline on the part of collectors, complaints by rate payers etc.

LIST OF SOCIAL SERVICES PROVIDED BY THE DEPARTMENT OF SOCIAL WELFARE AND COMMUNITY DEVELOPMENT

1. COMMUNITY CARE

- Persons with Disability (PWD)
- Livelihood Empowerment (LEAP)

2. JUSTICE ADMINISTRATION

- Child Custody
- Child Conflict

3. CHILD PROTECTION AND PROMOTION

- Day Care Centres
- School Feeding
- Child Maintenance and Family Welfare

- 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.

OTHER COLLABORATING AGENCIES:

The Ahafo Ano South East District Assembly shall collaborate with the following Departments and Agencies.

- Ghana Revenue Authority
- The Internal Audit Agency
- Statistical Service
- Ghana Immigration Service
- Audit Service
- The Judicial Service
- The Ghana Police Service
- Electricity Company of Ghana
- Water and Sanitation Management Teams (Water Boards)
- Lands Use and Spatial Planning Authority
- Community Water and Sanitation Agency
- Ghana Aids Authority

THE ACCOUNT DEPARTMENT

The accounts department is responsible for the following:

Raising of payment vouchers for all purchases made by the Assembly

- Processing and payment of Personal Emoluments, e.g., non-Availability claims, T&T, per diems, allowances to staff and Assembly members etc
- Payment for repairs, fuel bought, refunds
- Release of funds for programmes in support to departments, scholarships, sponsorships and donations, Training of staff
- Release of project funds
- Processing of payment certificates and Payment to contractors on Assembly projects
- Salary related problems for example pensions, wages, (processing of ESPV, Non-availability, promotion and postings/transfers preparation of inputs to correct anomalies in staff salaries)
- Revenue Mobilisations issues for example non-payments issues, issues of non-performance of collectors, indiscipline on the part of collectors, complaints by rate payers etc.

LIST OF SOCIAL SERVICES PROVIDED BY THE DEPARTMENT OF SOCIAL WELFARE AND COMMUNITY DEVELOPMENT

1. **COMMUNITY CARE**
 - Persons with Disability (PWD)
 - Livelihood Empowerment (LEAP)
2. **JUSTICE ADMINISTRATION**
 - Child Custody
 - Child Conflict
3. **CHILD PROTECTION AND PROMOTION**
 - Day Care Centres
 - School Feeding
 - Child Maintenance and Family Welfare

OFFICERS' CONTACTS:

<u>Designation</u>	<u>Contact Lines</u>
1. District Chief Executive	- 0244079063
2. District Coordinating Director	- 0242834447
3. District Finance Officer	- 0247181777
4. District Planning Officer	- 0244740564
5. District Internal Auditor	- 0243408873
6. Engineer, Water and Sanitation	- 0246036561
7. Transport Officer	- 0203140141
8. District physical Planning Officer	- 0243841367
9. Social Welfare and Community Development	- 0246036561
10. District Works Engineer	- 0244683482
11. District Information Officer	-
12. District Environmental Health Officer	- 0241143730
13. Human Resource Management Department	- 0546558411
14. Revenue Head	- 0550191596

Hotline for Vulnerability and Social Welfare Issues

Other Contacts 0246036561
 0246203073
 0546384828