

AKYEMANSA DISTRICT ASSEMBLY



SERVICE DELIVERY CHARTER



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AKYEMANSA DISTRICT ASSEMBLY INVESTING IN OIL PALM PLANTATION TO BOOST IGF

HON. DCE AND STAFF ON MONITORING TO 30 ACRE OIL PALM PLANTATION



AKYEMANSA DISTRICT ASSEMBLY PROMOTING PEACE AND UNITY-MEETING WITH HON. DCE/ CHIEF OF OFOASE AND HIS ELDERS, CHIEF IMAM AND REPRESENTATIVES OF THE ZONGO AND OFOASE COMMUNITY IN AKYEM OFOASE



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AKYEMANSA DISTRICT ASSEMBLY SERVICE DELIVERY CHARTER

1. INTRODUCTION

Location and Size

The Akyemansa District was carved out of the Birim North District Assembly in 2008 as part of the Government's decentralization programme to promote effective decentralized governance and speed up the development of the area. The Akyemansa District is bordered by Birim North District to the north, the Asante Akyem South, Amansie East and Adansi South districts all in the Ashanti region to the west, Birim Central District to the south and Atiwa and Kwaebibirem districts to the east. The district has a very strategic location especially its capital Akyem Ofoase as it is situated among three major commercial towns and a mining town namely Oda, Nkawkaw and New Abirem respectively.

With improved roads linking Ofoase to New Abirem and Oda through Ayirebi, the economy of the district stands a better chance of being improved. Ofoase can be described as a nodal or a confluence town as it is located at the meeting point of the New Abirem- Oda-Nkawkaw roads.

The district has 96 communities with Akyem Ofoase as the administrative capital. It also has four (4) area councils namely; Ofoase, Ayerebi, Akokoaso and, Abenase and thirty-eight (38) Assembly members composed of Twenty-six (26) elected and Twelve (12) appointed.

2. SERVICE CHARTER PURPOSE

In accordance with our service principles and constitutional mandate, this Service Charter has been prepared to provide information on the services and expected standards to facilitate efficient transaction of business with our clients. It also seeks to provide an explicit guide to our clients and stakeholders on the service delivery processes of the Akyemansa District Assembly and to reiterate the Assembly's unwavering dedication to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

3. VISION

The vision of the Assembly is to create a highly reputable Decentralized Public Service Unit that is well positioned with a Client Oriented Acclaim

4. MISSION STATEMENT

Akyemansa District Assembly Exist to Accelerate the Development of the entire District by providing services which focus on Implementing Development Programs and Projects in a coordinated manner to ensure Efficiency so as to improve the Living Standards of the People.

5. CORE VALUES

The Akyemansa District Assembly subscribes to the following core values:

Excellence: delivering a high standard of performance that exceeds clients' expectations.

Teamwork: working co-operatively within all levels of our organization to achieve our common vision.

Participation: involving stakeholders (e.g., service beneficiaries, civil society and private sector) in planning, implementing, monitoring and evaluating service delivery.

Integrity: being honest, transparent and accountable in the execution of our work.

Innovation: applying creative approaches in providing the best service to our clients.

Respect: treating people with dignity and an attitude of caring and understanding

6. FUNCTIONS

The Akyemansa District Assembly exists to perform deliberative, legislative and executive functions; as spelt out in Section 12 sub section 2 of the Local Governance Act 2016 Act 936.

(1) The District Assembly shall exercise political and administrative authority in the district, provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.

(2) A District Assembly shall exercise deliberative, legislative and executive functions.

(3) Without limiting subsections (1) and (2), the District Assembly shall

(a) Be responsible for the overall development of the District;

(b) Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the District;

- (c) Promote and support productive activity and social development in the District and remove any obstacles to initiative and development;
- (d) Sponsor the education of students from the district to fill particular manpower needs of the District especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;
- (e) Initiate programmes for the development of basic infrastructure and provide District works and services in the District;
- (f) Be responsible for the development, improvement and management of human settlements and the environment in the District;
- (g) In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the District;
- (h) Ensure ready access to courts in the district for the promotion of justice;
- (i) Act to preserve and promote the cultural heritage within the District
- (j) Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and
- (k) Perform any other functions that may be provided under another enactment.

(4) A District Assembly shall take steps and measures that are necessary and expedient to

- (a) Execute approved development plans for the District;
- (b) Guide, encourage and support sub- District local government bodies, public agencies and local communities to perform their functions in the execution of approved development plans;
- (c) Initiate and encourage joint participation with other persons or bodies to execute approved development plans;
- (d) Promote or encourage other persons or bodies to undertake projects under approved development plans; and

- (e) Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the District and national economy in accordance with government policy.
- (5) The District Assembly shall co-ordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the District and other development programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non-governmental organisations in the district.
- (6) The District Assembly in the discharge of its duties shall
- (a) Be subject to the general guidance and direction of the President on matters of national policy; and
 - (b) Act in co-operation with the appropriate public corporation, statutory body or nongovernmental organisation.
- (7) Public corporations, statutory bodies and non-governmental organisations shall co-operate with the District Assembly in the performance of their functions.
- (8) In the event of a conflict between the District Assembly and an agency of the central Government, public corporation, statutory body, non-governmental organisations or individuals over the application of sub section (5), (6) or (7), the matter shall be referred by either or both of the parties to the Regional Co-ordinating Council for resolution.

7. GENERAL SERVICES

We are responsible for:

- Approval of opening of private basic schools and establishment of new public schools;
- Enrolment of children into pre tertiary schools;
- Monitoring and supervision of educational delivery;
- Provision of agricultural extension services;
- Construction and maintenance of roads;
- Waste management and sanitation services;

- Issuance of Business Operating License;
- Provision of Preventive, curative and rehabilitative health services;
- Revenue mobilization, utilization and accountability;
- Birth and Death Registration;
- Education on civil rights and responsibilities;
- Control of noise;
- Maintenance of peace and security;
- Control of development through issuance of building permit;
- Creating awareness on Government programmes for feedback;
- Establishment and maintenance of cemeteries;
- Promotion of business advisory services;
- Supporting sports development;
- Creating social protection interventions;
- Promotion of justice delivery; and
- Disaster prevention and management.

8. THE ORGANISATIONAL STRUCTURE

a. To ensure the efficient discharge of its mandate, the Akyemansa District Assembly operates under the following Departments and Agencies:

1. Central Administration

- Human Resource Unit
- Audit Unit
- Budget Unit
- Development Planning Unit
- Administrative Unit

- Security Unit
- Environmental Health Unit
- Procurement Unit

2. Works Department

- Building and Inspectorate Section
- Water and Sanitation Section
- Feeder Roads

3. Agricultural Department

- Extension Unit
- Crops Unit
- Livestock Unit
- Veterinary Unit
- Women in agricultural development Unit
- Engineering Unit

4. Education Youth and Sports Department

- Inspectorate Unit
- Educational management and information Unit
- Human Resource Management Unit
- Finance and Administration
- Sports Unit

5. Health

- Preventive Section
- Disease Control Section
- Rehabilitative Section

6. Natural Resource Conservation, Forestry, Game and Wildlife Department

- Natural Resource Division
- Forestry Division
- Game and Wildlife Division

7. Disaster Prevention and Management Department

8. Physical Planning Department

9. Finance Department

10. Social Protection and Community Development

- Social Protection Section
- Community Development Section

11. Specialized Agencies

- National Commission on Civic Education
- National Service Scheme
- Electoral Commission
- Youth Employment Agency
- Non Formal Education Division

- Judicial Service
- Ghana National Fire Service
- Ghana Police Service

The Akyemansa District Assembly’s main structure is political and composed of the District Chief Executive, thirty-eight (38) Assembly members composed of Twenty-six (26) elected and Twelve (12) appointed and a member of parliament.

The district has 96 communities with Akyem Ofoase as the administrative capital. It also has four (4) area councils namely; Ofoase, Ayerebi, Akokoaso and, Abenase and

The 25 Electoral Areas representing the people under the Four (4) Area councils are:

No	Ofoase Area Council	Ayerebi Area Council	Akokoaso Area Council	Abenase Area Council
1	Kyemereso	Asabidea	Adwafo	Abenase
2	Mempedwee	Adubiase	Beposo	Gyaha
3	Ofoase Kuma	Odumase	Eboom	Mukyia
4	Brenase	Amanfrom	Asuboa-North	Anyinase
5	Kotokuom	Sewia	Bontodiase	Adwobue
6	Chia	Half-Assini		Etwreso Camp
7				Etwreso
8				Kwabuedi No.2

9. CODE OF CONDUCT

We endeavor to optimize the satisfaction of our clients, and therefore the following principles shall be strictly adhered to at all times:

9.1. Anonymity

Staff of the Assembly shall serve the people of the District with neutrality and anonymity in transactions that deserves exhibition of such conduct and therefore shall:

- Not seek individual recognition for their work by styling themselves in any manner beyond their official position;
- Perform the work assigned to them without enquiring about benefits or reward from that project or task;
- Maintain political neutrality in the performance of their official duties; and
- Not put themselves in a position where personal interest conflicts or is likely to conflict with the performance of the functions of their office.

9.2. Client Orientation, Loyalty and Commitment

Stakeholders and all community members are the clients of the Assembly. The Assembly therefore exists to serve its clients. All clients are entitled to dedication, loyalty and commitment of the staff of the Assembly. In the discharge of their official duties, officers and staff of the Assembly shall:

- Ensure that service to our clients take precedence over all other activities;
- Maintain high standards of accountability, transparency and responsibility in the conduct of all public business;
- Appreciate and accept clients as the beneficiaries of their work; and
- Be committed to the holistic development of all aspects of the community including the quality of life of the vulnerable in the District.

9.3. Transparency and Accountability

These are fundamental to nonpartisan decision making in local governance. Relations between the Assembly and Communities shall be governed by respect and strengthened by consultation, collaboration and accountability for decision making. In the discharge of their duties staff of the Assembly shall:

- Respect and comply with the laws and act at all times in a manner that ensures accountability and transparency to promote public confidence;
- Design and implement all plans, programmes and projects to include the provision of information and receipt of evaluative feedback from all stakeholders;

- Not accept gifts where it will appear to influence or result in influencing the performance of official duties; and
- Exclude themselves from any transaction in which they or a close family member or relation have direct interest.

9.4. Diligence, Discipline and Timeliness

Staff of Akyemansa District Assembly shall perform their duties with diligence and discipline, whilst adhering to specific time-frames, targets and objectives. Staff of the Assembly shall:

- Discharge their duties by providing service with diligence, competence, discipline and in a timely fashion;
- Provide support with technical content, skill development and strategies that will positively impact on the social context of the Communities;
- Work towards social cohesion, integration and unification of diverse interests of the communities; and
- Ensure adequate stakeholder consultation and collaboration in all development goals and action plans in the Communities.

9.5. Creativity and Innovativeness

Staff of the Assembly shall employ their skills and be dynamic in dealing with issues confronting the Assembly. Staff shall:

- Anticipate the needs of their communities and continuously develop ways to add value to its relationships;
- Provide the highest possible standard of service to the public;
- In challenging circumstances, exhibit high sense of innovation and creativity in good faith and without sacrificing quality and efficiency of service; and
- Bring to the attention of management any deficiency in the provision of service to the public.

9.6. Equity and Impartiality:

In the planning and execution of duties, our clients and Community members shall be treated with equity and impartiality, regardless of their political affiliation, ethnicity, gender and personal beliefs. Staff Shall:

- Recognize that the local communities and clients have a right to be treated with fairness and equity;
- Refrain from acts detrimental to the welfare of other persons;
- Exercise fairness and impartiality in dealing with all customers or clients;
- Conduct themselves with integrity and honesty in their official transactions;
- Be accountable to the general public for all decisions and actions taken;
- Submit themselves to scrutiny that is appropriate to their office; and
- Restrict information only when such information is classified.

9.7. Integrity

In the discharge of their roles, functions, duties and obligations to the public, staff shall observe the following basic standards of conduct to maintain integrity:

- Respect and comply with the laws and act at all times in a manner that promotes public confidence;
- Ensure that they do not place themselves under any financial or other obligations to their clients that might influence their performance; and
- Facilitate or make available any information to the public that the law sanctions.

10. SERVICE DELIVERY STANDARDS

10.1. Participation

We endeavor to involve key stakeholders including Civil Society Groups, Media, NGOs, Private Sector and Community leaders and Members in the planning and budgeting, implementation, monitoring and evaluation of projects and programmes to ensure satisfactory delivery of service.

To this end, we shall;

- involve stakeholders in the annual fee-fixing resolutions;
- organize public hearings involving stakeholders during the planning and budgeting process;
- conduct regular surveys to ascertain the level of community knowledge on agreements reached during service delivery consultations; and
- Involve key stakeholders, beneficiary departments and communities in quarterly and annual monitoring of projects.

10.2. Professionalism

We endeavor to demonstrate the requisite skills and competencies, and the ability to adopt best practices in the delivery of services to the satisfaction of our clients whilst adhering to ethical standards.

10.3. Client Focus

We endeavor to apply client focus requirements to prioritize and consistently develop affordable and accessible services in a timely manner. In this regard, we:

- Establish functional Client Service Unit;
- Publish and disseminate a Client Service Charter;
- Establish a mechanism (suggestion box, etc.) for the receipt of complaints from clients on a weekly basis and to provide feedback to clients effectively within five (5) working days upon receipt;

- Acknowledge and respond to correspondence effectively within Seven (7) working days upon receipt; and
- Orientate staff to be sensitive to the needs of PWDs, the aged and other vulnerable groups.

10.4. Transparency

We endeavour to provide all stakeholders with the understanding of how the Assembly operates, and furnish them with easy access to adequate and timely information regarding decisions and actions taken by the Assembly. In this regard, we

- Update and display monthly revenue and expenditure information on Assembly's notice boards and at other vantage places;
- Publish and display external audit report on notice boards of the Assembly and its Area Councils;
- Disseminate draft budget estimates to Assembly members two weeks before the General Assembly meeting and publish the approved budget on the Assembly's notice boards and websites; and
- Publish all General Assembly meeting minutes on Area council notice boards, websites and other public designated locations.

10.5. Efficient and Effective use of Resources

We ensure optimal use of resources (including time, human resources, natural resources, financial resources, etc.) to provide services and products that satisfy the requirements of users in a timely manner. Therefore we:

- Procure goods, works and services in conformity with the Public Procurement Act and on time;
- Ensure that at least 90% of activities, projects and programmes implemented are within the Annual Action Plan and Budget;
- Ensure that financial transactions are in line with relevant national laws; and
- Provide all clients with timely services.

10.6. Accountability

We take responsibility for our actions and/or in-actions in rendering services and informing citizens on the use of Assembly's resources.

To this end, we:

- Organize stakeholders' public budget hearing in the local dialect most widely spoken within the District on an annual basis; and
- Publish monthly financial statements by the 20th of the ensuing month on the notice boards of the Assembly and its Area Councils, Community Centres, etc.

11. SERVICE STANDARDS

We shall provide the following services within the following time frames:

SERVICE	TIME FRAME (MONTHS/DAYS)
Permit Acquisition	
Issuance of building permits	Maximum three months
Issuance of temporal structure permit	Within seven working days
Issuance of Business Operating Licenses (B.O.P)	2 days
Birth And Death Certificate	
Issuance of Birth Certificate	
• Under one year request	1 day
• Above one year request	1 month
Issuance of Death Certificate	
• Under one year request	1 day
• Above one year request	1 month
Sanitation	
Waste management control (Door - to - Door Collection)	1 week

Registration and Issuance of food vendors certificate	Two months minimum
Public education on hygiene practices.	Daily
Monitoring school health programmes	1-3 Monthly
Agriculture Extension Service	
Provision of information on agricultural technologies	1 - 3 days
Field officers provide services in communities to farmers	3 - 4 days
Development and promotion of agribusiness	3 months minimum
Training of farmers on improved farm practices	2 - 3 days
Surveys and field estimation	3 - 4 days
Provision of Veterinary Service	
Vaccination of poultry and livestock	1-3 days
Vaccination of pest against rabies	1 month
Issuing of livestock travel permit	1 day
Meat inspection and approval	1 day
Prophylactic treatment of diseases	2 days
Field livestock treatment	1 day
Clinical surgical treatment	1 day
Health Delivery	
Provision of emergency medical and surgical care	Within 5 minutes of arrival at the health facility
Provision of pharmaceutical services (OPD)	Within 30 minutes upon receipts of prescription
Provision of laboratory services	Within 24 hours
Provision of in -patient clinical care	Daily

Provision of specialist secondary and primary clinical consultation	Within 3 hours of arrival
Antenatal Care (ANC)	Within 2 hours of arrival
Education	
Enrollment of pupils into pre-tertiary schools	Within first week of re- opening in the first term

12. WE STRIVE FOR:

- Consistency in delivering quality service;
- Creation of a conducive environment for businesses to thrive;
- Provision of sufficient avenues/opportunities to enhance socio-economic Development;
- Maintenance of public physical health and safety;
- Communicating with the public in an open and transparent manner;
- Promotion of conducive conditions that will enhance Public Private Partnership; and
- Compilation of a comprehensive socio-economic database that will be accessible to the public.

13. COURTESY AND CO-OPERATION FROM THE DISTRICT ASSEMBLY

- All office doors are given unique identification marks.
- Excellent customer services would be provided by officers.
- Assembly staff is readily available to provide information and support to clients.
- A competent Development Control Task Force exists to ensure adherence to building regulations.
- Well trained revenue collectors go round daily to collect various rates.

14. EXPECTATIONS FROM OUR CLIENTS

The Akyemansa District Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth delivery of services for the benefit of the District.

To access any of our services, the following are required:

- The business should be duly registered with the Registrar General's Department;
- 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 for 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 participates in the various community fora on sanitation, hygiene, revenue collection and others;
- Comply with bye-laws of the Assembly to ensure effective administration of the District;
- Participate in Parents' Teacher Association (PTA) meetings, speech days, and school durbars;
- Participate in general cleaning exercises and maintain clean environment;
- Adopt Agricultural extension advice;
- Demand feedback on Assembly's services;
- Make use of Assembly's Client Service Unit;
- Prompt reporting of adverse health, nuisance/excessive noise, unauthorized development among others to the Client Service Unit for prompt action;
- Developers are entreated to produce valid development permits upon request; and

- Rate payers are entreated to pay approved rates and demand appropriate receipts covering amount paid.

15. OTHER COLLABORATING AGENCIES

The Akyemansa District Assembly shall collaborate with the following Departments and Agencies:

- Ghana Revenue Authority;
- Social Security and National Insurance Trust;
- Ghana Audit Service;
- Judicial Service;
- Ghana National Fire Service;
- The Ghana Police Service;
- Volta River Authority;
- Ghana Urban Water Company;
- Lands Commission;
- Land Valuation Board;
- Community Water and Sanitation Agency;
- Registrar General's Department;
- Environmental Protection Agency;
- Regional Coordinating Council;
- Banking and other Financial Institutions;
- Ghana Education Service;
- Ghana Health Service;
- Civil Society Organisations;
- Non-Governmental Organisations;

- Ghana AIDS Commission;
- Media;
- Stool Lands Administration;
- National Health Insurance Authority;
- Food and Drugs Authority; and
- Narcotics Control Board.

16. COMPLAINTS/COMMENTS

The Akyemansa District Assembly welcomes comments and complaints from its valued clients and the general public. Such issues should be addressed to:

**THE DISTRICT CHIEF EXECUTIVE OFFICE OF THE AKYEMANSA DISTRICT
ASSEMBLY**

P.O. BOX 33,

AKYEM OFOASE

EMAIL:

TEL: 0244286500/0244929130

Website www.akyemansa.ghana.gov.gh

Where you are not satisfied, you may seek further assistance from:

THE CHAIRMAN,

**PUBLIC RELATIONS AND COMPLAINTS COMMITTEE OFFICE OF THE
AKYEMANSA DISTRICT ASSEMBLY**

P.O. BOX 33, AKYEM OFOASE

TEL: 0246428052/0207784729

As a final resort, you may appeal to:

THE REGIONAL MINISTER OFFICE OF THE EASTERN REGIONAL CO-ORDINATING COUNCIL P.O. BOX 303 KOFORIDUA TEL: 03420-22971

WHERE YOU CAN FIND US:

You can locate our office in the following towns and locations in case you want to access our services.

1. Main District Administration Office

It is located on the Akim Oda –Ofoase highway and about 34 kilometers from the Akim Oda and 32 kilometers from New Abirim.

2. Sub-Offices:

- a. Ofoase Area Council Office located just in front of the main office
- b. Ayerebi Area Council located at the lorry station in Ayerebi town
- c. Akokoaso Area Council located along the Bosovilla road
- d. Abenase Area Council located just after the Glory Filling station at Abenase

REFERENCES

Local Government Service Secretariat, Service Delivery Standards and Performance Management December, 2014.

Ministry of Local Government and Rural Development, ‘Local Governance Act 2016 (Act 936)’ – The Assembly Press, Accra, December, 2016.

Akyemansa District Assembly, ‘Medium Term Development Plan 2018 – 2021, March, 2018.

