

CLIENT SERVICE CHARTER

AKYEMANSA DISTRICT ASSEMBLY



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1.0 INTRODUCTION:

As part of the government's decentralization program, the Akyemansa District Assembly (AKMDA), which falls under the Ministry of Local Government and Rural Development (MLGRD) of the Republic of Ghana, was created in 2008 by a Legislative Instrument (L.I. 1919) in order to encourage effective decentralized governance and hasten the development of the region.

Akyemansa District Assembly is one of the thirty-three (33) Administrative Districts located in the southwestern part of the Eastern Region. Akyemansa District was carved out of the Birim North District Assembly in the year 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 shares common boundaries with 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 Kwabibirem 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 124 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 comprised of twenty-six (26) elected and Twelve (12) appointed. The Akyemansa District recorded a total population of 97,374 during the 2010 population and housing census. The population of the district constitutes 3.7 percent of the total population of the Eastern Region. With an annual growth of 2.52% during the 2010 PHC.

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The projected population for 2021, computed from the 2010 PHC, further indicates that about 52.0 percent of female reside in the urban areas compared to 48.0 of male with equal proportions (52%) of both sexes are in the rural localities. With an assumption of same sex ratio from 2010 PHC, the sex ratio for the district is 97.2 males per 100 females.

The urban localities have a sex ratio of 92.2 males per 100 females while the rural localities have a sex ratio of 100, which means that for every one male, there is equally one female. The district has five main settlements, which has attained urban status namely Ofoase, Ayirebi, Abenase, Bontodiase and Adjobue.

The Client Service Charter has been developed and managed according to the guidelines provided by the Local Government Service Delivery Standards and according to the best international practices in Local governance, taking into consideration the needs of our numerous and diverse clients. Our Charter lets you know what you can expect in your dealings with us or when you contact us, including our service standards.

ECONOMIC RESOURCES:

The major economic activities in the District are mainly trading and transport services. Other economic activities include; banking/financial services, ceramics, farming, baking, wood works, and mining. These present unique opportunities for employment and help promote the economic development of the District.

1.1 CONSTITUTIONAL MANDATE

Constitutional provisions: Local government is enshrined in Article 241/3, as is decentralization (Article 240/2).^{162a} Article 35 requires the state 'to take appropriate measure to ensure administrative and financial decentralization and to give opportunities to people to participate in decision making at every level in national life and government'. The constitution also establishes the District Assemblies

Common Fund (DACF) and provides for not less than 5% of total government revenue to be paid into it for use by District Assemblies for development.

1.2 VISION STATEMENT

The vision of the Assembly is to be a Decentralized Public Service Unit that is well positioned with a Client Oriented Acclaim.

1.3 MISSION STATEMENT:

The Akyemansa District Assembly exists 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.

1.4 CORE VALUES

The Core Values of the Akyemansa District Assembly are outlined below:

Client focus: using client requirements to patronize and consistently develop affordable and accessible services in a timely manner.

Professionalism: best practices in the delivery of services to the satisfaction of the client whilst adhering to ethical standards.

Transparency: providing all stakeholders with the understanding of how LGS operates, and furnishing them with easy access to adequate and timely information regarding decisions and actions taken by the service.

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

Accountability: taking responsibility for one's actions and/or in-actions in rendering services and informing citizens on the use of public resources.

Effective and efficient use of resources: Efficient and effective use of resources is the optimal use of resources (including time, human resources, natural resources, financial resources etc) to provide services and product that satisfy the requirement of users in a timely manner.

1.5 FUNCTIONS OF THE DISTRICT ASSEMBLY:

The functions are basically derived from the statutes as mandated by the Local Governance Act, 2016, Act 936, and Legislative Instrument 1870 of 2004, which established the Assembly. They are aimed at achieving its mission of improving the living conditions of its people. They include:

- ▶ Be responsible for the general development of the Assembly by ensuring the timely presentation
and submission of budgets and development plans of the relevant central government agencies through the Regional Coordinating Council.
- ▶ Be responsible for the maintenance of security, public safety, and law and order in the Assembly
in collaboration with the relevant security agencies.
- ▶ Promote and support productive activities and social development in the Municipality and remove any obstacle to its initiatives.
- ▶ To ensure success and promotion of justice in the Assembly.
- ▶ Initiate programs for the development, and improvement of human settlement and the environment.
- ▶ Initiate, sponsor, or carry out such studies as may be necessary for the discharge of any of the functions conferred on it by Act 642 or any other enactment and
- ▶ Also, perform other functions that may be provided under any other enactment.
- ▶ Some unique tourism potentials that exist include; health walks, marathons, and cycling

WE ARE ALSO RESPONSIBLE FOR:

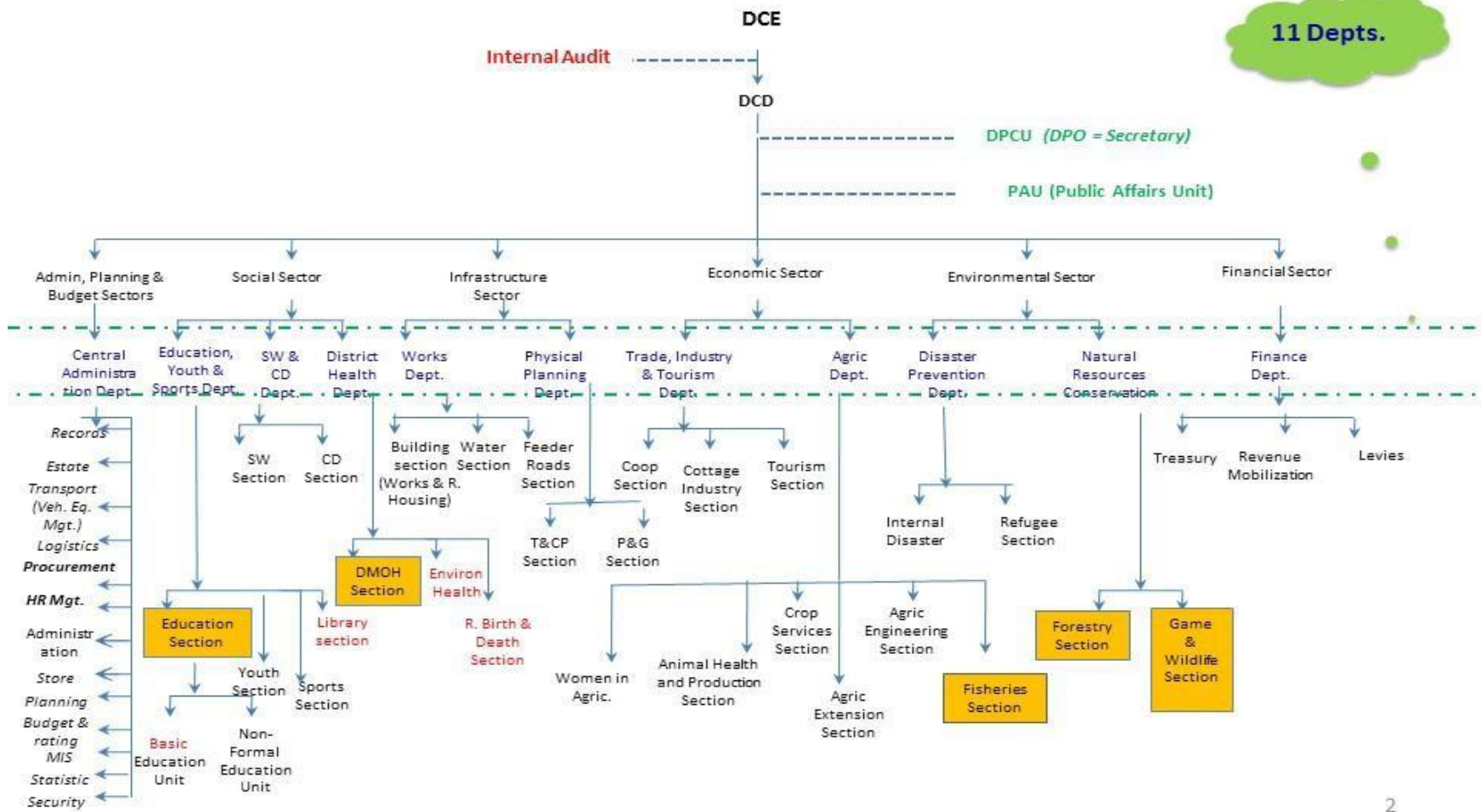
- Controlling, regulating, inspecting, supervising, and licensing of premises upon which any profession, occupation, trade, or business is carried on.
- Issuance of building permits.
- Birth and Death registration.
- Issuance of Business operating licenses

- Approval of Planning schemes/layouts
- Development Control-orderly physical development of settlements.
- Waste Management.
- Revenue Mobilization
- Fixing of rates.
- Collaborate with the relevant National and Local Security Agencies to maintain security and public safety.
- Promote justices by ensuring ready access to courts.

- Provision of basic socio-economic infrastructure, including Schools, Markets, Water, Lorry parks, institutional Toilets and Roads.
- Levying and collecting taxes, rates, duties, and fees.
- Development, improvement, and management of human settlements and the environment in the district.

1.6 AKYEMANSA DISTRICT ORGANOGRAM

APPENDIX 1A DISTRICT DEPARTMENTAL ORGANOGRAM (FUNCTIONAL)



1.7 SERVICE PRINCIPLES

In order to maximize clients' satisfaction, we shall adhere to the following principles:

- Good governance
- Competence within the civil services;
- Merit-based Human Resource Management practice;
- Equity;
- Honesty;
- Respect;
- Humility and,
- Integrity.

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 services and expected standards to facilitate expedient transactions of business with our clients. It is also meant to provide a practical guide to our clients and stakeholders on the service delivery process of the Assembly and to publicly demonstrate the Assembly's commitment to discharging its responsibilities and functions with integrity in a timely and efficient manner.

3.0 SERVICE DELIVERY TIME FRAME

We shall issue certificates and provide other services within the following time frames.

SERVICE	TIME FRAME (MONTHS / DAY)
Issuance of Building Permit	1 Months
Preparation and approval of planning schemes/layout	1 Months
Issuance of Business Operating Licenses	Within 1 Week
Issuance of Birth Certificate	3 Weeks
Issuance of Death Certificate	3 Weeks
Waste management	1 Day
Issuance of food vendor's certificate	2 Days
Feedback on Complaints Lodged	7 Working Days
Feedback on Correspondences	7 Working Days
Issuance of Marriage Certificate	Within 21 Days

PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS:

Stages/Steps of Getting a Birth and Death Certificate

DEPARTMENT	TIME FRAME	SERVICES
BIRTH CERTIFICATE	Under one (1) Year one (1) Day	-Produce weighing card -Fill a form -Enter in the birth register book -Issuing of birth certificate
	Above one (1) Year one (1) Month	-Fill a form -Send to Koforidua for vetting -To Accra for signing and printing of certificate
DEATH CERTIFICATE	Newly Deceased (1 Day)	-Fill a form -Enter in the death register -Issuing of burial permit and death certificate
	Already buried (1 month)	-Fill a form -Enter in the death register -Issuing of burial permit and death certificate

MARRIAGE CERTIFICATE

Customary Marriage: -

TYPE OF MARRIAGE	TIME FRAME	SERVICE
Customary Marriage	Statutory 21 days are required for the completion and signing of the certificate	-Provide Application -Provide Affidavit -Two witnesses each from the couple -Contact addresses of couples and their witnesses -Advertising of application for 21 days

Stages/ Steps of Getting a Building Permit

1. Get your site plan from the land owner (5 sets)
2. Get a title from the lands commission or lands title registry (where applicable).
3. Get an architect/ draughtsman to draw up your building plan or consult the Physical Planning Department.
4. Buy forms at the Physical Planning Department (PPD) formerly the Town and Country Planning Department and building permit application jacket from the Finance Department.
5. Fill out the form with the help of the Physical Planning office or Works Department.
6. You will be told of the required processing fees.
7. A day will be set for site inspection.
8. The Technical Sub-Committee will visit the site and request for changes where applicable.
9. A final form is submitted with the architectural drawings and other documents
10. A permit will be granted after the meetings of the Technical Sub-Committee and the Spatial Planning Committee respectively.
11. The process takes about 2-3 months after the submission of the application.

WE STRIVE FOR:

- Continues improvement in our service delivery
- The creation of an enabling environment for socio-economic development.

COURTESY AND COOPERATION:

- Developers are entreated to produce valid development permits.
- Courteous Revenue Collectors will go around daily to collect various rates
- Ratepayers are entreated to pay approved sums and collect receipts covering amounts paid.

4.0 SERVICE STANDARD DELIVERY

We shall endeavor to:

- 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 Management of Public service organizations;
- Demonstrate honesty, respect, humility, and integrity towards clients;
- Show our preparedness to listen to our clients;
- Demonstrate commitment to the provision of reliable and accurate information on time;
- Acknowledge clients' rights;
- Acknowledge diversity;
- Ensure easy identification of our offices;
- Provide mechanisms for effective feedback on our services;
- Provide a friendly and efficient environment for our clients.

5.0 WHAT WE EXPECT FROM OUR CLIENTS

- Submission of timely and accurate information
- Clear communication
- Close collaboration
- Cordial relations
- Collegiality
- Respect
- Candor
- Trust
- Understanding
- Cooperation
- Reliability
- Feedback

6.0 DEALING WITH ENQUIRIES, COMPLAINTS, AND GRIEVANCES

- You can lodge your enquiries or complaints at our Clients Service Center or by contacting our hotline on 0534-983-965
- We aim to acknowledge and respond to your written communication within 7 working days.
- Our suggestion box has been placed at a conspicuous location to take your suggestions daily and we commit to providing feedback within 5 working days upon receipt.
- If we cannot fully provide an answer to your query within that specific time, we will provide you with an interim response and advise you as to when a final response should be expected.
- If you are unhappy with the service, you have received or if you feel that we have not met the standards in this charter, then;
- We aim to investigate your complaints, provide you with the proposed action to solve it and seek your feedback about the proposed action within seven working days of receiving your complaint.
- We aim to follow up with you on the executed action, make sure it has been executed within the specified period, and seek feedback about the final result.
- If you are not satisfied with the proposed action, we will provide you with the right to raise a grievance to the Office of the Presiding Member.