



# CLIENT SERVICE CHARTER

**ASSIN NORTH DISTRICT ASSEMBLY  
ASSIN BEREKU**

NOVEMBER 2021



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## **1.0 PREAMBLE**

We, the staff of Assin North District Assembly (ANDA), under the Local Government Service (LGS), hereby subscribe to this charter with our clients and commit ourselves to the provisions stated herein to the best of our ability.

This charter is purposely to demystify the mandate of the Assin North District Assembly to the understanding of the ordinary citizen within the boundaries of the District and beyond. It is also to provide detailed information on processes of access to the office of the District Assembly and enhance the quality of service delivery in the Assembly. The objective is to ensure a customer-friendly, client-sensitive, transparent and customer-oriented service delivery in all Departments of the Assembly mandated to deliver services to the general public.

## **2.0 PURPOSE**

This document provides specific information on the vision, mission, values and core mandate of the District Assembly, requirements, procedures and fees/charges involved in some services rendered by the Assembly. The document is also intended to serve as a practical guide to clients/customers and officials of the Assembly to ensure timely and efficient delivery of services.

It is also aimed at providing information about remedial actions open to clients if they are dissatisfied with the services of the Assembly.

## **3.0 INTRODUCTION**

The Assin North District Assembly was carved out of the Assin Central (formerly Assin North) Municipal Assembly as one of the 38 newly created and upgraded Districts in 2018. It was created with Legislative Instrument (L.I) 2338 and inaugurated on 15th March, 2018 in Assin Breku, the District capital. The District Assembly constitutes the highest political and administrative authority in the District. The District Assembly draws its

powers of governance and operational provisions from the Local Governance Act, 2016 (Act 936) with amendment Act 940. The Act stipulates direction and governance decisions in the day-to-day administration of the District. The Assembly supervises all other Departments in the District and are required upon request of any information from the Assembly, to provide such information for the purpose of running the District Administration.

As part of its sub-structures, the Assembly has five (5) Area Councils and 90 Unit Committees. The Area Councils are Breku, Akonfude, Praso, Odumase and Bediadia.

The Assin North District Assembly is made up of 29 members detailed as follows:

Elected members	18
Government Appointees	9
District Chief Executive	1
Member of Parliament (non-voting right)	1
<b>Total</b>	<b>29</b>

The district shares boundaries with Adansi South in the Ashanti Region to the North, Assin Fosu Municipal Assembly to the South, Birim South in the Eastern Region to the East and Twifo-Ati Morkwa District to the West.

#### **4.0 VISION**

To produce a world class local authority that provides responsible client-focused services for sustainable development of its residents without any form of discrimination.

#### **5.0 MISSION**

To create an enabling environment for the sustainable improvement of the quality of life of the people through the mobilization of human and natural resources to provide services

and the required infrastructure in coordinated system of decentralized administration and good governance.

## **6.0 CORE VALUES**

- Professionalism
- Timeliness
- Team work
- Innovation
- Integrity
- Discipline
- Excellence

## **7.0 MANDATE/FUNCTIONS**

Pursuant to the provisions of the Local Governance Act, 2016 (Act 936) with Amendment Act 940, the Office of the District Assembly performs the following functions:

- Facilitate the effective and efficient functioning of Local Government administration in the District
- Ensure efficiency in the use of resources of the Assembly and other decentralized departments
- Monitor, coordinate and harmonize the implementation of development plans and programmes in the District
- Facilitate the provision of basic social services and economic infrastructure such as schools, markets and health facilities, among others in the District
- Facilitate community-based and private sector developments
- 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

- Responsible for the development, improvement and management of human settlements and environment in the District
- Ensure the preservation and promotion of the cultural heritage in the District
- Ensure the existence of peace and tranquility to enable people go about their social and economic activities normally
- Establish, install, build, maintain and control public latrines, lavatories, urinal and wash places
- Improve environmental and sanitation condition through sound waste management practices
- Ensure efficient service delivery, staff orientation, coordination of departmental activities as well as client feedback information on the Assembly's performance
- Provide for building lines and the layout of buildings, prepare and undertake and otherwise control schemes for improved housing layout and settlement in the District
- Regulate and control markets including the fixing and collection of stall rates and tolls
- Promote civic participation and transparency in local governance and information through the operation of the sub-structures of the Assembly
- Ensure effective and efficient revenue mobilization and management

#### **8.0 THE ASSIN NORTH DISTRICT ASSEMBLY (ANDA) IS RESPONSIBLE FOR:**

- The issuance of building permits
- The approval of planning schemes (layouts)
- The control of developments or orderly physical development of settlement
- Environmental sanitation, waste management and waste collection
- Revenue mobilization
- Fixing of fees and rates
- The preparation of development budgets
- The maintenance of peace and security

## **9.0 SERVICE DELIVERY STANDARDS**

The ultimate goal of Service Delivery Standards of the Assembly is to ensure quality and timeous service delivery to the citizenry. It is also to empower service recipients and communities to demand services due them at the appropriate standards, provide a basis upon which feedback on the level of satisfaction against the standard criteria could be evaluated and eventually provide grounds for review of management systems and processes with the expected objective of serving the citizenry better.

As an Assembly, we work to maintain but not limited to the standards in the table below:

<b>S/N</b>	<b>SERVICE</b>	<b>TIME OF DELIVERY/ACTION</b>	<b>DEPT/UNIT</b>
1	Enquiries, submission of requests, complaints and petitions	For enquiries, information is provided immediately; For requests, complaints and petitions, action would be taken within three (3) working days after submission	Administration/ Client Service Unit
2	Preparation and approval of planning schemes and layouts	Six months upon submission of application	Works/Physical Planning
3	Processing of building permit	Three months after submission of application for permit	Works/Physical Planning
4	Preparation of payment certificate for contractors	One (1) week after submission of request	Works/Development Planning
5	Acquiring road block permit for programmes	Request should be submitted one week before event and permit worked	Works

		on within three (3) working days	
6	Evacuation of refuse container	Twice a week; As and when container gets filled up	Environmental Health and Sanitation
7	Response to public complaints/queries	One (1) week upon filing of complaint/query	Administration
8	Issuance of birth certificate	Two (2) weeks after submission of request	Births and Deaths
9	Issuance of burial permit	Immediately upon submission of request	Environmental Health and Sanitation/Births and Deaths
10	Issuance of death certificate	Immediately upon submission of request	Births and Deaths
11	Correspondence of all letters	Aside emergency correspondences, all other letters would be acted upon within three (3) working days	Administration
12	Issuance of food vendors' health certificate	One (1) week upon submission of request	Environmental Health and Sanitation

**NOTE FOR THE PUBLIC:**

All other requests/enquiries are to be directed to the **Client Service Unit** of the Assembly for assistance.

## **10.0 CLIENT SERVICE UNIT**

The Client Service Unit of the Assembly has been established and functional as a first point of call to make enquiries and to receive complaints and petitions from the public. The Client Service Unit is purposely established to promote and strengthen the relationship between the Assembly and the public to engender confidence in the operations of the Assembly and to access and address the immediate development needs of the people.

## **11.0 INFORMATION FLOW AND COMMUNICATION**

A notice board has been placed at the entrance of the Assembly premises to provide information about activities of the Assembly to the public.

Suggestion box has also been placed at the entrance to solicit views on improvement of service delivery to the public.

## **12.0 COURTESY AND CO-OPERATION**

- All office doors are labeled to facilitate easy identification
- Establishment of a Client Service Unit to welcome clients to the Assembly
- Friendly and professional officers are always available to provide various services to the public
- The public is entreated to cooperate with the District Revenue Task Force and that on physical developments in order to enable the Assembly mobilize the needed resources and also, streamline development patterns in the District respectively
- Developers are entreated to acquire valid development permits before execution

## **13.0 EXPECTATIONS OF THE ASSEMBLY FROM THE PUBLIC AND CLIENTS**

The Assembly expects full cooperation and compliance with its rules, regulations and procedures to ensure smooth service delivery.

#### **14.0 COLLABORATING AGENCIES/ORGANIZATIONS**

The Assin North District Assembly collaborates but not limited to the following institutions in the discharge of its duties and responsibilities:

- Ghana Armed Forces
- Ghana Revenue Authority
- Ghana Police Service
- Ghana Water Company Limited
- Lands Commission
- Ghana National Fire Service
- National Ambulance Service
- Electricity Company of Ghana
- Ghana AIDS Commission
- Ghana Immigration Service
- Ghana Private Road Transport Union
- Zoomlion Ghana Limited
- National Disaster Management Organization

#### **15.0 COMPLAINTS**

The Assin North District Assembly welcomes comments, complaints, constructive criticisms and recommendations from the public and clients in a bid to create a desk for suggestions and contributions for the overall development of the district.

The complaints should be addressed to:

**THE CHAIRMAN**

**PUBLIC RELATIONS AND COMPLAINTS COMMITTEE (PRCC)**

**ASSIN NORTH DISTRICT ASSEMBLY**

**ASSIN BREKU**

OR:

**THE DISTRICT CHIEF EXECUTIVE**

**ASSIN NORTH DISTRICT ASSEMBLY**

**ASSIN BREKU**

OR:

**THE DISTRICT COORDINATING DIRECTOR  
ASSIN NORTH DISTRICT ASSEMBLY  
ASSIN BREKU**

**16.0 CONTACT**

All official correspondences to the Assembly should be addressed to:

**THE DISTRICT CHIEF EXECUTIVE  
ASSIN NORTH DISTRICT ASSEMBLY  
ASSIN BREKU**