

ASSIN NORTH DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER

OCTOBER, 2025

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 Bediada.

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 |
| Total | 29 |

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