

OFFICE OF THE AMENFI CENTRAL DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER



PREAMBLE

This Service Charter for Amenfi Central District Assembly was approved during the First Ordinary Meeting held on 29th May, 2019. The Service Charter is a public document that sets out the basic information on the services provided, the standards of service that customers can expect from the Assembly, and how to make complaints or suggestions for improvement and total development of the District.

1.0 Introduction

The Amenfi Central District Assembly is one of the 14 Administrative Districts in the Western Region of Ghana with Manson Amenfi as the District capital. It was carved out from the then Wassa Amenfi West District Assembly under the Legislative Instrument (L.I.) 2011 in 2012.

2.0 Profile

The Amenfi Central District is located in the northern part of the Western Region of the country. It is bounded to North by Bibiani-Ahwiaso Bekwai Municipal; to the North-West by Sefwi Wiawso Municipal all in the Western North Region; to the South by Ellembelle and Nzema East Districts; to the South-East by Prestea Huni-Valley District; to the East by Wassa Amenfi East Municipal and to the West by Wassa Amenfi West Municipal. It lies between latitudes 5o 20’N and 7o 10’N and longitudes 2o 9’W and 2o 27’W. It has an estimated land area of 1,845.93 Square kilometres with 131 communities.

3.0 Vision Statement

The vision of Amenfi Central District is to have a good governance system for quality life for the citizenry

4.0 Mission Statement

To facilitate a transparent, accountable, participatory, responsive, equitable, inclusive, effective and efficient governance system in all sectors that follow rule of law.

5.0 Core Values

- Participation
- Professionalism
- Client service
- Transparency
- Efficiency
- Accountability

6.0 Functions

The functions of Amenfi Central District Assembly are derived from the ACT that establishes metropolitan/municipal/district Assemblies in the country i.e. Local Governance Act, 2016, ACT 936 and L.I 2011 of 2011 that established the Amenfi District Assembly. The functions are:

- i. The District Assembly is responsible for the overall development of the district and shall ensure the preparation and submission of development plans and budgets to the appropriate authorities.
- ii. Formulate and execute plans, programmes and strategies for effective mobilization of resources necessary for development
- iii. Promote and support productive activity and social development
- iv. Initiate programmes for the development of basic infrastructure and provide services in the district.
- v. Responsible for the development, improvement and management of human settlement and the environment in the district.
- vi. Responsible for ensuring and maintaining security and public safety
- vii. Initiate, sponsor or carry out such studies as may be necessary for the discharge of its functions

7.0 Departments and Agencies

Established departments

- Central Administration
- Finance Department
- Works Department
- Social Development Department
- Department of Agriculture
- Physical Planning Department
- Human Resource Department
- Education
- Health
- NADMO

- Statistics Department
- Birth and Death Registry

Departments yet to be established

- Business Advisory Centre
- Natural Resource and Wildlife Conservation Department

Agencies

- Police Service
- Ambulance Service
- National Identification Authority
- NABCO
- Electoral Commission
- Youth Employment Authority
- National Communication for Civic Education

8.0 Area Councils

S/N	Name of Council	Officers in Charge	Contact Number
1.	Manso Amenfi Council (Manso Amenfi)	Hon. Mercy Armoh (Chairperson)	0541608383
		Badu Adolfo (Secretary)	0243745458
2.	Akyekyere Council (Akyekyere)	Hon. Thomas Gyapong (Chairperson)	0506719949
		Foster Adjei (Secretary)	0246664231
3.	Agona Amenfi Council (Agona Amenfi)	Hon. Eric Ampong (Chairman)	0542424696
		Yaw Bronya (Secretary)	0554325231
4.	Juabo Council (Juabo)	Hon. Kwaku Kordegu (Chairman)	0504092546
		Hon. Justice Dickson Amoateng (Secretary)	0503503273
5	Adjakaa Manson Council (Adjakaa Manso)	Hon. Pius Gyapong (Chairman)	0242832850
		Hon. Divine Todzo (Secretary)	0245729919

9.0 The Scope of Services

a) Business registration

- b) Building Permit
- c) Birth & Death registration
- d) Business advisory
- e) Food vendor permit
- f) Performance Management
- g) Wellbeing and Healthy Working Environment

10.0 Service Principles

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

- a) Good governance;
- b) Competence within the Workplace;
- c) Merit-based human resource management practices;
- d) Equity;
- e) Honesty;
- f) Respect;
- g) Humility; and
- h) Integrity.

11.0 Our Clientele

The clientele of the Assembly includes all the staffs of departments / units listed under The Local Governance Act, 2016, Act 936, Ministries, Department, Agencies as well as the people of Amenfi Central District to be specific and Ghana at large.

12.0 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 the services and expected standards to facilitate expedient transaction of business with our clients.

It is also meant to serve as a practical guide to our clients and stakeholders on the service delivery processes of the Assembly and to publicly demonstrate the Assembly's commitment to discharging its responsibilities and function with integrity in a timeous and efficient manner.

13.0 Service Delivery Standards

We shall endeavour to:

- a) Provide our client with timely, credible and reliable services;
- b) Demonstrate honesty, respect, humility and integrity towards clients;
- c) Show our preparedness to listen to our clients;
- d) Demonstrate commitment to the provision of the reliable and accurate information in a timely manner;
- e) Acknowledge clients' right;
- f) Acknowledge diversity;
- g) Ensure easy identification of our offices;
- h) Provide mechanisms for effective feedback on our services; and
- i) Provide a friendly and efficient environment for our clients.

14.0 What we Expect from our Clients

- a) Submission of timely and accurate information
- b) Clear communication
- c) Close collaboration
- d) Cordial relations
- e) Respect
- f) Trust
- g) Understanding
- h) Cooperation
- i) Reliability
- j) Feedback

15.0 Complaints and Comments

Lodging of Complaints

- a) We encourage clients to lodge and make suggestions, comments and compliments through the physical address, postal address, telephone or e-mail.
- b) We guarantee confidentiality and privacy regarding the complainants' identity and the subject of complaint.
- c) We encourage complainants' to identify themselves adequately to enable us to handle their issues adequately and efficiently without unnecessary bottlenecks that may be caused by anonymity.

16.0 Service Delivery Time Frame

The specific services provided by the Assembly and the expected time frame for its delivery are presented in the table below:

Departmental/ Unit Responsibility	Service	Delivery time frame	Expectation from client
Environmental Health Unit	<u>Food vendor's medical Screening</u> 1. Issue of card 2. Approval of food vendor operation if found medically fit	24 hours	1. Laboratory test 2. Passport copy size photo
	<u>House to house waste collection</u> 1. Provision of waste bin 2. Issue of card for keeping of records of waste collection	Weekly	1. Register with the Assembly for waste bin 2. Provide house address 3. Pay an amount of GH¢30 monthly
	Arresting of stray animals	2 days	1. Give detailed information 2. Assist in the identification and confiscation of stray animals
	Vector Control	2 days	1. Provide detailed address 2. Provide the needed chemicals for the spraying
Central Administration	<u>Right to information</u> 1. Provision of information to the general public upon request	2 weeks	1. Provide detailed address and telephone number 2. Indicate the form in which you want the information 3. Indicate the type of information you want and the language you want the information
	<u>Public Relations and Complaints</u> 1. Receive complaints 2. Discuss the complaints to find and recommend sanctions where necessary	2 weeks	1. Write formally to report complaints 2. Provide information on the person being accused

Physical Planning	<u>Building Permit</u> 1. Receive application form 2. Undertake initial vetting of building drawing 3. Site inspection 4. Organize technical sub-committee meeting 5. Sign plan and dispatch to client	90 days	1. Provide site plan (3 original copies) 2. Provide allocation paper/ lease confirmation letter 3. Three (3) copies of building drawing 4. Fill town and country planning form A&B 5. Fill building permit jacket 6. Pay permit fees
	Preparation of schemes	1 year	1. Base map from a certified surveyor
Works	<u>Temporary permits</u> 1. For Government lands – an assessment would be done by the Works Dep't and Physical Planning 2. Spatial Planning Committee inspection of site 3. Communicate the amount to be paid to the client 4. Submit to Spatial Planning Technical committee for approval 5. Communicate to applicant for approval or disapproval	1 week	1. Application from the applicant 2. Declaration from owner of the land and witnessed by the Assembly Member of the area 3. Type of structure and the nature of business to be done in the structure 4. 2 passport size photos 5. Payment of the statutory fee
	<u>Temporary blocking of roads</u> 1. Determine alternative route 2. Provide security at the blocked road	1 week	1. Formal application from the applicant 2. Purpose of the road block
Births and Deaths Registry	<u>Birth Certificate</u> 1. Infant birth certificate 2. Biometric birth certificate	3 – 4 weeks	1. Bio data of applicant 2. Infant birth certificate requires weighing card 3. Pay fees for certificate
	<u>Death Certificate</u> 1. Assessment of particulars 2. Issue certificates	3 – 4 weeks	1. Medical certificate of deceased 2. Post-mortem from hospital for deceased under 40 years 3. Bio data of deceased 4. Provide burial permit of deceased 5. Pay fees for certificate

Social Development Department	Registration of Day Care Centres 1. Review application 2. Inspect site with Works, Environmental Health, Fire Service 3. Submit recommendation to Assembly 4. Issue permit	1 month	1. Application for registration 2. Completion of registration form 3. Pay mandatory fees
	Registration of Persons With Disability	1 day	1. National ID 2. 2 Passport pictures 3. Certified hospital report if disability is not visible
	Support to Persons With Disability	As and when funds are available	1. Be a registered number with the Assembly 2. Application to the Fund Management Committee
	Child and Family Welfare Service 1. Family tribunal 2. Family reconciliation 3. Child maintenance 4. Child custody 5. Pregnancy responsibility cases 6. Paternity cases 7. Child abuse, trafficking and child labour cases	2 weeks	1. Formal complaint 2. Assist in identifying the respondent 3. Assist the panel in resolving the case 4. Assist in investigation
Department of Agriculture	Direction of Farmers to inputs and output sources	Instantly	Identify the inputs and output sources needed
	Evaluation of Farms on legal grounds for the police	1 week	Request from the police or court
	Provision of technical advice / information on production crop, animal, soil and cross cutting activities	Instantly	Request for the information

17.0 Client Service Unit (CSU)

The Client Service Unit has been set up in the Assembly.

The objective of this unit is to respond timeously to clients' request for information, assistance and complaints related to services provided by the Assembly. The CSU may be contacted in writing, by phone or in person through:

THE HEAD OF CSU

AMENFI CENTRAL DISTRICT ASSEMBLY

MANSO AMENFI

Response to Complaints

Complaints will be responded to within seventy-two (72) hours upon receipt. A client who is not satisfied with the response may complain to the Head of Client Service Unit through the address below:

THE HEAD OF CLIENT SERVICE UNIT

AMENFI CENTRAL DISTRICT ASSEMBLY

P. O. BOX 111

MANSO AMENFI

Tel: 0206644289

E-mail: amenficentralsdistrictassembly@gmail.com

Website: www.acda.gov.gh

GPS Location: WW-0035-1795

Find Us

During normal working days (Mondays to Fridays) from 08hrs to 17hrs (8am – 5pm). The Office of the Amenfi Central District Assembly is located around the Manso Amenfi Police Station.