

**AFIGYA KWABRE SOUTH
DISTRICT ASSEMBLY
KODIE-ASHANTI**



**CLIENT SERVICE
CHARTER**

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**CHAPTER ONE
INTRODUCTION**

VISION STATEMENT

A Safe, Sustainable Development and Resilient District

MISSION STATEMENT

‘To provide a safe environment for the people within the District to promote friendly relationship between the assembly and stakeholders’.

CORE VALUES

Innovation and Creativity

We promote best practices, technology and consistently explore new ways of delivering services.

Effective Partnership

We embrace long term sustainable partnerships with all stakeholders

Responsiveness / Diversity

We understand and value the contributions of the people and priority needs of the Municipal.

Dedication and Discipline

We keep our commitments with the citizens and serve them with a sense of urgency.

Safe and Accessible Neighborhoods

We create a safe environment for the well-being of and for the people we serve.

CHAPTER TWO FUNCTIONS (L.I 2305)

We are responsible for:

- Exercising political and administrative authority

- Controlling, regulating, inspecting, supervising, licensing of premises for carrying out any profession, occupation, trade or business.
- Issuance of Building and Development permits ➤ Marriage, Divorce, Births & Deaths 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
- Providing basic Socio-Economic Infrastructure, including Schools, Markets, Water, Lorry Parks, sanitation facilities (Public and Institutional Toilets) Roads
- Promoting Local Economic Development
- Collaborating with the relevant National and Local Security Agencies to maintain security and public safety.
- Promoting justice by ensuring ready access to courts
- Legal Provisions and Guidelines

The Afigya Kwabre South District Assembly operates within the following legal provisions and guidelines:

- ❖ The Auction Sales Act, 1989 (PNDC Law 230).
- ❖ The Liquor Licensing Act, 1970 (Act 331)
- ❖ The Control and Prevention of Bush Fires Act, 1990(PNDC Law 229).

- ❖ The Section 296 of Criminal Offence Act, 1960 (Act29) in respect of littering.
- ❖ The 1992 Constitution of the Republic of Ghana
- ❖ Local Governance Act, 2016 (Act 936)
- ❖ Public Financial Management Act, 2016 (Act 921)
- ❖ Public Procurement Act, 2016, (Act 914)
- ❖ Spatial Planning Act, 2016 (Act 925)
- ❖ National Development Planning (System) Regulations, 2016 (L.I. 2232)
- ❖ Composite Budget Guidelines, 2018
- ❖ Public Health Law, 2012 (Act, 851)
- ❖ Mental Health Act, 2012 (Act 846)
- ❖ Gazzetted Bye laws
- ❖ The Section 296 of Criminal Offence Act, 1960 (Act 29) in respect of stray animals.

CHAPTER THREE

3.1 SERVICE STANDARDS

All Departments, Units and Agencies must, as a minimum, meet the following service standards:

- ❖ Serve citizens promptly and courteously at all service delivery points;
- ❖ Provide friendly and helpful service;
- ❖ Assist service users to make the right choices in accessing services;
- ❖ Provide appropriate signage and information desks;
- ❖ Answer calls promptly
- ❖ Respond to queries and complaints promptly;
- ❖ Respond to mail and email correspondence promptly;
- ❖ Encourage service users to make suggestions on how to better the service offered.

SERVICES AND TIMELINES

SERVICE	TIME FRAME (MONTHS/DAYS)
Issuance of Building permits	Within three (3) Months
Preparation and approval of planning schemes/layout	Within six (6) Months or one year depending on the size of the settlements
Issuance of business Operating Licenses	Issuance of License after payment of required fees
Issuance of Birth Certificate	Under ten(10) year, one (1Day) Above one (1) year one (1) Month
Issuance of Death Certificate	One (1) day
Feedback on Complaints Lodged	Five (5) working days upon receipt
Feedback on Correspondences	Seven (7) working days upon receipts
Ambulance Service	Instant after a distress call
Fire Service	Instant after a distress call
Police Service (Normal / Patrols)	Instant after a distress call

CHAPTER FOUR

4.1 PROCESS IN OBTAINING SERVICES FROM DEPARTMENTS

4.1.1 BIRTHS, MARRIAGE, DIVORCE & DEATHS

SERVICE TYPE	TIME FRAME	PROCEEDURE
Birth Certificate	Under One (1) Year – One (1) Day	❖ Produce weighing card ❖ Fill a form ❖ Pay approved fee ❖ Issuance of Birth Certificate
	Above one (1) Year – One Month	❖ Fill a form ❖ Form sent to Ankaase Hospital for Vetting ❖ To Kumasi for signing and printing of Certificate
Death Certificate	Newly deceased – One (1) Day	❖ Fill a form ❖ Pay approved fee ❖ Issuance of Burial Permit and Death Certificate
	Already buried – One (1) Month	❖ Fill a form ❖ Pay approved fee ❖ Issuance of Burial Permit and Death Certificate
Marriage Certificate	21 days for publication of proposed marriage	❖ Complete the publish Form of Notice of Registration at specific places for 21 days
	Marriage Certificate issued within five (5) days after marriage	❖ Couple and two witnesses complete Form of Registration (FR) ❖ Couple submit FR with affidavit ❖ Payment of approved fees ❖ Issuance of Marriage Certificate within five (5) days after marriage. NB: (Requirements for Marriage Registration: Colour copy of photo ID of couple and two

		(2) witnesses, two (2) passport sized pictures of each couple and affidavit)
Divorce Certificate		SEE THE REGISTRAR OF MARRIAGE AT THE ASSEMBLY

4.1.2 PHYSICAL PLANNING DEPARTMENT

DEVELOPMENT PERMIT(S)

STEPS	ACTION NEEDED BY CLIENT ASSEMBLY
Step 1: Purchase of Forms	Buy your development and building permit application form and jacket from the Finance Office of the District Assembly

Step 2: Requirements	BASIC REQUIREMENTS: ➤ Evidence of Land Ownership (Receipts/Chief's Consent) ➤ Signed Site Plan (must be endorsed by a qualified Surveyor or equivalent) ➤ Building Permit Jacket (to be obtained from the District Finance Office) ➤ Four (4) copies of Building Drawings (Drawings must be endorsed ➤ Property rate payment receipt (for existing building) ADDITIONAL REQUIREMENTS (for Multi-purpose and multi-usage) • Four (4) copies of structural drawings approved by an Architect or Structural Engineer • Soil test report • Ghana National Fire Service report • Environmental Protection Agency report • Structural integrity report in case development has already commenced or is completed (for buildings more than 2-storey) • Drawings must be certified by a Structural Engineer or Architect. • Up to date Business Registration and Operating Permit (for existing buildings)
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CHAPTER FIVE

5.1 WHAT WE EXPECT FROM THE PUBLIC:

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery: to access any of the services we provide:

- ❖ Business should be duly registered with the Registrar General Department and the District Assembly:
- ❖ Prompt payment of Property Rates, Business Operating Permits and Basic Rates.
- ❖ Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.
- ❖ Prompt report of unauthorized development, illegal connections and crime.
- ❖ Active participation in all Communal Labour activities at the community level.
- ❖ Active participation in the various community level education programmes on sanitation, hygiene, revenue collection and Town Hall Meetings.
- ❖ Avoidance of littering of all forms and reports those that litter.
- ❖ Developers are entreated to produce valid development permits.
- ❖ Strict Compliance with by-laws of the Assembly.

5.2 DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES

- ❖ You can make your enquiry or lodge complaints at our Client Service Center or by contacting our hotline on +233 (0) 3220-97221

- ❖ We aim to acknowledge and respond to your written communication within seven (7) working days.
- ❖ Our suggestion box has been placed at a conspicuous location to take your suggestion on daily basis and we commit to providing feedback within five (5) working days upon receipt.
- ❖ If we cannot fully provide an answer to your query within that specified time, we will provide you with an interim response and advice you as to when a final response can be expected.
- ❖ 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 executed action to make sure it has been executed within the specified period and seeking 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.

5.3 CONTACT ADDRESS OR CONTACT PERSONS

A. CONTACT ADDRESS

Afigya Kwabre South District Assembly

Post Office Box SE 21

Suame - Ashanti Region

Ghana Post GPS Address: AF-0006-1255

Telephone: +233 (0) 3220-97221

Email: info@aksda.gov.gh

Facebook: Afigya Kwabre South District Assembly Website:

www.aksda.gov.gh

B. CONTACT PERSONS

1. Hon. Christian Adu Poku – District Chief Executive – 0209638282
2. Hon. Clement Afriyie Oppong – Presiding Member – 0244512449
3. Madam Yvonne Naboo - District Coordinating Director – 0552199681
4. Client Service Centre – 03220-97221



AFIGYA KWABRE SOUTH DISTRICT ASSEMBLY



CLIENT SERVICE DESK

P.O. BOX SE 21
SUAME-ASHANTI



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AF-0006-1255



DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEVELOPMENT



DEDICATED HOTLINE FOR THE VULNERABLE

0322 - 497036



