



# ACHIASE DISTRICT ASSEMBLY



# SERVICE DELIVERY CHARTER



Adopted by the General Assembly of  
Achiase District Assembly on

**Friday 21<sup>st</sup> June, 2019**

## **CHAPTER ONE**

### **INTRODUCTION**

The Achiase District is one of the 33 MMDAs in the Eastern Region established under LI 2370 when in 2018. Achiase is the District capital. The Achiase District Charter has been developed in line with Service Delivery Standards of Local Government Service and in accordance with best international practices in Local Governance, taking into consideration the needs of its numerous and diverse clients. The charter has been arranged in five chapters. Chapters one and two deal with introduction and functions of the Assembly respectively while Chapters three and four deal with services provided and processes involved in obtaining such services. The charter also provides information on how the District Assembly can be contacted by citizens.

#### **MOTTO**

Development in Diversity

#### **VISION:**

A people centered local government institution championing development, peace and prosperity.

#### **MISSION**

The Achiase District Assembly exist to provide conducive socio-political and economic conditions for actualization of the dreams and aspirations of the citizens through provision of timely and appropriate policies and services to all

#### **CORE VALUES**

In the quest towards our strategic vision and achievement of our mission, we shall always be guided by our shared values which are;

1. Transparency and Accountability
2. Client Oriented
3. Creativity and Innovation
4. Diligence and Discipline
5. Equity and Integrity
6. Timeliness

## CHAPTER TWO

### FUNCTIONS

#### WE ARE RESPONSIBLE FOR:

- Exercising political and administrative authority
- Controlling, regulating, inspecting, supervising, licensing of premises upon which any profession, occupation, trade or business is carried.
- Issuance of Building 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/Fees/Fines.
- Providing basic Socio-Economic Infrastructure, including Schools, Markets, Water, Lorry Parks, Institutional Toilets and Road.
- Promoting local economic development
- Collaborate with the relevant National and Local Security Agencies to maintain security and public safety
- The Assembly shall be the authority to carry out and execute within its District the provisions of
  - The Auction sales Act, 19898 (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 (Act 29) in respect of stray animals.

**CHAPTER THREE**  
**SERVICE STANDARDS**

- 3.1. All Departments, Units and Agencies must, as a minimum, meet the following service standards:
- 3.1.1. Serve citizens promptly and courteously at all service delivery points.
  - 3.1.2. Provide friendly and helpful service;
  - 3.1.3. Help service users make the right choices in accessing services;
  - 3.1.4. Provide appropriate signage and information desks;
  - 3.1.5. Answer calls promptly;
  - 3.1.6. Respond to queries and complaints promptly;
  - 3.1.7. Respond to mail and email correspondence promptly;
  - 3.1.8. Resolve customer complaints fairly, consistently and promptly;
  - 3.1.9. Encourage service users to make suggestions on how to better the services offered.
- 3.2. We shall strive to provide the following services within the specified time frame.

<b>SERVICE</b>	<b>TIME FRAME (MONTH/DAYS)</b>
Issuance of Building permits	Within <i>One</i> (1) Month
Preparation and approval of planning schemes/layout	Within six (6) Months or one year depending on the size of the settlement
Issuance of Business Operating Licenses	Instant Services after payment of required fees
Issuance of Birth Certificate	Under 1 year (1Day) Above 1 year (1 Month)
Issuance of Death Certificate	Newly deceased (1 Day) Already buried (1 Month)
Issuance of food vendors certificate	Instant Service
Feedback on Complaints Lodged	Five (5) working days upon receipt
Feedback on Correspondences	Seven (7) working days upon receipt
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

### PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS

#### 4.1. BIRTHS, MARRIAGE, DIVORCE & DEATHS

SERVICE TYPE	TIME FRAME	SERVICES
Birth Certificate	Under one (1) Year One (1) day	<ul style="list-style-type: none"> <li>• Produce weighing card</li> <li>• Fill a form</li> <li>• Pay approved fee</li> <li>• Issuing of Birth certificate</li> </ul>
	Above one (1) year One (1) Month	<ul style="list-style-type: none"> <li>• Fill a form</li> <li>• Form sent to Koforidua for vetting</li> <li>• To Accra for signing and printing of certificate</li> </ul>
Death Certificate	Newly deceased (1 Day)	<ul style="list-style-type: none"> <li>• Fill a form</li> <li>• Pay approved fee</li> <li>• Issuance of burial permit and Death certificate</li> </ul>
	Already buried (1 Month)	<ul style="list-style-type: none"> <li>• Fill a form</li> <li>• Pay approved fee</li> <li>• Issuance of burial permit and Death certificate</li> </ul>
Marriage Certificate	<p>*21 Days for publication of proposed marriage</p> <p>*Marriage Certificate issued within 5 days after marriage</p>	<ul style="list-style-type: none"> <li>• Complete and publish Form for Notice of Registration at specified places for 21 days</li> <li>• Couple and two witnesses complete Form of Registration (FR)</li> <li>• Couple submit FR with affidavit</li> <li>• Payment of approved fees</li> <li>• Issuance of Marriage Certificate within 5 days after marriage</li> </ul> <p><i>NB: (Requirements for Marriage Registration: Color copy of photo ID of couple and 2 witnesses, Two passport pictures of each couple, affidavit</i></p>
Divorce Certificate		<ul style="list-style-type: none"> <li>• <b>SEE REGISTRAR OF MARRIAGES AT ASSEMBLY</b></li> </ul>

**4.2. PHYSICAL PLANNING DEPARTMENT SIX (6) SIMPLE STEPS FOR OBTAINING DEVELOPMENT AND BUILDING PERMITS**

<b>STEP</b>	<b>ACTION NEEDED BY CLIENT ASSEMBLY</b>
STEP 1: PURCHASE OF FORMS	Buy your development and building permit application form and Jacket from the Finance Office of the Assembly
STEP 2: REQUIREMENTS	<p><b>BASIC REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>➤ Evidence of Land Ownership (Receipt/Chief's Consent)</li> <li>➤ Signed Site Plan (Must be endorsed by qualified Surveyor or equivalent)</li> <li>➤ Building Permit Jacket (To be obtained from District Finance Office)</li> <li>➤ 4 copies of Building Drawings (Drawings must be endorsed)</li> <li>➤ Property rate payment receipt (For existing buildings)</li> </ul> <p><b>ADDITIONAL REQUIREMENTS (For multi-purpose and multi-usage)</b></p> <ul style="list-style-type: none"> <li>➤ 4 copies of structural drawings approved by Architect or Structural Engineer</li> <li>➤ Soil test report</li> <li>➤ Ghana National Fire Service report</li> <li>➤ Environmental Protection Agency report</li> <li>➤ Structural integrity report in case development has already commenced or is completed (for buildings above 2-storey)</li> <li>➤ Drawings must be certified by a Structural Engineer or Architect</li> <li>➤ Up to date business registration and operating permit (For commercial organizations)</li> <li>➤ Property rate payment receipt (For existing buildings)</li> </ul>
<b>STEP 3: COMPLETION OF FORMS</b>	Complete the application form in full with the required information. Add the above listed documents
STEP 4: PAYMENT & SUBMISSION	<p>1. Pay processing fees and submit completed form with all required attachments to the Physical Planning Department of the Assembly. On submission, you shall be informed about the following:</p> <ul style="list-style-type: none"> <li>➤ Corrections to be made (if any)</li> <li>➤ Date for site inspection</li> </ul>
STEP 5: PROCESSING	<p>1. The secretariat will process the application within a week of receipt of application for the Technical Sub-Committee's inspection, assessment and recommendation.</p> <p>2. The Technical Sub-committee's recommendation on the application is forwarded to the Spatial Planning Committee within a month of receipt of application for final decision. NB: Applicant may be informed of any corrections to be made.</p> <p>3. The final decision of the Spatial Planning Committee is communicated to the applicant in writing within 3 working days.</p> <p><b>POSSIBLE DECISIONS:</b></p>

<b>STEP</b>	<b>ACTION NEEDED BY CLIENT ASSEMBLY</b>
	<ul style="list-style-type: none"> <li>➤ Approval</li> <li>➤ Regularization</li> <li>➤ Refusal</li> <li>➤ Deferral</li> </ul>
<b>STEP 6: ASSESSMENT, PAYMENT &amp; COLLECTION</b>	<ol style="list-style-type: none"> <li>1. On approval, the Works Department will assess and communicate payment due to the applicant.</li> <li>2. Pay the approved permit fee or penalty fee at the Finance Office of the Assembly and collect your development and building permit from the Physical Planning Department of the Assembly with the payment receipt.</li> <li>3. In the case of deferral, the applicant will be notified and advised on what needs to be done for further consideration.</li> <li>4. In case of refusal, the applicant will be notified of the reason(s) for the refusal</li> <li>5. ALL PERMIT APPLICATIONS TAKE MAXIMUM OF THREE (3) CALENDAR MONTS (All things being equal)</li> </ol>
<b>CAUTIONS</b>	<p>UNDER NO CIRCUMSTANCE SHOULD ANY PAYMENT BE MADE TO ANY MIDDLE MAN BESIDES THE DESIGNATED OFFICES. ANY CLIENT WHO DISREGARD THIS CAUTION DOES SO AT HIS/HER OWN RISK AND THE ASSEMBLY SHALL TAKE NO RESPONSIBILITY WHATSOEVER</p>

**NB: The Permit Application Steps apply to Permanent Structures only.**

#### ***4.3. FINANCE DEPARTMENT***

<b>Service type</b>	<b>Requirements</b>	<b>Time frame</b>
Business Operating Permit	<ul style="list-style-type: none"> <li>*Application letter</li> <li>*Building Permit (If operating in a Container/Kiosk)</li> <li>*Payment of required fees</li> <li>*Issuance of Permit</li> </ul>	One Day
Certificate for Contractors/Suppliers	<ul style="list-style-type: none"> <li>*Application letter on Company's letter head</li> <li>*Submission of Registrar General's, Works &amp; Housing (where applicable) &amp; GRA Certificates</li> <li>*GRA TIN</li> <li>Account Details (Account Name, Bank, Branch, Account Number)</li> <li>*Payment of approved fees</li> <li>*Issuance of Certificate</li> </ul>	

#### **4.4. DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEVELOPMENT**

<b>Service type</b>	<b>Requirements</b>	<b>Time frame</b>
Disability Fund	<ul style="list-style-type: none"> <li>*Register with the Department of Social Welfare and community Development with two FULL size photos</li> <li>*Submit application letter with a full photograph of applicant</li> <li>Letter should indicate: <ul style="list-style-type: none"> <li>• Present location</li> <li>• Purpose of request</li> <li>• Contact/ Address of applicant</li> <li>• Type of disability</li> </ul> </li> <li>*Vetting of applicants</li> <li>*Disbursement of funds to successful applicants</li> </ul>	5 – Minutes Any working day quarterly
Child Maintenance and Welfare	<ul style="list-style-type: none"> <li>*Make a verbal/written complaint to the Department</li> <li>*The Department issues summons to both the complainant and defendant to appear before a Committee</li> <li>*The Panel Committee sits on the case and settles it</li> <li>*Dissatisfied party may make an appeal or seek redress at the courts of law.</li> </ul>	Working days Within two (2) weekly sittings
Early Dispute Resolution	<ul style="list-style-type: none"> <li>*Make a verbal/written complaint to the Department</li> <li>*The Department issues summons to both the complainant and defendant to appear before a Committee</li> <li>*The Panel Committee sits on the case and settles it</li> <li>*Dissatisfied party may make an appeal or seek redress at the courts of law.</li> </ul>	Working days (2) weekly sittings

#### **4.5. CLIENT SERVICE UNIT**



<b>Service type</b>	<b>Requirements</b>	<b>Time frame</b>
General Complaints	<ul style="list-style-type: none"> <li>*Visit Client Unit or Call Client Service Officer</li> <li>*Lodge your complaint verbally or written</li> <li>*Leave your contact Number or Address with CSO</li> <li>*Wait for a feedback within five working days.</li> </ul>	One to Five Working Days
	Report issues directly to DCD/DCE/PM if not satisfied with first response	
Specific complaint	<ul style="list-style-type: none"> <li>* Visit client Unit or Call Client Service Officer</li> <li>* Lodge your complaint verbally or written to PRCC</li> <li>* Leave your contact Number Or Address with CSO</li> <li>* Wait for feedback within five working days</li> <li>* <b>Report issues directly to DCD/DCE/PM if not satisfied with first response</b></li> </ul>	Within two weeks
Courtesy call on DCE/DCD	<ul style="list-style-type: none"> <li>* Report at reception for direction to DCE/DCD</li> <li>* Register at DCE/DCD Secretariat</li> <li>* Indicate purpose of visit (official/private/personal)</li> <li>* Wait for your turn at the DCE/DCD Secretariat</li> <li>* Sign-out at DCE/DCD Secretariat on your way out</li> </ul>	Within 10 minutes waiting time

## **CHAPTER FIVE**

### **OUR COMMITMENTS AND YOUR RESPONSIBILITIES**

#### **5.1 WE STRIVE FOR:**

- Continuous improvement in our service delivery
- Sustainable Industrialization, Modernized Agriculture And Human Capital Development
- The creation of an enabling environment for socio-economic development
- Empowerment of women and other vulnerable groups to participate in governance and the Assembly's development agenda
- The protection and promotion of Public Health and the prevention of diseases
- Provision of information in an open and transparent manner
- Creation of conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness
- Compilation of a comprehensive socio-economic database that will be accessible to the public
- Readily accessible information on all activities of the Assembly

#### **5.2 COURTESY AND COOPERATION**

- All office doors are marked to facilitate easy identification.
- Friendly Client Service Officers will be on hand to provide various services
- Assembly staff are also available to provide professional support services
- All well trained Development Control Task Force will visit various construction sites to ensure compliance of building regulations
- Courteous Revenue Collectors with Tags will go round daily to collect various rates

#### **5.3 WHAT WE EXPECT FROM THE PUBLIC:**

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

- Business should be duly registered with 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 connection
- 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 report those that litter

- Developers are entreated to produce valid development permits
- Strict compliance with by-laws of the Assembly

#### **5.4 DEALINGS WITH ENQUIRIES, COMPLIANTS AND GRIEVANCES**

- You can lodge your enquiry or complaints at our Clients Service or by contacting our hotline on 0551444788
- We aim to acknowledge and respond to your written communication with 7 working days
- Our suggestion box has been placed at a conspicuous location to take your suggestions on daily basis and we commit to providing feedback within 5 workings days upon receipt
- If we cannot fully provide an answer to your query within that specified time, we will provide you an interim response and advise you as to when a final response can be expected.
- We aim to investigate your complaint, 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 actions, 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.

## **5.5. CONTACT ADDRESS OR CONTACT PERSONS**

### **A. CONTACT ADDRESS**

Achiase District Assembly

Post Office Box 1

Akyem Achiase

Ghana Post GPS Address: EZ-0549-1802

Telephone:

E-mail: [achiasedistrictassembly@gmail.com](mailto:achiasedistrictassembly@gmail.com)

Facebook: Achiase District Assembly Website:

### **B. CONTACT PERSONS**

1. Hon. Richmond Amponsah - District Chief Executive – 0249806573
2. Hon. Member of Parliament – Hon. Kofi Ahenkorah Marfo
3. Mr. Ndinga Nborinyi – District Coordinating Director – 0244978006
4. Client Service Centre – 0551444788
5. Information Service Department - 0206594545

## **5.6. EMERGENCY SERVICES**

*Police Ghana Service - 0244115498*

*Fire Service: 0342093771*

*Ambulance Service: 193 |*

*Health Director - 0505710397*

*NADMO: District NADMO Coordinator- 0541048093*

### **AGRICULTURE DEVELOPMENT**

*District Director, Department of Agriculture – 0244968030*

*Community Development and Social Welfare - 0274641726*

