



## SERVICE DELIVERY CHARTER



### STATEMENT OF APPROVAL

This document was duly presented, discussed and approved by the General Assembly of the Asutifi North District Assembly.

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HON. STEPHEN BAAH  
(PM)

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SAMUEL BADU-BAIDEN  
(DCD)

# ASUTIFI NORTH DISTRICT ASSEMBLY SERVICE DELIVERY CHARTER

## 1. INTRODUCTION

The Asutifi North District Assembly (ANDA) is a Local Government Authority which is part of the 6 Administrative Districts in the Ahafo Region of Ghana. It was initially established by Legislative Instrument 1485 of the erstwhile Provision National Defence Council (PNDC), when the country adopted the decentralisation concept in 1988. In the quest to further deepen decentralisation to the doorstep of the people, the government in June 2012 carved out Asutifi South District leaving the mother district to stand separate as Asutifi North District under Legislative Instrument 2093 of 2012 with Kenyasi as the District capital. It has a total population of 65,754 (2019 Projection) and about 28km from Goaso, the Regional capital and 72km from Kumasi, the Ashanti Region capital.

## 2. SERVICE CHARTER PURPOSE

In accordance with our service principles and constitutional mandate, this Service Charter has been prepared to provide information on the services and expected standards to facilitate efficient transaction of business with our clients. It also seeks to provide an explicit guide to our clients and stakeholders on the service delivery processes of the Asutifi North District Assembly and to reiterate the Assembly's unwavering dedication to discharging its responsibilities and functions with integrity in a timely and efficient manner.

## 3. VISION

The Asutifi North District Assembly aspires to be an excellent local government body responsible for the delivery of efficient services to the people working closely with its department and stakeholders.

## 4. MISSION

The Asutifi North District Assembly exist to provide services such as education, health, water and sanitation with other development partners and productive sector whilst supporting the development of other economic activities with the core purpose of improving the living conditions of the people in the District.

## 5. CORE VALUES

The Asutifi North District Assembly as a public institution is guided and draws its functions and powers from the Local Governance Act, 2016, Act 936. To achieve the vision and mission statement, the following core values have been formulated to guide the Assembly in the delivery of services;

- We are one and the same people
- Respect for all persons irrespective of your status in society
- Honesty, Diligence and Integrity
- Opportunity for all; care for the vulnerable and marginalized
- Responsiveness, Transparency and Accountability

## 6. FUNCTIONS

The function of the Asutifi North District Assembly is enshrined in Section 12 (1-9) and Section 13 (1-8) of the Local Governance Act 2016, Act 936. The District Assembly performs the following;

- (1) A District Assembly shall
  - (a) exercise political and administrative authority in the district;
  - (b) promote local economic development; and
  - (c) provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.
- (2) A District Assembly shall exercise deliberative, legislative and executive functions.
- (3) Without limiting subsections (1) and (2), a District Assembly shall
  - (a) be responsible for the overall development of the district;

(b) formulate and execute plans, programmes and strategies for the effective mobilisation of the resources necessary for the overall development of the district;

(c) promote and support productive activity and social development in the district and remove any obstacles to initiative and development;

(d) sponsor the education of students from the district to fill particular manpower needs of the district especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;

(e) initiate programmes for the development of basic infrastructure and provide municipal works and services in the district;

(f) be responsible for the development, improvement and management of human settlements and the environment in the district;

(g) in co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;

(h) ensure ready access to courts in the district for the promotion of justice;

(i) act to preserve and promote the cultural heritage within the district;

(j) initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and

(k) perform any other functions that may be provided under another enactment.

(4) A District Assembly shall take the steps and measures that are necessary and expedient to

(a) execute approved development plans for the district;

(b) guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans;

(c) initiate and encourage joint participation with other persons or bodies to execute approved development plans;

(d) promote or encourage other persons or bodies to undertake projects under approved development plans; and

(e) 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.

(5) A District Assembly shall co-ordinate, integrate and harmonise the execution of programmes and projects under approved development plans for the district and other development programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non-governmental organisations in the district.

(6) A District Assembly in the discharge of its duties shall

(a) be subject to the general guidance and direction of the President on matters of national policy; and

(b) act in co-operation with the appropriate public corporation, statutory body or non-governmental organisation.

(7) Public corporations, statutory bodies and non-governmental organisations shall co-operate with a District Assembly in the performance of their functions.

(8) In the event of a conflict between a District Assembly and an agency of the central Government, public corporation, statutory body, non-governmental organisation or individual over the application of subsection (5), (6) or (7), the matter shall be referred by either or both parties to the Regional Co-ordinating Council for resolution.

(9) The Instrument that establishes a particular District Assembly or any other Instrument, may confer additional functions on the District Assembly.

### **6.1 Other Functions of the District Assembly under other enactments**

(1) A District Assembly shall be the authority to carry out and execute within its district the provisions of

- (a) the Auction Sales Act, 1989 (P.N.D.C.L. 230);
- (b) the Liquor Licensing Act, 1970 (Act 331); and
- (c) the Control and Prevention of Bushfires Act, 1990 (P.N.D.C.L. 229).

(2) A District Assembly shall be the authority to carry out and execute the following provisions of the Criminal Offences Act, 1960 (Act 29) within its district:

- (a) section 296 in respect of throwing rubbish in the street; and
- (b) section 300 in respect of stray cattle.

(3) For the purpose of subsection (1), the District Assembly shall, within its district, have the powers, rights, duties, capacities, liabilities and obligations of a person or authority mentioned in the enactment.

(4) Subsection (3) does not include the powers of a court or the Commissioner of the Customs Division of the Ghana Revenue Authority.

(5) For the purpose of the Liquor Licensing Act, 1970, (Act 331), the District Finance Officer or another designated officer of the District Assembly shall be the Licensing Officer.

(6) For the purpose of section 296 of the Criminal Offences Act, 1960 (Act 29), the reference to the Engineer-in-Chief of Public Works includes the District Engineer of the District Assembly or an Engineer appointed in writing by the District Assembly.

(7) For the purpose of section 300 of the Criminal Offences Act, 1960 (Act 29), the District Finance Officer or other designated officer of the District Assembly is deemed to be the Controller and Accountant-General or the representative of the Controller and Accountant-General.

(8) Nothing contained in this section shall derogate from the statutory or other functions of the police, whether exercisable under the enactments specified in this section or otherwise and any person or authority performing a function under this subsection shall act in consultation with the police.

## **7. GENERAL SERVICES**

We are responsible for:

- Approval of opening of private basic schools and establishment of new public schools;
- Enrolment of children into pre tertiary schools;
- Monitoring and supervision of educational delivery;
- Provision of agricultural extension services;
- Construction and maintenance of roads;
- Waste management and sanitation services;
- Issuance of Business Operating License;
- Provision of Preventive, curative and rehabilitative health services;
- Revenue mobilization, utilization and accountability; Birth and Death Registration;
- Education on civil rights and responsibilities; Control of noise;
- Maintenance of peace and security;
- Control of development through issuance of building permit;
- Creating awareness on Government programmes for feedback; Establishment and maintenance of cemeteries;

Promotion of business advisory services;  
Supporting sports development;

Creating social protection interventions;  
Promotion of justice delivery; and

Disaster prevention and management.

## **8. THE ORGANISATIONAL STRUCTURE**

a. To ensure the efficient discharge of its mandate, the Asutifi North District Assembly operates under the following Departments, Units and Specialized Agencies:

### **1. Central Administration**

Internal Audit  
Unit Budget Unit

Development Planning  
Unit Administrative Unit

Security Unit  
Estates Unit

Procurement Unit

### **2. Works Department**

Building and Inspectorate Section  
Water and Sanitation Section

Feeder Roads

### **3. Agricultural Department**

Extension Unit  
Crops Unit

Livestock Unit  
Veterinary Unit

Women in Agricultural Development  
Unit Engineering Unit

Plant Protection and Regulatory Service Division (PPRSD)

Statistical Research Information  
Division/Management Information System

### **4. Education, Youth and Sports Department**

Inspectorate Unit

Educational management and information  
Unit Human Resource Management Unit

Finance and  
Administration Sports Unit

### **5. Health Department**

Clinical Care Unit

Reproductive and Child Health  
Unit Nutrition Unit

Disease Control Section  
Health Promotion Unit  
Health Information Unit

Environmental Health Unit

### **6. Natural Resource Conservation, Forestry, Game and Wildlife Department**

Natural Resource Division  
Forestry Division

Game and Wildlife Division

### **7. Disaster Prevention and Management Department**

### **8. Physical Planning Department**

Parks and Gardens

Physical Planning department

### **9. Trade and Industry Department**

### **10. Finance Department**

### **11. Human Resource Department**

### **12. Social Protection and Community Development**

Social Protection Section

Community Development Section

#### 14. Specialized Agencies

National Commission on Civic Education

Commission on Human Rights and Administrative  
Justice National Service Scheme

Electoral Commission

Youth Employment Agency

Non Formal Education  
Division Judicial Service

Ghana National Fire Service  
Ghana Police Service

a. The Asutifi North District Assembly is made up of the District Chief Executive, 36 Assembly members (made up of 25 members elected through universal adult suffrage and 11 other members appointed by Government in line with the Local Governance Act, 2016, Act 936, which requires the Government to appoint 30% of the elected Assembly members in consultation with interest groups) and the Member of Parliament in the District. The Convener of General Assembly meeting is the Presiding member with the District Co-ordinating director as the Secretary.

b. Electoral Areas and Zonal Councils

The 25 Electoral Areas representing the people under the Five Town and Area Councils are:

No	Kenyasi No.1	Kenyasi No. 2	Ntotroso	Goamu	Gambia
1	Obou Akyi	Gyaase/Jerico	Apantuase	Asukese North	Gambia No. 1
2	Samansua	Adum	Ntotroso	Asukese South	Gambia East

3	Antoa Odumase	Kwadaso	Gyedu	Manhyia A	Gambia West
4	Obengkrom	Ampedwe	Wamahinso	Manhyia B	Agravi
5	Bogyampah	Dormaa	Wamahinso South		Manhyia Kojoaddaikrom
					Biaso

#### 9. CODE OF CONDUCT

We endeavor to optimize the satisfaction of our clients, and therefore the following principles shall be strictly adhered to at all times:

##### 9.1. Anonymity

Staff of the Assembly shall serve the people of the Municipality with neutrality and anonymity in transactions that deserves exhibition of such conduct and therefore shall:

Not seek individual recognition for their work by styling themselves in any manner beyond their official position;

Perform the work assigned to them without enquiring about benefits or reward from that project or task;

Maintain political neutrality in the performance of their official duties; and

Not put themselves in a position where personal interest conflicts or is likely to conflict with the performance of the functions of their office.

##### 9.2. Client Orientation, Loyalty and Commitment

Stakeholders and all community members are the clients of the Assembly. The Assembly therefore exists to serve its clients. All clients are entitled to dedication, loyalty and commitment

of the staff of the Assembly. In the discharge of their official duties, officers and staff of the Assembly shall:

Ensure that service to our clients take precedence over all other activities;

Maintain high standards of accountability, transparency and responsibility in the conduct of all public business;

Appreciate and accept clients as the beneficiaries of their work; and

Be committed to the holistic development of all aspects of the community including the quality of life of the vulnerable in the Municipality.

### **9.3. Transparency and Accountability**

These are fundamental to nonpartisan decision making in local governance. Relations between the Assembly and Communities shall be governed by respect and strengthened by consultation, collaboration and accountability for decision making. In the discharge of their duties staff of the Assembly shall:

Respect and comply with the laws and act at all times in a manner that ensures accountability and transparency to promote public confidence;

Design and implement all plans, programmes and projects to include the provision of information and receipt of evaluative feedback from all stakeholders;

Not accept gifts where it will appear to influence or result in influencing the performance of official duties; and

Exclude themselves from any transaction in which they or a close family member or relation have direct interest.

### **9.4. Diligence, Discipline and Timeliness**

Staff of Asutifi North District Assembly shall perform their duties with diligence and discipline, whilst adhering to specific time-frames, targets and objectives. Staff of the Assembly shall:

Submit themselves to scrutiny that is appropriate to their office; and

Restrict information only when such information is classified.

### **9.7. Integrity**

In the discharge of their roles, functions, duties and obligations to the public, staff shall observe the following basic standards of conduct to maintain integrity:

Respect and comply with the laws and act at all times in a manner that promotes public confidence;

Ensure that they do not place themselves under any financial or other obligations to their clients that might influence their performance; and

Facilitate or make available any information to the public that the law sanctions.

## **10. SERVICE DELIVERY STANDARDS**

### **10.1. Participation**

We endeavor to involve key stakeholders including Civil Society Groups, Media, NGOs, Private Sector and Community leaders and Members in the planning and budgeting, implementation, monitoring and evaluation of projects and programmes to ensure satisfactory delivery of service.

To this end, we shall;

Involve stakeholders in the annual fee-fixing resolutions;

Organize public hearings involving stakeholders during the planning and budgeting process;  
Conduct regular surveys to ascertain the level of community knowledge on agreements reached during service delivery consultations; and  
Involve key stakeholders, beneficiary departments and communities in quarterly and annual monitoring of projects.

### 10.2. Professionalism

We endeavor to demonstrate the requisite skills and competencies, and the ability to adopt best practices in the delivery of services to the satisfaction of our clients whilst adhering to ethical standards.

### 10.3. Client Focus

We endeavor to apply client focus requirements to prioritize and consistently develop affordable and accessible services in a timely manner. In this regard, we:

Establish functional Client Service Unit;  
Publish and disseminate a Client Service Charter;  
Establish a mechanism (suggestion box, etc.) for the receipt of complaints from clients on a weekly basis and to provide feedback to clients effectively within five (5) working days upon receipt;  
Acknowledge and respond to correspondence effectively within Seven (7) working days upon receipt; and  
Orientate staff to be sensitive to the needs of PWDs, the aged and other vulnerable groups.

### 10.4. Transparency

We endeavour to provide all stakeholders with the understanding of how the Assembly operates, and furnish them with easy access to adequate and timely information regarding decisions and actions taken by the Assembly. In this regard, we:

Update and display monthly revenue and expenditure information notice on boards Assembly's and at other vantage places;

Publish and display external audit report on notice boards of the Assembly and its Zonal Councils;

Disseminate draft budget estimates to Assembly members two weeks before the General Assembly meeting and publish the approved budget on notice boards and Assembly websites; and

Publish all General Assembly meeting minutes on zonal council notice boards, websites and other public designated locations.

### 10.5. Efficient and Effective use of Resources

We ensure optimal use of resources (including time, human resources, natural resources, financial resources, etc.) to provide services and products that satisfy the requirements of users in a timely manner. Therefore we:

Procure goods, works and services in conformity with the Public Procurement Act and on time;

Ensure that at least 90% of activities, projects and programmes implemented are within the Annual Action Plan and Budget;

Ensure that financial transactions are in line with relevant national laws; and

Provide all clients with timely services.

## 10.6. Accountability

We take responsibility for our actions and/or in-actions in rendering services and informing citizens on the use of

resources. To this end, we:

Organize stakeholders' publically  
dialect most widely spoken  
within the municipality on an annual basis; and

Publish monthly financial statements by the 20<sup>th</sup> of the ensuing month on the notice boards of the Assembly and its Town and Area Councils, Community Centres, etc.

## 11. SERVICE STANDARDS

We shall provide the following services within the following time frames:

SERVICE	TIME FRAME (MONTHS/DAYS)
<b>Permit Acquisition</b>	
Issuance of building permits	Maximum three months
Issuance of temporal structure permit	Within seven working days
Issuance of Business Operating Licenses (B.O.P)	2 days
<b>Birth And Death Certificate</b>	
Issuance of Birth Certificate Under one year request Above one year request	1 day 1 month
Issuance of Death Certificate Under one year request Above one year request	1 day 1 month
<b>Sanitation</b>	

Waste management control (Door - to - Door Collection)	1 week
Assembly's Registration and Issuance of food vendors certificate	Two months minimum
Public education on hygiene practices. <small>budget hearing</small>	Daily <small>in the loc</small>
Monitoring school health programmes	1-3 Monthly
<b>Agriculture Extension Service</b>	
Provision of information on agricultural technologies	1 - 3 days
Field officers provide services in communities to farmers	3 - 4 days
Development and promotion of	3 months minimum
Training of farmers on improved farm practices	2 - 3 days
Surveys and field estimation	3 - 4 days
<b>Provision of Veterinary Service</b>	
Vaccination of poultry and livestock	1-3 days
Vaccination of pest against rabies	1 month
Issuing of livestock travel permit	1 day
Meat inspection and approval	1 day
Prophylactic treatment of diseases	2 days
Field livestock treatment	1 day
Clinical surgical treatment	1 day
<b>Health Delivery</b>	
Provision of emergency medical and surgical care	Within 5 minutes of arrival at the health facility



Provision of pharmaceutical services (OPD)	Within 30 minutes upon receipts of Prescription
Provision of laboratory services	Within 24 hours
Provision of in -patient clinical care	Daily
Provision of specialist secondary and primary clinical consultation	Within 3 hours of arrival
Antenatal Care (ANC)	Within 2 hours of arrival
<b>Education</b>	
Enrolment of pupils into pre-tertiary schools	Within first week of re-opening in the first term

## 12. WE STRIVE FOR:

Consistency in delivering quality service;

Creation of a conducive environment for businesses to thrive;  
Provision of sufficient avenues/opportunities to enhance socio-economic Development;

Maintenance of public physical health and safety;

Communicating with the public in an open and transparent manner;

Promotion of conducive conditions that will enhance Public Private Partnership; and

Compilation of a comprehensive socio-economic database that will be accessible to the public

## 13. COURTESY AND CO-OPERATION FROM THE DISTRICT ASSEMBLY

All office doors are given unique identification marks.

Excellent customer services would be provided by officers.

Assembly staff is readily available to provide information and support to clients.

A competent Development Control Task Force exists to ensure adherence to building regulations.

Well trained revenue collectors go round daily to collect various rates.

## 14. EXPECTATIONS FROM OUR CLIENTS

The Asutifi North District Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth delivery of services for the benefit of the District.

To access any of our services, the following are required:

The business should be duly registered with the Registrar General's Department;

Business address and location including street names and numbers should be made available;

Provide registered indenture (Land Title Certificate) and four (4) copies of Architectural Drawings for the issuance of building/development permits;

Ensure that a child has a weighing card and in the case of persons above one (1) year, baptismal certificate and ID card for the issuance of birth certificate;

To obtain a death certificate, it is expected that a duly signed cause of death certificate/affidavit is provided

The public participates in the various community fora on sanitation, hygiene, revenue collection and others;

Comply with bye-laws of the Assembly to ensure effective administration of the District;

Participate in Parents' ings, Teac speech days, and school durbars;

Participate in general cleaning exercises and maintain clean environment;  
Adopt Agricultural extension advice;  
Demand feedback on Assembly's services; Non-Governmental Organisations;  
Make use of Assembly's Client Service Unit;  
Prompt reporting of adverse health, nuisance/excessive noise, unauthorized development among others to the Client Service Unit for prompt action;  
Developers are entreated to produce valid development permits upon request; and  
Rate payers are entreated to pay approved rates and demand appropriate receipts covering amount paid.

#### **15. OTHER COLLABORATING AGENCIES**

The Asutifi North District Assembly shall collaborate with the following Departments and Agencies:

Ghana Revenue Authority;  
Social Security and National Insurance Trust;  
Ghana Audit Service;  
Judicial Service;  
Ghana National Fire Service;  
The Ghana Police Service;  
Volta River Authority;  
Lands Commission;  
Land Valuation Board;  
Community Water and Sanitation Agency;  
Registrar General's Department;  
Environmental Protection Agency;  
Regional Coordinating Council;  
Banking and other Financial Institutions;

Ghana Education Service;  
Ghana Health Service;  
Civil Society Organisations;  
Media;  
Stool Lands Administration;  
National Health Insurance Authority;  
Food and Drugs Authority; and  
Narcotics Control Board.

#### **16. COMPLAINTS/COMMENTS**

The Asutifi North District Assembly welcomes comments and complaints from its valued clients and the general public. Such issues should be addressed to:

THE MUNICIPAL CHIEF EXECUTIVE  
OFFICE OF THE ASUTIFI NORTH ASSEMBLY, P.O. BOX 31  
KENYASI  
EMAIL: [info@asutifinorth.gov.gh](mailto:info@asutifinorth.gov.gh)  
TEL: +233-03520-94736  
Website: [www.asutifinorth.gov.gh](http://www.asutifinorth.gov.gh)

Where you are not satisfied, you may seek further assistance from:

THE CHAIRMAN  
PUBLIC RELATIONS AND COMPLAINTS COMMITTEE  
OFFICE OF THE ASUTIFI NORTH DISTRICT ASSEMBLY  
P.O. BOX 31, KENYASI, AHAFO REGION.  
Email: [info@asutifinorth.gov.gh](mailto:info@asutifinorth.gov.gh)  
TEL: +233-03520-23635/23102

As a final resort, you may appeal to:

THE REGIONAL MINISTER  
OFFICE OF THE AHAFO  
REGIONAL CO-ORDINATING  
COUNCIL, P.O. BOX GS171  
GOASO

Digital address: BU-0056-7289  
TEL: +233 (0)244 433 528  
+233 (0)208 194 548

### **WHERE YOU CAN FIND US:**

You can locate our office in the following towns and locations in case you want to access our services.

#### **1. Main District Administration Office**

It is located directly opposite the Kenyasi Lorry Park along the Kenyasi-Hwidiem Highway Or 120 metres on the District Assembly Street /road.

#### **2. Sub-Offices:**

- a. Kenyasi No.1 Town Office located near the Osei Kofi Abiri, off the Kenyasi-Hwidiem Road
- b. Kenyasi No.2 Town Council located in directly adjacent the Main Administration Block, House, Kenyasi No.2.
- c. Ntotroso Area Council located in opposite the Ntotroso market, Ntotroso.
- d. Goamu Area council located at Goamu Koforidua
- e. Gambia Area Council located on the Gambia No. 1 to Gambia 2 Highway.

### **REFERENCES**

Local Government Service Secretariat, Service Delivery Standards and Performance Management December, 2014.

Ministry of Local Government Governance Act,  
The 2016 Assembly (Act Press, Accra, 936  
December, 2016.

Asutifi North District Assembly, Medium Term  
Development Plan 2018 - 2021, December, 2017.

Ampedwe near Harana Abu's