

# **SERVICE DELIVERY CHARTER FOR THE UPPER WEST AKIM DISTRICT ASSEMBLY**

## **CHAPTER ONE**

### **1.0 INTRODUCTION**

#### **1.1 BACKGROUND**

The Upper West Akim District Assembly located in the Eastern Region has its District Capital at Adeiso and established by Legislative Instrument (2049). It was carved out of the West Akim District in April 2012.

The Assembly has both Political and Administrative Authority in the District. It exercises deliberative, Legislative and executive functions. Again it is responsible for the overall development of the District as enshrined in section 10 (1) - (3) of the Local Governance Act, 2016 (Act 936).

The Client Service Charter has been developed pursuant to the Service Delivery Standards of the Local Government Service and in accordance with best international practices in local governance, taking into consideration the needs of our numerous and diverse clients. Our Charter informs you on what you can expect in your dealings with us, including our service standards and outlines how you can aide to meet your expectations in our delivery of services.

#### **1.2 VISION OF THE ASSEMBLY**

The vision of the Upper West Akim District Assembly is “A local government system with effective and efficient capacity for sustainable development”.

#### **1.3 THE MISSION STATEMENT**

The mission statement of the Upper West Akim District Assembly is “To improve the quality of life of its inhabitants through the provision of quality services and durable socio-economic infrastructures in a transparent and accountable manner”

#### **1.4 CORE VALUES**

The Upper West Akim District Assembly and being a local government unit operates within the principles, core values and acceptable ethical standards set by the local government service in its code of conducts. These principles and core values are Accountability, Anonymity, Client-oriented, Creativity, Diligence, Discipline, Equity, Integrity, Innovativeness, Timeliness Transparency.

## CHAPTER TWO

### FUNCTIONS (L.I 2049)

The Assembly exist to ensure the development of the people in the District and to create an enabling environment for businesses and the inhabitants at large. This is achieved by the provision of social and economic services to the general public and by also ensuring development is well planned to ensure a healthy and serene environment.

#### **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.
- ✓ Providing basic socio-economic infrastructure, including school, markets, water, lorry parks, institutional toilets and roads.
- ✓ Promoting local economic development.
- ✓ Collaborate with the relevant national and local security agencies to maintain security and public safety.

- ✓ Promoting justices by ensuring ready access to nearby courts.
- ✓ The assembly shall be the authority to carry out and execute within its districts the provisions of:
  - 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 (Act 29) in respect of littering.
  - The Section 296 of Criminal Offence Act, 1960 (Act 29) in respect of stray animals.

## CHAPTER THREE

### 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 services;
- Help service users 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;
- Resolve customer complaints fairly, consistently and promptly;
- Encourage service users to make suggestion on how to better the services offered.

### WE SHALL STRIVE TO PROVIDE THE FOLLOWING SERVICES WITHIN THE SPECIFIED TIME FRAME

SERVICE	TIME FRAME (MONTHS / DAY)
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 settlement.
Issuance of birth certificate	Instance service after payment of required fees
Issuance of death certificate	Under 1 year (1 day) above 1 year (1 month)

Issuance of food vendors certificate	Issuance service
Feedback on correspondences	Five (5) working days upon receipt.
Feedback on correspondences	Seven (7) working days upon receipt
Ambulance service	Instant after a distress call - 0243264929
Fire service	Instant after a distress call - 0246324889
Police service (normal / patrols)	Instant after a distress call - 0247200588

## CHAPTER FOUR

### PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS: BIRTHS, MARRIAGE, DIVORCE & DEATH

SERVICE TYPE	TIME FRAME	SERVICES
Birth certificate	Under one (1)year / (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</li> </ul>
	Above one (1) year / (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>*28 days for publication of proposed marriage.</p> <p>*marriage certificate issued within 5 days after</p>	<ul style="list-style-type: none"> <li>✓ Complete and publish form for notice of registration at specified places for 28 days.</li> <li>✓ Couple and two witnesses complete form of registration (FR)</li> <li>✓ Couple submit FR with affidavit</li> </ul>

	marriage.	<ul style="list-style-type: none"> <li>✓ Payment of approved fees</li> <li>✓ Issuance of marriage certificate within 5 days after marriage</li> <li>✓ NB: (Requirements for marriage registration: color copy of photo ID of couple and 2 witnesses, two passport pictures of each couple, affidavit)</li> </ul>
Divorce Certificate		See registrar of marriages at the Assembly

**PHYSICAL PLANNING DEPARTMENT**

**Six (6) simple steps for obtaining development and building permits**

STEP	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 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 a 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> <li>✓ Additional requirements (for multi-purpose and</li> </ul>



	<p>multi -usage).</p> <ul style="list-style-type: none"> <li>✓ 4 copies of structural drawings approved by an Architect or structural engineer.</li> <li>✓ Soil test report 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>
Step 3: Completion of forms	Complete the application form in full with the required information. Add the above listed documents.
Step 4: Payment & submission	<p>Pay processing fees and submit completed form with all required attachments to the Town &amp; Country Planning Unit 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>The secretarial will process the application within two weeks of receipt of application for the Technical sub-Committee's inspection, assessment and recommendation.</p> <p>The technical sub-committee's recommendation on the application is forwarded to the Spatial Planning Committee within a month of receipt of application for</p>

	<p>final decision.</p> <p>NB: Applicant may be informed of any corrections to be made. The final decision of the spatial planning committee is communicated to the applicant in writing within 2 working days.</p> <p><b>POSSIBLE DECISIONS</b></p> <ul style="list-style-type: none"> <li>▪ Approval</li> <li>▪ Regularization</li> <li>▪ Refusal</li> <li>▪ Deferral</li> </ul>
<p>STEP 6</p> <p>Assessment, payment &amp; collection</p>	<ul style="list-style-type: none"> <li>○ On approval the works department will assess and communicate payment due to the applicant.</li> <li>○ Pay the approved permit fee or penalty fee at the finance office of the assembly and collect your development and building permit from the works department of the assembly with the payment receipt.</li> <li>○ In the case of deferral, the applicant will be notified and adviced on what needs to be done for further consideration.</li> <li>○ In case of refusal, the applicant will be notified of the reason(s) for the refusal.</li> <li>○ All permit applications take maximum of three (3) calendar months (all things being equal)</li> </ul>
<p>Caution</p>	<p>Under no circumstance should any payment be made to any middle man besides the designated offices. Any client who disregards this caution does so at his/her own risk and the Assembly shall take no responsibility whatsoever.</p>

**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>	

**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 Assembly with two FULL size photos</li> <li>• Submit application letter with a full photograph of applicant to the Assembly</li> <li>• Vetting of applicants</li> </ul>	Any working day  Quarterly

	<ul style="list-style-type: none"> <li>• Disbursement of funds to successful applicants</li> </ul>	
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 complaint 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 eth courts of law.</li> </ul>	Working days within two (2) weekly sittings
Family 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 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

**CLIENT SERVICE UNIT**

SERVICE TYPE	REQUIREMENTS	TIME FRAME
General complaints	<ul style="list-style-type: none"> <li>• Visit client unit or call client service office</li> <li>• Lodge your complaint verbally or written</li> <li>• Leave your contact number or address with CSO</li> </ul>	One to five working days

	<ul style="list-style-type: none"> <li>• Wait for a feedback within five working days</li> <li>• Report issue directly to DCD/DCE/PM if not satisfied with first response</li> </ul>	
Specific 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> <li>• Report issues directly to DCD/DCE/PM if not satisfied with first response</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</li> <li>• (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 outfit</li> </ul>	Within 10 minutes waiting

## CHAPTER FIVE

### OUR COMMITMENTS AND YOUR RESPONSIBILITIES

#### **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 a 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.

#### **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.
- A well trained development control task force will visit various construction sites to ensure compliance to building regulations.

- Courteous revenue collectors with tags will go round daily to collect various rates.

#### **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 municipal 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 unauthorised 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 report those that litter.
- Developers are entreated to produce valid development permits.
- Strict compliance with by-laws of the Assembly.

#### **DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES**

You can lodge your enquiry or complaints at our clients service center or by contacting our hotline on 0240373969.

We aim to acknowledge and respond to your written communication within 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 working 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.

### **OUR LOCATION(S)**

The office of the District Assembly is located at Tiokrom, Adeiso on the main Nsawam - Asamankese Highway. The Assembly Area Councils which are yet to be inaugurated will also provide services on behalf of the Assembly. These are located at Mepom (near the Mepom Cocoa Shed) and Adeiso (in the main lorry station).

There is also a Public Relations and Complaints Committee located in the main office of the District Assembly. The District Works Department and Physical Planning Department is in charge of sector planning and development. Development control and permit approval are also located in premises of the Assembly.

### **CONTACT ADDRESS**

Upper West Akim District Assembly  
P. O. Box AS 3  
Adeiso – Eastern Region  
Ghana Post:



Telephone: 0201723657 / 0591503357  
E-mail: upperwestakim2012@gmail.com  
Facebook: upperwestakimdistrict assembly  
Website: www.uwada.gov.gh

**CONTACT PERSONS**

Hon. Eugene Sackey - District Chief Officer - 0243565259  
Hon. Adom Fredereik - Member Of Parliament - 0246012700  
Samuel Antwi-Boasiako - District Coordinating Director - 0208150901  
Client Service Center - 024484646

**EMERGENCY SERVICES**

Police - 0247200588  
Fire service - 0246324889  
Ambulance service - 0243264929  
Nadmo ----- 0246709905