# FANTEAKWA SOUTH DISTRICT ASSEMBLY, OSINO
# CLIENT SERVICE CHARTER 2027

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## CHAPTER ONE

### 1.0 INTRODUCTION

The Fanteakwa South District Assembly was carved out of the old Fanteakwa District Assembly by L. I. 2345 of 2018 in pursuance of the

Government's Decentralization Policy and local government reform policy with Osino as its capital. The District is poised for industrialization which is underpinned by modern agriculture, education and research. 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 lets you know what you can expect in your dealings with us or when you contact us, including our service standards and outlines how you can help us continue to meet your expectations in our delivery of services.

### 1.1.1 MOTTO

Unity, Peace and Development

### 1.1.2 VISION STATEMENT

Empowering communities for sustainable development.

### 1.1.3 MISSION STATEMENT

Serving citizens through transparent, inclusive and efficient governance.

### 1.1.4 CORE VALUES

•**Client-Oriented**: It is crucial for officials of Fanteakwa South District to treat members of the public as "customers" who are entitled to receive the highest standards of service.

•**Transparency and Accountability**: Taking collective decisions with the involvement of all the relevant stakeholders in all matters or affairs of the Assembly and giving account of the stewardship of the resources entrusted to the Assembly.

•**Creativity and Innovativeness:** Demonstrating requisite skills and competencies and also adopting best practices in the delivery of services to the satisfaction of the client while adhering to ethical standards.

•**Equity and Integrity:** Justice and fairness in the management and allocation of resources.

•**Diligence and Discipline:** Exhibiting good conduct in the performance of duties/functions in strict conformity to lay down regulations.

•**Timeliness:** Equipping the public with adequate and timely information regarding decisions taken by the Assembly. We create a safe environment for the well-being of and for the people we serve.

## 2.0 CHAPTER TWO

## 2.1 FUNCTIONS (L. I 2345)

- Responsible for the overall development of the district
- To formulate and execute plans, programs and strategies for the effective mobilization of the resources necessary for the overall development of the district
- To promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
- To initiate programs for the development of basic infrastructure and provide district works and services in the district;
- Responsible for the development, improvement and management of human settlements and the environment in the district;
- In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
- To ensure ready access to courts in the district for the promotion of justice;
- To act to preserve and promote the cultural heritage within the district;
- To 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;
- To perform any other functions that may be provided under another enactment
- The Assembly shall as well take steps and measures that are necessary and expedient to execute approved development plans for the district;
- Guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans;
- Initiate and encourage joint participation with other persons or bodies to execute approved development plans;
- Promote or encourage other persons or bodies to undertake projects under approved development plans; and
- 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.

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

♦♦♦ 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.

♦♦♦ 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.

### 2.2.0 Substructures

The Sub-district structures constitute the last tier of Ghana's local Government system. They constituted by the Sub-metropolitan, Urban or Town or Zonal or Area Council and Unit Committees. The components of the sub-district structures are discussed by the Act 462.

### 2.2.1 Town and Area Councils

These are found in the Metropolitan and District Assemblies. In the District Assemblies, Town Councils are established for settlements with populations between 5,000 and 15,000.

The Fanteakwa South District has four (4) Area Councils namely:

- Osino Area Council
- Birimagya Area Council
- Bosuso Area Council
- Ehiamenkyene Area Council

### 2.2.2 Functions of the Area Council

- To enumerate and keep record of all rateable persons and properties in the urban area, zone or towns,
- To assist any persons authorized by the District Assembly to collect revenues due to the Assembly,
- To recommend to the Assembly, the naming of all streets in its area of authority and all buildings to be numbered,
- To plant trees and to erect tree guards to protect them so that streets are unduly obstructed,
- To prevent and control fire outbreaks including bushfires,
- To prevent annual budgets of revenue and recurrent, as well as, prepare development budget of the urban or Town Council for the approval by the assemblies

## 3.0 CHAPTER THREE
## 3.1 SERVICE DELIVERY 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;
- 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;
- Encourage service users to make suggestions on how to better the service offered.

| 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 | Instance Service after payment of required fees |
| Issuance of Birth Certificate | Under one (1) year, one (1Day)<br>Above one (1) year, one (1) Months |
| 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 |

## 4.0 CHAPTER FOUR 4.1 PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS

### 4.1.1 Births, Marriage, Divorce & Deaths

| SERVICE TYPE | TIME FRAME | SERVICES |
|---|---|---|
| Birth Certificate | Under one (1) Year One (1) day | • Produce weighing card<br>• Fill a form<br>• Issuing of Birth certificate |

| | | |
|---|---|---|
| | Above one (1) year<br>One month | • Fill a form<br>• Form sent to Koforidua for vetting<br>• To Accra for signing and printing of certificate |
| Death Certificate | Newly deceased (1Day) | • Fill a form<br>• Pay approved fee<br>• Issuance of burial permit and<br>• Death Certificate |
| | Already buried (1 Month) | • Fill a form<br>• Pay approved fee<br>• Issuance of burial permit and<br>• Death Certificate |
| Marriage Certificate | 21 Days for publication of proposed marriage | Complete and publish Form for Notice of Registration at specified places for 21 days |
| | □ Marriage Certificate issued within 5 days after marriage | • Couple and two witnesses complete Form of Registration (FR)<br>• Couple submit FR with affidavit<br>• Payment of approved fees<br>• Issuance of Marriage Certificate within five (5) days after marriage<br>NB: (Requirements for Marriage Registration: Color copy of photo ID of couple and two (2) witnesses, two (2) passport pictures of each couple, affidavit) |
| Divorce Certificate | | SEE REGISTRAR OF MARRIAGE AT ASSEMBLY |

### 4.1.2 PHYSICAL PLANNING DEPARTMENT

SIX SIMPLE STEPS FOR OBTAINING DEVELOPMENT AND BUILDING PERMIT

| STEPS | ACTION NEEDED BY CLIENT ASSEMBLY |
|---|---|
| STEP 1: PURCHASE OF FORMS | Buy your development and building permit application forms and Jacket from the Finance Office of the Assembly. |

| | |
|---|---|
| STEP 2: REQUIREMENTS | BASIC REQUIREMENTS<br>• Evidence of Land Ownership (Receipt/ Chiefs Consent)<br>• Signed Site Plan (Must be endorsed by a qualified Supervisor or equivalent)<br>• Building Permit Jacket (To be obtained from District Finance Office)<br>• Four (4) copies of Building Drawing (Drawing must be endorsed)<br>• Property rate payment receipt (For existing buildings)<br><br>ADDITIONAL REQUIEMENTS (For multi-purpose and multiusage)<br>• Four (4) copies of structural drawings approved by an Architect or Structural Engineer<br>• Soil test report<br>• Ghana National Fire Service report<br>• Environmental protection Agency report<br>• Structural integrity report in case development has already commenced or is completed (for building above 2-storey)<br>• Drawings must be satisfied by a Structural Engineer or Architect<br>• Up to date business registration and operating permit (for commercial organizations)<br>• Property rate payment receipt (for existing buildings) |
| STEP 3: COMPLETION OF FORMS | Complete the application form in full with the required information. Add the above listed documents. |
| STEP 4: PAYMENT AND SUBMISSION | Pay processing fees and submit completed form with all required attachments to the Town and country Planning Unit of the Assembly.<br>On submission, you shall be informed about the following:<br>. Corrections to be made (if any)<br>. Data for site inspection |
| STEP 5: PROCESSING | 1. The secretariat will process the application within two weeks of receipt of application for the Technical Sub-Committees inspection, assessment and recommendation.<br>2. The Technical Sub-Committees recommendation on the application is forwarded to the Spatial Planning Committee within a month of receipt of application for final decision.<br>NB: Applicant may be informed of any corrections to be made |

| | |
|---|---|
| | 3. The final decision of the Spatial Planning Committee is communicated to the applicant in writing within 2 working days.<br><br>POSSIBLE DECISIONS:<br>. Approval. Regularization. Refusal. Deferral |
| STEP 6: ASSESMENT, PAYMENT AND COLLECTION | 1.On approval, the Works Department will assess and communicate payment due to the applicant<br>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 Works Department of the Assembly with the payment receipt.<br>3. In the case of deferral, the applicant will be notified and advised on what needs to be done for further consideration.<br>4.In case of refusal, the applicant will be notified of the reason(s) for the refusal<br>5. ALL PERMIT APPLICATIONS TAKE MAXIMUM OF THREE (3) CALENDAR MONTHS(All things being equal) |
| CAUTION | 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 WHATSOVER. |

4.1.3 FINANCE DEPARTMENT

| Service type | Requirement | Time frame (days) |
|---|---|---|
| Business Operating Permit | * Application letter<br>* Building Permit (if operating in a container /kiosk)<br>* Payment of required fees<br>* Issuance of Permit | One (1) |
| Certificate for Contractors/ Suppliers | * Application letter on Company's letter head<br>* Submission of certificates from Registrar General's Department, GRA and Work & Housing certificate (where applicable)<br>* GRA TIN<br>*Account details (account name, bank name, branch, account number) * Payment of approved fees<br>* Issuance of Certificates | One (1) |

### 4.1.4 DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEVELOPMENT

| Service type | Requirement | Time frame (day/s) |
|---|---|---|
| Disability fund | * Register with the Assembly with two (2) full size photos<br>* Submit application letter with a full photograph of applicant to the Assembly<br>* Vetting of applicants<br>* Disbursement of funds to successful applicants | One (1) (process done on quarterly bases) |
| Child maintenance & welfare | * Make a verbal/written complain to the department * The department issues summons to both the complainant & defendant to appear before a Committee * The Panel Committee sits on the case and settles it. * Dissatisfied party may make an appeal or seek redress at the courts law. | Within two (2) weekly sittings |
| Family Dispute Resolution | * Make a verbal/written complain to the department. * The department issues summons to both the complainant & defendant to appear before a Committee * Panel Committee sits on the court case and settles it. * Dissatisfied party may file for an appeal or seek redress at the courts of law. | Within two (2) weekly sittings |

### 4.1.5 CLIENT SERVICE UNIT

| Service type | Requirement | Time frame (day/s) |
|---|---|---|
| General/Specific complains | * Visit Client Service or call Client Service Officer<br>* Lodge your complaint verbally or written<br>* Leave your contact number or address with Client Service Officer<br>* Wait for a feedback<br>* Report issue directly to the DCE/DCD/PM if not satisfied with first response. | Within five (5)/ten (10) working days |
| Courtesy Call on the DCE | * Report for direction to the District Chief Executive * Register your details with the Client Service Officer before proceeding to the DCE's office<br>*Indicate purpose for your visit (Official/Personal)<br>* Wait for your turn at the Conference Hall | Within ten (10) minutes waiting time |

## 5.0 CHAPTER FIVE 5.1 OUR COMMITMENT AND YOUR RESPONSIBILITIES

- 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.

**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.
- 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, 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.

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

- You can make your enquiry or lodge complaints at our Client Service Centre or by contacting our hotline on 0342292462
- 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.

## 5.5 CONTACT ADDRESS OR CONTACT PERSONS

**A.** CONTACT ADDRESS Fanteakwa South District Assembly Post Office Box OI 8, Osino Eastern Region Ghana
Post GPS Address: EF-2081-4353
Telephone:034-229-6255
Email: info@fsda.gov.gh
Website: fsda.gov.gh

## B. CONTACT PERSONS

1. Hon. Mercy Korang - District Chief Executive - 0240703729
2. Hon. Duke W.A.K.A.A. Offori-Atta - Member of Parliament - 0244623882
3. Hon. Hans Sonny- Presiding Member - 0246332809
4. Mr. Emmanuel Kwasi Asamoah - District Coordinating Director - 0244852942
5. Client Service Centre - 034-229-6255