



CLIENT SERVICE CHARTER

ELLEMBELLE DISTRICT ASSEMBLY

OCTOBER, 2019

FOREWORD

This Client Service Charter has been developed to track efficient service delivery and represents the framework of the district in the delivery of services to residents. This will help to further facilitate the standardization of the services delivered and communicate to residents the exact services that the district delivers. It highlights the service standards that the district is committed to delivering to residents and outlines the complaints and grievance redress process residents must follow to resolve challenges.

With this document, the district will be able to communicate to residents' vital information about what the district commits to do, how to contact the district, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It will enhance the participation of civil society and interest groups in the management of public finances as well as provide transparent mechanisms for contact, accessibility and complaints.

Another fundamental reason for the development of this Charter is to ensure that the activities of the district are open and transparent to resident to promote accountability.

Our expectation is that residents who engage the district are served in line with our values of being professional, ethical, efficient and responsive. Our commitment as a district is to ensure that we provide the highest standards of excellence in client service delivery towards a successful implementation of our Medium-Term Development Plan (MTDP) and Annual Action Plans (AAP)

We welcome your feedback as we work together to create a customer-centric culture and to deliver value to you: our residents.

Emil Tawiah Atsu (CDFA)

District Coordinating Director

Ellembelle District Assembly

INTRODUCTION

The Ellembelle District Assembly (SDDA) hereinafter referred to as the “ASSEMBLY” under the Ministry of Local Government Rural Development was carved out of Nzema East Municipal Assembly under the legislative Instrument (LI) 1918 by the Local Government Act 1993, (Act 462) now replaced by the Local Governance Act 2016, Act 936. The District was inaugurated on 29th February, 2008 with its capital at Nkroful, the birth place of the first President of the Republic of Ghana, Dr Kwame Nkrumah.

2. LOCATION

The District is located at the southern part of the region between Longitude 2° 05'W and 20° 35'W, and Latitude 4° 40'N and 5° 20'N. It shares boundaries with the Jomoro District to the West, Wassa Amenfi West District to the North, Nzema East Municipal to the Southeast, Tarkwa-Nsuaem Municipal to the East, and a 70km stretch of sandy beach along the Atlantic Ocean to the south. It covers a total area of 995.8 Km².

3. MISSION STATEMENT

A district dedicated to the initiation, facilitation and implementation of activities that promote rapid socio economic development in an environmentally friendly manner together with development partners.

4. VISION

An attractive investment destination with highly skilled manpower where the natural resources are harnessed on sustainable basis to the benefit of the district and the nation at large.

5. CORE VALUES

In order to achieve the goals and objectives of the Ellembelle District Assembly, the six service delivery standards of the Local Government Service have been adopted as the core values of the Assembly to serve as guiding principles in the performance of its functions. These service delivery standards are;

1. **Participation:** the involvement of relevant stakeholders including Civil Society Groups, Media, NGOs, Private Sector and Community Members in the planning, implementation, monitoring and evaluation of service delivery at the District Assembly.

2. **Professionalism:** the demonstration of requisite skills and competencies, and the ability to adopt best practices in the delivery of services to the satisfaction of the client whilst adhering to ethical standards.
3. **Client focus:** using client requirements to prioritize and consistently develop affordable and accessible Services in a timely manner.
4. **Transparency:** providing all stakeholders with the understanding of how the District Assembly operates, and furnishing them with easy access to adequate and timely information regarding decisions and actions taken by the Assembly.
5. **Efficient and Effective use of Resources:** the 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.
6. **Accountability:** taking responsibility for one's actions and/or in-actions in rendering services and informing citizens on the use of public resources.

6. COMPOSITION OF MEMBERS OF THE ASSEMBLY

The District Chief Executive (DCE) appointed by the president and confirmed by not less than two-third ($\frac{2}{3}$) majority of the Assembly Members. The Assembly has thirty (54) Assembly Members, twenty-one (36) elected, nine (16) appointed, one (1) M.P and one (1) District Chief Executive.

7. ELECTORAL AREAS IN THE DISTRICT

The District is divided into Thirty-six (36) electoral areas with each been represented by an Assembly member elected by Universal Adult Suffrage in accordance with regulation made for the purpose by the Electoral Commission.

8. FUNCTIONS OF THE ASSEMBLY.

The functions of the District Assembly are derived from sections 12 and 73 of the local Governance Act of 2016, Act 936. Below is the summary of the functions of the District Assembly.

- General Administration of the District for the maintenance of security, law and order as well as public safety.
- Monitoring, co-coordinating and evaluating the performance of Staff, Departments and Agencies for the promotion of District Development and for that matter national development.
- Monitoring, Co-coordinating and ensuring security, orderliness and peace in the District.
- Co-coordinating and harmonizing the effective administration of all staff, Departments and, Agencies within the District.

- Ensuring the smooth operation of the entire Government Machinery in the District and efficient and effective service delivery to maximize good governance and public welfare.
- Formulating comprehensive development frame work for the District to guide the efforts of the Developments, other agencies, NGO's and all other development partners.
- Facilitating and Co-ordination the formulation of Medium Term Development Plans (MTDPS) by the Assembly and harmonizing them for presentation to the National Development Planning Commission.
- Co-coordinating, monitoring and evaluation the activities of decentralized, Department and Agencies.
- Ensuring the equitable allocation of resources including funds for the smooth administration of the District and the prudent utilization of resources allocated.

The District Assembly shall in the discharge of its functions

- a. Be subject to the general guidance and direction of the president on the matters of national policy.
- b. Act in co-operation with the appropriate public corporation, statutory body or nongovernmental organization.

In the event of conflict between the District Assembly and an agency of the central government, public corporation, statutory body, non-government organization or individual over the performance of its functions, the matter shall be referred to the Regional Co-coordinating Council (RCC) for resolution.

9. RESPONSIBILITY

Subject to the provision of the local government act 936 (2016), and without prejudice to function enumerated, the District Assembly shall be responsible for

1. Issuance of development and building permits
2. Issuance of business operation permit (B.O.P)
3. Registration of birth
4. Approval of planning scheme layouts / zoning
5. Prohibit construction of any new building unless and until the plans have been approved by the assembly
6. Undertake the demolishing of unauthorized I dangerous buildings and structures in the district
7. Development control/ orderly physical development of settlements
8. Waste management and sanitation
9. Revenue mobilization for development
10. Fixing of rates

11. Provision of basic socio-economic infrastructure including schools, markets, lorry parks, public places of convenience, health facilities etc.
12. Facilitates the provision of water and other public utilities in consultation with providers in the district
13. Maintenance of law and order
14. Development of sports and recreational facilities
15. Construction, repair and maintenance
16. Regulate trade of business or which may be noxious, injurious to public safety, or in the public safety, or in the public interest to regulate
17. Abate nuisance in the district
18. Inspect | regulate the production of all meat, pork, vegetables, foodstuffs or liquor intended for human consumption
19. Provide, maintain and supervise slaughter houses.
20. Provide deal with outbreak of disease causing vectors
21. Control, regulate, inspect, supervise, licensing, • Social, dance, entertainment hall • Lodging and eating house • o Premises upon which any profession, occupation, trade or business is carried out
22. Divert or alter the course of streets
23. Street electrification
24. Prescribe conditions for erection, construction, demolishing, re-election and reconstruction/conversion etc. of public and private buildings and structures
25. Control and regulate the sitting of bill board adverts in the district
26. Building, equip, open, close and maintain markets, prohibit erection of stores in places other than designed markets and prevent the sale and
27. Build, equip and maintain public primary, junior or high and special schools
28. Administration of public schools and approval of the opening of private and junior high schools
29. Provide facilities for arts and crafts, recreation and sports.
30. Community development programmes
31. Disaster risk and relief services
32. Improve agriculture and control animal husbandry
33. Plant trees and regulate planting and cutting of trees along the streets etc.
34. Establish and teenage community base industries.
35. Prohibits and restrict the driving or use of vehicles on any specified road or direction
36. Regulate routes of public vehicles
37. License taxicabs, bicycles and motor bicycles and prescribe fees payable
38. Disease risk and relief services
39. Establish, maintain and control parks and other vehicles
40. Prevent and control undesirable of fire in collaboration with appropriate institution

- i. One (1) members of parliament of Ellembelle constituency without voting right (Ex-officio member). ∞
- ii. Individual constituting not more than 30% of the total membership of the assembly appointed by the president in consultation with the traditional authorities and other interest groups in the district.

10. OUR CLIENTELE

The Clientele of the Assembly includes all the institutions organizations listed under schedules 1.2.3 in the local Governance Act, of 2016 (Act, 936).

11. WHY THIS SERVICE CHARTER

In conformity with our mandate, and in line with our service principles, this Service Charter has been developed to provide information on the services and expected, standards to facilitate expedient transaction of business with our clients.

It is also meant to serve as practical guide to our clients and processes of the Assembly, and to publicly demonstrate the on the service delivery commitment to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

12. SERVICE DELIVERY STANDARDS

a) We shall endeavor to,

- Provide our clients with timely, credible and reliable services;
- Publish and disseminate relevant policies, regulations, guidelines and circulars for the efficient and effective Human Resource Management of public service organizations
- Demonstrate honesty, respect, humility and integrity towards clients
- Show our preparedness to listen to our clients;
- Demonstrate commitment to the provision of reliable and accurate information in a timely manner;
- Acknowledge clients' rights;
- Acknowledge diversity; and
- Provide a friendly and efficient environment for our clients.

13. SERVICE DELIVERY TIME FRAME

The specific services provided by all commission, and the expected time frame for delivery are presented in the Table 1 below;

S/N	SERVICE	TIME FRAME(MONTH/DAYS	CONTACT OF RESPONSIBLE PERSON(S)
1	Issuance of Building permit	Within three (3) months or 60 working days from the date of receipt of application	0242182128
2	Preparation and approval of planning schemes	From six (6) months to one year from the date of receipt of application depending on the size.	0241266261/0207664719
3	Issuance of business operating permits(B.O.P)	Within three (3) working days from the date of receipt of application	0242182128
4	Issuance of Business Registration Certificate		0242182128
5	Issuance of birth certificate	Under one (1) year one year above (10 year - two (2) weeks from the date of application	0542589583
6	Issuance of death certificate	Newly deceased- one (1) day already buried.	0542589583
7	Issuance of food vendor certificate	Within eight (8) working days from the receipt application	0244789467
8	Waste management (door to door collection.	Twice	0244789467
9	Public education on hygiene	Daily	0244789467
10	Issuance of permit for the erection of billboards	Fourteen (14) working days from the date of receipt correspondence.	0242182128
11	Response to correspondence	Five (5) working days from the date of receipt of correspondence.	0240158916

12	Issuance of Marriage Certificate	One (1) Working day	0545336078
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14. THE ELLEMBELLE DISTRICT ASSEMBLY STRIVES FOR

- Continuous improvements in its service delivery
- 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 valuable information in an open and transparent manner.
- Creation of conducive environment for public private partnership (PPP) in its service delivery
- Compilation of comprehensive socio-economic database accessible to the general public.
- Maintenance of an open and transparent administration that enlists the active participation and support of civic society organizations and the public at large for ensuring good governance and high standard of public welfare.
- Promoting the endowment and potential of the district for the attraction of investors to improve the standard of living.

15. WHAT THE ASSEMBLY EXPECTS FROM THE PUBLIC

The assembly expects full co-operation and compliance with its rules regulations and, procedure to ensure smooth service delivery. To access any of the services provided by assembly;

- i. Business should be duly registered with the Register Generals Department
- ii. Business address and location including street names should be made available to the assembly immediately
- iii. Provide registered indenture (Land title certificate and four (4) copies of architectural drawings for the issuance of building / development permits.
 - a. Ensure that a child has a weigh card in the case of persons above one (1) year birth certificate and national ID card.
 - b. To obtain a death certificate, it is expected that a duly signed of death certificate /affidavit is presented
 - c. The public will participate in communal level education programmes or sanitation hygiene, revenue collection and other programmes of the assembly

- d. The by-laws of the assembly will be fully complied with to ensure effective administration and cohesive society.

The public will collaborate with the assembly and enforcement agencies in ensuring security in the district

16. OTHER COLLABORATING AGENCIES

The Ellembele District Assembly (EDA) collaborates with the following departments, agencies and institutions to ensure effective administration and orderly society

- Ghana Revenue Authority (GRA)
- The Ghana Police Service
- Electricity Company of Ghana
- Ghana Water Company Limited
- Land Valuation Board
- Community Water and Sanitation Agency
- Ghana Aids Commission
- Ghana National Fire Service
- National Commission on Civic Education Statistical Service
- The Ghana Armed Forces
- The Youth employment Agency
- The Lands Commission
- NGO's Community Based Organization (CBO'S) and Faith Based Organizations (FBO)
- National Commission for Civic Education
- National Disaster Management Organization'
- Traditional Authorities
- Other Relevant Institution

17. ACCESS TO INFORMATION AND TRANSPARENCY

- Information about EDA would be made available on notice boards and other officials documents of EDA at assembly and sub- district offices.
- EDA would provide its client with all necessary information needed to access its services.
- Information can also be accessed at the client service Office and other departments of the District assembly
- Suggestion boxes will be put at a vantage points including sub-district offices to solicit public views on EDA's service delivery
- The website of EDA will be regularly updated to provide relevant information on EDA to the general public.

18. COURTESY AND CO-OPERATION

- Friendly client services officers always standing by to provide various services
- All officers are marked to facilitate easy identification.
- Assembly staff with clear identification are also available to provide information and other
- support services
- A well trained development control task force will visit construction sites to enforce adherence to building regulations
- Developers are entreated to produce valid development and building permits for inspection
- Courteous revenue collectors will go round daily to collect various rates
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.

19. COMPLAINTS TO THE ASSEMBLY

The Ellembele District Assembly (EDA) welcomes comments and complaints from its valued clients and the general public always endeavor to respond promptly and satisfactorily for prompt response to complaints, the public is advised to address their complaints to the,

The Chairman Public Relations and Complaints Committee.

20. ELLEMBELLE DISTRICT ASSEMBLY (EDA)

In an event where the complainant is not satisfied with decision of the public relations and complaints committee He, may seek the audience and assistance of the;

ELLEMBELLE DISTRICT ASSEMBLY

P.O. BOX 34

NKROFUL.

Website: eda.gov.gh

E-mail: (ellembelledistrictassembly@gmail.com)

Or at the DCD's Office EDA

A complainant who is still not satisfied with the treatment of his complaints may Further resort to the Western Regional Coordinating Council (WRCC) for hearing.

21. MAIN DISTRICT ADMINISTRATION OFFICE

Opposite Nkroful Agricultural Senior High School

Postal Address;

EDA

P.O. Box 34

Nkroful Western Region.