

# SEKYERE SOUTH DISTRICT ASSEMBLY CLIENT SERVICE CHARTER



Table of Contents

[CHAPTER ONE](#)..... 1

[1.0 INTRODUCTION](#)..... 1

[1.1 ESTABLISHMENT OF THE DISTRICT ASSEMBLY](#)..... 1

[1.2 VISION](#)..... 2

[1.3 MISSION](#)..... 2

[1.4 CORE VALUES](#)..... 2

[CHAPTER TWO](#)..... 3

[2.1 FUNCTIONS OF THE DISTRICT ASSEMBLY](#)..... 3

[2.4 DEPARTMENTS OF THE DISTRICT ASSEMBLY](#)..... 5

[CHAPTER THREE](#)..... 6

[3.0 SERVICE STANDARD OF THE SEKYERE SOUTH DISTRICT ASSEMBLY](#)..... 6

[CHAPTER FOUR](#)..... 6

[4.1 PHYSICAL PLANNING DEPARTMENT](#)..... 7

[4.2 FINANCE DEPARTMENT](#)..... 7

[4.3 EDUCATION, YOUTH AND SPORTS DEPARTMENT](#)..... 7

[4.4DISTRICT HEALTH DEPARTMENT](#)..... 8

[4.5 AGRICULTURE DEPARTMENT](#)..... 8

[4.6 CENTRAL ADMINISTRATION DEPARTMENT](#)..... 8

[4.7 SOCIAL WELFARE AND COMMUNITY DEVELOPMENT DEPARTMENT](#)..... 9

[4.8 WORKS DEPARTMENT](#)..... 10

[4.9 DISASTER PREVENTION DEPARTMENT](#)..... 17

[5.3 WHAT WE ASK FROM THE PUBLIC](#)..... 11

[5.4 WHAT TO EXPECT FROM US](#)..... 12

[CHAPTER SIX](#)..... 12

[WHERE TO FIND US:](#)..... 13

[6.1 PHYSICAL LOCATION](#)..... 14

[6.2 OUR MAILING ADDRESSES ARE:](#)..... 15

[6.3 SOME IMPORTANT TELEPHONE NUMBERS](#)..... 15

[CHAPTER SEVEN](#)..... 16

[7.0 COMPLAINTS AND COMMENTS](#)..... 17

[7.1 WHEN REGISTERING A COMPLAINT](#)..... 18

[7.2 WHERE TO ADDRESS YOUR COMPLAINTS](#)..... 18

[7.3 YOUR VIEWS COUNT](#)..... 19

## **INTRODUCTION**

The Office of the Sekyere South District Assembly is one of the District Assemblies in Ghana. Until 2008, the district was known as Afigya Sekyere District but as a result of re-demarcation of districts in 2008 however, Afigya Kwabre South was carved out and the district boundary redefined and named Sekyere South District Assembly under a Legislative Instrument 1898.



- Aburaso Electoral Area
- Seiwuo Electoral Area
- Jamasi East Electoral Area
- Tunsum Electoral Area
- Boanim Electoral Area
- Dome Electoral Area
- Bipoa West Electoral Area
- Enkaase Electoral Area
- Dominase South Electoral Area

- Asaman Ahenbronu Electoral Area
- Konya-Brehoma Electoral Area
- Jamasi Central Electoral Area
- Dewu-Tabre Electoral Area
- Amangoase Electoral Area
- Bipoa South Electoral Area
- Montonsua Electoral Area
- Gyidim Mission Electoral Area
- Dominase West Electoral Area

- Bepoase Old Town Electoral Area
- Funifuni Electoral Area

Bepoase New Town Electoral Area  
Kofifofiekrom Electoral Area

## **VISION**

- The vision of the District Assembly is to become a model district and one-stop investment destination in agro-processing industry in Ghana.

## **MISSION**

- The Sekyere South District Assembly exists to improve the quality of life in the District through formulation and implementation of relevant policies and programmes in close partnership with the communities, private sector and other key stakeholders.

## **CORE VALUES**

- The core values of Sekyere South District Assembly are Accountability, Client-oriented, Creativity, Innovations, Discipline, Diligence and Equity.

# **FUNCTIONS, LEGAL PROVISIONS AND OBJECTIVES OF THE ASSEMBLY**

## **FUNCTIONS OF THE DISTRICT ASSEMBLY**

In line with provisions of the Local Governance Act 2016, Act 936, the functions of the District Assembly are as follows:

- Responsible for the overall development of the district
- Formulate and execute plans, programmes and strategies for effective mobilization of resources necessary for the overall development of the district
- Promote and support productive activities and development in the district and remove any obstacles for the initiative and development



## **Section 12 Sub-section 4 of Act 936 also mandate the District Assembly to:**

- Execute approved development plans for the district
- Guide, encourage and support the 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 undertake projects under approved development plans
- 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.

## • **LEGAL PROVISIONS AND GUIDELINES**

The Sekyere 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

# SEKYERE SOUTH DISTRICT ASSEMBLY AND ITS OBJECTIVES

The Sekyere South District Assembly is the highest political and administrative body of the District and therefore exercises deliberative, legislative and executive functions. It has the mission and responsibility to improve the quality of life of the people through sustainable development. To achieve this mission, the Assembly has set the following objectives:

- To facilitate the effective functioning of the local government institutions in the District.
- To ensure efficiency and effectiveness in the mobilization and utilization of resources in the District Assembly and its decentralized departments.
- To monitor, co-ordinate and harmonize the implementation of development plans and activities in the District Assembly

# DEPARTMENTS OF THE DISTRICT ASSEMBLY

Section 78 of the Local Government Act 2016 (Act 936) specifies Departments of the District Assembly as follows;

- 1. Central Administration Department
- 2. Finance Department
- 3. Education, Youth and Sports Department
- 4. District Health Department
- 5. Agriculture Department
- 6. Physical Planning Department
- 7. Social Welfare and Community Development Department
- 8. Works Department
- 9. Trade and Industry Department
- 10. Natural Resources, Forestry Conservation and Game and Wildlife Department

- 11. Disaster Prevention Department
- 12. Birth and Death Registry
- 14. Statistics
- 15. Human Resource Management

# **SERVICE STANDARD OF THE SEKYERE SOUTH DISTRICT ASSEMBLY**

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	Issuance Service after payment of required fees
Issuance of Birth Certificate	Under ten (10) year, one (1) Day Above one (1) year one (1) Month
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

# OUR COMMITMENTS AND YOUR RESPONSIBILITIES

## WHAT WE STRIVE FOR

- Continuous improvement in our service delivery.
- Sustainable Industrialization, Modernized Agriculture and Human Capital Development
- The creation of enabling environment for socio-economic development

## WHAT WE ASK FROM THE PUBLIC

The quality of service we can provide to you depends on the input and co-operation we receive from you. Accordingly, we expect you to:

- Identify yourself by name, and if necessary, organization and grade.
- Comply with our rules, guidelines and regulations.



## WHAT TO EXPECT FROM US

### ***In writing, we will:***

- Reply to all letters within five (5) working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone when to expect a full reply.

### ***By telephone, we will:***

- Identify ourselves by organization, name and grade

### ***On appointment, we will:***

- See you within ten minutes of the agreed time.

## **WHERE TO FIND US:**

### **PHYSICAL LOCATION**

The Sekyere South District Assembly is located at Agona opposite the gas filling station on Agona – Jamasi road.

### **OUR MAILING ADDRESSES ARE:**

- SEKYERE SOUTH DISTRICT ASSEMBLY
- POST OFFICE BOX 1
- AGONA - ASHANTI.
- TEL: 233-208-545-336

E-MAIL: [sekyeresouth1@gmail.com](mailto:sekyeresouth1@gmail.com)

# **COMPLAINTS AND COMMENTS**

## **WHEN REGISTERING A COMPLAINT**

When contacting us if you are dissatisfied with a service from SSDA, we would like you to:

- Indicate which of our services you are dissatisfied with

## **WHERE TO ADDRESS YOUR COMPLAINTS**

*You may address your comments and complaints to:*

**THE CHAIRMAN OF THE PUBLIC RELATIONS AND COMPLAINTS COMMITTEE (PRCC)**

**SEKYERE SOUTH DISTRICT ASSEMBLY**

**P. O. BOX 1, AGONA - ASHANTI.**

**TEL: 233-208-545-336**

**E-MAIL: [sekyeresouth1@gmail.com](mailto:sekyeresouth1@gmail.com)**