

**OFFICE OF THE SEKYERE SOUTH DISTRICT ASSEMBLY**



**CLIENT SERVICE CHARTER**

**APPROVED BY THE GENERAL ASSEMBLY OF THE SEKYERE SOUTH DISTRICT  
ON 12<sup>TH</sup> MAY, 2022**

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## **CHAPTER ONE**

### **1.0 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 on 29th February 2008, whilst the Client Service Unit was instituted on 29<sup>th</sup> June, 2018.

### **1.1 ESTABLISHMENT OF THE DISTRICT ASSEMBLY**

The Legislative Instrument LI 1898 provides for the establishment of the Sekyere South District Assembly and its area of Authority and Electoral Areas. These Electoral Areas are;

1. Seade Electoral Area
2. Kona - Aduagyiri Electoral Area
3. Tano Odumase Ahenbronum Electoral Area
4. Tano Odumase Ebeyeyie Electoral Area
5. Domeabra Electoral Area
6. Afamanso Electoral Area
7. Bedomase Electoral Area
8. Agona West Electoral Area
9. Asikafoamantem Electoral Area
10. Owuoso Electoral Area
11. Ayawoase Electoral Area
12. Agona Akrofonso Electoral Area
13. Aburaso Electoral Area
14. Asaman Ahenbronu Electoral Area
15. Seiwuo Electoral Area
16. Konya-Brehoma Electoral Area
17. Jamasi East Electoral Area
18. Jamasi Central Electoral Area
19. Tunsum Electoral Area
20. Dewu-Tabre Electoral Area
21. Boanim Electoral Area

22. Dome Electoral Area
23. Bipoa South Electoral Area
24. Bipoa West Electoral Area
25. Montonsua Electoral Area
26. Enkaase Electoral Area
27. Gyidim Mission Electoral Area
28. Dominase South Electoral Area
29. Dominase West Electoral Area
30. Amangoase Electoral Area
31. Bepoase Old Town Electoral Area
32. Bepoase New Town Electoral Area
33. Funifuni Electoral Area
34. Kofifofiekrom Electoral Area

## **1.2 VISION**

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

## **1.3 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.

## **1.4 CORE VALUES**

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

## **CHAPTER TWO**

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

#### **2.1 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:

- a. Responsible for the overall development of the district
- b. Formulate and execute plans, programmes and strategies for effective mobilization of resources necessary for the overall development of the district
- c. Promote and support productive activities and development in the district and remove any obstacles for the initiative and development
- d. Sponsor the education of students from the district to fill particular manpower needs of the district especially in the Social Section of education and health, making sure that the sponsorship is fairly and equitable balance between male and female students
- e. Initiate programmes for the development of basic infrastructure and provide district works and services in the district
- f. Responsible for the development, improvement and management of human settlement 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

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

- a. Execute approved development plans for the district
- b. 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
- c. Initiate and encourage joint participation with other persons or bodies to undertake projects under approved development plans
- d. 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.

## **2.2 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
- 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.

## **2.3 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
- To facilitate the provision of basic social and economic infrastructure and services in the District.
- To facilitate community-based and private sector development in the District.

## **2.4 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

## CHAPTER THREE

### 3.0 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 One (1) 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	Within Two(2)to Three (3) Months
Issuance of Death Certificate	Within Two (2)to Three (3) Months
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



## CHAPTER FOUR

### PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS

#### 4.1 PHYSICAL PLANNING DEPARTMENT

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

STEP	ACTION NEED BY CLIENT/ASSEMBLY
<b>STEP 1: PURCHASE OF FORMS</b>	Buy your development and building permit applications form and Jacket form the Finance Office of the Assembly
<b>STEP 2: REQUIREMENTS</b>	<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>• Four (4) copies of Building Drawings (Drawings must be endorsed)</li><li>• Property rate payment receipt (for existing buildings)</li></ul> <p><b>ADDITIONAL REQUIREMENTS</b> (For multi-purposes and multi-usage)</p> <ul style="list-style-type: none"><li>• Four (4) copies of structural drawings approved by an Architect or Structural Engineer</li><li>• Soil test report</li><li>• 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 building above 2-storey)</li><li>• Drawings must be satisfied 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>
<b>STEP 3: COMPLETION OF FORMS</b>	Complete the application form in full with the required information. Add the above listed documents.
<b>STEP 4: PAYMENT AND SUBMISSION</b>	<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>

<b>STEP 5: PROCESSING</b>	<ol style="list-style-type: none"> <li>1. The secretariat will process the application within two (2) weeks of receipt of application for the Technical Sub-Committee's inspection, assessment and recommendations.</li> <li>2. The Technical Sub-Committee's recommendation on the application is forwarded to the Spatial Planning Committee within a month of receipt of application for final decision.</li> </ol> <p><i>NB: Applicant maybe informed of corrections to be made.</i></p> <ol style="list-style-type: none"> <li>3. The final decision of the Spatial Planning Committee is communicated to the applicant in writing with <b>two (2) working days.</b></li> </ol> <p><b>POSSIBLE DECISIONS</b></p> <ul style="list-style-type: none"> <li>• <b>Approval</b></li> <li>• <b>Regularization</b></li> <li>• <b>Refusal</b></li> <li>• <b>Deferral</b></li> </ul>
<b>STEP 6: ASSESSMENT, PAYMENT &amp; COLLECTION</b>	<ol style="list-style-type: none"> <li>1. On approval, the Works Department will assess and communicate payment due to the applicant</li> <li>2. Pay the <b>approved permit fee</b> or penalty fee at the <b>Finance Office</b> of the Assembly and collect your development and building permit from the Works Department of the Assembly with the payment receipt.</li> <li>3. In the case of the refusal, the applicant will be notified and advised on what needs to be done for further consideration.</li> <li>4. In case of refusal, the applicant will be notified of the reason(s) for the refusal.</li> <li>5. <b>ALL PERMIT APPLICATIONS TAKE MAXIMUM OF THREE (3) CALENDAR MONTHS (All things being equal)</b></li> </ol>
<b>CAUTION</b>	<p><b>UNDER NO CIRCUMSTANCE SHOULD ANY PAYMENT BE MADE TO ANY MIDDLEMAN BESIDES THE DESIGNATED OFFICES. ANY CLIENT WHO DISREGARD THIS CAUTION DOES SO AT HIS/HER OWN RISK AND THE ASSEMBLY SHALL TAKE NO RESPONSIBILITY WHATSOEVER.</b></p>

***NB: The Permit Application Steps apply to Permanent Structures only***

## 4.2 FINANCE DEPARTMENT

SERVICE TYPE	TIME FRAME	REQUIREMENTS
Business Operating Permit	One (1) Day	<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>
Certificates for Contractors/Supplier	One (1) Day	<ul style="list-style-type: none"><li>• Application letter on Company's letterhead</li><li>• Submission of Registrar General's, Works &amp; Housing (where applicable) and 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>

## 4.3 EDUCATION, YOUTH AND SPORTS DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Implementing GES Government approved National pre-tertiary educational policies and programs.	Five (5) working days	Appointment of teachers and other non-teaching staff to various schools to teach as well as admission of pupils.
	Five (5) working days	Effective teaching and efficient management of resources to make education delivery relevant to the manpower needs of the nation.

#### 4.4 DISTRICT HEALTH DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Provision of specialists, secondary and primary clinical consultations	Within 3 hours of arrival	<ul style="list-style-type: none"> <li>As required.</li> </ul>
Provision of emergency medical and surgical services	Seen within 5 minutes of arrival	<ul style="list-style-type: none"> <li>As required.</li> </ul>
Provision of general laboratory services	Within 24 hours of specimen collection	<ul style="list-style-type: none"> <li>As required.</li> </ul>
Provision of general radiology services.	Within 90 minutes of receipt of request	<ul style="list-style-type: none"> <li>As required.</li> </ul>
Provision of pharmaceutical services (OPD)	Within 30 minutes upon receipt of prescription at the dispensary	<ul style="list-style-type: none"> <li>As required.</li> </ul>
Provision inpatient clinical care	Daily review of patients	<ul style="list-style-type: none"> <li>As required.</li> </ul>
Provision of preventive, promotive and rehabilitative care	Throughout the year	<ul style="list-style-type: none"> <li>As required.</li> </ul>
Provision of operational and clinical research to enhance quality of care	When the need arises	<ul style="list-style-type: none"> <li>As required.</li> </ul>
Provision of on-the-job training for health trainees in post -secondary and tertiary institutions.	Throughout the year	As required.

## 4.5 AGRICULTURE DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Sensitization, implementation and monitoring of PFJ in the District	Daily	<ul style="list-style-type: none"> <li>• Distributors and Retailers inform the Agric department to inspect and verify PFJ inputs received before they commence sale of the inputs in the district.</li> <li>• Agric officers monitor the sale of these inputs.</li> <li>• Beneficiary farmers are visited on their farms to help in the provision of technical know-how.</li> </ul>
Technology Transfer	February-March	<ul style="list-style-type: none"> <li>• Select suitable sites with farmers to establish demonstration plots.</li> <li>• Provide inputs and logistics for the establishment of demonstration plots to transfer improved and modern farming practices.</li> </ul>
Conducting yield analysis in the District.	December-March	Map out an area to conduct yield studies on the various crops cultivated in the district.
Farm and home visits	January-December	<ul style="list-style-type: none"> <li>• Visit farmers at home for training and demonstration.</li> <li>• Visit farmers field to demonstrate technology to farmers.</li> <li>• Demonstration on crops.</li> </ul>
Formation and strengthening of Farmer Based Organizations	January-December	<ul style="list-style-type: none"> <li>• Formation of FBO at all the operational areas.</li> <li>• Registration of FBO.</li> <li>• Training of FBO on group dynamics, record keeping, correct usage of Agro-chemicals and nutritional education.</li> </ul>
Public education and awareness creation on emerging issues	Daily	Public awareness is created on any emerging issue through radio discussions, churches and mosque.
Promoting food safety and security in the District.	Daily	Ensuring proper post-harvest management

#### 4.6 CENTRAL ADMINISTRATION DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
<b>ADMINISTRATIVE</b>		
Receipt and reply of general correspondence	Within 3 working days	<ul style="list-style-type: none"> <li>All correspondences are received and filed by the Registry department.</li> <li>These correspondences are address to the appropriate department/Unit heads by the DCD for necessary action to be taken.</li> </ul>
Public Relation and Complaints Committee.	Within 7 working days	<ul style="list-style-type: none"> <li>The PRCC meets upon receiving a complaint.</li> <li>The Committee commence their investigation and invite parties involve to help address the issue before them.</li> <li>The PM (Chair of the Committee) presents their findings and recommendation to the Assembly for implementation.</li> </ul>
Recording of minutes/reports of all official Meetings	As when it happens	<ul style="list-style-type: none"> <li>Minutes /reports are recorded by administrative officers and filed accordingly.</li> </ul>
Preparation of Quarterly and Annual Performance Report.	Quarterly/Annually	<ul style="list-style-type: none"> <li>Collating Departmental/Units Reports into a holistic Performance Report of the District.</li> </ul>
Preparation of District Medium Term Development Plan	Every 4 years	<ul style="list-style-type: none"> <li>Review of previous DMTDP</li> <li>Stakeholders'/Community engagement.</li> <li>Preparation of first draft.</li> <li>Presentation of first draft to stakeholders.</li> <li>Preparation of second draft.</li> <li>Organizing Town Hall Meeting.</li> <li>General Assembly approval.</li> <li>Submission of final draft.</li> </ul>
Preparation of Annual Action Plan and budget	Annually	<ul style="list-style-type: none"> <li>Collating inputs from departments/Units</li> <li>Drafting of AAP and budget.</li> <li>Presentation of AAP to management.</li> </ul>
Monitoring of projects	Depends on the project timeframe	<ul style="list-style-type: none"> <li>Constituting monitoring team</li> <li>Visitation of project sites.</li> <li>Preparation and submission of monitoring report.</li> </ul>
<b>ENVIRONMENTAL HEALTH</b>		
<b>COMPLAINTS</b> <ol style="list-style-type: none"> <li>Attending to complaints such as <ol style="list-style-type: none"> <li>Stray animals</li> <li>Insanitary premises</li> <li>Indiscriminate</li> </ol> </li> </ol>	Within 2 days	<ul style="list-style-type: none"> <li>Complainants come with complaints to the office.</li> <li>Follow up is made to the said premises/place for action.</li> <li>Legal action is taken where and when necessary.</li> </ul>

dumping of waste d. Open defecation e. Accumulation of waste water. f. Blockage of public drain etc.		<b>Note: complaints should be related to Environmental Sanitation.</b>
<b>FOOD HYGIENE</b> Meat Inspection	Daily from 6am to 9am	<ul style="list-style-type: none"> <li>Animals meant for public consumption are brought to the slaughter house to undergo ante mortem and post mortem.</li> <li>Carcasses are either passed as fit or unfit for consumption.</li> </ul>
Screening of food vendors and handlers	1 or 2 days	<ul style="list-style-type: none"> <li>Food vendors or handlers are referred for laboratory examination at an approved facility.</li> <li>Issuance of Certificate based on medical reports (fit or unfit to vend or not).</li> </ul>
Inspection Reports for Restaurants, Bars, Hotels, Guest Houses etc. for onward issuance of permits and certification.	2 days	<ul style="list-style-type: none"> <li>Applicants either come with a letter from Tourist Board to the office.</li> <li>A day is arranged for the inspection at the said premises.</li> <li>Suitability Report and Certificates are awarded when the premises meet Environmental Standards.</li> </ul>
Burial of Pauper and infectious bodies etc.	As and when it occurs, and is buried immediately.	<p style="text-align: center;"><b><u>FOR PAUPER CASES</u></b></p> <ul style="list-style-type: none"> <li>Receiver of Coroner's Inquest from the Police and duly signed by the Coroner.</li> </ul> <p style="text-align: center;"><b><u>FOR INFECTIOUS CASES</u></b></p> <ul style="list-style-type: none"> <li>Receiver of Medical Cause of Death from the Hospital or Holding Facility</li> <li>Issuance of Burial Permit</li> <li>Meets with family to plan burial</li> </ul> <p><b>Note: Body is not handed over to the family as it is now the property of the State.</b></p>
Lifting of Skip Containers (Zoomlion)	Every 7 days	Skip Trucks are used to lift Skip containers from the Transit points to the final disposal sites.
Dislodging	1-7 days	When Managers of Public and Private toilets or landlords reports to the office for dislodging.
Monitoring the Emptying of household dustbins	Weekly	Follow ups are made to ascertain the regular emptying of dustbins.
Cleaning of markets, lorry stations, streets etc.	Daily/Weekly	Laborers are made to sweep the premises.
Educating and training of food	Organizing	<ul style="list-style-type: none"> <li>NGOs, GHS, GES, individuals, etc.</li> </ul>

and drinks vendors or handlers	workshop where and when the need arises	<p>through the Environmental Health Unit conduct workshop for food vendors/handlers.</p> <ul style="list-style-type: none"> <li>Through the Environmental Health Unit carry out WASH activities.</li> </ul>
<b>STATISTICS UNIT</b>		
Collection of data on rateables items within the district	Monthly	<p>A. Department publicizes such an activity annually through public address systems, information centers, and radio stations across the district.</p> <p>B. The public is sensitized on the economic benefits of such activities towards the development of the district</p> <p>C. Field officers are trained on the concepts of data collection and entry skills and equipped with logistics for the operation</p> <p>D. Data is analyzed, interpreted and publicized for the use of the general public.</p>
Allocation and/or reallocation of Assembly's market stores and stalls	10 working days	<p>A. The department receives and forwards appropriate application letters and issues of conflict on market stores/stalls to the market stores and stalls committee.</p> <p>B. The committee seeks for the availability of vacant facilities from the revenue unit.</p> <p>C. The committee vets' applications to determine applicant's suitability or otherwise for the allocation.</p> <p>D. Committee investigates issues with conflicts and makes decisions.</p> <p>E. The committee also investigates into dormant facilities and occupants who default rent to make decisions on possible reallocation.</p> <p>F. The committee through the department conveys decisions to the public.</p>
Assisting the public with data assessment.	7 working days	<p>A. The department receives application letters from the public through the DCD/DCE.</p> <p>B. Request is processed either at the district office or the regional office.</p> <p>C. Processed data is sent to the DCD for approval</p> <p>D. The department conveys message to applicant for collection of processed data.</p>
Public sensitization on the importance of data to the	5 working days	<p>A. The department books appointment with some radio stations and information centers</p>



development of the district		<p>within the district.</p> <p>B. Head of department briefs the public on;</p> <p>i. What data is,</p> <p>ii. Processes of data collection, analysis, management and dissemination.</p> <p>iii. How the public can access all types of data</p> <p>iv. The importance of data/ why the public should always cooperate with data collectors.</p>
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#### 4.7 SOCIAL WELFARE AND COMMUNITY DEVELOPMENT DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Child rights protection and promotion	Daily	<ul style="list-style-type: none"> <li>• Resolution of reported child maintenance cases.</li> <li>• Resolution of reported pregnancy maintenance and paternity cases.</li> <li>• Resolution of reported child custody and access cases.</li> <li>• Resolution of abandoned babies.</li> <li>• Resolution of family integration cases.</li> <li>• Resolution of reported and identified child labor cases.</li> </ul> <p>All these cases when reported at the department are investigated, resolved sometimes referred to the appropriate institution for amicable settlement.</p>
Community care programs	Daily	<ul style="list-style-type: none"> <li>• Registration of persons with disability</li> <li>• Registration of applicants of the disability fund.</li> <li>• Monitoring the disbursement and utilization of the disability fund.</li> <li>• Facilitate the enrolment of the Vulnerable unto the NHIS system.</li> <li>• Regulating the operations of day care Centers.</li> <li>• Registration and regulating the operations of NGO's and Associations in the district.</li> <li>• Citizenry Bureau</li> <li>• Case management for leap beneficiaries with challenges.</li> <li>• Monitoring the disbursement of cash grants for leap beneficiaries.</li> </ul>
Hospital welfare services	Daily	<ul style="list-style-type: none"> <li>• Ensuring that the Health care needs of children are provided by their parents.</li> <li>• Ensuring that children who are physically</li> </ul>

		<p>and emotionally abused are given the needed medical and emotional support.</p> <ul style="list-style-type: none"> <li>• Ensuring that the vulnerable are provided with the needed basic health care services.</li> <li>• Providing counseling services to the vulnerable (PWDs, women, aged, children etc.)</li> </ul>
Justice administration	2 days.	<ul style="list-style-type: none"> <li>• Support the Magistrate and other Panel members on the administration of justice with respect to child's rights and welfare.</li> <li>• Investigating cases of contravention of the Children's Act 560, 1998, Juvenile justice Act, Domestic Violence Act and Criminal Code that appears before the family tribunal and making appropriate recommendation for the decision of the court.</li> </ul>
Social education and training	Daily	<ul style="list-style-type: none"> <li>• Mass meetings</li> <li>• Focus group discussions on topical social issues.</li> <li>• Organizing Skills training for the vulnerable in their respective communities in order to make ends meet.</li> </ul>

#### 4.8 WORKS DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Issuance of building permit	Within 30 days	<ul style="list-style-type: none"> <li>• Submission of application.</li> <li>• Vetting by the physical Planning and Works Department and other agencies.</li> <li>• Collation of Technical findings.</li> <li>• Site inspection.</li> <li>• Technical consideration of application by Technical Sub-committee.</li> <li>• Consideration of application by the Spatial Planning Committee.</li> <li>• Processing of Spatial Planning Committee decisions.</li> <li>• Issuance of Development permit.</li> </ul>
Development control	Quarterly	<ul style="list-style-type: none"> <li>• Radio discussion</li> <li>• Stakeholders Engagement.</li> </ul>
Project Management and Quantity surveying	Depends on the project	<ul style="list-style-type: none"> <li>• Planning stage</li> <li>• Preparation of working drawings</li> <li>• Preparation of estimates</li> <li>• Preparation of bill of quantities.</li> <li>• Preparation of tender documents</li> <li>• Bid opening</li> <li>• Tender Evaluation</li> <li>• Award of contract.</li> <li>• Project supervision</li> </ul>

Monitoring of projects	Depends on the project timeframe	<ul style="list-style-type: none"> <li>• Constituting monitoring team</li> <li>• Visitation of project sites.</li> <li>• Preparation and submission of monitoring report.</li> </ul>
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#### 4.9 DISASTER PREVENTION DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Educate and sensitize the public on disaster prevention and mitigation	Quarterly	a. Letters sent to the opinion leaders in the community or town b. Announcement is done in the community on the said date on the letter c. Community durbar to engage with community members with our human resource personnel's.
De-silting Major Drains/clean up exercise to avoid flooding and other related diseases	Quarterly	a. Announcement is done in the community through information centre to inform the community members that, this is what NADMO is embarking on so the community members should join hand.
Community based anti-bush/domestic fire education/radio talk show	1st quarter and November through to December	a. Letters sent to the opinion leaders in the community or town. b. Announcement is done in the community on the said date on the letter. c. Community durbar to engage with community members with our human resource personnel's. d. Radio talk show.
Disaster preparedness education on floods, rain/windstorm	2 <sup>nd</sup> quarter throughout	a. Letters sent to the opinion leaders in the community or town. b. Announcement is done in the community on the said date on the letter. c. Community durbar to engage with community members with our human resource personnel's.
Disaster risk reduction and Climate change adaptation advocacy (DRR&CCAA)	Daily	a. Letters sent to the opinion leaders in the community or town. b. Letters sent to our stakeholders like Ghana national fire service (GNFS), Environmental Protection Agency (EPA) etc c. Announcement is done through information centre to the people d. Final program takes place at the hall.
Training of Disaster Volunteer Groups (DVGs)/ formation of Disaster Clubs in Schools.	2 working days	a. Letters sent to the school heads and community leaders. b. Selection is made among the students and the community members. c. Training is done. d. Formation of the Disaster Clubs.

Undertake Emergency Response	As at when disaster happens	<ul style="list-style-type: none"> <li>a. Complaints are received through phone calls from the victims or other persons.</li> <li>b. Response Team is mobilized and sent to the scene for rescue.</li> </ul>
Establishment of District Disaster Committee	1 working day	<ul style="list-style-type: none"> <li>a. Letters to the various members of the committee which is stated in the NADMO Act 571</li> <li>b. DCE is the chairman</li> <li>c. NADMO Director is the secretary</li> <li>d. Swearing in of members</li> <li>e. District Disaster Committee is formed.</li> </ul>
Public education on road safety	1 working day	<ul style="list-style-type: none"> <li>a. Letters sent to the Drivers Unions.</li> <li>b. Letters sent to our stakeholders like Ghana Police Service, Road Safety Commission, etc</li> <li>c. Announcement is done through information centre in the communities.</li> <li>d. Final program takes place at a durbar ground.</li> </ul>
Inspection of market centres, commercial places and public institutions	3 working days	<ul style="list-style-type: none"> <li>a. Letters sent to the managers of the institutions on the said date of the inspection</li> <li>b. The team mobilize to the various places to check, fire extinguishers, exit point, fire detector, documentation surrounding their operations</li> <li>c. Observations</li> <li>d. Recommendations</li> </ul>

## **CHAPTER FIVE**

### **OUR COMMITMENTS AND YOUR RESPONSIBILITIES**

#### **5.1 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
- 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
- A well-trained development control taskforce will visit various construction sites to ensure compliance to building regulations
- Courteous Revenue Collectors with tags will go round daily to collect various rates

#### **5.3 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.
- Accord our staff the utmost respect.

## **5.4WHAT 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.
- Treat faxes and e-mails which are duly signed as official documents.

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

- Identify ourselves by organization, name and grade.
- Inform you when you may expect a full reply, in case we are unable to answer your enquiry immediately.
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence.

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

- See you within ten minutes of the agreed time.
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

## CHAPTER SIX

### WHERE TO FIND US:

#### 6.1 PHYSICAL LOCATION

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

#### 6.2 OUR MAILING ADDRESSES ARE:

a. SEKYERE SOUTH DISTRICT ASSEMBLY

POST OFFICE BOX 1

AGONA - ASHANTI.

TEL: 233-243456939

b. E-MAIL: [info@ssda.gov.gh](mailto:info@ssda.gov.gh)

#### 6.3 SOME IMPORTANT TELEPHONE NUMBERS

NO.	CONTACT PERSON	PHONE NUMBER(S)
1.	Hon. District Chief Executive	0244168605
2.	District Co-ordinating Director	0243456939
3.	Hon. Presiding Member	0243188607
4.	District Works Engineer	0243517151
5.	District Finance Officer	0209419494
6.	Client Service Unit	0246390362
7.	District Environmental Health Officer	0243351800

## CHAPTER SEVEN

### 7.0 COMPLAINTS AND COMMENTS

#### 7.1 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.
- Indicate what you expect the SSDA to do.
- Follow up with the relevant staff/department/unit, if possible.

#### 7.2 WHERE TO ADDRESS YOUR COMPLAINTS

*You may address your comments and complaints to:*

a. 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

b. E-MAIL: [info:ssda.gov.gh](mailto:info:ssda.gov.gh)

c. The Client Service Unit is located at the ground floor of Sekyere South District Assembly Office.

#### NOTE:

The channel of communication in dealing with the SSDA shall be as follows:

- a. From Serving Officer through Departmental Head to DCD and to DCE.
- b. From a general public to the Head of Department to DCD and to DCE.

#### 7.3 YOUR VIEWS COUNT

If something goes wrong, we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this we need to know what kind of service you need and how this compares with the service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you.

Where you are still not satisfied with the outcome, you may address your comment/complaints to:

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

**OFFICE OF THE SEKYERE SOUTH DISTRICT ASSEMBLY**

**P. O. BOX 1**

**AGONA - ASHANTI.**