



CLIENT SERVICE CHARTER

**ADANSI ASOKWA DISTRICT
ASSEMBLY**

REVISED EDITION (2021)

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LIST OF ACRONYMS

AADA	Adansi Asokwa District Assembly
DCE	District Chief Executive
DCD	District Coordinating Director
NBSSI	National Board for Small Scale Industry
IAA	Internal Audit Agency
CAGD	Controller and Accountant Generals Department
EC	Electoral Commission
GAC	Ghana Aids Commission
GAS	Ghana Ambulance Service
GES	Ghana Education Service
GETFUND	Ghana Educational Trust Fund
GHS	Ghana Health Service
GNS	Ghana National Service
GPS	Ghana Prison Service
GRA	Ghana Revenue Authority
GSS	Ghana Statistical Service
AS	Audit Service
LGS	Local Government Service
MOF	Ministry Of Finance
NABCO	Nation Builder Corp
NCCE	National Commission for Civic Education
OHLGS	Office of the Head of Local Government Service
RCC	Regional Coordinating Council

FOREWORD

The Client Service Charter was developed in November 2019, in accordance with global best practices as well as guidelines provided by the Office of the Head of Local Government Service (OHLGS) and the Management of Adansi Asokwa District Assembly(AADA), taking into account feedback received from staff, Community members and clients of the Assembly.

The prime focus of the Charter is to monitor efficient service delivery and highlight to our clients, the various services offered by the Assembly, the procedures to follow to access them, and the timeframe within which to obtain each service.

The Adansi Asokwa District Assembly cherishes its clients and as such is strongly committed to providing them with high quality services. Through this document, the Assembly will be able to communicate to its clients vital information about what the assembly is committed to do, who to contact, what to expect by way of service standards, and how to seek remedy for unsatisfactory service.

The development of this Charter is also in line with the **Vision, Mission, Core Values, and functions of AADA.**

The Service Charter is divided into several sections. The first section comprise the introductory part, namely the profile of the Assembly. The second section focuses on the governance structure, while the third section deals with the various services provided by AADA. The next three sections deal with what our expectations from our clients and vice versa, complaints procedures, how to locate us and our collaborating agencies.

It is our expectation that clients who engage the Assembly are served professionally and in a timely manner in line with our mission and vision.

We welcome all feedbacks to help us collectively grow as a district with these forms of engagement

Thank you.

ANITA CRAMER
ASSIST. DIRECTOR I

DISTRICT PROFILE

The Adansi Asokwa District is one of the 254 districts in Ghana. It is one of the 43 Administrative districts in the Ashanti Region. The district was created by **Legislative Instrument (LI 2331) 2018**. The Adansi Asokwa District was carved out of the Adansi North District Assembly in 2018 to deepen decentralization and make local governance more effective and efficient in terms of service delivery. The District is bounded to the North by **Adansi North District**, to the **South** by **Adansi South**, **East** by **Bosome –Freho District**, to the **West** by **Obuasi East District**. The district capital, Asokwa is on the Kumasi-Cape Coast main road. **Hon. K.T. Hammond** is the Member of Parliament for Adansi Asokwa. The District has **Twenty-Seven (27) Electoral Areas** and **One (1) Constituency** with 27 elected Assembly members and 12 appointees.

There are **Four (4) Area Councils** within the district, i.e. **Asokwa, Fumso, Anhwiaso** and **Bodwesango**.

VISION

The Adansi Asokwa District Assembly aspire to be a highly qualified socio-economic service provider that creates wealth and opportunity for the people.

MISSION

The mission of the Adansi Asokwa District Assembly is to improve the quality of life of the people in partnership with major stakeholders through the formulation of sound policies and the execution of projects and programs in areas of poverty reduction, human resource and infrastructural development.

FUNCTIONS OF THE ASSEMBLY

To accomplish its mission and achieve its goals and objectives. The AADA performs a number of mandated functions derived from **Section (12) (1-3)** of the **Local Governance Act 2016 (Act 936)**.

Broadly, these functions which are deliberative, legislative and executive in nature, include the following listed below.

- The Assembly is answerable for the overall development of the district.
- It is also responsible for the development, improvement and management of human settlements and the environment in the district.
- Preparation of development plans and budget.
- Formulate and execute plans and programs and strategies for the effective mobilization of resources necessary for the overall development of the district.

- Promote and support productive activity and social development in the district.
- Provide public works and services 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.
- Ensure ready access to the courts and public tribunals in the district for the promotion of justice.

DISTRICT STRATEGIC PLAN

The Assembly has a four (4) year Medium Term Development Plan (2018-2021) from which it prepares its annual plan. The Medium Term Development Plan assisted the Assembly to carry out its development activities.

ADMINISTRATION

The Administration of the District was under the leadership of Honourable Andrew Adu-Boahen, the District Chief Executive and he was supported by Adam Habib, the District Coordinating Director.

Other key Officers that supported the Assembly are:

- | | | |
|---------------------------|---|-------------------------------|
| • Felix Osei- Bonsu | - | Head of Finance Department |
| • Emmanuel Effah Yeboah | - | Head of Works Department |
| • Appiahene K. Boakye | - | Internal Audit Unit |
| • Malvis Davies | - | Human Resource Department |
| • Samuel N. Waki | - | Environment Health Department |
| • Paul Yaw Boadu | - | Budget Analyst |
| • Akua Frimpomaa Frimpong | - | Planning Officer |

CORE VALUES

- Professionalism
- Participation
- Accountability
- Client Focus
- Transparency
- Efficient and Effective use of resource

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 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;
- Resolve customer complaints fairly, consistently and promptly;
- Encourage service users to make suggestions on how to better the services offered.
- We shall strive to provide the following services within the specified time frame.

GOVERNANCE STRUCTURE - DEPARTMENTS

CENTRAL ADMINISTRATION

FINANCE DEPARTMENT

HEALTH DEPARTMENT

EDUCATION DEPARTMENT

AGRICULTURE DEPARTMENT

WORKS DEPARTMENT

SOCIAL WELFARE & COM.DEV.
DEPARTMENT

HUMAN RESOURCE DEPARTMENT

NADMO DEPARTMENT

PHYSICAL PLANING DEPARTMENT

TRADE AND INDUSTRY DEPARTMENT

WILDLIFE FORESTRY DEPARTMENT

OUR SERVICES AND SERVICE STANDARDS

N O.	DEPARTM ENTS	SERVICE	TIME FRAME	PROCESSES/PROCEDURES	REQUIREMENT S FROM CLIENTS
1	PHYSICAL PLANNING	Building Permit	30-90 working days	<ul style="list-style-type: none"> -Submit application for permit and attach all relevant documents - Technical sub-committee vets documents - Joint inspection - Approval from the Spatial planning committee -Communicate to client to make payment 	<ul style="list-style-type: none"> -Submit formal request -Provide all necessary attachments eg. Site plan -Provide accurate contact.
2	FINANCE	Financial Request -Scholarship -Loan request (Trade and Industry) - Self –Help Projects	10-20 working days	<ul style="list-style-type: none"> -Receive and acknowledge formal request letter. - Constitute a team to review request - Communicate to District Coordinating Director(DCD) - Process and give feedback to clients 	<ul style="list-style-type: none"> - Submit appropriate address letter - Attach all relevant documents - Complete client request form
		Registration of Business	10 working days	Receive an application -Constitute a team to review request -Inspect Project site -Communicate to management Provide feedback to client.	<ul style="list-style-type: none"> -Submit a formal request. -Attach all relevant documents -Make Payment of fees -Complete client request form.
		Payment of revenue -Property rate -Permit -Communication mast -SPA etc.	15 working days	Submit details of type of revenue -Check for rate in fee fixing -Communicate to client -Make payment and issue report	<ul style="list-style-type: none"> Submit a copy of previous receipt -Make payment and collect receipt

3	WORKS	Award of contract -Project (School building, hospital - Drilling of borehole -Construction of market	40 working days	- Submission of tender document -Tender Opening -Submission of evaluation report to ETC/RTC -Award of contract letter -Site procession/ signing of contract	- Provide/ attach all necessary and valuable document. -Pay business registration fee -Submit an acceptance letter
4	CENTRAL ADMINISTRATION	Public Relation and Complaints Committee (PRCC)	30 working days	-Submit and acknowledge a formal request letter. - Committee review and analyse petition -Submit report to management -Provide feedback to client.	-Submit a petition letter -Attach all relevant documents -Complete client request form.
5	SOCIAL WELFARE AND COMMUNITY DEVELOPMENT	Disability Fund	5 – Minutes Any working day quarterly	Register with the Department of Social Welfare and community Development with two FULL size photos *Vetting of applicants *Disbursement of funds to successful applicants	Submit application letter with a full photograph of applicant Letter should indicate: -Present location -Purpose of request -Contact/ Address of applicant -Type of disability
		Child Maintenance and family Welfare	Working days Within two (2) weekly sittings	*The Department issues invitation letter to both the complainant and defendant to appear before a Committee *The Panel Committee sits on the case and settles it *	-Make a verbal/written complaint to the Department -Dissatisfied party may make an appeal or seek redress at the courts of law.
		Dispute Resolution	Working days (2) weekly sittings	*The Department issues summons to both the complainant and defendant to appear before a Committee *The Panel Committee sits on the case and settles it	-Make a verbal/written complaint to the Department -Dissatisfied party may make an appeal or seek redress at the courts of law.
	CLIENT SERVICE UNIT	General Complaints	One to Five Working Days	- Constitute a team to review complaint -Submit report to management. - Process and give feedback to clients	-Visit Client Unit or Call Client Service Officer

					<ul style="list-style-type: none"> -Lodge your complaint verbally or written -Leave your contact Number or Address with CSO -Wait for a feedback within five working days.
		Specific complaint	Within two weeks	<ul style="list-style-type: none"> - Constitute a team to review complaint -Submit report to management. - Process and give feedback to clients 	<ul style="list-style-type: none"> -Lodge your complaint verbally or written to PRCC -Leave your contact Number Or Address with CSO -Wait for feedback within five working days. Report issues directly to DCD/DCE/PM if not satisfied with first response
		Courtesy call on DCE/DCD	Within 10 minutes waiting time	<ul style="list-style-type: none"> -Provide reception for client - Indicate client's purpose of visit to DCD/DCE -Direct client to DCD/DCE's office. 	<ul style="list-style-type: none"> Report at reception for direction to DCE/DCD -Register at DCE/DCD Secretariat - Indicate purpose of visit (official/private/personal) - Wait for your turn at the DCE/DCD Secretariat

					- Sign-out at DCE/DCD Secretariat on your way out
	AGRIC	Veterinary Services (Vaccination of animals)	10 working days	-Inspection of animals. -undertake examination and necessary action. - Give feedback to clients	-Submit an official complaint.
	ENVIRONMENTAL AND HEALTH UNIT	Fumigation/ disinfection	10 working days	-Submit an official complaints/letter -Constitute a team to review request. -Communicate to District Coordinating Director -Process and give feedback of clients.	-Submit a formal request - Provide all necessary documents and attachments.

WHAT TO EXPECT FROM THE ASSEMBLY

In writing, we will:

- Reply to all letters within ten 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:

- Answer the telephone between two (2) to three (3) rings.
- 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.

WHAT WE EXPECT FROM CLIENTS

- Submission of timely and accurate information
- Clear communication
- Close collaboration

- Cordial relation
- Respect
- Trust
- Understanding
- Cooperation
- Reliability
- Feedback

COMPLAINTS AND COMMENTS

LODGING OF COMPLAINTS

- We encourage clients to lodge complaints and make suggestion, comments and complements through the physical address, postal address and the telephone or E-mail address.
- We guarantee confidentiality and privacy regarding the compliances identity in the subject of complaints.
- We encourage complainants to identify themselves adequately to enable us handle their issues adequately and efficiently without unnecessary bottle neck that may be caused by anonymity.

FEEDBACK MECHANISM

We will acknowledge receipt of your written communication within five (5) working days upon receipt of your correspondence on all enquiries. If we cannot immediately or fully provide answers to your enquiries or complaints within the specified timeframe, we provide you an interim response and advice as to when a final response is to be expected. Issues on feedback should be channeled through our Client Service Unit, our website or our suggestion box at the ground floor of the Assembly.

COMPLAINTS PROCEDURE

The Assembly is ever ready to accept complaints, complements and suggestions to improve the standard of customer service in the district.

This is to help us to know the kind of service our client's needs and compares with the service we provide. To registering a complaint, these are the steps to follow:

- File a complaint at the Assembly's office
- Provide personal detail
- Be clear why you are not satisfied
- Indicate what you expect the Assembly to do
- Keep a record of events
- Follow up with the assigned personnel, if possible

Where to address your complaints

Office of the District Assembly Administration
Client Service Unit, Adansi Asokwa District Assembly
Post Office Box, 38
Adansi Asokwa
Telephone – 0322191293 / 0322496121 / 0322498836
Email: - adansiasokwaada@gmail.com

COLLABORATION ORGANISATION OF THE ASSEMBLY

- Local Government Service (LGS)
- Office of the Head of Local Government(OHLGS)
- Regional Coordinating Council (RCC)
- Controller and Accountant Generals Department (CAGD)
- Electoral Commission(EC)
- Audit Service (AS)
- Internal Audit Agency (IAA)
- Ghana Health Service (GHS)
- Ghana Education Service (GES)
- Ghana Educational Trust Fund (GETFUND)
- Ministry of Finance (MOF)
- Ghana Aids Commission (GAC)
- National Commission for Civic Education (NCCE)
- Ghana Statistical Service (GSS)
- Ghana Revenue Authority (GRA)
- Ghana National Service (GNS)
- Nation Builder Corp (NABCO)
- Ghana Prison Service (GPS)
- Ghana Ambulance Service (GAS)