



ATIWA EAST DISTRICT ASSEMBLY

Post Office Box 100, Anyinam-Eastern Region



*In case of reply, the number
and date of this letter
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THE SERVICE CHARTER PREAMBLE

We, the parties in the Atiwa East District Assembly (AED) representing the Employees and Employers in the Local Government:

Affirm our commitment to upholding the values and principles of Public Administration enshrined in the constitution and other laws, policies and frameworks.

Uphold the constitutional responsibility of the Local Government sphere as clearly articulated in the Bill of rights to deliver service to citizenry.

Note the continued efforts of the state and organized local Government in building a developmental state that is inclined towards addressing the needs of the majority of the population particularly those that had been historically disadvantaged.

Acknowledge the service delivery challenges in Local Government.

Equally concerned about the increasing manifestation of corruption in Local Government and the negative impact it has on the socio-economic and political landscape of the country.

Believing in the rich history of our democratic dispensation, which entrenches values and principles of human rights, social, economic and political rights.

Motivated by the proven value of collaboration in building a new Atiwa East District and encouraged by the willingness of all the parties in working towards a common goal of finding mutually –beneficial solutions to our common challenges.

Commit ourselves to this Charter.

1.0. Objectives of the Service Charter The

charter seeks to:

1.1.Improve service delivery Programmes

1.2.Reinforce the partners commitment to service delivery improvement for the benefits of all citizens

1.3.Clarify the rights and obligations of each of the parties.

1.4.Acknowledge and reward excellent performance

1.5.Professionalize and encourage excellence in local governance

1.6.Ensure effective, efficient and responsive District Administration

2.0. Scope of the Charter

2.1. The Charter shall apply to the Atiwa East District Assembly and its member Departments as the employer and the recognized trade Unions within the Local government and the employees who:

2.2. Are employed by the District and

2.3 Fall within the registered scope of the AEDA

3.0. Definition of the Service Charter

- 3.1. This service Charter is a commitment between the AEDA and its citizenry. It is a written and signed document, which sets out the partners' roles and responsibilities to improve performance, enhance and fast track the delivery of services to improve the lives of our people.
- 3.2. It is a document that enables service beneficiaries to understand what they can expect from District and will form the basis of engagement between AEDA and its Citizens or organs of Civil Society.
- 3.3. This Service Charter is not a Condition of Service and it shall not be interpreted or applied as to vary, amend, terminate, or in any other manner, affect the conditions of Service of the District employees, nor does it constitute a collective agreement.

PARTIES AGREE TO THE SERVICE CHARTER ON THE FOLLOWING TERMS:

Article 1

Purpose of the Charter

This Charter shall:

- 1.1 Define the services offered by the Atiwa East District Assembly to the citizens of Atiwa East
- 1.2 Outline the service standards that underpin the services offered by Atiwa East District Assembly.
- 1.3 Register the commitments by AEDA and its member Departments, as the employer, towards the citizens.

Article 2

The parties to this Charter

2.1 The Atiwa East District Assembly in its capacity recognizes trade unions in the Local Government Space.

Article 3

The services provided by the Atiwa East District Assembly

The services provided by the Atiwa East District Assembly include among others, the following:

3.1 Health Services

3.2 Safety and Security

3.3 Human Settlements

3.4 Social Welfare Services

3.5 Water and Sanitation

3.6 waste management

3.7 Environmental Management and protection

3.8. Promotion of Sports and Culture

3.9 Economic Development

3.10 Budget Management

3.11 communication and Local Government Programmes

3.12 Cooperative, Governance and traditional affairs

Article 4

Service Standards

4.1 All the Department must, as a minimum, meet the following service standards:

4.2.1 Serve citizens promptly and courteously at all service delivery points.

4.2.2 Provide friendly and helpful service.

4.2.3 Help service users make the right choices in accessing service.

4.2.4 Public servants must wear name tags for easy identification.

4.2.5 Answer calls promptly.

4.2.6 Respond to queries and complaints promptly.

4.2.7 Encourage service users to make suggestions on how to better the service offered.

4.2.8 Resolve customer complaints fairly, consistently and promptly.

4.3 The District shall ensure that all employees who are covered by this charter are provided with the necessary training and resources required to carry out the terms of this charter.

Article 5

Commitments of AEDA and Departments as the employers

5.1 create an enabling environment within the provisions of available resources for the employees to perform their duties.

5.2. Maintain a disciplined District Assembly.

5.3 Develop a feedback mechanism that will allow the public to compliment or raise complaints about the conduct and attitudes of the District Staff and the quality, time lines and efficacy of the services they provide.

5.4 Maintain adequate staff levels in order to achieve the objective of the charter.

5.5 Implement Service Delivery Improvement Programmes.

5.6 Introduce modern and innovative procedures and systems for the delivery of the service.

5.7 Introduce systems and processes that facilitates citizens' access to the District services.

5.8. Implement governance systems that optimize management of resources, risk management and audit management.

Article 6

Commitment by Local Government Trade Unions and Atiwa East District Assembly staff

Atiwa East District Staff commit to:

6.1 Be faithful to the Republic, honor the constitution and abide by the laws in the execution of duties.

6.2 Promote the unity and wellbeing of Ghana in performing official duties

- 6.3 Serve the public in an unbiased and impartial manner in order to create confidence in the local government sector.
- 6.4 Respect and protect every persons' dignity and rights as contained in the constitution
- 6.5 Not unfairly discriminate against any member of the public on account of race, gender, ethnic or social origin, color, sexual orientation, age, disability, religion, political persuasion, conscience, belief, culture or language.
- 6.6 Use the appropriate channels to air grievances.
- 6.7 Not engage in any transaction or action that is in conflict with or infringes on the execution of official duties.
- 6.8 Not, without approval, undertake remunerative work outside official duties or use office equipment for such work.
- 6.9 Declare and recuse from any official action and decision-making process which may result in improper personal gain.
- 6.10 Not use or disclose any official information for personal gain or the gain of others.

Article 7

Commitment to Bartho Pele Principles

In carrying out the duties, the Atiwa East District Assembly staff are guided, where applicable, possible and with due regard to the seniority level, occupational category, training and available resources of the employee, by the following Batho Pele principles:

7.1 **Consultation:** citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice regarding the services offered.

7.2 **Service Standards:** Citizens should be told what level and quality of District services they will receive so that they are aware of what to expect.

7.3 **Access:** all citizens have equal access to the services to which they are entitled.

7.4 **Courtesy:** Citizens should be treated with courtesy and consideration;

7.5 **Information:** Citizens should be given full, accurate information about the District services to which they are entitled;

7.6 **Openness and transparency:** Citizens should be told how Districts are run, how much it cost and who is in charge;

7.7 **Value for money:** District services should be provided economically and efficiently in order to give citizens the best value for money.

Article 8

Implementation

This charter shall come into effect on 31st September, 2020 and will remain in force unless terminated or unless amended by another charter.

Article 9

Communication and Awareness

The District shall ensure that all the Departments staff are informed and made aware of the contents of this charter in a manner that is accessible to all occupational levels of employees.

Signed By:

A handwritten signature in black ink, appearing to read 'Kwabena Panin Nkansah', written over a dotted line.

**DISTRICT CHIEF EXECUTIVE
DIRECTOR
(HON. KWABENA PANIN NKANSAH)**

A handwritten signature in black ink, appearing to read 'Simon Asare', written over a dotted line.

**DISTRICT CO-ORD.
(SIMON ASARE)**