



ATIWA EAST DISTRICT ASSEMBLY



SERVICE CHARTER

TWENTY-TWENTY (2020)



ATIWA EAST DISTRICT ASSEMBLY



NANA ADDO DANKWA AKUFO-ADDO
PRESIDENT OF THE REPUBLIC AND
COMMANDER-IN-CHIEF OF THE GHANA ARMED FORCES



**HON. KWABENA
PANIN NKANSAH**
(ATIWA EAST DISTRICT CHIEF EXECUTIVE)



**HON. ABENA
OSEI-ASARE**
(M.P ATIWA EAST CONSTITUENCY)

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.

.....
DISTRICT CHIEF EXECUTIVE
(HON. KWABENA PANNIN NKANSAH)

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

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:

- **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.
- **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.
- **Access:** all citizens have equal access to the services to which they are entitled.
- **Courtesy:** Citizens should be treated with courtesy and consideration;
- **Information:** Citizens should be given full, accurate information about the District services to which they are entitled;
- **Openness and transparency:** Citizens should be told how Districts are run, how much it cost and who is in charge;
- **Value for money:** District services should be provided economically and efficiently in order to give citizens the best value for money.



ATIWA EAST DISTRICT ASSEMBLY

SERVICE CHARTER BOOKLET

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.

COMMITMENT BY LOCAL GOVERNMENT TRADE UNIONS AND ATIWA EAST DISTRICT ASSEMBLY STAFF

Article 6

Atiwa East District Staff commit to:

- Be faithful to the Republic, honor the constitution and abide by the laws in the execution of duties.
- Promote the unity and wellbeing of Ghana in performing official duties
- Serve the public in an unbiased and impartial manner in order to create confidence in the local government sector.
- Respect and protect every persons' dignity and rights as contained in the constitution
- 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.
- Use the appropriate channels to air grievances.
- Not engage in any transaction or action that is in conflict with or infringes on the execution of official duties.
- Not, without approval, undertake remunerative work outside official duties or use office equipment for such work.
- Declare and recuse from any official action and decision-making process which may result in improper personal gain.
- Not use or disclose any official information for personal gain or the gain of others.

Article 4

SERVICE STANDARDS

- All the Department 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 service.
- Public servants must wear name tags for easy identification.
- Answer calls promptly.
- Respond to queries and complaints promptly.
- Encourage service users to make suggestions on how to better the service offered.
- Resolve customer complaints fairly, consistently and promptly.
- 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:

- Create an enabling environment within the provisions of available resources for the employees to perform their duties.
- Maintain a disciplined District Assembly.
- 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.
- Maintain adequate staff levels in order to achieve the objective of the charter.
- Implement Service Delivery Improvement Programmes.
- Introduce modern and innovative procedures and systems for the delivery of the service.
- Introduce systems and processes that facilitates citizens' access to the District services.
- Implement governance systems that optimize management of resources, risk management and audit management.

VISION

A world-Class Development-Oriented District

MISSION STATEMENT

The Assemble exists to facilitate the overall development of the District through effective management of resources in the provision of scio-economic infrastructure and service to enhance the quality of the populace.

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

OBJECTIVES OF THE SERVICE CHARTER

THE CHARTER SEEKS TO:

- Improve service delivery Programmes
- Reinforce the partners commitment to service delivery improvement for the benefits of all citizens
- Clarify the rights and obligations of each of the parties.
- Acknowledge and reward excellent performance
- Professionalize and encourage excellence in local governance
- Ensure effective, efficient and responsive District Administration

SCOPE OF THE CHARTER

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:

- Are employed by the District and
- Fall within the registered scope of the AEDA

DEFINITION OF THE SERVICE CHARTER

- 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.
- 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.
- 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.

Ambulance Service	Instant after a distress call – 0546786483
Fire Service	Instant after a distress call – 0299340668
Police Service (Normal/Patrols)	Instant after a distress call - 0243121199
NADMO (National Disaster Mangement Organization)	Instant after a distress call- 0540752454
Social Welfare (for the Vulnerables)	Instant after a distress Call - 0342296642
Electricity Company, Anyinam	024 283 1472
Business Advisory Center (BAC)	024 644 8414



			registrar's office on a weekday.	
		Divorce Certificate	see registrar of marriages at assembly	-
		Client Service: General/Specific Complaints and Enquiries Location: Atiwa East District Assembly Contact: 0342296662 Working Hours: 8:00 am - 5:00pm	<ul style="list-style-type: none"> • Visit Client Service Unit or call client service officer • lodge your complaint verbally or written • leave your contact number or address with CSO • wait for a feedback within five working days <i>Report issue directly to MCD/MCE/PM if not satisfied with first response</i>	1- 30 working days

PARTIES AGREE TO THE SERVICE CHARTER ON THE FOLLOWING TERMS:

Article 1

Purpose of the Charter

This Charter shall:

- Define the services offered by the Atiwa East District Assembly to the citizens of Atiwa East
- Outline the service standards that underpin the services offered by Atiwa East District Assembly.
- Register the commitments by AEDA and its member Departments, as the employer, towards the citizens.
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Article 2

The parties to this Charter

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

- Health Services :
- Safety and Security
- Human Settlements
- Social Welfare Services
- Water and Sanitation
- Waste management :
- Environmental Management and protection
- Environmental Management and protection
- Economic Development
- Budget Management
- communication and Local Government Programmes
- Cooperative, Governance and traditional affairs
- Agriculture
- Physical Planning
- Finance
- Disaster Management and Prevention

FUNCTION/SERVICES OF DEPARTMENTS OF THE ATIWA EAST DISTRICT ASSEMBLY

S/N	Department	Service/Functions	Requirement(s)	Duration
2	Finance: Location: Atiwa East District Assembly Contact:0342292174 Working Hours: 8:00 am - 5:00pm	registration of businesses/issuance & renewal of business operating permit.	<ul style="list-style-type: none"> - application letter - building permit (if operating in a container/kiosk) - payment of required fees - issuance of permit 	within 24 hours
		certificate for contractors/ suppliers	<ul style="list-style-type: none"> - application letter on company's letter head - submission of registrar general's works & housing (where applicable) & GRA certificates - GRA TIN - account details (account name, bank, branch, account number) - payment of approved fees - issuance of certificate 	within 24 hours

10	Central Administration: Location: Atiwa East District Assembly Contact:0342292174 Working Hours: 8:00 am - 5:00pm	Marriage registration/ certificate	<ul style="list-style-type: none"> • Complete and publish forms for notice of registration at specified places for 21 or 28 days • Couple and two witnesses complete form of registration (FR) • Couple submit FR with affidavit • payment of approved fees • issuance of marriage certificate within 5 days after marriage <p>NB: (requirements for marriage registration: of couple and 2 witnesses, two passport pictures of each couple, affidavit)</p> <ul style="list-style-type: none"> • ID card of the applicant(s) & two witnesses from each family. payment of publication fees (200.00) • Wait for three weeks' publication • Signing of the certificate by the couple and their 4 witnesses at the marriage 	<ul style="list-style-type: none"> • 21 or 28 working days for publication of proposed marriage • marriage certificate issued within 5 days after marriage
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			<ul style="list-style-type: none"> Any other relevant information/ document needed Payment of required fees. 	
		Registration of local Business Association	<ul style="list-style-type: none"> Constitution of the Association: Location of the association and Details of the Executive Any other relevant information/ document needed Payment of required fee 	
		Product Certificate at the FDA/GSA	<ul style="list-style-type: none"> Details of Application Details of Manufacturer Details of Third-Party Representation (where applicable) Copy of business Registration Certificate Certificate of Analysis(per product and variant),sanitary or phytosanitary certificate (where applicable),and Radiation certificate(where applicable) Detail of any investigations carried out to determine whether or not ingredients(s) used in manufacturing/ processing the product is injurious to health. Payment of Required fee 	Instant
		National Vocation Technical Institution (NVTI)	<ul style="list-style-type: none"> Personal Detail of the Apprentice/person 1 passport picture Postal address of applicant Any other relevant information/ document that would be needed Payment of required fee 	

3	Revenue Location: The 4 Area councils, AEDA, Anyinam Market Area,	Collection of tax from traders and business operators, issuance of payment receipt.	➤ Visit any of the locations for the payments, check for the Stamp of the Assembly and the signature of the issuer.	-
4	Birth & Death Location: Atiwa East District Assembly Contact:0234455397 Working Hours: 8:00 am - 5:00pm	<div>birth certificate: under one (1) year one (1) day</div> <div>above one (1) year one (1) month</div> <div>death certificate: newly deceased (1 day) death certificate: already buried (1 month)</div>	<ul style="list-style-type: none"> produce weighing card fill a form pay approved fee issuing of birth certificate fill a form form sent to Koforidua for vetting to Accra for signing and printing of certificating. fill a form pay approved fee issuance of burial permit and death certificate 	<div>Instant</div> <div>One month</div> <div>1-30days</div>
5	Social Welfare and Community Development Location: Atiwa East District Assembly Contact:0342296642 Working Hours: 8:00 am - 5:00pm	Disability Fund	<ul style="list-style-type: none"> Register with the assembly with two full size photos Submit application letter with a full photograph of applicant to the Assembly Vetting of applicants Disbursement of funds to successful applicants 	5- minutes any working day quarterly

		Child Maintenance and Welfare & Family Dispute Resolution	<ul style="list-style-type: none"> • Make a verbal/written complaint to the Department • The Department issues summons to both the complainant and defendant to appear before a committee • The panel committee sits on the and settles it • Dissatisfaction party may make an appeal or seek redress at the court of law 	Working days within (2) weekly sitting
6	Physical Planning Location: Atiwa East District Assembly (1 st floor) Contact:0342292174 Working Hours: 8:00 am - 5:00pm	step 1: purchase of forms	<ul style="list-style-type: none"> ➤ buy your development and building permit application from and jacket from the finance office of the assembly 	All permit applications take maximum of three (3) calendar months (all things being equal)
		step 2: requirements	<ul style="list-style-type: none"> ➤ submit evidence of land ownership (receipt) ➤ signed site plan (endorsed by a qualified surveyor or equivalent) ➤ building permit jacket ➤ 4 copies of building drawings (drawings must be endorsed) ➤ property rate payment receipt (for existing buildings) 	
		step 3: completion of forms	<ul style="list-style-type: none"> ➤ complete the application form in full 	

8	Agric Location: Agric Office, opposite the Presby school. Contact:0243158107 Working Hours: 8:00 am - 5:00pm	<ul style="list-style-type: none"> ✓ Extention delivery service ✓ Link farmers to market ✓ Training of farmers 	<ul style="list-style-type: none"> • Visit the Agric office and place in your request to any of the Agric Officers • Leave your contact and address • Wait for feedback. 	-
9	Business Advisory Center Location: Atiwa East District Assembly (Ground floor) Contact: 0246448414/ 02067335551 Working Hours: 8:00am-5:00pm	Registration and renewal of business with the office of the registrar of business(ORC) formerly RGD	<ul style="list-style-type: none"> • 3 Preferred business names • Ghana card • Tin number • Business Address (Digital address, house no, Location of Bus, Area, Land mark, District, Region) • Postal Address • Contact • Personal details • Residential Address of Owner • Payment of required fee • Location of the association • Details of the Executive 	Within 2-3 Days

		<ul style="list-style-type: none"> Renewal of registered co-operatives 	<ul style="list-style-type: none"> Submit a copy of your registered co-operative society certificate Pay the required fees Receive your receipt 	Within a month
		<ul style="list-style-type: none"> Registration of credit union 	<ul style="list-style-type: none"> Visit the co-operatives office for more information 	-
		<ul style="list-style-type: none"> Auditing of registered co-operatives societies, unions, association and credit union 	<ul style="list-style-type: none"> Small societies are to bring their account files for auditing at the district assembly office 	-
		<ul style="list-style-type: none"> Monitoring and inspection of registered co-operation societies union, association and credit unions 	<ul style="list-style-type: none"> - 	

			with the required information. add the above listed documents	
		step 4: payment and submission	<ul style="list-style-type: none"> pay processing fees and submit completed form with all required attachments to the town and country planning unit of the assembly. on submission, you shall be informed about the following: - corrections to be made (if any) - date for site inspection 	
		Step 5 : processing	<ul style="list-style-type: none"> the secretariat will process the application within two weeks of receipt of application for the technical sub-committee's inspection, assessment and recommendation 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. (NB: application maybe informed of any corrections to be made) the final decision of the spatial planning committee is communicated to the applicant in writing within 2 working days possible decisions: <ul style="list-style-type: none"> approval, regularization, refusal and deferral 	

		STEP 6: assessment, payment and collection	<ul style="list-style-type: none"> ➤ on approval, the works department will assess and communicate payment due to the applicant ➤ pay the approved permit fee or penalty fee at the finance office of the assembly and collect your development and building permit form the works' department of the assembly with the payment receipt. ➤ in case of referral, the applicant will be notified and advised on what needs to be done for further consideration. ➤ In case of refusal, the applicant Will be notified of the reason(s) for the refusal 	
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7	Environmental Health Location: Atiwa East District Assembly Contact:0242828648 Working Hours: 8:00 am - 5:00pm	Issuance of food vendors certificate	<ul style="list-style-type: none"> ✓ Fill a medical form from the assembly ✓ Send the form to the Government hospital lab ✓ Submit result back to the office ✓ If the lab result comes out negative the certificate is issued to the applicant 	Within 24 hours if the lab results turns out negative
		Assisting in the Acquisition of Household Latrine and Dust bins	<ul style="list-style-type: none"> ✓ Fill a registration form from the Assembly or the Zoomlion office 	Within 24 hours
	Co-operatives Location: Atiwa East District Assembly Contact: 0542538992 Working Hours: 8:30am- 5:00pm	<ul style="list-style-type: none"> ○ Registration of co-operatives societies union and association 	<ul style="list-style-type: none"> ○ Opening of bank account ○ List of names of members ○ Contacts of chairman, treasurer and secretary ○ Postal Address ○ Payment of required fees (received payment receipt) 	Within 3 months