



CLIENT SERVICE CHARTER

FOR THE

AJUMAKO-ENYAN-ESSIAM DISTRICT ASSEMBLY

(A.E.E.D.A)

1.0 INTRODUCTION

1.1 Purpose

The purpose of this Client Service Charter is to provide a statement of what our clients can expect by way of service delivery by the Ajumako-Enyan-Essiam District Assembly. It details the services we offer, redress procedures whenever the need arises all with a view of ensuring client satisfaction.

1.2 Organizational Profile of the District Assembly

The Ajumako-Enyan-Essiam District Assembly was established by LI 1383 of 1988 to exercise Local Governance powers under Section (1) of the Local Government Act 1993, Act 462 (*Local Government Act 2016, Act 936*). The District is one of the twenty-two (22) administrative Districts in the Central region of Ghana. Ajumako is the administrative capital.

1.3 Vision

To become a well-developed District with the basic socio-economic infrastructure and services provided for the people.

1.4 Mission

The District Assembly exist to facilitate the improvement of quality of life of the people within the district through equitable provision of services for the total development of the district, within the context of good governance.

1.5 Core Values

- Professionalism
- Hard Work
- Excellence
- Human Centeredness
- Timeliness
- Transparency
- Integrity
- Innovation
- Accountability
- Quality Assurance
- Sustainability

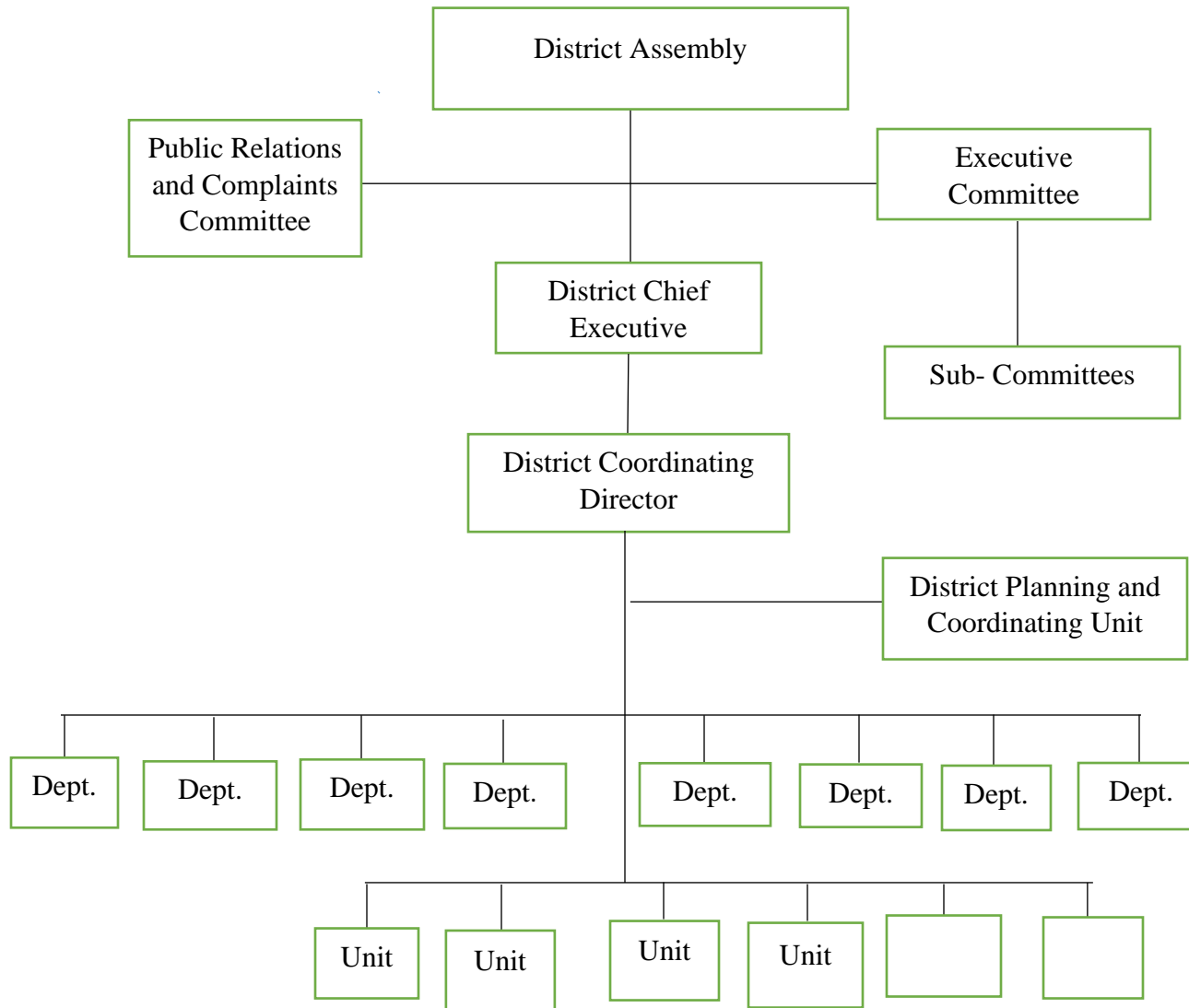
2.0 FUNCTIONS OF THE DISTRICT ASSEMBLY

The District Assembly has three main functions namely, executive, legislative and deliberative. It exercises political and administrative authority and provides guidance, gives direction to and supervise all other administrative authorities in the district.

Section 12 (1) of the Local Government Act, 2016 (Act 936) list the functions of the District Assembly as follows: -

- a) Formulate and execute plans, programs and strategies for the effective mobilization of the resources necessary for the overall development of the District.
- b) Promote and support productive activity and social development in the District.
- c) Initiate programs for the development of basic infrastructure and provide principal works and services in the District.
- d) Responsible for the development, improvement and management of human settlement and the environment in the District.
- e) In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the District.
- f) Ensure ready access to court in the District for the promotion of justice.
- g) Act to preserve and promote the cultural heritage within the District.
- h) Sponsor the education of students from the District to fill particular manpower needs of the District especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably gender balanced.
- i) Take necessary and expedient measures to execute approved development plans for the District.
- j) Monitor the execution of projects under approved development plans and access and evaluate their impact on the development of the District and national economy in accordance with government policy.
- k) Perform such other functions as may be provided under any other enactment including local economic development, social protection and other emerging roles.

Administrative structure of the District Assembly



3.0 ORGANIZATIONAL ARRANGEMENT

3.1 Departments under the District Assembly

- Central Administration
- Accounts Department
- Human Resource Department
- Department of Social Welfare and Community Development
- Environmental Health and Sanitation Department
- Physical Planning Department
- Department of Agriculture
- Works Department
- Statistical Department

3.2 Units

- Internal Audit Unit
- Budget Unit
- Planning Unit

3.3 Agencies under the District Assembly

- NCCE
- NADMO
- Information Service Department
- GES
- Department of Births and Death
- CHRAJ

4.0 Services

NO	SERVICES	TIMEFRAME	PROCEDURES	REQUIREMENTS FROM CLIENT
	Registration of marriages and divorce/Counselling	25 Days	Clients register their marriages with the Assembly and certificates are issued accordingly.	Clients are required to bring two witnesses and an affidavit and a fee of GH 150
	Registration of business and license to operate	7 Days	Businesses within the District are registered with the Assembly in order to operate. Operation license are issued within 7 days.	Clients should describe the nature of business and pay the appropriate fee to obtain license.
	Environmental Health and Sanitation services	5 Days	Clients willing to engage in food services apply with the Assembly for Health Certificate for food vendors.	
	Building permit processing and issuance	90 days	Clients apply for permit in order to erect any physical structure. Applications received are processed, approved and issued within 3 months	
	Financial assistance to needy but brilliant students	6 months	The assembly interviews interested needy but brilliant students within the District.	Be needy but brilliant and maintain good grades.
	Service to people living with disability	Every quarter	Quarterly training of registered PWD in a vocational skill or any other skill within the district.	PWD should duly register with the assembly and demonstrate commitment.
	Support to agricultural activities		Linking farmers to government programs in agriculture and availability of extension officers to provide mapping support to farmers.	
	Support to education services		Supporting public schools in the District to overcome challenges such as furniture, teaching and learning materials	

5.0 OUR COMMITMENT

We are committed to providing the best quality service. In carrying out our legislative mandate and task for our clients, we pledge as follows:

- Provide high quality, timely and comprehensive advice/information on legislation within the district, programs, technology and innovation.
- Offer service without discrimination.
- Policy documents and circulars shall be disseminated within a week from receipt in the Assembly.
- Place public interest before personal gain.
- Consult and collaborate with stakeholders in the delivery of service.
- Procurement of all goods and service will strictly follow the Procurement Act, its rules, regulations and set guidelines.
- Make information available through the Assembly's website and noticeboard.
- Assembly staff will always be stationed at the assembly within working hours to attend to clients.

6.0 CLIENT OBLIGATION

In our bid to provide quality and efficient services, our clients are expected to meet the following obligations:

- Familiarize themselves with the relevant government policy documents and circulars.
- Respond to enquiries without delay to enable us provide them the fastest response/action required.
- Engage us in constructive criticism.
- Provide relevant and accurate information to the serving officer.
- Demand high quality service.
- Treat serving officer with courtesy and respect.
- Give constant feedback on our services and recommendations for improvement
- Uphold integrity and not compromise any staff of the Assembly.
- Compliance with guidelines provided for our service.

7.0 HANDLING COMPLAINTS

Clients are encouraged to make suggestions, compliments and complaints to the District Assembly in person or through postage, call or email. If you are dissatisfied or have some concerns about services rendered by the District Assembly, please discuss it with the person you dealt with or their immediate supervisor and we will try to resolve your concerns immediately. If

you are still not satisfied, please contact the Coordinating Director, in person or through the contacts provided below and we will respond as swiftly as possible.

8.0 FEEDBACK

We welcome feedback on our performance, so we can know to what extent we are meeting your needs. If you have any comments or suggestion about improving our service, please let us know through the address and contact below:

Ajumako-Enyan-Essiam District Assembly

P. O. Box AJ 1

Ajumako

[Tel:0202509993](tel:0202509993)

Email: aeedistrictassembly@yahoo.com

GPS: CJ-0340-5648