

CLIENT SERVICE CHARTER

ASUNAFO SOUTH DISTRICT ASSEMBLY

1.0 INTRODUCTION

1.1 DISTRICT PROFILE

The Asunafo South District is one of the six Administrative Districts/Municipalities in the Ahafo Region. It was carved out from the then Asunafo District. The Asunafo South District was established by a Legislative Instrument L.I. 1773 in November, 2004. The creation of the district is in line with government's objective of deepening decentralization and widespread development programmes and processes.

1.2 LOCATION AND SIZE

The District has an estimated land size of about 3,737 kilometre square. The Asunafo South District is located at the southern part of the Ahafo Region and shares boundaries with the Ashanti and Western Regions. The district shares common borders with the Asunafo North Municipal to the north and the Juabeso District to the South-West. Other adjoining districts are the Sefwi-Wiaso District in the Western North Region to the South-East, and Atwima Mponua District in the Ashanti Region to the East.

1.3 VISION

To establish a District in which the people attain high standard of living through improvement in the socio-economic services in a highly decentralized and democratic environment.

1.4 MISSION

The Asunafo South District Assembly exists to harness all available resources to maintain excellence in education, agricultural production and local participation in governance so as to improve the standard of living of the people.

1.5 CORE VALUES

Accountability, Client-oriented, Creativity, Diligence, Discipline, Equity, Integrity, Innovativeness, Loyalty, Commitment, Anonymity, Impartiality, Permanence, Timeliness and Transparency

FUNCTIONS

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- Responsible for the provision of basic socio-economic infrastructure and services for the overall development of the district
- Collaborate with regional and local security agencies to maintain security and public safety
- Pursue activities that enhance decentralization and promote good governance in the district
- Promote social-economic activities that support the vulnerable and the excluded
- Formulate and execute plans, programmes and strategies for effective mobilization and utilization of resources necessary for the overall development of the district
- To create an enabling environment for private sector development and their participation in the development of the district
- Promote justice by ensuring ready access to courts

WE ARE RESPONSIBLE FOR:

- Birth and death registration
- Revenue mobilization
- Provision of Basic Socio-Economic infrastructure and services including education, health, markets, jorry parks, toilets, roads, electricity and water
- Sports and Youth Development
- Promotion of public awareness of National and District Programmes and Policies
- Disaster management
- Promotion of culture and tourism
- Maintenance of peace and security
- Ensuring food security
- Waste management & environmental protection
- Registration of businesses, co-operatives, NGOs, CBOs etc
- Supporting and implementing Government policies eg. Farmers Day, Independence Day, NHIS, GSFP, etc.
- Enforcing laws, rules and regulations
- Promotions and supporting productive activities and social development
- Monitoring the execution of projects and programmes in the approved development plans

WE STRIVE FOR

- Continuous improvement in our service delivery
- The creation of an enabling environment for socio-economic development
- Empowerment of women and other vulnerable groups to participate in Governance and 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 data base that will be accessible to the public

COURTESY AND COOPERATION

- Office doors are labeled for easy identification
- Friendly client service officers will be on hand to provide various services
- Assembly staff with clear identification are also available to provide information and other support service
- A competent and efficient monitoring team is always available to visit various construction sites to ensure adherence to building regulations.
- Developers are entreated to produce valid development permits
- Courteous revenue collectors will go round daily to collect various rates
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.

WHAT WE EXPECT FROM THE PUBLIC

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery. To access any of the services we provide, we require as follows;

- Business should be duly registered with the Registrar General's Department /Asunafo South District Assembly.

SERVICE STANDARDS

We shall provide the following services within the specified time frame

SERVICE	TIME FRAMES (MONTHS/DAY)
1. Customers at the reception	Customers will be served politely on first come, first served basis.
2. All correspondences requiring responses	Acknowledged within seven (7) working days of receipt.
3. Customers on Appointment	Customers will be served according to scheduled time and be/told the expected waiting time
4. Issuance of Building /Temporary structure permits of application.	1. Building Permit within 60days after receipt 2. Temporary structure /kiosk permit within 14days after receipt of application.
5. Tendering	Communicate outcome to all tender applicants within 21days from the date of closing the tender
6. Issuance of Business operating license	Within 5 working days after receipt of the application.
7. Registration of Births & Death	1. Within 1day for New Birth 2. Late birth within 3weekds 3. Death certificate within 3 weeks 4. Death/Burial permit within 1day
8. Registration of NGO, CBO & Cooperative groups	1. Cooperative groups within 1month after receipt of application 2. CBO's & NGO within 3months if no document from Head Office (General Registration)

	3. Registered within 1 week at the District if statutory documents have been obtained.
10. Registration of contractors, consultants and Suppliers.	Within 5 working days after receipt of application.
11. Approval of Community layout	Within 10weeks of receipt of documents.
12. Monitoring of approved layout or development	Within 2 weeks after receipt of application.
13. Prosecution of tax/rate defaulters	Issue of demand notice within 7days Demand notice reminder within 2days Issue of summons within 1week
14. Requisition of data/information	Within 2days after receipt of application or request
15. Fixing of rates	Within last 3months of the year
16. Preparation of Budget	Within last 3months of the year
17. Preparation of Annual Action Plan	Within 1* week of January every year
18. Preparation of procurement Plan for approval	Within 2weeks.
19. Issuance of food vendors certificate	Within 2days after application
20. Education of citizens on government policies and programmes	Within 1month of the issue
21. Provision of Health care service	1. OPD visit within 24hrs daily 2. Surgical services -7 to 10days 3. Emergency/Casualties -promptly 4. Delivery -24hrs 5. Curative services -within 2 to 6weeks
22. Registration and Renewal of Health insurance card	1. Talking of photograph within 1day 2. Formal sector registration -1 month

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- Business address and location should be made available.
- Provide registered indenture (Land title Certificate) /Allocation form for Traditional Authorities and four (4) copies of Architectural drawing for the issuance of building /development permits
- Ensure that a child has a weighing card and in the case of a person above one (1) year, baptismal certificate and ID card.
- To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided.
- The public will participate in the various community level education programmes on sanitation, hygiene, revenue collection and others.
- The bye-laws of the Assembly will be complied with to ensure effective administration of the district.

INFORMATION TRANSPARENCY AND CONVENIENCE

- Notice Boards will be made available at our offices and sub-district offices.

- The Assembly through its front desk officers will provide its clients with all the necessary information they need to access its services.

- Information will also be made available at our Town/Area council Offices and Revenue Points throughout the District.

- Suggestion boxes will be put at vantage points including sub-district offices to solicit public views on our service delivery.

OTHER COLLABORATING AGENCIES

Asunafo South District Assembly shall collaborate with the following Departments and Agencies.

- Community Water and Sanitation Agency
- Ambulance Service
- The Value Assed Tax Office

- The Ghana Police Service
- Volta River Authority of Ghana
- National Disaster Management (NADMO)
- Fire Service
- National Commission on Civic Education
- Commission on Human Rights and Administrative Justice

COMPLAINTS

Asunafo South District Assembly welcomes comments and complaints from the public, its valued clients and customers. Complaints and grievances should be addressed to:

**THE CHAIRMAN
PUBLIC COMPLAINTS COMMITTEE
A.S.D.A
KUKUOM**

**THE DISTRICT CHIEF EXECUTIVE
A.S.D.A
P. O. BOX 2
KUKUOM**

Tel: 0243378287

To access our service, you can locate offices in the following towns and locations:

MAIN DISTRICT ADMINISTRATION OFFICE

Located on the Goaso-Bibiiani road, about 500 meters from Kukuom post office

**ASUNAFO SOUTH DISTRICT ASSEMBLY
P. O. BOX 2
KUKUOM**

SUB-OFFICES

1. KUKUOM TOWN COUNCIL
KUKUOM.
2. SANKORE AREA COUNCIL
SANKORE.
3. KWAPONG AREA COUNCIL

- KWAPONG
4. KOKOOSO AREA COUNCIL
KOKOOSO
5. ABUOM AREA COUNCIL
ABUOM
6. ASAREKROM AREA COUNCIL
ASAREKROM