

ASIKUMA-ODOBEN-BRAKWA DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER

1. INTRODUCTION

The Asikuma-Odoben-Brakwa District Assembly was carved out of the Ajumako-Enyan-Essiam District as a District Council in 1978. It was also established as a District Assembly to be known as Asikuma-Odoben-Brakwa District Assembly on 22nd November, 1988 by Legislative Instrument (LI) 1378. It has jurisdiction over thirty-two (32) Electoral Areas listed in the Instrument.

2. MISSION STATEMENT

The Asikuma-Odoben-Brakwa District Assembly exists to improve the quality of life of the people in the District through Wealth Creation, Sustainable Development Programmes and good Governance.

3. VISION STATEMENT

The vision of Asikuma-Odoben-Brakwa Assembly is to be a leading District to improve the quality of life for all the people in the District.

4. CORE VALUES

The following are the values set for the Management and Staff of the District Assembly:

- ❖ We strive to set an example for Efficient, Hardworking and Transparent Administration.
- ❖ We cherish Teamwork, Diversity of Opinions, Abilities and Skills in our Business Operations.
- ❖ Our Staff are impartial, anonymous and neutral to all political divides.

5. COMPOSITION OF MEMBERS OF THE ASSEMBLY

The Asikuma-Odoben-Brakwa District Assembly consists of forty-eight (48) Hon. Members namely;

- i. Hon. District Chief Executive
- ii. Hon. Member of Parliament (MP)
- iii. Thirty-two (32) Elected Members
- iv. Fourteen (14) Government Appointees

1. FUNCTIONS OF THE ASSEMBLY.

- ❖ The functions of the District Assembly are derived from sections 12 and 73 of the Local Governance Act of 2016, Act 936. Below is the summary of the functions of the District Assembly.
- ❖ General Administration of the District for the maintenance of security, law and order as well as public safety.
- ❖ Monitoring, Co-ordinating and Evaluating the Performance of Staff, Departments and Agencies for the promotion of District Development and for that matter National Development.
- ❖ Monitoring, Co-ordinating and ensuring security, orderliness and peace in the District.
- ❖ Co-ordinating and harmonizing the effective Administration of all Staff, Departments and Agencies within the District.
- ❖ Ensuring the smooth operation of the entire Government Machinery in the District and efficient and effective service delivery to maximize good governance and public welfare.
- ❖ Formulating comprehensive development frame work for the District to guide the efforts of the Developments, other agencies, NGO's and all other development partners.

- ❖ Facilitating and Co-ordination the formulation of Medium Term Development Plans (MTDPS) by the Assembly and harmonizing them for presentation to the National Development Planning Commission.
- ❖ Co-ordinating, monitoring and evaluation the activities of decentralized, Department and Agencies.
- ❖ Ensuring the equitable allocation of resources including funds for the smooth Administration of the District and the prudent utilization of resources allocated.

6. THE DISTRICT ASSEMBLY SHALL IN THE DISCHARGE OF ITS FUNCTIONS

- a. Be subjects to the general guidance and direction of His Excellency, the President on the matters of national policy.
- b. Act in co-operation with the appropriate public corporation, statutory body or Non-Governmental Organization. In the event of conflict between the District Assembly and an agency of the Central Government, Public Corporation, Statutory Body, Non-Government Organization or individual over the performance of its functions, the matter shall be referred to the Regional Co-ordinating Council (RCC) for resolution.

7. RESPONSIBITTY

Subject to the provision of the Local Government Act (2016) Act 936, and without prejudice to function enumerated, the District Assembly shall be responsible for

1. Issuance of Development and Building Permits
2. Issuance of Business Operation Permit (B.O.P)
3. Registration of Birth
4. Approval of Planning Scheme layouts / Zoning
5. Prohibit construction of any new building unless and until the plans have been approved by the Assembly
6. Undertake the demolishing of unauthorized, Dangerous Buildings and Structures in the District

7. Development Control/ orderly Physical Development of Settlements
8. Waste Management and Sanitation
9. Revenue Mobilization for Development
10. Fixing of Rates
11. Provision of Basic Socio-Economic Infrastructure including Schools, Markets, Lorry Parks, Public Places of Convenience, Health Facilities etc.
12. Facilitates the provision of Water and other Public utilities in consultation with providers in the District.
13. Maintenance of Law and Order
14. Development of sports and recreational facilities
15. Construction, repair and maintenance
16. Regulate trade of business or which may be noxious, injurious to public safety, or in the Public safety, or in the public interest to regulate
17. Abate nuisance in the District.
18. Inspect | regulate the production of all meat, pork, vegetables, foodstuffs or liquor intended for human consumption
19. Provide, maintain and supervise slaughter houses.
20. Provide deal with outbreak of disease causing vectors
21. Control, regulate, inspect, supervise, licensing,
 - Social, dance, entertainment hall
 - Lodging and eating house
 - Premises upon which any profession, occupation, trade or business is carried out
22. Divert or alter the course of streets
23. Street Electrification
24. Prescribe conditions for erection, construction, demolishing, re-election and reconstruction/conversion etc. of public and private buildings and structures
25. Control and regulate the sitting of bill board adverts in the District.
26. Building, equip, open, close and maintain markets, prohibit erection of stores in places other than designed markets and prevent the sale and
27. Build, equip and maintain public primary, junior or high and special schools
28. Administration of public schools and approval of the opening of private and junior high schools

29. Provide facilities for arts and crafts, recreation and sports.
30. Community Development Programmes
31. Disaster risk and relief services
32. Improve Agriculture and Control Animal Husbandry
33. Plant Trees and regulate Planting and Cutting of Trees along the streets etc.
34. Establish and Teenage Community Base Industries.
35. Prohibits and restrict the driving or use of vehicles on any specified road or direction
36. Regulate routes of public vehicles
37. License taxicabs, bicycles and motorcycles and prescribe fees payable
38. Disease risk and relief services
39. Establish, maintain and control parks and other vehicles
40. Prevent and control undesirable of fire in collaboration with appropriate institution

8. OUR CLIENTELE

The Clientele of the Assembly includes all the Institutions Organizations listed under schedules 1.2.3 in the Local Government Act (2016) Act 936

9. WHY THIS SERVICE CHARTER?

In conformity with our mandate, and in line with our service principles, this Service Charter has been developed to provide information on the services and expected standards to facilitate expedient transaction of business with our clients.

It is also meant to serve as practical guide to our clients and processes of the Assembly, and to publicly demonstrate the on the service delivery commitment to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

10. SERVICE DELIVERY STANDARDS

a) We shall endeavor to,

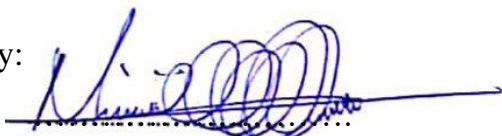
- Provide our clients with timely, credible and reliable services;
- Publish and disseminate relevant policies, regulations, guidelines and circulars for the efficient and effective Human Resource Management of public service organizations
- Demonstrate honesty, respect, humility and integrity towards clients
- Show our preparedness to listen to our clients;
- Demonstrate commitment to the provision of reliable and accurate information in a timely manner;
- Acknowledge clients rights;
- Acknowledge diversity; and
- Provide a friendly and efficient environment for our clients.

11. SERVICE DELIVERY TIME FRAME (CLIENT SERVICE CHARTER)

The specific services provided by all commission, and the expected time frame for delivery are presented in the Table 1 below;

NO.	SERVICE	TIME FRAME (MONTHS/DAYS)
1	Issuance of Building Permit	Within three (3) months or 60 working days from the date of receipt of application
2	Preparation and approval of planning schemes	From six (6) months to one year from the date of receipt of application depending on the size.
3	Issuance of Business Operating Permits (B.O.P)	Within three (3) working days from the date of receipt of application.
4	Issuance of Birth Certificate Under one (1) year, one year above (10) year	One (1) month from the date of application
5	Issuance of death certificate Newly deceased	One (1) month, already buried.
6	Issuance of vendor certificate	Within one (7) working days from the receipt of application
7	Waste Management (door to door collection.)	Twice a week
8	Public Education on Hygiene	Once a month
9	Issuance of permit for the erection of billboards	Fourteen (14) working days from the date of receipt correspondence.
10	Response to correspondence	Ten (10) working days from the date of receipt of correspondence.
11	Issuance of Business Certificate	Within seven (7) week from the date of application
12	Issuance of Marriage Certificate	Twenty-one (21) working days from the date of application

Endorsed by:



12. THE ASIKIUMA-ODOBEN-BRAKWA DISTRICT ASSEMBLY STRIVES FOR

- Continuous improvements in its Service Delivery
- The creation of an enabling environment for Socio-economic Development
Empowerment of women and other vulnerable groups to participate in Governance and the
- Assembly's Development Agenda
- The protection and promotion of public health and the prevention of diseases □
Provision of valuable information in an open and transparent manner.
- Creation of conducive environment for Public Private Partnership (PPP) in its service delivery.
- Compilation of comprehensive socio-economic database accessible to the general public.
- Maintenance of an open and transparent Administration that enlists the active participation and support of civic society organizations and the public at large for ensuring good governance and high standard of public welfare.
- Promoting the endowment and potential of the district for the attraction of investors to
- Improve the standard of living.

13. WHAT THE ASSEMBLY EXPECTS FROM THE PUBLIC?

The Assembly expects full co-operation and compliance with its rules regulations and, procedure to ensure smooth service delivery. To access any of the services provided by assembly;

- o Business should be duly registered with the Registrar Generals Department
- o Business address and location including street names should be made available to the Assembly immediately
- o Provide registered indenture (Land title certificate and four (4) copies of architectural drawings for the issuance of building / development permits).

Ensure that a child has a weigh card in the case of persons above one (1) year Birth Certificate and National I.D card.

To obtain a death certificate, it is expected that a duly signed of death certificate /affidavit is presented

- The public will participate in Communal Level Education Programmes or Sanitation Hygiene, Revenue Collection and other Programmes of the Assembly
- The bye-laws of the Assembly will be fully complied with to ensure effective Administration and cohesive society.

The public will collaborate with the Assembly and enforcement agencies in ensuring security in the District.

14. OTHER COLLABORATING AGENCIES

The Asikuma-Odoben-Brakwa District Assembly (AOBDA) collaborates with the following Departments , Agencies and Institutions to ensure effective Administration and orderly society

- Ghana Revenue Authority (GRA)
- The Ghana Police Service
- Electricity Company Of Ghana
- Ghana Water Company Limited
- Land Valuation Board
- Community Water And Sanitation Agency
- Ghana Aids Commission
- Ghana National Fire Service
- National Commission on Civic Education Statistical Service
- The Youth Employment Agency
- The Lands Commission
- NGO's Community Based Organization (CBO'S) and Faith Based Organizations (FBO)
- National Commission for Civic Education
- National Disaster Management Organization'
Traditional Authorities
- Other Relevant Institution

15. ACCESS TO INFORMATION AND TRANSPARENCY

- Information about AOBDA would be made available on notice boards and other Official's documents of AOBDA at Assembly and Sub- District Offices.
- AOBDA would provide its client with all necessary information needed to access its services.
- Information can also be accessed at the client service Office and other Departments of the District Assembly
- Suggestion boxes will be put at a vantage points including Sub-District Offices to solicit public views on AOBDA's Service Delivery
- The website of AOBDA will be regularly updated to provide relevant information on AOBDA to the General Public.

16. COURTESY AND CO-OPERATION

- Friendly Client Services Officers always standing by to provide various Services
 - All Officers are marked to facilitate easy Identification.
- Assembly Staff with clear identification are also available to provide information and other support services.
- A well trained Development Control Task Force will visit construction sites to enforce adherence to building regulations.
- Developers are entreated to produce valid Development and building permits for inspection.
- 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.

17. COMPLIANTS TO THE ASSEMBLY

The Asikuma-Odoben-Brakwa District Assembly (AOBDA) welcomes comments and complaints from its valued clients and the General Public always endeavor to respond promptly and satisfactory for prompt response to complaints, the public is advised to address their complaints to the, Chairman of the Public Relations and Complaints Committee (The Chairman, PRCC).

18. ASIKUMA-ODOBEN-BRAKWA DISTRICT ASSEMBLY (AOBDA)

In an event where the complainant is not satisfied with decision of the Public Relations and Complaints Committee He, may seek the audience and assistance of the;

**Asikuma-Odoben-Brakwa
District Assembly
P.O. Box 36
Breman Asikuma.**

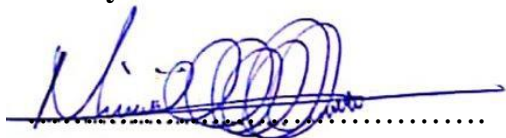
Website: www.aobda.gov.gh

E-mail: info@aobda.gov.gh

Or at the DCE's or DCD's Office Asikuma-Odoben-Brakwa District Assembly.

A complainant who is still not satisfied with the treatment of his complaints may further resort to the Office of the Regional Co-ordinating Council, Greater Accra (RCC) for hearing.

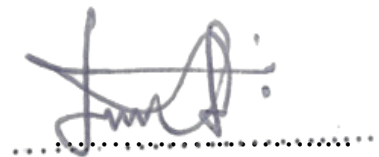
Approved by:



**REV. HARRY NII KWATEI OWOO
(Ag. DISTRICT CO-ORDINATING DIRECTOR)**

FOR: DISTRICT CHIEF EXECUTIVE

(22ND DECEMBER, 2021)



**HON. FRANK AIDOO
(PRESIDING MEMBER)**

(22ND DECEMBER, 2021)