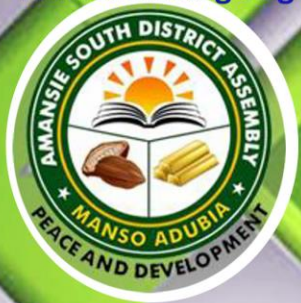




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AMANSIE SOUTH DISTRICT ASSEMBLY CLIENT SERVICE CHARTER MANSO ADUBIA



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VISION	

The Vision of the Amansie South District Assembly is to provide first class social economic services to enhance the creation of decent jobs whilst creating equal opportunities for an inclusive development

MISSION

The Assembly exists to improve the quality of life of the people through the formulation and implementation of prop-poor interventions and people-centered policies and programs in partnership with the private sector, Civil Society Organizations and the active participation of the communities to achieve a sustainable development

CORE VALUES Innovation and Creativity

We promote best practices, technology and consistently explore new ways of delivering services.

Effective Partnership

We embrace long term sustainable partnerships with all stakeholders **Responsiveness**
/ Diversity

We understand and value the contributions of the people and priority needs of the District.

Dedication and Discipline

We keep our commitments with the dwellers and serve them with a sense of urgency.

Safe and Accessible Neighborhoods

We create a safe environment for the well-being of and for the people we serve.

CHAPTER TWO

FUNCTIONS (L.I 2305) We are

responsible for:

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- Exercising political and administrative authority
Controlling, regulating, inspecting, supervising, licensing of premises for carrying out any profession, occupation, trade or business. Issuance of
- Building and Development permits Marriage,
-
- Divorce, Births & Deaths registration.
- Issuance of Business operating licenses.
- Approval of planning schemes/layouts
- Development Control (orderly physical development of settlements).
- Waste Management
- Revenue Mobilization
- Fixing of Rates

Providing basic Socio-Economic Infrastructure, including Schools, Markets, Water, Lorry Parks, sanitation facilities (Public and Institutional Toilets) Roads

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- Promoting Local Economic Development
Collaborating with the relevant National and Local Security Agencies to maintain security and public safety.
-
- Promoting justice by ensuring ready access to courts
Legal Provisions and Guidelines

The Amansie South District Assembly operates within the following legal provisions and guidelines:

- ❑ The Auction Sales Act, 1989 (PNDC Law 230).
- ❑ The Liquor Licensing Act, 1970 (Act 331)
- ❑ The Control and Prevention of Bush Fires Act, 1990(PNDC Law 229).
- ❑ The Section 296 of Criminal Offence Act, 1960 (Act29) in respect of littering.

The 1992 Constitution of the Republic of Ghana

- ❑ Local Governance Act, 2016 (Act 936)
- ❑ Public Financial Management Act, 2016 (Act 921)
- ❑ Public Procurement Act, 2016, (Act 914)
- ❑ Spatial Planning Act, 2016 (Act 925)
- ❑ National Development Planning (System) Regulations, 2016 (L.I. 2232)
- ❑ Composite Budget Guidelines, 2018
- ❑ Public Health Law, 2012 (Act, 851)
- ❑ Mental Health Act, 2012 (Act 846)
- ❑ Gazzetted Bye laws

The Section 296 of Criminal Offence Act, 1960 (Act 29) in respect of stray animals.

CHAPTER THREE

3.1 SERVICE STANDARDS

All Departments, Units and Agencies 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 services;
- Provide appropriate signage and information desks;
- Answer calls promptly
- Respond to queries and complaints promptly;
- Respond to mail and email correspondence promptly;
-

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

SERVICE	TIME FRAME (MONTHS/DAYS)
Issuance of Building permits	Within three (3) Months
Preparation and approval of planning schemes/layout	Within six (6) Months or one year depending on the size of the settlements
Issuance of business Operating Licenses	Issuance Service after payment of required fees
Issuance of Birth Certificate	Under ten (10) year, one (1)Day Above one (1) year one (1) Month

Issuance of Death Certificate	One (1) day
Feedback on Complaints Lodged	Five (5) working days upon receipt
Feedback on Correspondences	Seven (7) working days upon receipts
Ambulance Service	Instant after a distress call
Fire Service	Instant after a distress call
Police Service (Normal / Patrols)	Instant after a distress call

CHAPTER FOUR 4.1 PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS

4.1.1 BIRTHS, MARRIAGE, DIVORCE & DEATHS

SERVICE TYPE	TIME FRAME	SERVICES
Birth Certificate	Under one (1) Year One (1) day	<input type="checkbox"/> Produce weighing card <input type="checkbox"/> Fill a form <input type="checkbox"/> Pay approved fee <input type="checkbox"/> Issuing of Birth certificate
Death Certificate	Above one (1) year one	

	(1) Month	<input type="checkbox"/> Fill a form <input type="checkbox"/> Form Sent to Dansoman Polyclinic for vetting <input type="checkbox"/> To Accra for signing and printing of certificate
Already buried one (1) Month	Newly deceased one day (1Day)	<input type="checkbox"/> Fill a form <input type="checkbox"/> Pay approved fee <input type="checkbox"/> Issuance of burial permit and Death Certificate

Marriage certificate	Already buried one (1) Month	<input type="checkbox"/> Fill a form <input type="checkbox"/> Pay approved fee <input type="checkbox"/> Issuance of burial permit and Death Certificate
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	21 Days for publication of proposed marriage	Complete the publish Form for Notice of Registration at specified places for
Marriage Certificate	<input type="checkbox"/> Marriage Certificate issued within 5 days after marriage	<input type="checkbox"/> Couple and two witnesses complete Form of Registration (FR) <input type="checkbox"/> Couple submit FR with affidavit <input type="checkbox"/> Payment of approved fees <input type="checkbox"/> Issuance of Marriage Certificate within five (5) days after marriage NB: (Requirements for Marriage Registration: Color copy of photo ID of couple and two (2) witnesses, two (2)
		passport pictures of each couple,

Divorce Certificate		SEE REGISTRAR OF MARRIAGE AT ASSEMBLY
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STEPS	ACTION NEEDED BY CLIENT
STEP 1: PURCHASE OF FORMS	Buy your development and building permit application from and Jacket from the Finance Office of the Assembly.
STEP 2: REQUIREMENTS	<p>BASIC REQUIREMENTS</p> <ul style="list-style-type: none"> <input type="checkbox"/> Evidence of Land Ownership (Receipt of Chiefs Consent) <input type="checkbox"/> Signed Site Plan (Must be endorsed by a qualified Supervisor or equivalent) <input type="checkbox"/> Building Permit Jacket (To be obtained from District Finance Office) <input type="checkbox"/> Four (4) copies of Building Drawing (Drawing must be endorsed) <input type="checkbox"/> Property rate payment receipt (For existing buildings) <p>ADDITIONAL REQUIEMENTS (For multi-purpose and multi-usage)</p>

	<ul style="list-style-type: none"><input type="checkbox"/> Four (4) copies of structural drawings approved by an Architect or Structural Engineer<input type="checkbox"/> Soil test report<input type="checkbox"/> Ghana National Fire Service report<input type="checkbox"/> Environmental protection Agency report<input type="checkbox"/> Structural integrity report in case development has already commenced or is completed (for building above 2storey)<input type="checkbox"/> Drawings must be satisfied by a Structural Engineer or Architect<input type="checkbox"/> Up to date business registration and operating permit (for commercial organizations)<input type="checkbox"/> Property rate payment receipt (for existing buildings)
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5.1.3 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:

- Business should be duly registered with the Registrar General Department and the Municipal Assembly:
- Prompt payment of Property Rates, Business Operating Permits and Basic Rates.
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.
- Prompt report of unauthorized development, illegal connections and crime.
- Active participation in all Communal Labour activities at the community level.
- Active participation in the various community level education programmes on sanitation, hygiene, revenue collection and Town Hall Meetings.
- Avoidance of littering of all forms and reports those that litter.
- Developers are entreated to produce valid development permits.
- Strict Compliance with by-laws of the Assembly.

5.1.4 DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES

- You can make your enquiry or lodge complaints at our Client Service Center or by contacting our hotline on
- We aim to acknowledge and respond to your written communication within seven (7) working days.
-

Our suggestion box has been placed at a conspicuous location to take your suggestion on daily basis and we commit to providing feedback within five (5) working days upon receipt.

□

If we cannot fully provide an answer to your query within that specified time, we will provide you with an interim response and advise you as to when a final response can be expected.

□

We aim to investigate your complaints, provide you with the proposed action to solve it, and seek your feedback about the proposed action within seven working days of receiving your complaint.

□

We aim to follow up with you on executed action to make sure it has been executed within the specified period and seeking feedback about the final result.

□

If you are not satisfied with the proposed action, we will provide you with the right to raise a grievance to the office of the Presiding Member.

5.1.5 CONTACT ADDRESS OR CONTACT PERSONS

A. CONTACT ADDRESS

Amansie South District Assembly

Post Office Box 233

Bekwai - Ashanti Region

Ghana Post GPS Address: **AW-0922-1888** Telephone:

Email: amsda@gmail.com

Facebook: [amsda@facebook.com](https://www.facebook.com/amsda@facebook.com)

Website: www.amsda.gov.gh

B. CONTACT PERSONS

1. Hon. Clement Opoku Gyamfi – District Chief Executive – 0242647919

2. Hon. Samuel Amponsah – Presiding Member – 0241668915
3. Opoku Ababio – District Coordinating Director – 0244714558
4. Patricia Asemwaa - Client Service Centre – 0249374250