



SOUTH DAYI DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER

MAY, 2020

1. INTRODUCTION

The South Dayi District Assembly (SDDA) hereinafter referred to as the “ASSEMBLY” under the Ministry of Local Government Rural Development was carved out of Kpando Municipal Assembly under the legislative Instrument (LI) 1773 of 2004.

2. LOCATION

The South Dayi District lies within latitudes 3020’N and 3.5005N, and lies approximately on longitude 0017’E. The District Shares boundaries with Afadzato South District to the North, Ho West District to the East, Asougyaman District to the South with the Volta Lake forming the western boundary. The District covers a total land area of about 358.3 square kilometers with almost 20 percent covered by the Volta Lake. The District is easily accessible by Accra-Hohoe road and Ho-Kpando road. The District Capital is about 160km away from Accra and 35km away from Ho.

3. MISSION STAMENT

The South Dayi District Assembly exists to improve the quality of life of the people through the provision and improvement of basic social infrastructure, services and facilities and create avenues for economic activities to reduce poverty.

4. VISION

The vision of the South Dayi District Assembly is to promote and improve socio-economic conditions and general well-being of the people within a decentralized system of governance.

5. CORE VALUES

We strive for accountability , integrity , efficiency and effectiveness through;

- a. Fairness
- b. Confidentiality

- c. Loyalty and timeless.

6. COMPOSITION OF MEMBERS OF THT ASSEMBLY

The District Chief Executive (DCE) appointed by the president and confirmed by not less than two third (2/3) majority of the Assembly Members.

The Assembly has thirty (30) Assembly Members, twenty-one (21) elected, nine (9) appointed, one (1) M.P and one (1) District Chief Executive.

7. ELECTORAL AREAS IN THE DISTRICT

The District is divided into Twenty-One (21) electoral areas with each been represented by an Assembly member elected by Universal Adult Suffrage in accordance with regulation made for the purpose by the electoral commission.

8. 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-coordinating and evaluating the performance of Staff, Departments and Agencies for the promotion of District Development and for that matter national development.
- ❖ Monitoring, Co-coordinating and ensuring security, orderliness and peace in the District.
- ❖ Co-coordinating 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-coordinating, 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.

The District Assembly shall in the discharge of its functions

a. Be subjects to the general guidance and direction of the president on the matters of national policy.

b. Act in co-operation with the appropriate public corporation, statutory body or nongovernmental 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-coordinating Council (RCC) for resolution.

9. RESPONSIBITTY

Subject to the provision of the local government act 936 (2016), 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 I dangerous buildings and structures in the municipality
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 municipality
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 municipality
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
 - o 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 municipality
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 motor bicycles 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

- ❖ One (1) members of parliament of South Dayi constituencies without voting right (Ex-officio member).
- ❖ Individual constituting not more than 30% of the total membership of the assembly appointed by the president in consultation with the traditional authorities and other interest groups in the municipality .

10. OUR CLIENTELE

The Clientele of the Assembly includes all the institutions organizations listed under schedules 1.2.3 in the local Governance Act, of 207G (Act, 936).

11. 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.

12. 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.

13. SERVICE DELIVERY TIME FRAME

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 - two (2) weeks from the date of application
5	Issuance of death certificate	Newly deceased- one (1) day already buried.
6	Issuance of vendor certificate	Within eight (8) working days from the receipt application
7	Waste management (door to door collection.	Twice
8	Public education on hygiene	Daily
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.

14. TFIE SOUTH DAYI DISTRICT ASSEMBLY STRIVES FOR

- Continuous improvements in ifs 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.

15. 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 register 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 ID 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 by-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 municipality'

16. OTHER COLLABORATING AGENCIES

The south Dayi District Assembly (SDDA) 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 Ghana Armed Forces
- 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

17. ACCESS TO INFORMATION AND TRANSPARENCY

- Information about SDDA would be made available on notice boards and other official documents of SDDA at assembly and sub- district offices.
- SDDA 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 SDDA's service delivery
- The website of SDDA will be regularly updated to provide relevant information on SDDA to the general public.

18. 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.

19. COMPLIANCE TO THE ASSEMBLY

The South Dayi District Assembly (SDDA) welcomes comments and complaints from its valued clients and the general public always endeavor to respond promptly and satisfactorily for prompt response to complaints, the public is advised to address their complaints to the,

The chairman Public Relations and complaints committee.

20. SOUTH DAYI DISTRICT ASSEMBLY (SDDA)

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;

South Dayi District Assembly

P.O. Box 8

Kpeve.

Website: www.sdda.gov.gh

E-mail: (southdayidistrictassembly60@gmail.com)

Or at the DCD's Office SDDA, Room 2.

A complainant who is still not satisfied with the treatment of his complaints may Further resort to the Regional coordinating council (RCC) for hearing.

2.1 MAIN DISTRICT ADMINISTRATION OFFICE

Located opposite Police Station, off Kpeve – Asikuma road

Postal Address;

SDDA

P.O. Box 8

Kpeve

Volta Region.