



AMANSIE CENTRAL DISTRICT ASSEMBLY

JACOBU –
ASHANTI

CLIENT SERVICE DELIVERY CHARTER

@2021

www.amansiecentral.gov.gh



Table of Contents

| | |
|--|----|
| AMANSIE CENTRAL DISTRICT ASSEMBLY SERVICE DELIVERY CHARTER..... | 4 |
| CHAPTER ONE | 4 |
| INTRODUCTION..... | 4 |
| 1.1 DISTRICT PROFILE..... | 4 |
| 1.2 MISSION OF THE ASSEMBLY..... | 5 |
| 1.3 VISION | 5 |
| 1.4 MOTTO..... | 5 |
| 1.5 CORE VALUES | 5 |
| CHAPTER TWO | 7 |
| FUNCTIONS, LEGAL PROVISIONS AND OBJECTIVES OF THE ASSEMBLY | 7 |
| 2.1 FUNCTIONS OF THE DISTRICT ASSEMBLY | 7 |
| 2.2 LEGAL PROVISIONS AND GUIDELINES..... | 8 |
| 2.3 AMANSIE CENTRAL DISTRICT ASSEMBLY AND ITS OBJECTIVES | 8 |
| CHAPTER THREE | 10 |
| 3.1 SERVICE STANDARDS | 10 |
| 3.2 All Departments, Units and Agencies must, as a minimum, meet the following service standards: | 10 |
| 3.3 Amansie central District Assembly shall issue certificates and provide other services within the following time frames:..... | 10 |
| CHAPTER FOUR | 12 |
| PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS..... | 12 |
| 4.1 BIRTHS & DEATHS | 12 |
| 4.2 PHYSICAL PLANNING DEPARTMENT | 12 |
| (TOWN AND COUNTRY PLANNING DEPARTMENT) | 12 |
| (SERVICE DELIVERED :)..... | 12 |
| 4.3 FINANCE DEPARTMENT | 14 |
| 4.4 MARRIAGES AND DIVORCES | 15 |
| 4.5 DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEVELOPMENT..... | 16 |
| 4.6 Environmental health Department Service Provision..... | 18 |
| 4.7 SERVICES RENDERED TO THE PUBLIC BY NADMO, AMANSIE CENTRAL DISTRICT | 20 |
| 4.8 BUSINESS ADVERSARY CENTRE | 21 |
| 4.9 PROVISION OF AGRICULTURE SERVICES | 22 |
| 4.10 FUNCTIONS OF THE PUBLIC RELATIONS AND COMPLAINTS COMMITTEE | 26 |
| 4.11 CLIENT SERVICE UNIT | 27 |

| | |
|---|----|
| 4.12 HEALTH CARE FACILITIES WITHIN THE DISTRICT..... | 28 |
| CHAPTER FIVE | 29 |
| OUR COMMITMENTS AND YOUR RESPONSIBILITIES | 29 |
| 5.1 WHAT WE STRIVE FOR | 29 |
| 5.2 COURTESY AND COOPERATION | 29 |
| 5.3 WHAT WE EXPECT FROM THE PUBLIC | 29 |
| 5.4 INFORMATION TRANSPARENCY AND CONVENIENCE | 30 |
| 5.5 DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES | 30 |
| 5.6 OTHER COLLABORATION AGENCIES | 31 |
| CHAPTER SIX..... | 32 |
| WHERE TO FIND US..... | 32 |
| 6.1 PHYSICAL LOCATION | 32 |
| 6.2 OUR MAILING ADDRESSES ARE:..... | 32 |
| 6.3 SOME IMPORTANT TELEPHONE NUMBERS | 32 |
| CHAPTER SEVEN..... | 33 |
| COMPLAINTS AND COMMENTS..... | 33 |
| 7.1 WHEN REGISTERING A COMPLAINT..... | 33 |
| 7.2 WHERE TO ADDRESS YOUR COMPLAINTS | 33 |
| 7.3 YOUR VIEWS COUNT | 33 |

AMANSIE CENTRAL DISTRICT ASSEMBLY SERVICE DELIVERY CHARTER

CHAPTER ONE

INTRODUCTION

1.1 DISTRICT PROFILE

The Amansie Central District Assembly is one of the thirty-five (35) Administrative Districts in the Ashanti Region. It was carved out of the erstwhile Bekwai District in 2004 by Legislative Instrument (L1) 1774, 2004. It has 206 settlements with Jacobu as the Administrative Capital. The District shares common boundaries with Bekwai Municipal to the north east, Amansie West to the west, Obuasi Municipal Assembly to the south east, Adansi North to the east, Adansi South to the south and Upper Denkyira in the Central Region to the south. Traditionally, the district is under the Bekwai paramountcy

The Amansie Central District can be found within Latitudes 6⁰00N and 6⁰30N and Longitudes 1⁰00W and 2⁰00W. It covers a total surface area of about 710 square kilometres (441.17sq miles) and forms about 2.5 percent of the total area of the Ashanti Region. The District has a location advantage since it is located in the forest zone of Ghana and that, the forest serves as a means of improving the climate which help agricultural production. Moreover, the district is known for its agrarian nature which is a major source of employment and offers large production of foodstuffs for most people in and outside the District.

According to the 2000 Population and Housing Census, the population of the district stood at 81,871. This was about 2.3% of the total population of the Ashanti Region. However, the district recorded a population of 90,741 during the 2010 Population and Housing Census which constitute 1.9% of the regional figure of 4,780,380. This represents the inter-censal growth rate of 1.02% between the years 2000 and 2010. Therefore given the base year population as of 2010 and inter censal growth rate of 1.02%, the projected population as at 2014 is 94,520.

The current growth rate of 1.02% is less as compared to the region and national population growth rate of 2.7% and 2.5% respectively. In terms of development, the growth rate can be considered to be on the lowest side as compared to that of the regional and national levels.

1.2 MISSION OF THE ASSEMBLY

Amansie central District exists to improve the living standards of people in the District through the creative exploitation of our human and natural resources as well as collaboration with relevant stakeholders to implement programmes and projects relating to human development, income generation, employable skills and infrastructural development.

1.3 VISION

The vision of the Assembly is to create an optimistic, self-confident and prosperous district within a democratic open and fair society in which mutual trust and economic opportunities exist for all.

1.4 MOTTO

Unity and Strength

1.5 CORE VALUES

As a service oriented District, Amansie Central has adopted core values that reflect its outlook and vision. They are the winning culture that defines the attitudes and behaviours required of staff in order to realize our Vision. Our values include the following:

- **Innovativeness**
We embrace technology, promote best practices and consistently explore new ways of delivering services.
 - **Diligence**
We approach service delivery and dealings with clients carefully and with persistent effort.
 - **Discipline**
We keep our commitments with the citizens and serve with a sense of urgency.
 - **Professionalism**
We demonstrate requisite skills and competencies, and adapt best practices in the delivery of services to the satisfaction of our clients whilst adhering to ethical standards.
- Transparency**
We are honest and open when communicating with clients about matters related to the Assembly.

Client-oriented service delivery

We treat clients as they want to be treated, with knowledge about and respect for their values and personal priorities.

Accountability

We take responsibility to complete tasks we are assigned to for effective service delivery.

CHAPTER TWO

FUNCTIONS, LEGAL PROVISIONS AND OBJECTIVES OF THE ASSEMBLY

2.1 FUNCTIONS OF THE DISTRICT ASSEMBLY

In line with provisions of the Local Governance Act 2016, Act 936, the functions of the District Assembly are as follows:

- a. Responsible for the overall development of the district
- b. Formulate and execute plans, programmes and strategies for effective mobilization of resources necessary for the overall development of the district
- c. Promote and support productive activities and development in the district and remove any obstacles for the initiative and development
- d. Sponsor the education of students from the district to fill particular manpower needs of the district especially in the Social Section of education and health, making sure that the sponsorship is fairly and equitable balance between male and female students
- e. Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district
- f. Responsible for the development, improvement and management of human settlement and the environment in the district.
- g. In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district
- h. Ensure ready access to Courts in the district for the promotion of justice

Section 12 Sub-section 4 of Act 936 also mandate the District Assembly to:

- a. Execute approved development plans for the district
- b. Guide, encourage and support the sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans
- c. Initiate and encourage joint participation with other persons or bodies to undertake projects under approved development plans

- d. Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the district and national economy in accordance with government policy.

2.2 LEGAL PROVISIONS AND GUIDELINES

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

- 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.
- 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.

2.3 AMANSIE CENTRAL DISTRICT ASSEMBLY AND ITS OBJECTIVES

The Amansie Central District Assembly is the highest political and administrative body of the District and therefore exercises deliberative, legislative and executive functions. It has the mission and responsibility to improve the quality of life of the people through sustainable development. To achieve this mission, the Assembly has set the following objectives:

- To facilitate the effective functioning of the local government institutions in the District.

- To ensure efficiency and effectiveness in the mobilization and utilization of resources in the District Assembly and its decentralized departments
- To monitor, co-ordinate and harmonize the implementation of development plans and activities in the District Assembly
- To facilitate the provision of basic social and economic infrastructure and services in the District.
- To facilitate community-based and private sector development in the District.

CHAPTER THREE

3.1 SERVICE STANDARDS

The District is responsible for:

- Issuance of building permits
- Birth and death Registry
- Issuance of business Operating Permit/ Licenses
- Approval of Planning schemes and Layouts
- Development control- orderly Physical development of settlements.
- Waste management
- Revenue Mobilization
- Fixing of Rates
- Provision of Basic Socio-Economic Infrastructure, including schools, Markets, Lorry Parks, Institutional Toilets and Roads.
- The provision of water.
- Maintenance of peace and security
- Sport development
- Tourism Promotions

3.2 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.

3.3 Amansie central District Assembly shall issue certificates and provide other services within the following time frames:

| Service | Time frame (Months/days) |
|---------------------------------|--------------------------------|
| 1. Issuance of building permits | Within two (2) month or 48days |

| | |
|---|---|
| 2. Preparation and approval of planning schemes/layouts | Within six (6) months or one (1) year depending on the size of the settlement |
| 3. Issuance of business Operation licenses (BOP) | Within three (3) working days |
| 4. Issuance of Birth certificate | Under 1 year (1day) Above 1 year (2 weeks) |
| 5. Issuance of death Certificate | Fresh death (1 day) Already buried (3 weeks) |
| 6. Waste management (door-to- door) | Twice weekly collection |
| 7. Issuance of food Vendors Certificate | Within eight (8) working days |
| 8. Public education on the Assemblies | Daily |

CHAPTER FOUR

PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS

4.1 BIRTHS & DEATHS

| SERVICE TYPE | TIME FRAME | SERVICES |
|--------------------------|---------------------------------------|---|
| Birth Certificate | Under One (1) Year – One (1) Day | <ul style="list-style-type: none"> • Produce weighing card • Fill a form • Pay approved fee • Issuing of Birth certificate |
| | Above One (1) Year – One (1) Month | <ul style="list-style-type: none"> • Fill a Form • Form Sent to Regional Office for vetting • To Head Office for signing and printing of Certificate |
| Death Certificate | Newly Deceased (1 Day) | <ul style="list-style-type: none"> • Fill a form • Pay approved fee • Issuance of burial permit and Death Certificate |
| | Already buried (1 Month) | <ul style="list-style-type: none"> • Fill a form • Pay approved fee • Issuance of burial permit and Death Certificate |

4.2 PHYSICAL PLANNING DEPARTMENT

(TOWN AND COUNTRY PLANNING DEPARTMENT)

(SERVICE DELIVERED :)

- Formulation of review in collaboration with relevant agencies policies and strategies for the development, improvement and management of human settlements.
- Formulation of human settlement legislation and technical relating to the use of land.
- Provision of advisory service on land use planning and management to Government institutions, the private sector and the general public.
- Preparation of human settlement plan to guide the growth and national developments of human settlement plan to guide the growth and national developments of settlements.
- A decentralized and participatory approach to land use planning and management involving chiefs, land owners and general Public.
- High levels of efficiency and integrity in the processing of application for building and development permits.

A. DEVELOPMENT CONTROL

❖ TEMPORARY STRUCTURE & SIGN POST

1. Submission of application
2. Responded to application within 14days
3. Inspect the site and advice technically
4. Approval for payment of fees within 14days

❖ UNAUTHORISED STRUCTURE

1. Inspect and advice on the need for acquiring permit before construction
2. Removing of unauthorized structure.

B. ROADS (FEEDER ROADS)

1. Provides technical advice to the Assembly on public projects
2. Take care of process of awarding a contract
3. Supervision and Maintenance of Public Works.

INFORMATION TRANSPARENCY AND CONVENIENCE

- The Town and Country Planning Department endeavours to make available to its clients or customers all the necessary information to enable them to access its services.
- Clients or customers services improvements surveys will be conducted once a year and the results publicized, for enhanced service delivery.
- We will provide clean, healthy and friendly reception areas for our clients or customers.

SERVICE STANDARDS

We promise to maintain the standards in the table below:

| SERVICES | TIME FRAME |
|---|---|
| 1. Process development or building application for further consideration by the statutory planning committee. | <ul style="list-style-type: none">• Within Two (2) weeks of receipt of application. |
| 2. Ensure that the technical sub-committee meets and assesses the application, visits the site and make recommendations to the statutory planning committee. | <ul style="list-style-type: none">• Within one (1) month of receipt of application. |
| 3. Organize a meeting of the statutory planning Committee to consider Development Applications. | <ul style="list-style-type: none">• Nine (9) working days of Technical sub-Committee meetings. |
| 4. Ensure that the Secretary of the statutory planning Committee submits | <ul style="list-style-type: none">• Five (5) working days of approval for the issue of building permit. |

| | |
|--|--|
| approved Committee submits approved plans to the works Developments in the office. | |
| 5. Communicate to applicants. | <ul style="list-style-type: none"> • Five (5) working days of approval for the issue of building permit. |
| 6. Ensure that building permits are ready for clients from the Assembly. | <ul style="list-style-type: none"> • Three (3) months after submission of development application. In the case of a physical development plan (planning scheme) |
| 7. Discuss the draft plan | <ul style="list-style-type: none"> • In one (1) day |
| 8. Ensure that the second draft plan is discussed by the technical sub-committee. | <ul style="list-style-type: none"> • Within two (2) |
| 9. Submit the second draft plan for consideration by the statutory planning committee. | <ul style="list-style-type: none"> • Within two (2) weeks |
| 10. Publicize final draft plan for public comments. | <ul style="list-style-type: none"> • Within Two (2) weeks |
| 11. Ensure the final approval and signing of the plan by the District Chief Executive and the secretary to the statutory planning Committee. | <ul style="list-style-type: none"> • Within Two (2) weeks |

FEES CHARGED

Development and building application fee are based on the annual fees fixing resolutions of Amansie Central District Assembly.

4.3 FINANCE DEPARTMENT

| SERVICE TYPE | TIME FRAME | REQUIREMENTS |
|---------------------------------------|-------------|--|
| Business Operating Permit | One (1) Day | <ul style="list-style-type: none"> • Application letter • Building permit (if operating in a container/kiosk) • Payment of required fees • Issuance of permit |
| Certificates for Contractors/Supplier | One (1) Day | <ul style="list-style-type: none"> • Application letter on Company's letterhead • Submission of Registrar General's, Works & Housing (where applicable) and GRA Certificates • GRA TIN • Account Details (Account Name, Bank, Branch, Account Number) • Payment of approved fees • Issuance of Certificate |

4.4 MARRIAGES AND DIVORCES

REGISTRATION OF MARRIAGES AND DIVORCES

The Amansie Central District Assembly registers two (2) types of marriages and these are: Ordinance Marriage, Customary Marriage and Divorce (regulations), under the PNDC Law 1985.

REGISTRATION OF CUSTOMARY MARRIAGE

Married couples are required to perform the customary marriages first after which the married couples can register their marriage with the Assembly.

Witnesses for both parties are required to sign the documents and certificate of marriage issued by the Registrar of marriages.

NOTICE OF DISSOLUTION OF CUSTOMARY MARRIAGE

On dissolution of customary marriage both parties are required to dissolve their marriage first in the presence of representatives of both sides.

An affidavit is therefore submitted naming those present on the day of dissolution of marriage was performed with attachment of photocopy of certificate of marriage issued before dissolution of marriage is effected by the register of marriages.

ORDINACE MARRIAGE DOCUMENTATION

- a. In respect of Amansie Central District Assembly's Ordinance Marriage, married couples are required to file notice of marriage for twenty-one (21) days. During the twenty-one (21) days duration the church in which the marriage would be blessed is to make announcement for three (3) consecutive Sundays, after which they are to report back to the registrar's office. A certificate of Notice would be presented to the Reverend Minister or the Pastor who would administer the Marriage.
- b. A certificate of Notice would be in void unless the marriage is solemnized on or before three (3) months of collection of certificate of notice.
- c. A church which has been gazette is required to use its own marriage certificate for the married couples. Both parents, preferably Mother and Father, are required to sign the certificate.

If the Church is not gazatted a request should be made to the Assembly to provide its marriage certificate for use by the couples.

- d. On the divorce the couple are expected to seek redress at the Law Court for the dissolution of marriage or otherwise required to determine the matter and submit adjudication report as to whether the marriage is to be dissolved or not. The Assembly will then go ahead to dissolve the marriage after attaching an affidavit and the copy of

the certificate of marriage issued by the Assembly or the Church. Fees chargeable are based on the fee fixing resolution of the Amansie Central district Assembly.

4.5 DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEVELOPMENT

CHILD RIGHTS AND PROTECTION

Individuals who bring complains (mostly) women about the way their husbands neglect their responsibilities as fathers. Such complainants are given summons to invite the respondent (fathers) for the matter to be solved amicable.

CHILD CUSTODY

In the case of separation or divorce, one of the spouse may want the custody of the child/children. The individual would have to apply to the court in which the probation from Social Welfare will be ordered to conduct a social enquiry and send the report back to court for approval or disapproval.

PREGNANCY

In the case of neglected pregnancies, the expectant mother could lodge a complaint at the social welfare department.

When such complains are reported, the (respondent) will be invited by a summons to appear before the outfit for advise and counseling if he still prove resistance; the case is referred to court. If possible a DNA test will be conducted.

DAY CARE CENTERS

The department is also responsible for the inspections of Day Care Centers to ensure that the welfare of the children are in a good state, example the chairs they sit on, the environment, the food and drinking water and among a lot.

CHILD LABOUR

Child labour is one of the pre-dominant activities in this district as far as cocoa and mining is concern. The Department therefore in every quarter embarked on the education of worst form of the child labour to reduce the practice.

SOCIAL EDUCATION

The department in every quarter undertakes education on Teenage Pregnancy as a responsibility. The education always target at J.H.S and primary pupils.

COMMUNITY CARE

Assistance to disability is a priority area of the department. Two (2) percent of the common fund is given to persons living with disability (PLWD). This fund is managed and disbursed by the department. Beneficiaries have to apply through the DCE. The applications will then come to the department for investigation and approval. The outfit will then invite the individuals for social investigation. And if it is found out that the applicant is not disabled, that application will not be considered.

The Chairman of the social service sub-committee is also the chairman of the disability fund management committee. The committee is responsible for the vetting of applications and its approval. During the vetting, applications are considered according to their life situation.

SUPPORT TO THE VULNERABLE

The department through the ministries support the vulnerable in the District through the leap programme.

NON GOVERNMENTAL ORGANIZATION

The Department also register new NGO with the District. The Department also visit and supervise activities of NGO in the District.

GUIDANCE AND COUNCILING

The Department offers forms of guidance and counseling services ranging from psychological problems conflict in marriages in the district. There is always the problem of conflicts in marriages when such issues are brought to the office; couples are brought together for counseling and reconciliation.

JUSTICE ADMINISTRATION

The Department represents the Assembly in all Juvenile cases at the court. The department serves as a panel member at District /Magistrate during family Tribunal cases.

STRANDED PERSONS

The Department, through the Assembly do support stranded persons. Persons who sometimes could not pay their hospital bills on admission is giving support if reported to the Department.

ADULT EDUCATION

In addition, the Department also embarks on Adults Education to sensitize Communities on issue of HIV/AIDS and other deadly disease. This is achieved through education in churches and schools.

INCOME GENERATING ACTIVITIES

There is another field of action; income generating activity training is giving to a lot of community members in every quarter by the Department.

Activities such as Dettol making, liquid soap, power zone are thought in the Communities in order to change standard of living.

| SERVICE TYPE | TIME FRAME | REQUIREMENTS |
|-------------------------------|---|--|
| Disability Fund | Five (5) minutes any working day; quarterly | <ul style="list-style-type: none"> • Register with the Assembly with two (2) FULL size photos • Submit application letter with a full photograph of applicant • Vetting of applicants • Disbursement of funds to successful applicants |
| Child Maintenance and Welfare | Working day within two (2) weekly sittings | <ul style="list-style-type: none"> • Make a verbal/written complaint to the Department • The Department issues summons to both the complainant and the defendant to appear before a Committee • The Panel Committee sits on the case and settles it • Dissatisfied party may make an appeal or seek redress at the courts of law |
| Family Dispute Resolution | Working days within two (2) weekly sittings | <ul style="list-style-type: none"> • Make a verbal/written complaint to the Department • The Department issues summons to both the complainant and the defendant to appear before a Committee • The Panel Committee sits on the case and settles it • Dissatisfied party may make an appeal or seek redress at the courts of law |

4.6 Environmental health Department Service Provision.

1. This is one of the major duties carried out in Communities and premises to educate people on health and hygiene issues to prevent disease outbreak and spread of infection. People in the community gather at a public to receive education and are given the opportunity to ask questions.
2. Premises Inspection:
(Residential premises, industrial premises, institutional premises commercial premises) are inspected and given notice when nuisances are detected and given a

number of days for abatement, when they refuse, a court summons will be issued for court process to begin and necessary fines charged.

3. Stray Animal Control:

Stray animals are controlled by seizing and arresting stray animals periodically and kept in a public pound for 10 working days, after which a notice is given to the general public for auction of the arrested animals when the owners refuse to claim them. A fee is collected when owners appear to claim their animals and issued with a receipt depending on the fee fixing. The auctions of the said animals to the public are also issued with receipt.

4. Food handlers hygiene/ education:

As part of measure to prevent spread of infection through food sold to the public, food handlers are educated on the proper ways of handling food keeping good Sanitation at the premises and personal hygiene of themselves. Annual food handlers/ vendors screening is also carried out to ascertain the medical condition of the food handler before handling, preparing and selling food to the public. A fee is paid to the Assembly based on the fixing and necessary receipts issued.

5. School Health Education:

This is one of the activities carried out in Schools to School pupils and staff. General inspections are carried out and nuisances' detected point out to authorities for abatement. School pupils and staff are also educated on environmental issues and personal hygiene. Food handlers are also educated on the proper ways of handling food to prevent spread of infection to school pupils and staff.

6. Market Sanitation

The department inspects and educate food vendors on ways of storing food, handling, keeping food dust and flies and cross contamination risk.

7. Slaughter house inspection.

Anywhere animals are slaughtered and sold to the public are also inspected. The premises are inspected to ensure good Sanitation and animals given both antimortem and post mortem inspection in collaboration with the Veterinary department. Fees are paid to the Assembly and given necessary receipt.

8. Waste management:

Both public liquid and solid waste are managed by department to ensure environmental sanitation in our Communities and public places. Supervision is also carried out on people contracted to manage waste in the District.

9. Enforcement of laws

Laws concerning Sanitation, both statutory and law are enforced and implemented. People who refuse to comply with laws are prosecuted in the law court and necessary fines paid. This is done to blend health education with law enforcement to ensure proper Sanitation and behavior change in the Communities.

4.7 SERVICES RENDERED TO THE PUBLIC BY NADMO, AMANSIE CENTRAL DISTRICT

Disasters are nature or anthropogenic (Man-Made) occurrences that causes ecological deterioration, loss of human lives, deterioration in utility facilities and services on a scale sufficient to warrant a response from outside the affected Community.

When disasters strike, people are displaced injured or killed and damage is caused to properties and infrastructure such as building, roads, railways, bridges, water and electricity distribution networks, as well as transport and communication systems. Disaster management is important in ensuring that the impact of the disasters on the victims and the population at large is mitigated. It required an integrated approach since issues involved in disaster management are multi-sectoral.

The district is divided into eight (8) zones, namely:

1. Jacobu
2. Fiankoma
3. Afoako
4. Numereso
5. Mile 14
6. Tweapease
7. Biribiwomang

ACTIVITIES

The district identifies appropriate measures that are required to manage disasters at the different phases of disaster namely:

- a) The Pre-Disaster Phase (Mitigation and Preparedness)
- b) The Disaster or Emergency Phase (Response and Relief)
- c) The Post Disaster Phase (Rehabilitation, and Reconstruction)

The pre-disaster phase constitutes measures taken to prevent man-made disasters and minimize the effects of natural ones. The activities include, among others, the following:

1. Identification of hazards or emergency situations that may degenerate into disasters.
2. Identification of safe havens
3. Institution of effective communication system linking all stakeholders.
4. Education and training for awareness creation and skills acquisition for disaster prevention and mitigation.
5. General state of preparedness which involves planning, acquisition of relevant data and basic reference materials, designing and equipping of emergency operations and casualty centers and earmarking of spaces for relocation of victims.
6. Purchase and storage of relief items
7. Formation of Disaster Volunteer Groups.
8. Research

EMERGENCY PHASE

This phase constitutes immediate actions necessary to meet the requirements of the victims. Various activities involved in this phase include the following:

1. Search and rescue operations
2. Evacuation of victims and provision of shelter.
3. Assessment of disaster and registration of victims
4. Distribution of food, water, clothing and medical relief
5. Restoration of utility services after the crises situation is brought under control.

Women, children, the aged, the sick, the wounded and the physically challenged are given priority attention.

POST- DISASTER PHASE

The past-disaster phase involves rehabilitation, reconstruction and resettlement. Activities here include:

1. Construction of permanent structures for accommodation
2. Reconstruction of infrastructural facilities
3. Promotion of self-reliance and income generating activities: agricultural production package.

When a disaster occurs, the first point of contact of a victim is the zonal co-ordinator within the zone. If there is no zonal co-ordinator, then the victims can contact the assembly member who will report the disaster to NADMO district office with the disaster scene and ascertain the extent of damage and write an official report to the regional co-ordinator and copy the District Chief Executive.

NOTE: The possibility of the NADMO responding to the victims with items depends solely on the availability of relief items.

4.8 BUSINESS ADVERSARY CENTRE

The B.AC/REP goal and prime objective in term of the programme implementation is:

- i. To contribute its quota to the alleviation of rural poverty and improve living conditions and increase incomes of women.
- ii. By increasing productivity, wage-employment and incomes of rural poor families through comprehensive aid for agriculture-related rural small scale enterprise.
- iii. The BAC undertakes the following training programs in the District.
 1. Grass cutter rearing
 2. Pomade making
 3. Palm oil processing
 4. Fashion design and production
 13. Bridal Decoration
 14. Welding and Fabrication
 15. Fish Farming
 16. Baking

5. Batik Tie and Dye
6. Kente weaving
7. Gari processing
8. Facial/pedicure/Acrylic Nails
9. Bee keeping
10. Mush room cultivation
11. Record keeping
17. Financial Management
18. Group Formation
19. Access to Rural Finance
20. OSHEM
21. Study Tour
22. NVTI Certification for graduate Traditional Apprentices and master Craft persons.
23. Business Counseling

The Project Co-ordinating and Management Unit (PCMU) will cater for the total cost of any approved programme/training/activity. Clients/Participants contribution is 20% of the total cost of the training/activity.

4.9 PROVISION OF AGRICULTURE SERVICES

(FARM MANAGEMENT, EXTENSION SERVICES, CROP SERVICES, VETERINARY SERVICES, PETS/DISEASE CONTROL AND RESEARCH-ON FARM LINKAGES)

| TYPE OF SERVICE | RANG OF SERVICE | MODE OF APPLICATION | DURATION FOR PROCESSING APPL. | FESS PAYABLE | OTHER INFORMATION |
|--|--|---|-------------------------------|--------------|--|
| PROVISION OF AGRICULTURAL EXTENSION SERVICE (CROP & ANIMALS) | <p>Assist farmers in the diagnosis of farm and farming related problems;</p> <p>Conduct on-farm adaptive trials and collect relevant data for analysis by researchers;</p> <p>Establish demonstration organize field days with contact</p> | <p>Invite agricultural officer/visit dept. office.</p> <p>Request for services.</p> | Instant | No payment | Services available for 24 hours and 7 days in a week |

| | | | | | |
|--|--|--|--|--|--|
| | <p>groups, community-based organizations and asses the results with farmer;</p> <p>Organize planning sessions with farmers and identify agricultural problems and causes;</p> <p>Promote HIV/AIDS, gender awareness and other emerging issues that affect the development of all agricultural programs;</p> <p>Assist farmers in farm management education and practice in order to have a cost-effective farming enterprise;</p> <p>Facilitate and develop viable farmer groups;</p> <p>Assist farmers with information on farm inputs.</p> | | | | |
|--|--|--|--|--|--|

| | | | | | |
|--|--|--|--|--|--|
| | <p>Credit support, marketing;</p> <p>Liase with statisticians for data collection at farm levels;</p> <p>Prepare and submit reports on services rendered to farmers;</p> <p>Collect market price data on agricultural commodities;</p> <p>Collect prices of farming inputs, labour rates for all farm activities;</p> <p>Liase with vertinary department to immunize animals in the district.</p> <p>Supervise construction improved animal housing.</p> <p>Organize for</p> | | | | |
|--|--|--|--|--|--|

| | | | | | |
|--------------------|---|--|--|--|--|
| | animal production farmers in records keeping. | | | | |
| VERTINARY SERVICES | <p>Assist farmers in diagnosis of animal diseases;</p> <p>Control of natural outbreaks of animal diseases and report outbreaks of animal diseases and report outbreaks of scheduled diseases.</p> <p>Ensure food safety in our zone in collaboration with other relevant agencies; and</p> <p>Undertake any other duties that may be assigned</p> | | | | |

4.10 FUNCTIONS OF THE PUBLIC RELATIONS AND COMPLAINTS COMMITTEE

1. The Public Relations and Complaints Committee shall
 - a. Educate the members of the public on the activities of the District Assembly;
 - b. Promote transparency, probity and accountability in the dealings of the District Assembly with the public;
 - c. Investigate complaints or allegations made against the conduct of the District Chief Executive, members of the District Assembly, staff of the District Assembly and staff of the departments of the District Assembly;
 - d. Investigate complaints or allegations of administrative injustice, abuse and misuse of office and violation of the fundamental human rights of any member of the public in the district against the District Chief Executive, a member of the District Assembly, staff of the District Assembly and staff of the departments of the District Assembly;
 - e. Investigate a complaint or allegation of failure made by a person about the performance of the District Assembly or a department of the District Assembly in the discharge of its statutory duty or corporate responsibilities; and
 - f. Perform any other functions reasonably related to its core functions that the District Assembly may decide.
2. The Public Relations and Complains Committee shall comply with the rules of natural justice in the performance of the functions of the Committee and make recommendations to the District Assembly in respect of its investigations for the appropriate action of the District Assembly.
3. The Public Relations and Complaints Committee shall comply with the rules of natural justice in the performance of the functions of the Committee and make recommendations to the District Assembly in respect of its investigations for the appropriate action of the District Assembly.
4. The Public Relations and Complaints Committee may make the following specific recommendations through the District Assembly;
 - a. To the Electoral Commission to commence processes for the revocation of the mandate of an elected member of the District Assembly under subsections (1) to (6) of section 10;
 - b. To the President for the revocation of the appointment of an appointed member under subsections (7), (9) and (10) of section 10; or
 - c. To the President for the removal of the District Chief Executive from office.
5. The Public Relations and Complaints Committee may also recommend that the District Assembly commences the processes to pass a vote of no confidence in the District Chief Executive.

4.11 CLIENT SERVICE UNIT

| SERVICE TYPE | TIME FRAME | REQUIREMENTS |
|--------------------------|--------------------------------------|--|
| General Complaints | One (1) – five (5) Working Days | <ul style="list-style-type: none"> • Visit Client Unit or Call Client Service Officer (CSO) • Lodge your complaint verbally or written • Leave your contact number or address with CSO • Wait for a feedback within five (5) working days • Report issue directly to MCD/MCE/PM if not satisfied with first response |
| Specific Complaints | Within two (2) weeks | <ul style="list-style-type: none"> • Visit Client Unit or Call Client Service Officer (CSO) • Lodge your complaint verbally or written • Leave your contact number or address with CSO • Wait for a feedback within five (5) working days • Report issue directly to DCD/DCE/PM if not satisfied with first response |
| Courtesy Call on DCE/DCD | Within ten (10) minutes waiting time | <ul style="list-style-type: none"> • Report at Reception for direction to DCE/DCD • Register at the DCE/DCD Secretariat • Indicate purpose of visit (Official/Private/Personal) • Wait for your turn at the DCE/DCD Secretariat • Sign-out at DCE/DCD Secretariat on your way out. |

4.12 HEALTH CARE FACILITIES WITHIN THE DISTRICT

The Amansie Central District Assembly shall collaborate with and monitor the operations of the following Health Care Centers.

| NAME | LOCATION |
|--------------------------------|------------------|
| ST. Peter's Hospital | Jacobu |
| Marben Maternity Home | Jacobu |
| Amansie Hospital | Jacobu |
| Atobiase health center | Atobiase |
| Fenanso Fawomang CHPS Compound | Fenanso Fawomang |
| Tweapease Health Center | Tweapease |
| St. Thomas Health Center | Hia |
| Aketekyieso CHPS Compound | Aketekyieso |
| Abuakwaa Health Center | Abuakwaa |
| Numereso health Center | Numereso |
| Mile 14 Health Center | Mile 14 |
| Fiankoma Health Center | Fiankoma |
| Apitisu Health Center | Apitisu |
| Sukuum CHPS Compound | Sukuum |
| Kofihwikrom CHPS Compound | Kofihwikrom |

CHAPTER FIVE

OUR COMMITMENTS AND YOUR RESPONSIBILITIES

5.1 WHAT WE STRIVE FOR

- Continuous improvement in our service delivery
- Sustainable Industrialization, Modernized Agriculture and Human Capital Development
- The creation of 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 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 database that will be accessible to the public
- Readily accessible information on all activities of the Assembly

5.2 COURTESY AND COOPERATION

- All office doors are marked to facilitate easy identification
- Friendly Client Service Officers will be on hand to provide various services
- Assembly Staff are also available to provide professional support services
- A well trained development control taskforce will visit various construction sites to ensure compliance to building regulations
- Courteous Revenue Collectors with tags will go round daily to collect various rates

5.3 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 District 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.

5.4 INFORMATION TRANSPARENCY AND CONVENIENCE

The Amansie Central District Assembly will ensure information transparency and convenience by;

1. Erecting Notice Boards at our offices and Town/Area Council's offices.
2. Provide clients with hand bills and brochures detailing the roles and responsibilities of the office which shall be made available at our reception and other outlets, for public consumption.
3. Placement of suggestion boxes at vantage points including Town/Area Council's offices to solicit public views on our service delivery.
4. At all stages of the pursuit of a service, a client shall be informed of proceedings and in particular any delays shall be sufficiently explained to the client.
5. The agenda and achievements of the ACDA shall be sufficiently publicized to ensure public participation.

5.5 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 **0322191319**
- 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 advice 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.

5.6 OTHER COLLABORATION AGENCIES

The Amansie Central District Assembly shall collaborate with the following

Departments and Agencies;

The Security Agencies

Internal Revenue Authority

The Traditional Authority

The Religious Bodies

Non-Governmental Organizations

The Utility Services- GWCL, CWSA, GT, ECG etc

CHAPTER SIX

WHERE TO FIND US

6.1 PHYSICAL LOCATION

The Amansie Central District Assembly is located at Jacobu.

6.2 OUR MAILING ADDRESSES ARE:

- a. **POST BOX:**
THE OFFICE OF THE AMANSIE CENTRAL DISTRICT ASSEMBLY
POST OFFICE BOX 7
JACOBU-ASHANTI.
TEL: 0322191316
- b. **E-MAIL:** amansiecentraldistrictassembl@gmail.com
- c. **WEBSITE:** www.amansiecentral.gov.gh
- d. **DIGITAL ADDRESS:** AV-0030-6015

6.3 SOME IMPORTANT TELEPHONE NUMBERS

| NO. | CONTACT PERSON | PHONE NUMBER(S) |
|-----|---|-----------------|
| 1. | Hon. District Chief Executive | 0541839844 |
| 2. | District Co-ordinating Director | 0248458629 |
| 3. | Hon. Member of Parliament (MP) | 0244291669 |
| 4. | Hon. Presiding Member | 0242773020 |
| 5. | Assistant Director 1, Central Administration | 0242001880 |
| 6. | District Finance Officer | 0540714964 |
| 7. | Client Service Unit | 0322191319 |
| 8. | District Planning Officer | 0244491726 |
| 9. | District Engineer | 0242523501 |
| 10. | District Budget Analyst | 0244764816 |
| 11. | Human Resource Manager | 0244249502 |
| 12. | Management Information System (MIS) | 0247898581 |

CHAPTER SEVEN

COMPLAINTS AND COMMENTS

7.1 WHEN REGISTERING A COMPLAINT

When contacting us if you are dissatisfied with a service from OHCS or other Civil Service Organization, we would like you to:

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect ACDA to do
- Keep a record of events
- Follow up with the relevant staff member, if possible

7.2 WHERE TO ADDRESS YOUR COMPLAINTS

You may address your comments and complaints to:

- THE OFFICE OF THE AMANSIE CENTRAL DISTRICT ASSEMBLY
POST OFFICE BOX 7
JACOBUS ASHANTI
TEL: 0322191319**
- E-MAIL: amansiecentraldistrictassembl@gmail.com**
- The Client Service Unit located in the reception at the main office**

7.3 YOUR VIEWS COUNT

If something goes wrong we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this we need to know what kind of service you need and how this compares with the service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you.

Where you are still not satisfied with the outcome, you may address your comment/
complaints to:

THE PRESIDING MEMBER (CHAIRMAN)

PUBLIC RELATIONS AND COMPLAINTS COMMITTEE (PRCC)

AMANSIE CENTRAL DISTRICT ASSEMBLY

P. O. BOX 7

JACOBU – ASHANTI.