

BIRIM NORTH DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER

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CLIENT SERVICE CHARTER

BIRIM NORTH DISTRICT ASSEMBLY

1.1 INTRODUCTION:

The Birim North District was carved out of the former Birim District Council in 1987 as part of the government's decentralization programme to promote effective decentralized governance and speed up development in the District

The District, with its administrative Capital as New Abirem and covers an estimated total land area of 550 kilometers square.

It is bordered to the north by Kwahu West Municipal, to the west by Asante Akim South and Adansi South District all in the Ashanti Region, to the south by Akyemansa and to the east by Atiwa East District and Kwaebibirem Municipal. The District is agrarian in nature with nature with cocoa and oil palm as the major crops in the area. The District is also rich in mineral deposits and therefore harbours one of the biggest global mining Companies (Newmont) which has been mining in the District since 2012.

The Service Charter has been developed in pursuant to the Service Delivery Standards of the Local Government Service and in accordance with best practices in Local Governance with the needs of our clients' in focus. The Charter lets you know what you can expect in your dealings with us and also outline how you can help us continue to meet your expectations in our delivery of service

1.2 OUR VISION:

To be an environmentally sustainable Mining and Agrarian district.

1.3 OUR MISSION:

To ensure the improvement in the quality of life of its citizens by mobilizing human, material and financial resources in the District to promote local economic development.

1.4 OUR CORE VALUES:

- ✓ Team work, Discipline, Client-focus and Timeliness.

2.1 DEPARTMENTS UNITS OF THE ASSEMBLY:

- ✓ Central Administration
- ✓ Works Department
- ✓ Physical Planning Department
- ✓ Trade and Industry Department
- ✓ Agriculture Department
- ✓ Social Welfare and Community Development Department
- ✓ Human Resources
- ✓ Disaster Prevention Department
- ✓ District Health Department
- ✓ Education, Youth and Sports Department
- ✓ Finance Department
- ✓ Natural Resources Conservation, Forestry and Game and Wildlife Department

2.2 MEMBERSHIP OF THE ASSEMBLY

The Birim North District Assembly is made up of appointed and elected Assembly Members, District Chief Executive and a Member of Parliament respectively.

2.3 FUNCTIONS OF THE ASSEMBLY

We are responsible for;

- ✧ Exercising political and administration authority.
- ✧ Controlling, regulating, supervising, licensing of premises for trade and business.
- ✧ Issuance of building permit.
- ✧ Waste Management.
- ✧ Revenue Mobilization.
- ✧ Fixing of Property Rate.
- ✧ Marriage, Birth & Death Registration.
- ✧ Issuance of Business Operation Licenses.

- ✧ Promote Local Economic Development.
- ✧ Maintenance of Security.
- ✧ Provision of basic infrastructure i.e., schools, market, water, lorry parks and public toilets etc.

The Assembly is also responsible for the carrying out of the following legal provisions.

- ✧ The Auction Sales Act,1989 (PNDC LAW 230)
- ✧ The Liquor Licensing Act, 1970 (ACT 331)
- ✧ The Control and Prevention of Bush Fires (ACT 1990)
- ✧ Section 296 of the Criminal Offence Act, 1960 in respect of stray animals.

3.1 SERVICE DELIVERY

NO.	TYPE OF SERVICE	DEPARTMENT	REQUIREMENT	TIME FRAME
1	Issuance of Building permits	Physical Planning	Application Letter	Within 90 working days
2	Preparation and Approval of Planning Schemes	Physical Planning		Within 3-6 months
3	Issuance of Business Operating permits	Accounts	Application Letter Pay Fee	1-2 working days
4	Issuance of Marriage Certificates	Human Resource	Application Letter Pay Fee	After a 21-day publication for Public Notification.
5	Issuance of Birth Certificates	Birth & Death Registry	Weighing Card Fill a form Pay Fee	Within Six Months
6	Issuance of Death Certificates	Birth & Death Registry	Medical report indicating the cause of the death. No fee	Within 2 working days.
7	Issuance of Permits for Commercial Vehicle/ Car Sticker	Accounts	Vehicle number -Pay fee	Within a day.
8	Issuance of permit for parking lots	Accounts/ Revenue		
9	Issuance of Certificates Food to Vendors	Environmental Health	Pay fee	Within 2 working days.
10	Collection of Waste	Environmental	Pay fee	Weekly

		Health		
11	Public Education on General Hygiene	Environmental Health	No fee	Monthly
12	Issuance of permit for the Erection of Billboards	Works	Application Letter	7-14 working days
13	Permit for temporary structure	Works	Application Letter	7 working days
14	Issuance of Property Rate Invoices	Accounts/Revenue		January

PAYMENT AVENUES FOR REVENUE MOBILISATION

The Assembly has made available pay points for easy payments for its services. The pay points are provided below;

- ✓ Abirem Roundabout
- ✓ Afosu
- ✓ Akoase Township
- ✓ Birim North District Assembly

In addition, a Revenue Mobilization Team comprising Revenue Collectors and Commission Collectors have been engaged to aid in revenue Mobilization.

3.2 WHAT WE EXPECT FROM THE PUBLIC

The Assembly is expecting full co-operation and compliance with its rules, regulations, standards and procedures requires that the following conditions are met respectively for an effective and efficient delivery of services:

1. Business Entities should be duly registered with the Registrar General's Department.
2. Names, Addresses (including numbers and street names) and Locations of Businesses should be made available to the Assembly for easy identification of rate payers
3. Provide Registered indentures (land title certificates and four (4) copies of Architectural Drawings) for the issuance of building/development permits

4. Due participation and involvement is expected from the Public on communal level programmes on General Hygiene and sanitation, Revenue Collection and other programmes (town hall/stakeholders meetings) of the Assembly.
5. Utmost compliance to the Bye-Laws of the Assembly for an effective and efficient administration of the entire District.
6. Total Collaboration with the District Assembly and the Law Enforcement Agencies in ensuring security within the District.

3.3 INFORMATION TRANSPARENCY AND CONVENIENCE:

District would endeavour to make relevant information available for clients.

1. Our Client Services Centre serves as information desk. Information sheets, brochures and pamphlets will be made available at the centre to generate maximum publicity for the Assembly and also build, manage and enhance its reputation.
2. The public will be duly informed on Government's policies, programmes and initiatives as well as activities and other engagements of the Assembly with the media and other stakeholders.
3. The Assembly would make information available and display it on all notice boards at our offices and Zonal Councils for clients to be able to access our services.
4. Town Hall meetings would be organized periodically by the Assembly to keep the public informed about developmental programmes and projects undertaken within the District.
5. Suggestion Boxes would be provided at vantage points to solicit public views and opinions which will serve as feedback to help improve and enhance service delivery.

3.4 WE STRIVE FOR

1. A continuous improvement in our Service Delivery.
2. The creation of an enabling environment for socio-economic development.
3. Growth and improvement on children and Gender issues as well as giving social protection for vulnerable groups for a continuous participation in local governance and community development in the Assembly's overall development agenda.
4. The provision of security, health care and an observation of standards of good sanitation for the creation of a just, strong and a better society.

5. An efficient and effective dissemination of information in an open and transparent manner.
6. A public private partnership initiative for accelerated development and service delivery.
7. The establishment of a comprehensive socio-economic Data that is accessible to the public.

4.1 OTHER COLLABORATING AGENCIES

- THE GHANA REVENUE AUTHORITY
- THE INTERNAL AUDIT AGENCY
- THE GHANA POLICE SERVICE
- THE ELECTRICITY COMPANY OF GHANA/POWER DISTRIBUTION SERVICES LIMITED
- THE LANDS COMMISSION
- COMMUNITY WATER AND SANITATION AGENCY
- GHANA AIDS COMMISSION
- NATIONAL FIRE SERVICE
- STATISTICAL SERVICE
- THE GHANA ARMED FORCES
- TRADITIONAL AUTHORITIES
- NON-GOVERNMENTAL ORGANIZATIONS (NGO'S-E G. COMMUNITY AND FAITH-BASED ORGANIZATIONS
- GHANA EDUCATION SERVICE
- NATIONAL COMMISSION ON CIVIC EDUCATION
- COMMISSION ON HUMAN RIGHTS AND ADMINISTRATIVE JUSTICE
- YOUTH EMPLOYMENT AGENCY
- THE PRIVATE SECTOR. EG. NEWMONT, NAFDEF, BANKS ETC

4.2 The District has Thirty Two Electoral Areas which have been provided below;

No.	ELECTORAL AREAS	No.	ELECTORAL AREAS
1	Hweakwae	17	Amoa
2	New Abirem	18	Kuntense/Asuabena
3	Odontuase/Sakapia	19	Nkwarteng
4	Amuana Praso Ahenbronum	20	Amuana Praso Santasi
5	Nyafoman	21	Amenam/Akrofonso
6	Nwinso/Noyem	22	Mamanso
7	Ntronang	23	Afosu Ahenbronum
8	Tweapease/Oboobetwao	24	Nkwarteng
9	Akoase	25	Akoasi Ahenbronum
10	Mpintimpi/Adadekrom	26	Pankese
11	Adausena	27	Praso Kuma
12	Old Abirem/Gambia	28	Kyenkyenku-Tenkyemso
13	Amoa	29	Okaikrom/Abenaso
14	New Abirem South	30	Akyem Amanfrom
15	Bepotuntum/Abodum	31	Akrofunso
16	Noyem	32	Blamkrom/Oworumera/Addokrom

4.3 COMPLAINTS / GRIEVANCES

Birim North District Assembly welcomes complaints from the public including the Traditional Authorities, Farmers, traders, transport operators etc for redress

CONTACT ADDRESS:

THE CHAIRMAN

PUBLIC RELATIONS AND COMPLAINTS COMMITTEE

BIRIM NORTH DISTRICT ASSEMBLY

P.O.BOX 1

NEW ABIREM

Where you are not satisfied, address your concerns and complaints through;

THE DISTRICT CHIEF EXECUTIVE

BIRIM NORTH DISTRICT ASSEMBLY

NEW ABIREM

4.4 OFFICE LOCATION:

The Birim North District Assembly is located adjacent the District Magistrate Court.

4.5 SUB-DISTRICT OFFICES/AREA COUNCIL OFFICES:

No.	NAME	OFFICE LOCATION
1	ABIRIM / AFOSU AREA COUNCIL	AFOSU
2	NTRONANG AREA COUNCIL	NTRONANG
3	PANKESE AREA COUNCIL	PANKESE
4	AKOASI AREA COUNCIL	AKOASI