

BUILDING COMPETENT STAFF

FOR EFFECTIVE

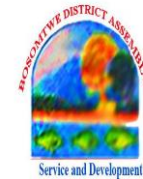
AND

EFFICIENT SERVICE DELIVERY

BOSOMTWE DISTRICT ASSEMBLY



Republic of Ghana



THE NEW CITIZENS CHARTER

**SECRETARIAT OF THE DISTRICT PLANNING
CO-ORDINATING UNIT (DPCU)**

JANUARY 2021

PREFACE

This booklet is intended to provide a ready reference on the Bosomtwe District Assembly's New Citizens charter aimed at improving effective and efficient service delivery in the District. It shows major service delivery and time frame set in providing certain important services to the people in the community.

We wish to assure our clients that the District Assembly would implement the Charter to its latter to ensure improvement in the standard of living of the people in the District.

COMPLAINTS:

Bosomtwe District Assembly welcomes comments and complaints from the public, its valued clients and customers. Such issues should be addressed to:

**THE PRESIDING MEMBER
BOSOMTWE DISTRICT ASSEMBLY
POST OFFICE BOX 24
BOSOMTWE-ASHANTI.
0245119098**

**WHERE YOU ARE STILL NOT SATISFIED YOU MAY
ADDRESS YOUR COMPLAINTS AND ENQUIRES TO:**

**THE DISTRICT CHIEF EXECUTIVE
BOSOMTWE DISTRICT ASSEMBLY
POST OFFICE BOX 24
KUNTANASE-ASHANTI.
0244232305**

**You may appeal to the address below as a final resort
of your complaint**

**THE NEW CHARTER OFFICE
C/O OFFICE OF THE PRESIDENT
MINISTRY OF PUBLIC SECTOR REFORMS
PMB STADIUM POST OFFICE
ACCRA
TEL: 0302684086/671359/672333**

- Assist in the mobilization of human, financial and material resources to support project implementation (eg. Communal labour, sand & stones)
- Assist in ensuring clean & healthy environment.
- Report to the Assembly any misconduct or poor delivery of service by Agents/Personnel of the Assembly.
- Be courteous and civil to our staff and demand appropriate service from them.
- Assist in promoting Tourism and heritage sites development.

13. OTHER COLLABORATING AGENCIES

The District Assembly shall collaborate with the following departments and agencies:

- Internal Revenue Service
- The Value Added tax Office
- The Internal Audit Agency
- The Ghana Police Service
- Electricity Company of Ghana
- Lands Commission
- Land Valuation Board
- Community Water and Sanitation Agency
- Ghana Aids Commission
- Water Resource Commission
- Environmental Protection Agency (EPA)

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**THE NEW CHARTER
BOSOMTWE DISTRICT ASSEMBLY**

1. INTRODUCTION

Bosomtwe District Assembly is one of the 43 Districts in the Ashanti region established under legislative Instrument (L.I 1922, 2007). Until recently, the Bosomtwe District was part of the Bosomtwe Atwima Kwanwoma District Assembly.

2. VISION

The Assembly's Vision is to 'become the most vibrant District Assembly in Ghana implementing Government's development agenda in a transparent and accountable manner'

3. MISSION STATEMENT

The Bosomtwe District Assembly exists to execute sustainable development programmes in all sectors of the economy through active citizens participation and accelerated service delivery in accordance with sound environmental principles to improve the quality of life of people.

4. GOAL

The basic goal of the Bosomtwe District Assembly is to improve the production capacity of the Assembly employment and wealth creation in partnership with the private sector, so as to accelerate growth and poverty reduction with well-developed human resource under transparent and accountable governance.

- A well trained development control task force will visit various construction sites to ensure adherence to building regulations
- Developers are entreated to produce valid development permits
- 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.

12. WHAT WE EXPECT FROM THE PUBLIC

12. 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 service we provide, we require as follows:

- Business should be duly registered with the Registrar General's Department
- Business address and location including street names and numbers should be made available.
- Provide registered indenture (land title certificate) and four (4) copies of Architectural drawings for the issuance of building/development permits.
- To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided.
- The public will participate in the various community level education programmes on Sanitation, Hygiene, Revenue collection and others.
- The bye-laws of the Assembly will be complied with to ensure effective administration of the District.
- Prompt payment of Revenue (IGF) for effective and efficient service delivery.
- Assist in the collection of up-to-date data for development purposes.

10. WE STRIVE FOR:

- Continuous improvement in our service delivery to our communities
- The creation of an enabling environment for socio-economic development
- Empowerment of women and other vulnerable groups to participate in governance and 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 data base that will be accessible to the public.
- Effective and efficient collection of Internally Generated Revenue (IGF)
- Functioning of the Assembly's sub-structures for socio-economic activities of the District
- A decentralized and participatory approach to development issues using the bottom-up approach concept to development.
- Creating awareness about the need to improve efficiency and integrity in the service delivery system. E.g. revenue collection, procurement process.

11. COURTESY AND CO-OPERATION:

- All office doors are marked to facilitate easy identification
- Friendly client service officers will be on hand to provide various services
- Assembly staff with clear identification are also available to provide information and other support services.

5. DISTRICT GOVERNANCE

Bosomtwe District Assembly has 51 Assembly members made –up of 35 elected members, 15 government appointees and one (1) Member of Parliament (MP). In terms of the Sub-Structures it has three (3) Area Council and 175 Unit Committees' members with 35 electoral Areas.

6. FUNCTIONS

The function of the Assembly as given in the Local Governance Act 936, 2016 are as follows:

- Facilitating the effective and efficient functioning of Local government administration in the District.
- Ensuring efficiency and effectiveness in the use of resources of the Assembly and decentralized departments.
- Monitor, co-ordinate and harmonize the implementation of development plans and programmes in the District.
- Facilitating the provision of basic social services and economic Infrastructure such as schools, markets and health facilities
- Facilitating Community Based and Private Sector Development.
- Ensuring existence of peace and tranquility to enable people go about their Social and economic activities.
- To ensure the provision of adequate and wholesome supply of water throughout the entire District in consultation with the Community Water and Sanitation Agency.
- To build, maintain and control public latrines, lavatories urinal and wash places.
- To establish, maintain and carry out services for the removal of all refuse, filth and carcasses from any public or private place.
- To regulate any trade or business which may be harmful or injurious to public health or a source of danger to the public or which otherwise is in the public interest to regulate.
- To provide, maintain, supervise and control slaughter-houses and pounds and all such matters and things as may be necessary for the convenient use of such slaughter-houses.
- To construct, repair and maintain all public roads other than trunk roads including feeder roads and to undertake road rehabilitation programmes within the District.

- To provide for building plans and the layout of buildings, to prepare and undertake and otherwise control schemes for improved housing layout and settlement.
- To prohibit the construction of any new building unless and until the building plans have been submitted to and approved by the Assembly.
- To maintain, as agents of Central Government, all public buildings previously maintained by the Public Works Department.
- To collaborate with the Ghana Highway Authority, trunk roads lying within the boundaries of the area of authority of the Assembly.
- To build, equip, open, close and maintain markets, prohibit the erection of stalls in places other than markets and prevent the sale and purchase of goods or stock near established markets or elsewhere.
- To regulate and control markets including the fixing and collection of stall rates, rent and tolls.

7. WE ARE RESPONSIBLE FOR:

- Issuance of Building Permit
- Birth and Death Certificate
- Issuance of Marriage Certificate
- Approval of Planning Schemes (Layouts)
- Development Controls – Orderly Physical Development of Settlement
- Waste Management
- Revenue Mobilization
- Fixing of Rates
- Preparation of Development Plans
- Preparation of Development Budgets
- Provision of basic Socio-Economic Infrastructure eg. (Schools, Health Centres, Markets, Lorry Parks).
- Maintenance of Peace and Security
- Sports and Culture Development

8. OUR SERVICE STANDARDS

We promise to maintain the standards in the table below:

| NO | SERVICE | TIME FRAME |
|----|---|---|
| 1 | Monthly Trial Balance/Financial Statements | Ready by 20 th of the ensuing month |
| 2 | Response to public queries | Within one (1) week after receiving query |
| 3 | Processing of Building permit | One-month after Statutory Planning committee's approval |
| 4 | Waiting time for clients for transacting business or correspondence at the Assembly | Not more than one-hour |
| 5 | Refuse container evacuation | Every other day |
| 6 | Correspondence of all letters | To be replied within five days of receipts |
| 7 | Pre-Audit of payment vouchers | Daily Activity |
| 8 | Post Auditing of Books of Accounts and Submission of Audit report | Quarterly |
| 9 | Monitoring of Programmes and Projects | Monthly, Quarterly and when situation demands |
| 10 | Preparation of Budget | Yearly Activity |
| 11 | Preparation of Action Plan | Yearly Activity |

9. INFORMATION FLOW, TRANSPARENCY AND DECISION MAKING PROCESS

The District has mounted a notice board at the entrance of the office building.

The Assembly has established a Client Service Unit to provide citizens and clients with information needed to access services.

Information on revenue generation, project execution and others will be made available for public consumption.

Suggestion boxes would be provided at vantage points in the office and towns to solicit citizens view on service delivery.

