



CLIENT SERVICE CHARTER



ASUTIFI SOUTH DISTRICT ASSEMBLY

OUR VISION

The Asutifi South District Assembly envisages to reduce the level of socio-economic deprivation in the district.

OUR MISSION

The Asutifi South District Assembly exists to mobilize human, physical and financial resources to provide basic social services and to create an enabling environment for wealth creation in collaboration with Civil Society Organizations

CLIENT SERVICE CHAPTER

It is a commitment to the quality of our service delivery to you and sets out what your Assembly will do for you, how we propose to it and in what time scale.

• Your Assembly is committed to continuously monitoring, supervising and improving the quality of our service delivery to you.

• Ensure effective and efficient of resources to ensure value for money.

• Deal with your request, enquiries and concerns promptly.

• Give you clear, accurate and helpful information

• Continuously explore new and better ways of delivering service to you.

KEY FUNCTIONS/ACTIVITIES OF THE ASSEMBLY

• Monitoring, co-ordinating and ensuring security, orderliness and peace in the district.

• Co-ordinating and harmonizing the effective administration of all the departments in the district.

• Ensuring smooth operation of the entire government machinery in the district as well as its effective and efficient Service Delivery to maximize Good Governance and Public welfare.

• Formulating a comprehensive Development Framework for the district to guide the programmes of the Departments of the Assembly, other Agencies, NGOs, and other Development Partners.

• Facilitating and co-ordinating the formulation of Medium-Term Development Plan (MTDP) by the Decentralized Departments and harmonizing them for presentation to the Regional Co-ordinating Council (RCC) and National Development Planning Commission (NDPC).

• Co-ordinating, monitoring and evaluating activities of the Departments of the Assembly including implementation of the MTDPs.

• Ensuring equitable allocation of resources including funds for the smooth administration of the district and prudent utilization of resources allocated.

COMMUNICATION

• The Assembly will deal with your enquiries and complaints promptly and in a helpful, courteous and responsive manner.

• We will identify ourselves by name when answering the phone.

• Where a client seeks to meet a staff or a field officer as far as practicable this will be facilitated within 2 working days.

• All written communications from clients will be acknowledged within 5 working days of receipt.
• All emails received will be acknowledged within 48 hours

• Our client service office is opened from 8:00am to 5:00pm from Monday to Friday to receive enquiries and complaints and ensure they are acted on promptly.

SERVICES WE PROVIDE TO YOU

• Domiciliary Inspection (House-To-House) as well as Hotels, Bars, restaurants, local catering centres to ensure they are fit to operate (Daily basis)

• Impound of Stray Animals (quarterly).

• Food Screening Exercise for all food vendors, hoteliers, catering service providers etc. (yearly)

• Public Health Education to sensitize the public on dangers of poor hygiene (daily)

• Court work with the family tribunal to resolve family related cases (weekly)

• Supervise children placed on Probation to reform (as and when necessary)

• Educate the public to register as fit persons to provide care and protection for children

• Register and supervise the operations of Early Childhood Development Centres to provide services that are the best interest of children under 4 years (termly)

• Supervise the operation of shelters or transitional homes to provide temporal place for children and adult who may need care and protection (as and when the need arises)

• Help to resolve disputes that arise in families (as and when reported)

• Help to place children in the care of parent that will be in the best interest of the child when there is separation or divorce (as and when reported).

• Ensure that the parent who has access to the child provides financial support to the child (daily, weekly or monthly depending on nature of job of the person)

• Help Persons with disability access their share of the common fund so they can engage in economic activities to reduce over dependency (quarterly when funds are available)

• Help trace relatives of patients on admission at the hospital whose relatives are not aware of their admission (as and when necessary)

• Register and supervise activities of NGOs and CBOs to ensure they conform to regulations (Registration -as and when needed, supervision- quarterly when funds are available)

• Assist individuals with their Personal issues (As and when reported)

• Provide and supervise social intervention programmes (Leap-Bimonthly, NMS-as and when necessary, School feeding-termly)

• Sensitize communities on social issues to increase their knowledge and help them know where to report cases (quarterly when funds are available)

• Formulate plans and standards relating to the use and development of land (annually)

• Prepare plans and proposal to direct the growth and development of settlements (Routinely)

• Coordinate the diverse types of physical development activities undertaken by various public institutions as well as private agencies (monthly)

• Provide various forms of planning services to both public institutions and private agencies to ensure healthy living and orderly development (Routinely)

• Prepare planning schemes/layout and site plans for communities and individuals. (Site plans-daily, Layouts - upon request)

• Receive and issue out of physical development application documents (eg. Building permit-30 days, development permit-30 days)

• Undertake site inspection on development application plans submitted to the department (Routinely)

• Receive and vet development application plans (Monthly).

• Receive and process planning concurrence from lands commission (monthly).

• Revise old planning scheme affected by major development such as diversion of roads, high tension lines (After 5 years of implementation of lay-out)

• Advise agencies, departments and the general public on the need to follow approved planning scheme (Routinely)

• Register public lands to reduce encroachment (When requested)

• Solicit for street names for street address maps (monthly).

• Review of building permit (applications) drawings. (Within a month)

• Monitor all building construction works in the district (Routinely)

• Enforcement of approved building permit (Routinely)

• Enforcement of approved layout in the district (Routinely)

• Co-ordinate health and safety assessment for completed projects in pursuit of issuing certificate of habitation (after completion of project)

• Advise and ensure owners of premises on removal of dilapidated structure or fences of any public places (when need arises and when reported)

• Stop all on-going unauthorized construction works. (Routinely)

• Undertake approved demolition of unauthorized structure (when approval is given)

• Provide extension services as a link between research and farmers (Weekly)

• Provide new agricultural methods by way of farmer education to increase production (weekly)

• Educate farmer households on nutritional issues to reduce malnutrition (Monthly)

• Promote government flagship programmes on agriculture in the district (Weekly)

WHAT TO EXPECT FROM US (THE ASSEMBLY)?

We will strive to ensure that our staff and field Officers;

• Have the relevant knowledge, experience, responsibility and authority to deal with your enquiries and complaints or refer you to someone who can;

• Deliver our service in a friendly and inclusive manner.

• Treat you with courtesy and professionalism,

• Endeavor to be more transparent and accountable in our dealing with you.

HOW CAN YOU HELP US?

You can help us by

• Treating our staff and field officers with courtesy

• Providing feedback to us to improve the quality of service

• Providing accurate information to enable in your dealing with us.

PRIVACY AND CONFIDENTIALITY

All information and feedback both personal, official and business provided by you will be dealt with in total confidence and in a manner that respects your dignity.

ACCESSIBILITY

• The Assembly will ensure that all of our offices facilities and resources are accessible in line with the Disability Act, 2005.

• Any queries in relation to access should be directed to the Office of the Asutifi South District Assembly.

HOW TO MAKE A COMPLAINT

Our field Officers and staff are dedicated to provide a professional service and getting things done at the right ways. Despite our best actions, we recognize that things may not always meet client's expectations. We have a procedure in place to ensure that we investigate your complaint fully and fairly.

• Some of the complaint can be dealt with immediately. Where this is not possible, we will acknowledge you complain in writing or by the telephone to confirm that we have understood your concerns correctly.

• We will investigate your complaint and respond within 5 working days of receipt. We will also inform you of any actions and efforts to try satisfying your complaint.

• If you are not satisfied with any response, you may raise your concerns at a more senior level by writing formally to the office of the District Chief Executive, District Co-ordinating Director or Presiding Member.

CONTACT DETAILS

OUR EMAIL
Info@asutifisouth.gov.qh

OUR WEBSITE
www.asutifisouth.gov.qh

OUR POSTAL ADDRESS
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