



ASUTIFI SOUTH DISTRICT ASSEMBLY CLIENT SERVICE CHARTER



OUR VISION

The Asutifi South District Assembly will work to reduce the level of 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 (CSOs).

CLIENT SERVICE CHARTER

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 do 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 use 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 AS

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

- Co-ordinating and harmonizing the effective administrative departments in the district.
- Ensuring smooth operation of the entire government of the district as well as its effective and efficient service delivery, Good Governance and Public welfare.
- Formulating a comprehensive Development Framework to guide the programmes of the Departments of the Assembly, NGOs, and other Development Partners.
- Facilitating and co-ordinating the formulation of Development Plan (MTOF) by the Decentralized District Harmonizing them for presentation to the Regional Co-ordinating and National Development Planning Commission (NCDC).
- Co-ordinating, monitoring and evaluating activities of the the Assembly including implementation of the MTOFs.
- Ensuring equitable allocation of resources including fund administration of the districts and prudent utilization of resources.

SERVICES WE PROVIDE TO YOU

ENVIRONMENTAL HEALTH UNIT

Inspection (House-To-House) as well as restaurants, local catering centres to ensure they operate (Daily basis)

Stray Animals (quarterly).

Drinking Exercise for all food vendors, hoteliers, service providers etc. (yearly)

Education to sensitize the public on dangers of (daily).

SOCIAL WELFARE

- 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 in the best interest of children under 4 years (monthly)
- Supervise the operation of shelters or transitional homes to provide temporary 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 parent)
- 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 CSOs 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, NIRS-as and when necessary, School feeding-termed)
- Sensitize communities on social issues to increase their knowledge and help them know where to report cases (quarterly when funds are available)

PHYSICAL PLANNING

- Formulate plans and standards relating to the use and development of land.
- Prepare plans and proposal to direct the growth and development of settlements.
- Coordinate the diverse types of physical development activities undertaken by various public institutions as well as private agencies
- Provide various forms of planning services to both public institutions and private agencies to ensure healthy living and orderly development.
- Prepare planning schemes/layout and site plans for communities and individuals.
- Receive and issue out of physical development application documents (eg. Building permit, development permit).
- Undertake site inspection on development application plans submitted to the department.
- Receive and vet development application plans.
- Receive and process planning concurrence from lands commission.
- Revise sit planning scheme affected by major development such as diversion of roads, high tension lines etc.
- Advise agencies, departments and the general public on the need to follow approved planning scheme.
- Register public lands to reduce encroachment.
- Solicit for street names for street address maps.

DISTRICT WORKS DEPARTMENT

- Review of building permit (applications) drawn (monthly)
- Monitor all building construction works - as (Routinely)
- Enforcement of approved building permit (Routinely)
- Enforcement of approved layout in the district (Routinely)
- Co-ordinate health and safety assessment - projects in pursuant of issuing certificate of health completion of project)
- Advise and assure owners of premises of dilapidated structure or fences of any public places (as and when reported)
- Stop all on-going unauthorized construction works (undertake approved demolition of unauthorized structures when approval is given)

COMMUNICATION

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

Assembly will identify you by name when answering the phone.

Assembly will seek to meet a staff or a field officer as far as possible.

Assembly will be facilitated within 2 working days.

Assembly communications from clients will be acknowledged within 3 working days of receipt.

Assembly will be acknowledged within 48 hours.

Assembly service office is opened from 8:00am to 5:00pm from Monday to Friday to receive enquiries and complaints and ensure

AGRICULTURE

- Provide extension services as a link between farmers (Weekly)
- Provide new agricultural methods by way of farm visits to increase production (weekly)
- Educate farmer households on nutritional value of food (Monthly)
- Promote government flagship programmes on agriculture (Weekly)

HOW TO MAKE A COMPLAINT

Assembly officers and staff are dedicated to provide a service and getting things done at the right ways.

Assembly actions, we recognize that things may not always meet your expectations, we have a procedure in place to investigate your complaint fully and fairly.

Assembly complaint can be dealt with immediately. Where necessary, we will acknowledge you complaint in writing within 3 working days to confirm that we have understood your complaint.

Assembly will investigate your complaint and respond within 5 working days of receipt, we will also inform you of any actions and steps taken to satisfy your complaint.

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.
- Endeavour to be more transparent and accountable in our dealings with you.

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.

HOW CAN YOU HELP US?

We will strive to ensure that our staff and field officers, 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 dealings with us.

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.

OUR EMAIL
info@asutifisouth.gov.et

OUR WEBSITE
www.asutifisouth.gov.et

OUR POSTAL ADDRESS
Asutifi South District Assembly
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