

THE CLIENT SERVICE CHARTER SENE WEST DISTRICT ASSEMBLY

Introduction

The Sene West District, which is one of the twenty-seven (11) districts in the Bono East Region, The Government in pursuit of Article 2 (a&b) of the Local Governance Act, 1993, created Sene West District out of the then Sene District under legislative Instruments 2091 and amended under LI 2088. It has Kwame Danso as the district capital, which is about 174km from Techiman, capital of the Bono East region.

Geo-politically, the Sene West District shares boundary to the East with the Sene East District, to the North by the East Gonja District, to the North-West by the Pru District, to the West by the Atebubu-Amantin District and South-West by the Sekyere East District.

The projected population of the District based on the 2010 Population and Housing Census Report, Sene West District has a total population of 76,735 comprising 49.1% male and 50.9 female. It is worth to note that the sparsely populated district have over 137 communities, most of which are rural.

The population is truly cosmopolitan as it is made up of the Dwans, Wiase, Akans, Ewes and most of the northern tribes. Among the common languages spoken in the district are Dwan, Wiase, Twi, Dagbani, Konkomba, Hausa and Dagaare.

The vision of the District is to create the necessary conditions for private sector development through job creation and access to basic services by actively involving the masses in the decision making process. To develop infrastructure, promote investment for an accelerated economic growth and development in the communities.

Sene West District Assembly exists to improve the standard of living of the people by collaborating with the communities and other stakeholders in the planning and implementation of policies and programmes that seek to address problems of environment, health, education, agriculture, water and sanitation on sustainable basis.

The broad objective of the handing-over note is to ensure effective and efficient transition.

District Profile

Location and Size

Sene West District is located in the North-Eastern corner of the Brong Ahafo Region. The District is located between Longitude 015'E and 15'W and Latitude 7 N and 8 30'N. It is the largest District in the Region and covers an estimated landmass of 4,293.22 square kilometers (km²) which is about 10.9% of the region's land area of 39,557.08 km². The Sene West District shares common boundary with Sene East District to the east which is one of the newly created Districts carved out of the then Sene District, to the North-West by Pru District which is well known for its fish market. Ateubub-Amantin District which is directly linked by a primary road from Kumasi and is well known for its yam market is the western boundary, and the District's boundary to the South-West is the Sekyere East District whose main economic activity is farming and small scale processing of agricultural produce (cottage industries).

Traditional Setup

Sene West District has two (2) paramountcies, namely; Dwan and Wiase which are headed by Omanhene or Paramount Chief, the supreme overlords. Next after the Omanhene are the Divisional Chiefs or Krontihene who take responsibility for the divisional areas. There are also Odikros who are headmen of the various communities. The Wiase Traditional Authority extends from Wiase to Laalai while the Dwan Traditional Authority extends from Kwame Danso to Kyeamekrom. The traditional institution is monarchical authority. This ensures the maintenance of law and order among the traditional hierarchies and community members.

Vision

The vision of the District is to create the necessary conditions for private sector development through job creation and access to basic services by actively involving the masses in the decision making process. To develop infrastructure, promote investment for an accelerated economic growth and development in the communities.

Mission

Sene West District Assembly exists to improve the standard of living of the people by collaborating with the communities and other stakeholders in the planning and implementation of policies and programmes that seek to address problems of environment, health, education, agriculture, water and sanitation on sustainable basis.

Functions

The functions of the District Assemblies are spelt out in detail in the Section 10 (1) of the Local Government Act, 1993 (Act 462) and Section 2 of the National Development Planning Act, 1994 (Act 480). The District Assembly is the highest political and administrative body and its main function is to facilitate the implementation of the national development policies of decentralization of the national development. Broadly, the functions of the Assembly are deliberative, legislative and executive in nature. Section 10 (1) of Act 462 provides details of the functions of the District Assembly

In addition, Section 10 (4) of Act 462 urges the District Assembly to take such steps and measures as are necessary to the execution of approved development plans of the district. This includes encouraging and supporting other bodies such as NGOs, local communities and decentralized departments to execute approved development plans.

The functions stipulated in the Local Government Act, 1993 (Act 462) are broad. It basically entails the Assembly taking responsibility for the overall development of the district. The Assembly therefore has an interest in every development activity that takes place in the district. Legally, administratively and policy wise, the District Assembly is therefore a key partner in all development activity including water and sanitation.

We are the Sene West District Assembly in the Bono East Region of Ghana. We fall under the Ministry of Local Government, Rural Development and Environment (MLGR&E). Our District was established by the Legislative Instrument (L.I) 1481, 1989 to operate as autonomous district from the then Atebubu-Amantin District. We share common boundaries with East Gonja District. We share common boundaries with East Gonja District to the north (in the Northern Region), Krachi West, Krachi Nchumburu, Krachi East and Jasikan Districts (all in the Volta Region) to the East and South/East, Kwahu North and Sekyere East Districts to the South and South/West in the Eastern and Ashanti Regions respectively, and Atebubu-Amantin and Pru Districts (all in Bono East Region). Our area of jurisdiction includes Wiase and Dwan Traditional.

WE ARE RESPONSIBLE FOR:

- The overall development of the District.
- Issuance of building permit.
- Registration of births and deaths.
- Issuance of Business Operating Licenses.
- Revenue mobilization.
- Approval of Planning Schemes/Layouts.
- Awarding of Contracts.
- Registration of Marriages/Divorces.
- Sports developments.
- Provision and Management of Public Cemetery.
- Development control and orderly physical development of settlements.
- Fixing of rates.
- Maintenance of peace and security.
- Waste management.

- Ensuring good governance and citizen participation in Local Government Administration.
- Provision of basic socio-economic infrastructure, including schools, public toilets, markets, health facilities and water.
- Enactment of bye-laws.

SERVICE STANDARDS:

We shall issue certificates and provide other services within the following time frame:

S/NO	SERVICE STANDARDS	TIME FRAME (MONTHS/DAY)
1	Preparation and approval of Planning of Community Schemes/Layouts	One (1) year depending on the size of the settlement
2	Issuance of building permits	Within three (3) months or 48 days
3	Issuance of Medical Certificates for food vendor	Two (2) weeks
4	Disposal of waste (solid)	Two (2) times weekly
5	Disposal of waste (liquid)	Daily
6	Public Education on hygiene practice	Monthly
7	Public Education on tax payment	Yearly
8	Registration of Marriages and Divorce	Within three (3) days
9	Registration of NGO's and CBO's	Three months
10	Registration of Consultants & Contrators	Within Ninety
11	Organize Review Meetings of Action Plans	Two meetings in a Year (Med and end of year)
12	Submission of Quarterly Reports	4 th week of ensuing quarter
13	Supervision of Projects/Programmes	Quarterly (once every month)
14	Processing of payment certificates	Quarterly
15	Monitoring and approved Layout	Quarterly
16	Meeting with the DCE	The office of the DCE shall be opened from Monday – Friday: 10:00 am – 4:30 pm except when she/he is attending a workshop, meeting or community visit.
17	Request for DCE community engagement	Request for DCE community engagement will be responded to within 7 working days.
18	Meeting with the DCD	The office of the DCD shall be opened from Monday – Friday: 8:00 am – 5:00 pm except when she/he is attending a workshop, meeting or community visit.
19	Response to Correspondence	Correspondence will be replied to within 7 working days from the day of receipt.

		Unless otherwise provided for in the local government act.
20	Response to petition and complaint	Written petition or complaint will be responded to within 7 days. Respond to the petition within a maximum of 3 months
21	Request for information	Enquiries on phone will be responded to within 6 hours. Written request for information will be responded to within 10 working days. Inter-departmental or unit information will be responded to within 15 working days.
22	Request for media engagement	Media engagement shall be honoured within 3 working days upon official notice. Interview on emerging issue shall be honoured within 1 hour upon notice.
23	Complaint on sanitation concerns	Complaint on issues of sanitation will be attended to within 30 minutes upon receipt of notice
24	Birth Certificate application.	Birth certificate shall be issued within a minimum of 2 weeks and a maximum of 4 weeks.
25	Death Certificate	Death certificate shall be issued within a minimum of 1 month and a maximum of 3 months
26	Burial Permit	Burial permit shall be issued within a minimum of 30 minutes and a maximum of 5 working days
27	Allocation of Stores	Store allocation shall be process within 7 working days
28	Usage of facility	Request for the usage of a facility shall be responded to within 48 hours.
29	Building Permit	Application for building permit shall be approved within 30 days.
30	Land Tittle	Land title certificate shall be process within 7 working days.
31	Business Operating License	Business operating license shall be issued within 5 days
32	Registration of Business	Business will be registered within 1 week
33	Complaint on Child and family welfare issues	Feedback shall be giving within 48 hours and follow up shall commence within 5 working days.
34	Complain of Child trafficking	Follow up on child trafficking report shall be within 30 minutes upon receipt of complain.
35	Family Welfare	Issues of family welfare shall be attended to within 1 week
36	Child maintenance	Issues of child maintenance shall be attended to within 1 week

37	LEAP NHIS registration and Renewal	a. LEAP beneficiaries who are not on NHIS shall be registered within 2 hours upon receipt of notice
		b. LEAP beneficiaries who request for renewal of NHIS shall be renewed within 30 minutes upon receipt of notice
38	PWD NHIS Registration and Renewal	People With Disability (PWD) who request for new registration or renewal of NHIS shall be registered or renewed within 1 day or 30 minutes respectively upon receipt of notice
39	PWD Application for Assistance	Successful applicants shall be notified within 3 months and assistance shall be made available upon release of funds.
40 41 42 43 44	Payment of water bills	The office is opened from Monday to Friday: 8:00am – 5:00pm. Mobile call services is available on Weekends
	Application for connection to the community water lines	Application process shall take a minimum of 1 month and Maximum of three months after submission of forms.
	Report on leakage or pipe burst	Follow up shall be done within 30 Minutes
	Report on wrong billing	Report wrong billing shall be rectified within 24 hours
	Report on flow/ delivery of water to customers	Steps shall be taken within 12 hours to address the concern.
45	Agric extension Services	The extension shall be provided within 2 working days
46	Veterinary service	Shall be provided within 24 hours
47	Request for Fall Armyworm Chemical	Responds shall be provided within 24 hours

We strive for:

- 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.
- Protection and promotion of public health and prevention of diseases.
- Be responsible for the development, improvement and management of human settlement and the environment in the district.

- Empowerment of women and other vulnerable groups to participate in governance and the Assembly's development agenda.
- Provision of potable water to rural communities.
- Continuous improvement in our service delivery.
- Unity and peaceful co-existence among the various ethnic groups in the District.
- Respond to community request for action.
- Prosecution of tax defaulters.
- Fixing of rates.
- Preparation of Annual Action Plans & Budget.
- Preparation of Procurement Plans for Approval.
- Offer scholarships to brilliants but needy students.
- Professionally trained, motivated and committed staff.

COURTESY AND COOPERATION:

- Well trained Development Control Task Force will visit various construction sites to ensure that building regulations are adhered to.
- Courteous revenue collectors will go round daily to collect various rates.
- Assembly staff with clear identification are also available to provide information and other support services.
- A conspicuous sign post showing the office location as well as a well labeled wall identifying the office.
- All office doors are marked to facilitate easy identification.
- Welcome and farewell sign post at the entry of the boundary with Atebubu-Amantin District.
- Developers are entreated to produce valid development permits.

- Friendly client service officers will be available to provide various services.
- Rates payers are entreated to pay sums and collect receipts covering amounts paid.
- A suggestion box will be provided at the Client/Customer/clients Service Unit to facilitate feedback on the quality of our service.
- Our Registry shall be strengthened to provide easy access to information seekers.
- Our Receptionists will be in uniforms provided with identity tags and adequately trained to be knowledgeable enough to better serve the needs of our customers/clients.

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, we require as follows:

- Volunteer information to help the Security Agencies in the management of communal criminals.
- Business should be duly registered with the Registrar General's Department.
- Encourage the public to honour their tax obligation.
- Engage in activities that will promote peace, order and security in the district.
- Business address and location including street names and numbers should be made available.
- Provide registered indenture (i.e. Land title certificate) and four (4) copies of Architectural drawings for issuance of development/building permits.

- The bye-laws of the Assembly will be complied with to ensure effective running of administration of the District.
- To obtain a death certificate, it is expected that a duly signed cause of death certificate/affidavit is provided.
- The Public should participate in the various community level education programmes on sanitation, hygiene and revenue collection, HIV/AIDS and others.
- Ensure that a child has a weighing card and in case of persons above one (1) year, baptismal certificate and ID card before a birth certificate/affidavit is provided.
- Be courteous and polite to our staff and vice versa.
- Direct complaints and grievance to the designated offices.

INFORMATION TRANSPARENCY AND CONVENIENCE:

- We will set-up a Client/Customer Service Unit that shall serve as an interface between the Assembly and all stakeholders.
- Notice Boards will be available at our offices and sub-district offices.
- The Sene West District Assembly will provide its clients with the necessary information they need to access its services.
- Information will also be made available at our Revenue Point/Stations thought out the District.
- A suggestion box will be provided at the Client/Customer Service Unit to facilitate feedback on the quality of our service.
- Annual newsletters will be published on the prospects, achievements, constraints and challenges of the Assembly.
- Community information center will constructed for easy assessment of information.

COMPLAINTS AND COMMENTS:

The Sene West District Assembly shall welcome complaints and comments from the public, its clients and customers. Such complaints and comments should be addressed to:

The Chairman
Public Complaints Committee
Sene West District Assembly

Where you are still not satisfied, you may address your comments/complaints to:

The Hon. District Chief Executive
Sene West District Assembly
P. O. Box 11
Kwame Danso
Tel:

You may also appeal to the address below as a last resort:

The new charter officer
c/o officer of the president
ministry of public sector reform
pmb stadium post office
accra
tel: 021-684086/671359/672333

To access our services, you can locate us in the following towns and locations:

Main district administration officer

Lacated on the main Atebubu-Kojokrom High, opposite the Sene District Hospital, Sene West District Assembly,
P. O. Box 11,
Kwame Danso
Tel:

Sub Offices

Kwame Danso Council

c/o p. o. box 11
kwame Danso

Bantama Area Council

c/o p. o. box 11
Bantama

Kyeamekrom Area Council

c/o p. o. box 11
Kyeamekrom

OTHER COLLABORATING AGENCIES:

Departments / Agencies under the Sene West District

Local Government Service Department

- a. Department of Social Welfare and Community Development
- b. Department of Work
- c. Department of Agriculture
- d. Department of Information Service
- e. Internal Audit Unit
- f. Business Advisory Centre (BAC)

Services

- a. Ghana Health Service
- b. Ghana Education Service
- c. Ghana Police Service
- d. Ghana National Fire Service

Subvented Agencies

- a. Volta River Authority
- b. National Commission for Civic Education
- c. Electoral Commission
- d. Non-Formal Education Division
- e. Rural Enterprise Programme / Business Advisory Center
- f. National Disaster Management Organisation

- g. Commission on Human Rights and Administrative Justice
- h. National Service Secretariat
- i. Department of Forestry
- j. Bureau of National Investigations
- k. National Health Insurance Scheme
- l. Centre for National Culture
- m. Financial Institutions
- n. Ghana AIDS Commission

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JOHN NYARBA
DISTRICT CHIEF EXECUTIVE
SENE WEST DISTRICT ASSEMBLY

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ERIC K. SAABOME
DISTRICT CORD. DIRECTOR
SENE WEST DISTRICT ASSEMBLY