



REPUBLIC OF GHANA



SEKYERE CENTRAL DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER

MARCH, 2020

1. INTRODUCTION

Summary of District Profile

The Sekyere Central District is one of the new Districts carved out of the erstwhile Sekyere West District Assembly currently known as the Mampong Municipal Assembly on 29th February, 2008 by Legislative Instrument (LI) 1841 with Nsuta as its capital. It covers a total land area in 1564 square kilometer representing about 3.2% of the total land area of the Ashanti Region.

The District has about 150 settlements with Nsuta, Kwamang, Beposo, Atonsu and Kyebi as the major communities. It has a total population of 74,921 (2010 population and housing census) with a growth rate of 1.3%. 49.50% of the populations are males whereas 50.50% are females. The District, in terms of occupation is dominated by agriculture which engages about 61.2%. Services and Commerce engages about 9.4% and 29.4% respectively.

Agriculture is the predominant economic activity which engages 74.6% of the population. 13.7% people are engaged in services and 6.8 % are in small-scale industrial activities and 4.9% in commerce.

The District has 3 Traditional Councils – Nsuta, Beposo and Kwamang Traditional Councils. The population is projected to be 71,232 with a projected growth rate of 1.3%. Communities with larger populations in the District include Nsuta, Kwamang, Beposo, Kyebi, Atonsu, Jeduako, Birem, Kyeiase, Amoamang and Bonkrong.

2. LOCATION

It is located north of Kumasi, the Ashanti Regional Capital at a distance of about 51 kilometers. There are about 150 communities with Nsuta as the Administrative Capital. Nsuta, Kwamang, Beposo, and Atonsu are the urban settlements and 68.4% of the population lives in the interior and the rural areas.

Figure 1: Sekyere Central District in regional context

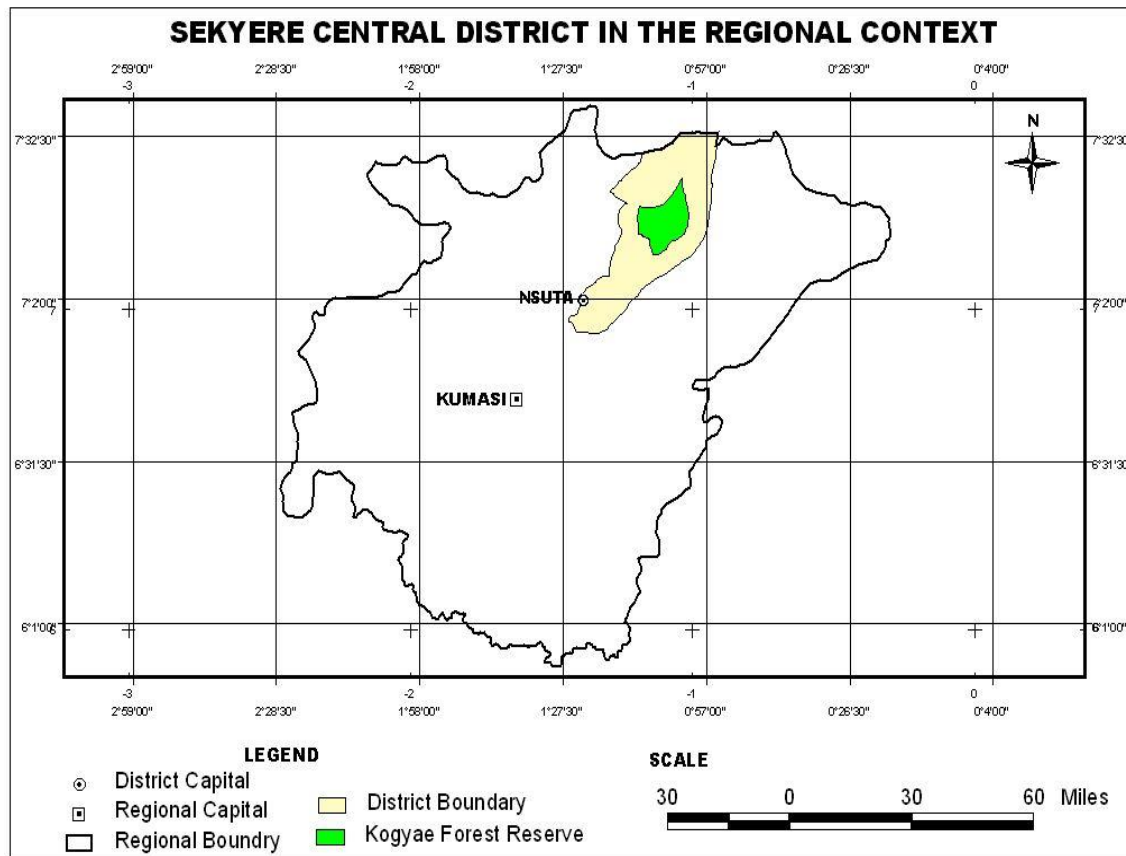
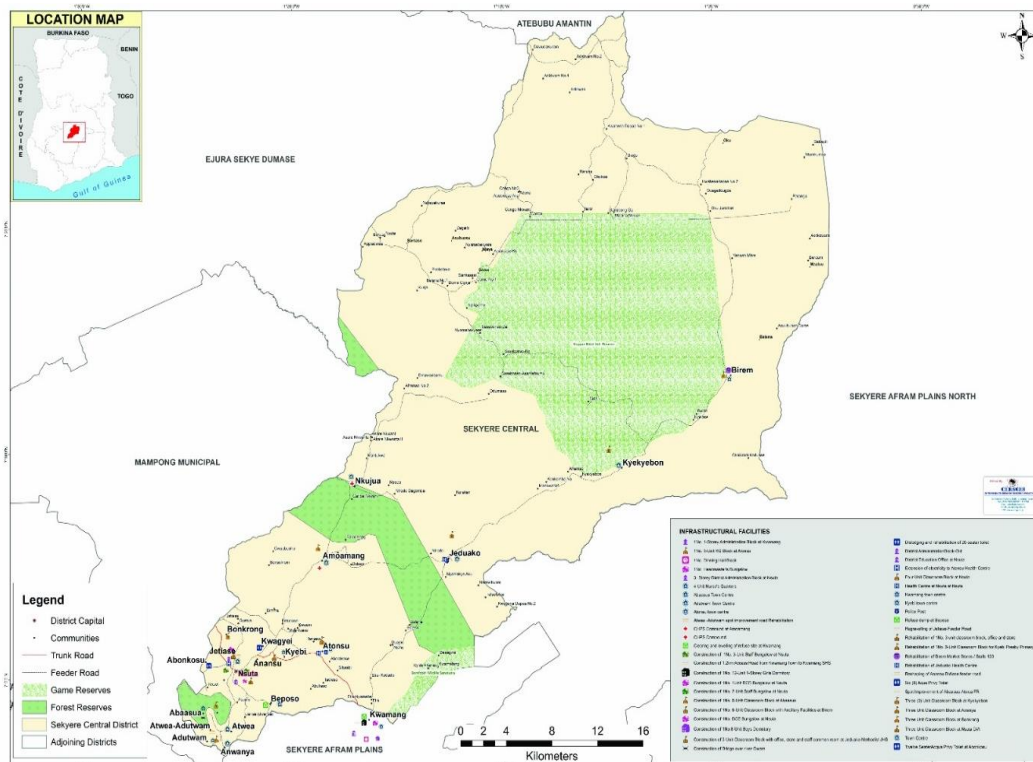


Figure 2 Sekyere Central District Map

The District covers a total land area of about 1,464 square kilometres of the Ashanti Region. It shares boundaries with Sekyere East District on the South, Mampong Municipality on the South - East, Ejura - Sekyeredumase Municipality on the East, Atebubu - Amantin District on the North, and Sekyere-Afram Plains. The nearness of the District to other Districts, especially Ejura, Mampong and Atebubu-Amantin deprives the District of quite an amount of revenue generation.



3. VISION OF THE ASSEMBLY

A well transformed, safe, enlightened and economically vibrant District devoid of poverty.

4. MISSION STATEMENT

The Sekyere Central District Assembly exists to improve upon the standard of living of the people through the provision of basic socio-economic infrastructure in partnership with all stakeholders.

5. CORE VALUES

In the quest towards our strategic vision and the achievement of our mission, we shall always be guided by our shared values which are;

1. Professionalism
2. Accountability
3. Transparency
4. Client Focus
5. Integrity
6. Teamwork
7. Punctuality

6. FUNCTIONS OF THE SEKYERE CENTRAL DISTRICT ASSEMBLY

The functions of the Sekyere Central District Assembly are clearly stated in the Local Governance Act of 2016, Act 936 and the Legislative Instrument (LI) 1841 of 2007, which established the District.

These statutes impress upon the Assembly to:

- Be responsible for the overall development of the District and ensure the preparation and submission of development plans and budget to the relevant Central Government Agencies / Ministries through the Regional Co-ordinating Council.
- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the District.
- Promote and support productive activity and social development in the District and remove any obstacle to development.
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in the District.
- Be responsible for the development, improvement and management of human settlements and the environment in the District
- In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the District.
- Ensure ready access to courts in the District for the promotion of justice.
- Initiate, sponsor and carry out such studies as may be necessary for the discharge of any of the functions conferred by Act 936 or any other enactment.
- Perform such other functions as may be provided under any other enactment.

Subject to Act 936, and to government policy, the Assembly has further responsibility to take such steps and measures as are necessary and expedient to:

- Execute approved development plans for the District.
- Guide, encourage and support sub-District, local government bodies, public agencies and local communities to perform their roles in the execution of approved development.
- Initiate and encourage joint participation with other persons and bodies to execute approved development plans and
- Monitor and execute projects under approved development plans and assess and evaluate their impact on the local people in the District and National economy.

7. ADMINISTRATIVE ISSUES

- **Political Leadership of the Sekyere Central District Assembly**
- **Constituency**

The Sekyere Central District has one (1) constituency namely Nsuta – Kwamang - Beposo constituency and the Member of Parliament (MP) is Hon. Kwame Asafu-Adjei.

- **The District Assembly**

Hon. Kwadwo Banahene Bediako is the District Chief Executive of the Sekyere Central District Assembly.

- **The District Assembly Structure**

The Assembly consists of Thirty- Nine (39) Assembly Members comprising Thirty-Six (36) males and Three (3) females. The District Chief Executive and Member of Parliament add up to make it Forty-One (41) Membership of the General Assembly which is the highest decision making body in the District.

It is chaired by a Presiding Member and the District Co-ordinating Director serves as the secretary.

The table below shows the presentation of the Membership of Sekyere Central District Assembly

Male	38
Female	3
Total	41

TABLE: 1

- **DISTRICT SUB- STRUCTURES**

To ensure grassroots participation in decision-making for effective and efficient local governance and development, the District has been sub-divided into Four (4) Town and Three (3) Area Councils namely, Nsuta, Beposo, Kwamang and Atonsu Town Councils and Kyebi, Amoamang and Birem Area Councils.

The table below shows the pictorial representation of the Town and Area Councils in the District.

Town Councils	Area Councils
<ul style="list-style-type: none"> • Nsuta • Beposo • Kwamang • Atonsu 	<ul style="list-style-type: none"> • Kyebi • Amoamang • Birem

TABLE: 2

8. DEPARTMENTS OF THE SEKYERE CENTRAL DISTRICT ASSEMBLY (DECENTRALISED & NON-DECENTRALISED) AND HEADS

No.	Name of Department	Head of Department
1.	Central Administration	Mr. Eric Aboagye Mensah (DCD)
2.	District Works Department	Mr. Jacob Owusu Osae
3.	Department of Agriculture	Mr. Charles Adu
4.	Department of Social Welfare and Community Development	Mr. Emmanuel Haruna
5.	Physical Planning Department	Mr. Isaac Owusu Mensah
6.	Business Advisory Center (BAC) - Trade and Industry	Mr. Thomas Fofie
7.	National Disaster Management Organization (NADMO)	Mrs. Victoria Amoako
8.	District Finance Officer	Mr. Daniel Oduro Antwi
9.	District Director of Health	Mrs. Susana Nkrumah
10.	District Education Director	Mr. Maxwell Anthony Amoako
11.	Births and Deaths	Mr. Mathew Adarkwah
12.	Information Services Department	Mrs. Sylvia Lartey
13.	Human Resource Department	Abdul-Razak Alhassan
14.	National Commission on Civic Education	Opoku Yeboah Gorden

9. OUR CLIENTELE

The Clientele of the Assembly includes all the Institutions Organizations listed under schedules 1.2.3 in the Local Governance Act, of 2016 (Act, 936).

10. WHY THIS SERVICE CHARTER

In adherence with our mandate, and in line with our service principles, this Service Charter is to provide information on the services and expected standards to facilitate expedient transaction of business with our clients.

It is also meant to serve as practical guide to our clients and processes of the Assembly and to publicly demonstrate the service delivery commitment to discharging its responsibilities and functions with integrity in a timely and efficient manner.

11. SERVICE DELIVERY STANDARDS

a) We shall endeavor to,

- Provide our clients with timely, credible and reliable services.
- Publish and disseminate relevant policies, regulations, guidelines and circulars for the efficient and effective Human Resource Management of public service organizations.
- Demonstrate honesty, respect, humility and integrity towards clients.
- Show our preparedness to listen to our clients.
- Demonstrate commitment to the provision of reliable and accurate information in a timely manner.
- Acknowledge clients rights

- Acknowledge diversity
- Provide a friendly and efficient environment for our clients.

NO.	SERVICE	TIME
1	Issuance of Building permit	Within three (3) months or 60 working days from the date of receipt of application
2	Preparation and approval of planning schemes	From six (6) months to one year from the date of receipt of application depending on the size.
3	Issuance of Business Operating Permits(B.O.P)	Within three (3) working days from the date of receipt of application
4	Issuance of birth certificate	Under one (1) year one year above (10 year - two (2) weeks from the date of application
5	Issuance of death certificate	Newly deceased- one (1) day already buried.
6	Issuance of vendor certificate	Within eight (8) working days from the receipt application
7	Waste management (Collection of Bulk Waste Containers for final disposal)	Three times a week
8	Public education on hygiene	Twice a week
9	Issuance of permit for the erection of billboards	Fourteen (14) working days from the date of receipt correspondence.
10	Response to correspondence	Ten (10) working days from the date of receipt of correspondence.
11	Registration of marriages	21 days before the customary marriage

13. THE AIM OF THE DISTRICT ASSEMBLY

The Sekyere Central District Assembly in serving the good people of the District strives to achieve the following;

- A continuous improvement in its standards on service delivery and public relations.
- The creation of an enabling environment for socio-economic development.
- Empowerment of women and other vulnerable groups to participate in governance and the assembly's development agenda.

- The protection and promotion of public health and the prevention of diseases.
- Provision of valuable information in an open and transparent manner.
- Creating a conducive environment for public private partnership (PPP) in its service delivery to ensure efficiency and effectiveness.
- Compilation of comprehensive socio-economic database accessible to the General Public.
- Readily make accessible information on all activities of the Assembly to the public.
- Maintaining a transparent administration that enlists the active participation and support of civic society organizations and the public at large aimed at ensuring good governance and high standards of public welfare.
- Promoting the endowment and potential of the District for the attraction of investors to attract more developments and investments into the District
- An improvement in the living standards of the people of the District.

15. WHAT WE EXPECT FROM THE PUBLIC.

The assembly expects full co-operation and compliance with its rules regulations and, procedure to ensure smooth service delivery. To access any of the services provided by assembly;

- Business operators should endeavor to register their business and their operations with the Business Advisory Centre of the District Assembly including the address and locations of the business.
- Provide registered indenture (Land title certificate and four (4) copies of architectural drawings for the issuance of building / development permits).
- Prompt payment of Properly Rates, Business Operating Permits and Basic Rates. Rate payers are entreated to pay approved sums and collect receipts of all amounts paid.
- The public will collaborate with the assembly and enforcement agencies in ensuring security in the District by reporting all unauthorized development and all other crime related activities to the District Assembly for prompt response.
- The public will participate in communal level education programmes or sanitation hygiene, revenue collection and other programmes of the Assembly.
- Ensure that a child born in/with Parents from the District has a weigh card in the case of persons above one (1) year, a birth certificate and National Identification cards for adult citizens.
- To obtain a death certificate, it is expected that a duly signed of death certificate /affidavit is presented.
- The by-laws of the Assembly will be fully complied with to ensure effective administration and a cohesive society.

16. DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES

- You can lodge your enquiry or complaints at our Clients Service Center or by contacting our hotline on 0505973727.
- We aim to acknowledge and respond to your written communication within Seven (7) working days
- Our Clients Service Desk is active on every working day at the Central Administration Block of the District Assembly and we are committed to providing feedback within 5 working days upon receipt.
- If we cannot fully respond to your enquiry within the specified time, we will provide you with an interim response and advise you as to when a final response can be expected.
- We aim to investigate your complaint, provide you with the proposed action to solve it and seek your feedback about the proposed action within 7 working days of receiving your complaint.
- We aim to follow up with you on the executed actions to make sure it has been executed within the specified period and seeking feedback about the final result.
- If you are not satisfied with the proposed action, we will provide you with the right to an appeal at the *Office of the Presiding Member*.

17. CONTACT ADDRESS OR CONTACT PERSONS

A. CONTACT ADDRESS

Sekyere Central District Assembly
Post Office Box 100
Nsuta Ashanti
GPS Address: AQ-0001-4721
Facebook: Sekyere Central District Assembly

B. CONTACT PERSONS

NAME	DESIGNATION	CONTACT
Hon. Kwadwo Banahene Bediako	District Chief Executive	0205505664
Hon. Kwaku Asare Brefo	Presiding Member	0248775285
Mr. Eric Aboagye Mensah	District. Co-ord. Director	0246173742
	Client Service Centre	0505973727

18. EMERGENCY SERVICES

- **Ambulance : 0596920149/0299375813**
- **Police: 0246232966**
- **Fire: 0244882337**
- **NADMO: 0244170869**

