



Juaboso District Assembly

CLIENT
SERVICE CHARTER

FOREWORD

This Client Service Charter has been developed to track efficient service delivery and represents the framework of the district in the delivery of services to residents. This will help to further facilitate the standardization of the services delivered and communicate to residents the exact services that the district delivers. It highlights the service standards that the district is committed to delivering to residents and outlines the complaints and grievance redress process residents must follow to resolve challenge

With this document, the district will be able to communicate to residents' vital information about what the district commits to do, how to contact the district, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It will enhance the participation of civil society and interest groups in the management of public finances as well as provide transparent mechanisms for contact, accessibility and complaints.

Another fundamental reason for the development of this Charter is to ensure that the activities of the district are open and transparent to resident to promote accountability.

Our expectation is that residents who engage the district are served in line with our values of being professional, ethical, efficient and responsive. Our commitment as a district is to ensure that we provide the highest standards of excellence in client service delivery towards a successful implementation of our Medium-Term Development Plan (MTDP) and Annual Action Plans (AAP)

We welcome your feedback as we work together to create a customer-centric culture and to deliver value to you: our residents.

EMMANUEL ESIAPE

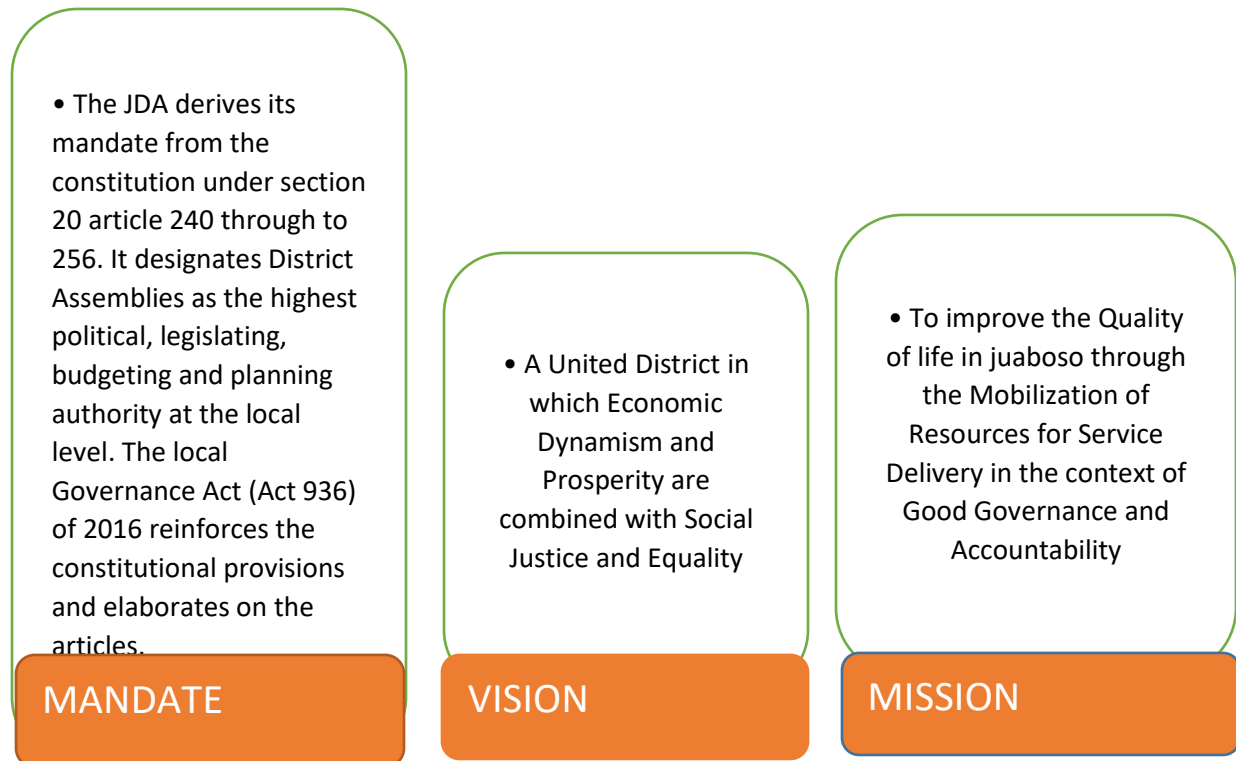
District Coordinating Director

Sefwi Juaboso District Assembly

INTRODUCTION

About us

Juaboso District Assembly (JDA) is one of the Two Hundred and Sixty (260) Metropolitan, Municipal and District Assemblies (MMDAs) in Ghana and among the Nine (9) MMDAs in the Western North Region.



Core Values In our pursuit of services, JDA will be constantly guided by the following core values and norms:

- **Innovation and change:** We continually ask what we can do better or differently. We encourage creativity and value ideas. We celebrate our success and learn from mistakes
- **Diversity:** We value different perspectives, individuality, and treat everyone with respect. We will always strive to ensure the organization embraces the richness of our community.
- **Team Work:** We actively listen, respond, collaborate and share ideas to achieve the best outcomes with residents, businesses and colleagues.

- Trust: We are open, honest, act with integrity and are dependable
- We care: We care about residents and businesses and those we work with.

CORE FUNCTIONS OF JDA



Based on the above framework, JDA performs the following specific functions:

1. Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;
2. Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
3. Execute approved development plans for the district;
4. Guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans;
5. Initiate and encourage joint participation with other persons or bodies to execute approved development plans;
6. Promote or encourage other persons or bodies to undertake projects under approved development plans; and
7. Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the district and national economy in accordance with government policy.

8. Sponsor the education of students from the district to fill particular manpower needs of the district especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;
9. Initiate programmes for the development of basic infrastructure and provide district works and services in the district;
10. Responsible for the development, improvement and management of human settlements and the environment in the district;
11. In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
12. Ensure ready access to courts in the district for the promotion of justice;
13. Act to preserve and promote the cultural heritage within the district;
14. Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties stipulated by law
15. Perform any other functions that may be provided under another enactment.

ORGANIZATIONAL ARRANGEMENT/ GOVERNANCE STRUCTURE

There are fifteen (15) departments in WGMA. These are in line with the second schedule of Act 936

1. Central Administration Department

- Administration
- Development Planning
- Procurement
- Budget
- MIS
- Registry
- Records
- Client Service
- Internal Audit
- Estate
- Transport
- Security

2. Trade and Industry
 - Business Advisory Centre
 - Business and Resource Centre
 - Cooperatives
 - Culture
3. Social Welfare and Community Development;
 - Social Welfare
 - Community Development
4. Education Department
5. Health
6. Finance
 - Account
 - Treasury
 - Revenue
7. National Disaster Management Organization (NADMO)
8. Roads
9. Agriculture
10. Human Resource
11. Works
12. Physical Planning Department
13. Statistics
14. Birth and Death
15. Forestry

| SERVICES | TIME FRAME | PROCESSES AND PROCEDURES | REQUIREMENT FROM CLIENTS |
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| Business Operating Permit | Within Five (5) days | <ol style="list-style-type: none"> 1. Management Information System (MIS) unit Inputs the client's data 2. Choose the business type/category based on the data collected to determine the bill amount. 3. Client Identity number is automatically generated 4. Bill is generated and printed out to the client | <ul style="list-style-type: none"> • Name of the business • Name of the owner • Type of business • Location, landmark • Address of the business |
| Acquiring Business Operating Permit/License (Filling stations, Financial Institutions, Schools, Hotels, etc.) | | <ol style="list-style-type: none"> 1. The client submits the relevant documents 2. The documents are inspected and confirmed 3. Approval is given after confirmation 4. Business Operating Permit/License is Issued to the client | <p>Certificate to operate from relevant authorities such as Environmental Protection Agency (EPA), Ghana National Fire Service (GNFS), Ghana Tourist Authority, National Petroleum Authority, Resident Concern Agreement, etc.</p> <ul style="list-style-type: none"> •Site Drawing |
| Property Rate | 3 days maximum | <ol style="list-style-type: none"> 1. Valuation of the property 2. Measurement taken to determine the size of the property 3. Rate Impost is applied to the determine the bill amount | <ul style="list-style-type: none"> • Name of the business and the owner. • Type of property • Location • Building plan |

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| | | 4. Data sent to MIS for bill printing | |
| Stickers for Commercial Vehicles | 5 minutes | 1. Effect Payment | <ul style="list-style-type: none"> • Car Number |
| Payment for Construction Works (Roads, Schools, | Within two (2) days | 1. The district Finance officer ensures the contractor is set up on Ghana Integrated | <ul style="list-style-type: none"> • Set up on GIFMIS Platform with the Assembly: The contractor shall provide, a copy of Certificate of |
| Payment for Supply of Goods and Services <ul style="list-style-type: none"> • | Within two (2) days | 1. The District Finance officer ensures the Supplier or the Service Provider is set up on Ghana Integrated Financial Management Information System (GIFMIS) Plat form with the Assembly 2. The Supplier or service Provider is a Value Added Tax (VAT) registered Company 3. The District Finance Officer (DFO) vets and also ensures that the relevant Documents such as Award letter, Acceptance Letter, Contract or Service Agreement, VAT Invoice, GIFMIS generated Warrant, | <ul style="list-style-type: none"> • Set up on GIFMIS Platform with the Assembly: The contractor shall provide, a copy of Certificate of Incorporation/Registration, Company and Bank details, evidence of VAT registration and evidence of Public Procurement Authority registration. • Request for Payment letter • Certification report for service delivery • Official Receipt. • Official Stamp |

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| | | <p>Purchase Order (PO) and Stores Received Advice (SRA) Evaluation Report, etc. are attached to the request for payment letter from the supplier or service provider</p> <p>4. The approved documents are minted to Budget Unit of the Assembly for warrant preparation using Ghana Integrated Financial Information System (GIFMIS) provided there is Appropriation Budget and availability of Fund</p> <p>5. The Warrant is Certified by the Spending Officer (MCD) and Authorized by The Principal Account Holder (DCE). The authorization and Certification are done manually and through GIFMIS.</p> <p>6. DFO then minutes the approved warrant to appropriate schedule officer to prepare Payment Voucher (PV) using GIFMIS</p> | |
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| | | <p>7. The Payment Voucher is authorized by the DFO and approved by DCD</p> <p>8. A cheque is written to pay for the expenditure</p> <p>9. The written cheque is signed by DCD and DFO</p> <p>10. The signed cheque is issued to the contractor by the schedule officer</p> <p>11. The contractor acknowledges the receipt of the cheque by issuing official receipt and signing the Payment Voucher</p> | |
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DEPARTMENTAL SERVICES AND SERVICE DELIVERY STANDARDS

| DEPARTMENT | CORE SERVICE | PROCESSES AND PROCEDURE | REQUIREMENT FROM CLIENT |
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| National Disaster Management Organization (NADMO) | <p>Emergency services</p> <p>1. We provide search and rescue to disaster victims. 2. We co-ordinate the relevant departments in</p> | <p>Emergency Procedure:</p> <p>1. We normally require geographical location, street name or landmark, contact number.</p> | <ul style="list-style-type: none"> • Client can make phone calls report issues to NADMO on the following numbers 0246981266 District Director • For hazards a formal letter with attached report including pictures on the hazards addressed to DCE and a |

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| | managing disasters in the District | <p>2. Rescue team is dispatch to the field.</p> <p>3. Departmental coordination is activated if the disaster requires expertise from other fields.</p> | <p>copy to NADMO office. Location, landmark and contacts number are required.</p> <ul style="list-style-type: none"> • Client can walk into the NADMO office and lodge a complaint to the administrator. |
| | <p>Preventive services</p> <p>1. We conduct investigation on hazards, vulnerability and risk situations in particular areas.</p> | <p>Preventive procedure:</p> <p>1. Geographical location is required, type of hazards landmark, and contact number</p> <p>2. Response in 25 minutes</p> | |
| | <p>Education Service</p> <p>1. We educate the public on disaster preventions and mitigation issues in the municipality.</p> | <p>Procedure for Public Education:</p> <p>1. The department normally writes letter to the institution or vice versa for response. The name of institution, location and contact person. One (1) week is given for preparation.</p> | |

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| | <p>Relief Management Services</p> | <p>Procedure for Relief Management:</p> <ol style="list-style-type: none"> 1. Both assessment and data collection is done to know actual disaster victims' data. 2. Relief is provided when the degree of damage exceeds the victims' ability to bounce back. The relief often take two (2) days after assessment. <p>NB: Our Response Time is Maximum 30 Minutes for All Disasters</p> | |
| <p>SOCIAL WELFARE AND COMMUNITY DEVELOPMENT</p> | <p>1.1 Support to persons with disability (PWD)</p> <ul style="list-style-type: none"> • Registration and of PWDs • Conduct investigations on PWD • Give support to PWDs | <p>PWD support Procedure</p> <ol style="list-style-type: none"> 1. Forms should be picked from the office, filled and returned together with application letters and photos of applicant 2. Conduct investigations and write reports on | <ul style="list-style-type: none"> • Should provide a passport and a full size photo of PWD • Address and contact of PWD • Should be present for vetting when invited |

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| | <p>1.2 Livelihood Empowerment</p> | <p>applications received with recommendations to the Disability Fund Management Committee 3. Invite PWDs for vetting to confirm kind of support needed</p> | |
| | <p>1.3 Against Poverty (LEAP)</p> <ul style="list-style-type: none"> • Monitor payment of cash grants to beneficiaries and report on any challenges thereof • Educate beneficiaries and the public on conditions of LEAP | <ol style="list-style-type: none"> 1. Inform community focal persons to mobilize beneficiaries for payment in the communities 2. Education is done during payments | <ul style="list-style-type: none"> • Should be present during payments |
| | <p>1.4 Day Care Centres</p> <ul style="list-style-type: none"> • Register and monitor operations of day care centres | <ol style="list-style-type: none"> 1. Pay unannounced visits to premises for inspection 2. Can recommend for school to be closed if guidelines are not being adhered to | <ul style="list-style-type: none"> • Collect forms, fill and return with required fee for processing |

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| | <p>1.5 Non-Governmental Organisations (NGOs)</p> <ul style="list-style-type: none"> • Register and monitor activities of NGOs | <p>1. Based on a request, premises would be inspected, forms would be given out to be filled and returned for processing</p> | |
| | <p>2.1 Child Rights, Promotion and Protection</p> <ul style="list-style-type: none"> • Ensure that the rights of the child are not abused • Child protection issues • Tracing and reunification of missing/abandoned children • Arbitrate on maintenance of children, child custody, paternity, access, family reconciliation/welfare cases | <p>1. Implement decisions on maintenance, access, paternity, family welfare/reconciliation and custody cases 2. Rescue children under inhumane conditions based on tip-off or intelligence 3. Sensitize the public to protect children from all forms of violence, abuse, exploitation, neglect and discrimination at all times. It's done in schools, churches, households, community meetings, etc.</p> | <ul style="list-style-type: none"> • Report cases to the department for arbitration and adhere to settlement conditions • Good Samaritans can report to the office or call 0248914117 • Interested persons or groups can invite the department • Name of the community where the child was before getting lost, name/s of family members or • Cell phone numbers, name of school if any is necessary • Presence of invited parties on scheduled dates • Address and contacts of family members of the alleged culprit is key • Formal and informal invitations |

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| | | <p>4. Based on extracts from the Police Service, staff conduct social</p> <p>5. investigations to trace families of missing/abandoned children for reunification OR sent to children's home/shelter for the abused</p> <p>6. When cases are reported to the office, follow ups are done</p> <p>7. Cases are reported to the Department and based on that invitation letters are issued to parties for cases to be resolved</p> <p>8. Where the Department is unable to resolve the issue, it is referred to family tribunal or Legal Aid for further action</p> | |
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| | 3.0 Justice Administration 1. Regular visits to the police station to assist Minors who have come into conflict with the law 2. Conduct social investigation based on request from the court | | |
| | 4.0 Adult/Public Education | 1. Organize mass and study group meetings for sensitizations | Commitments from group/s |
| | 5.0 Home Science Extension Service | 1. Empower the deprived, especially women's groups by offering alternative livelihood skills 2. Conduct home visits as follow up and also have one on one interactions with members | Commitments from households |
| | 6.0 Community Initiated Project | 1. Mobilize communities to initiate | Commitment by the community |

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| | | self-help projects for support from the Municipal Assembly 2. Collaborate with Government Organisations and Non-Governmental Organisations (NGOs) for mobilization and development | |
| | 7.0 Extension Services | | Formal request |
| EDUCATION | <ul style="list-style-type: none"> • We are responsible for the implementation of pre-tertiary educational policies of the government and the Assembly. • We make education delivery relevant to the manpower needs of the nation. • We ensure that all Ghanaian children of school-going age, irrespective of tribe, | <ol style="list-style-type: none"> 1. There is regular monitoring of schools to check how teaching and learning is going on and also to check output of work. 2. School Performance Appraisal Meetings (SPAM) are held periodically in communities to discuss performance of pupils and other issues of importance. | <ul style="list-style-type: none"> • Be honest and timely in providing required information. • Comply with existing Acts, Regulations and Procedures. • Treat our staff members with the necessary respect. • Engage us in constructive criticism. • Demand high quality service. • Uphold integrity and not compromise any staff. • Clients can walk in on working days to lodge complaints or make enquiries. • Clients can reach us on email via: juabosodistrictassembly@gmail.com |

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| | <p>gender, disability, religious and political affiliations are provided with quality formal education (Inclusive & Equitable Quality Education)</p> <ul style="list-style-type: none">• We ensure professional standards in the conduct of our personnel.• We supervise and inspect private pretertiary educational institutions.• We create enabling environment in all education institutions and management positions that will facilitate effective teaching and learning and efficiency in management• We provide guidance and | <p>3. School inspection is conducted in specific schools in the year and findings are discussed with schools concerned.</p> <p>4. Distributes Teaching and Learning Materials (TLMs), furniture and other items received from Headquarters or the Municipal Assembly equitably to schools.</p> | |
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| | counselling services in the schools for learners to meet their pressing needs. | | |
| ENVIRONMENTAL HEALTH AND SANITATION | <p>The Environmental Health Practitioners (EHPs) are there to promote and protect the health of the public from factors in the Environment that are likely to be injurious to health. The EHPs do this by conducting premises inspection at all types of premises, by Classification of Premises; • Domiciliary Premises include residential or dwelling houses, either single household or compound housing units, commercial houses, offices religious institutions</p> | <ol style="list-style-type: none"> 1. Assessing Environmental Health Problems 2. Environmental Health and Sanitation Education 3. Provide technical support 4. Issuance of Abatement Notice 5. Monitoring and Supervision 6. Evaluate of Environmental Health problems 7. Issuance of Summons 8. Health Screening for Food Vendors | <ul style="list-style-type: none"> • Public health complaints • All premises should have adequate toilet facilities in place • All premises should register with a waste contractor (service provider) for effective waste collection for a fee at the end of every month. • All food vendors should acquire a health certificate from Juaboso District Assembly • All Hospitality Industries should acquire a Suitability Certificates • All Domiciliary Premises are to acquire certificate of Habitation • All premises are to observe good environmental sanitation and hygiene practices • All domestic animals e.g. Cattle, pig's goat, sheep etc. should be confined • All churches should register with the Assembly |

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| | <p>(churches, mosques, shines) etc.</p> <ul style="list-style-type: none">• Industrial Premises include large, medium and small-scale industries.• Health Care Facilities include hospitals, polyclinics, clinics, health centers, health post. Maternity units, health laboratories, traditional healers, veterinary clinics, pharmacies, chemical shops, mortuaries and funeral homes.• Hospitality Industry includes hotels, hostels boarding houses, restaurants, chop bars, drinking bars, table-top food vendors, entertainment spots, and recreational facilities. | | |
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| | <ul style="list-style-type: none"> • Schools includes pre-school, first cycle and third cycle institutions • Markets and Lorry Terminals include major markets, minor markets, major and car parks. • Sanitary Sites and Infrastructure include abattoirs, slaughtering slab, public toilets, central container sites, solid waste treatment sites, dumpsites, landfills, public cemeteries, private burial grounds, crematoria and columbaria. | | |
| AGRICULTURE | <ul style="list-style-type: none"> • Provide clients (all stakeholders along the agricultural value chain) with knowledge, | <ol style="list-style-type: none"> 1. Organize workshops and stakeholder engagements on specific topics for clients | <ul style="list-style-type: none"> • Clients (farmers and households) can report challenges/issues with their agriculture livelihoods personally to the office. |

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| | <p>information and technology in Agriculture. Educate clients (farmers and households) in good agricultural practices.</p> <ul style="list-style-type: none"> • Ensure that farmers input requirements are available to them at the onset of the planting season (major and minor) • Facilitate the acquisition of farm inputs by farmers from Agro input dealers. • Equitable distribution of inputs for farmers and households • Ensure the proper implementation and monitoring of government flagship programmes (PFJ, RFJ, PERD) | <ol style="list-style-type: none"> 2. Organize field days and demonstrations for clients and staff to gain practical knowledge in a particular subject area 3. Organize field trips for clients to learn on a specific topic. 4. Facilitation of the formation of Farmer Based Organizations (FBOs) 5. Provide Agric extension services to farmers on the field. | <ul style="list-style-type: none"> • All persons involved in the agriculture value chain are to introduce themselves to the department so we get records of their activities/ engagements. • A Client can walk into the AGRIC office and lodge a complaint to the administrator. |
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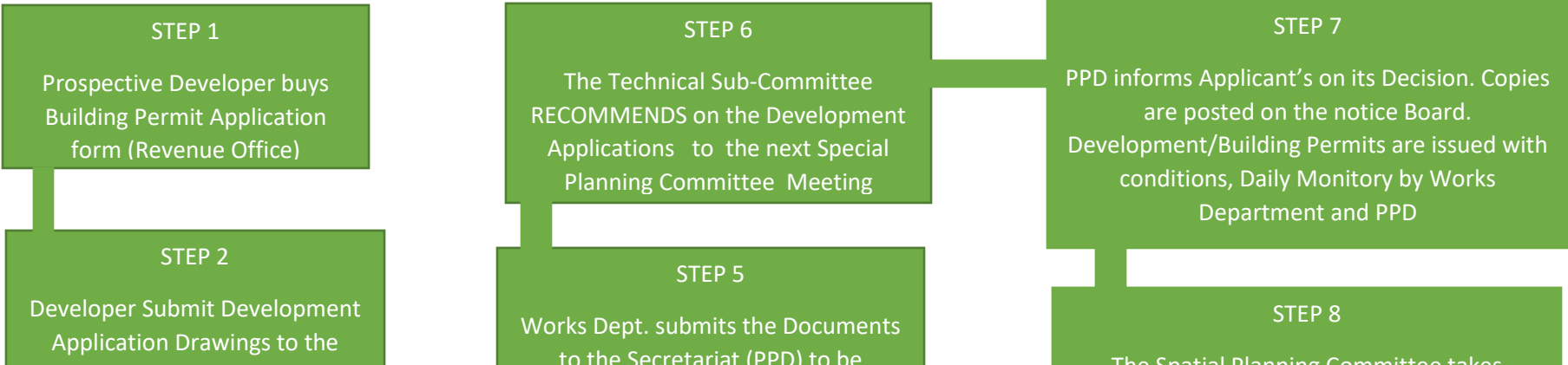
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| | <ul style="list-style-type: none">• Provide vaccination services for farm animals and pets throughout the municipality• Provide monitoring of all animals in the Municipality to prevent the outbreak of diseases• Ensure that all animals slaughtered in the municipality are wholesome for consumption. | | |
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PROCEDURE FOR DEVELOPMENT/BUILDING PERMIT APPLICATION FOR JUABOSO DISTRICT ASSEMBLY- (JDA) WHAT YOU NEED TO KNOW ABOUT PLANNING REQUIREMENTS

| RESIDENTIAL APPLICATION | COMMERCIAL APPLICATION |
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| <ul style="list-style-type: none"> • Evidence of Land Ownership • Four (4) set of Building Drawings • Accurate Block and Site Plan • Lands Commission and others if need be | <ul style="list-style-type: none"> • Evidence of Land Ownership <ul style="list-style-type: none"> • Four (4) set of Building Drawings • Accurate Block and Site Plan <ul style="list-style-type: none"> • EPA Certificate • Fire Certificate • Lands Commission and others if need be |

DEPARTMENTAL RESPONSIBILITY

- The Department is responsible for the preparation of the local Land Use plan to guide Developmental in the Municipality.
- Responsible for processing of Development and Building permit Application for consideration by the Land Use and Spatial Planning Committee.
- Create awareness about the need to obtain Development and Building Permit as well as the right procedure



WHAT TO EXPECT FROM JDA We value your feedback to enable us to improve our service delivery. Your feedback should be communicated through any of the following channels for necessary action:

1. Professional, ethical, efficient and responsive staff who will attend courteously to all client enquiries.
2. Effective and efficient collaboration with stakeholders for resource mobilization and development planning
3. Provision of high quality services that maximize client satisfaction.
4. Gender responsive planning and budgeting
5. Prudent use of resources

WHAT WE EXPECT FROM OUR CLIENTS

1. Be courteous and polite to our staff. 2. Strictly comply with our Rules, Guidelines and Regulations.
3. To ensure that all complaint forms are properly completed.
4. To adhere strictly to the procedures for lodging complaints.
5. To duly address and support all requests with appropriate documents where necessary

FEEDBACK MECHANISM JDA will acknowledge receipt of your written communication within five (5) working days upon receipt of your correspondence on all enquiries.

If we cannot immediately or fully provide answers to your enquiries or complaints within the specified timeframe, we will

provide you with an interim response and advise you as to when a final response is to be expected.

• Client Service Unit

• Feedback Box

• Telephone Calls

• Email Correspondence

COMPLAINTS PROCEDURE

You can lodge your enquiries or complaint through our Client Service Unit located on the ground of the JDA office building or by contacting us via:

The Client Service Unit Room Ground Floor of the JDA District Building
Telephone: 0245728557

When lodging complaints, we would like you to:



In the event that you are unhappy with any of our services or if you feel that we have not met the standards and/or timelines provided in this Charter you may lodge your grievances at the

Public Relations and Complaints Committee (PRCC) via:

The Presiding Member Room Office.

Tel:+233 2436 10789

We will investigate your grievances and respond within five (5) working days.

If you are still unsatisfied with our response you may complain to:

The Head of Local Government Office of the Head of Local Government P. O. Box MB 369 Tel: 0302-677-929

As a last resort you may appeal to:

The Commissioner

The Commission on Human Rights and Administrative Justice
Box Ac 489, Accra
Tel: 0302-662150/664267

CONTACTS

Physical Location

We are located at Juaboso Opposite Ghana Education Service Office off the Antobia Road

Mailing Address

The Coordinating Director Juaboso District Assembly (JDA)P.O.BOX,1 Juaboso,
Digital Address: WQ- 0007-4118
Telephone: 0244039342 Website:
<http://www.juada.gov.gh>

