

# KADJEBI DISTRICT ASSEMBLY (KADA)



## SERVICE DELIVERY CHARTER

2020

PREPARED BY:

MANAGEMENT

*13/09/20*  
*P.T.N.A. on hand (2)*  
*14/09/20*

JANUARY 2020

*2 Asst. Dir*  
*Put on notice board*  
*and make copies for*  
*few 2 depts/units*  
*and Area Councils.*

*14/09/20*

## **PREAMBLE**

We are strongly committed to improving the quality of services we provide to you through professionalism, participation, focusing on clients and utilizing resources efficiently and effectively in a more sustainable, transparent and accountable manner. As such, we are pleased to present our Client Service Charter to materialize the vision of the Hon. District Chief Executive when he said “serving the public in the best possible way has to be one of the top priorities of government departments”, and to provide transparent approach to our esteemed clients in their dealings with the Assembly. The service charter comes as part of the Assembly’s continual efforts to improve service delivery to its clients with consistency and high quality standards and to ensure delivery of improved and monitored level of services for improved quality service delivery.

## **ABOUT THE CLIENT SERVICE CHARTER**

Clients Service Charter – Bridging Information Gap between Service Provider and Clients and Improving Efficiency and Quality in Service Delivery.

This Client Service Charter sets out the standards of service you can expect from the Kadjebi District Assembly in terms of service delivery and outlines how you can provide feedback to assist in improving that service. Against this background, the Assembly embarked on a mission of improving the quality of service delivery in the District through simplifying processes, and clarifying rules and procedures, and setting timeframes (duration) for prompt delivery of service in order to render them more transparent to the public. Thereby reducing the likelihood of misconceptions and complaints and to enhance quality service delivery, practices and clients’ confidence in the Assembly.

The objective is to create a customer service with special focused on improving efficiency and quality in service delivery without compromising on providing value-for-money services.

## **THE CLIENT SERVICE UNIT**

The Kadjebi District Assembly in a bid to building a strong service provider-client relationship and improving efficiency and quality in service delivery, in July 2019, established its Client Service Unit and subsequently appointed and trained a desk officer to man the unit. The Client Service Unit (CSU) is to respond to enquiries, provide detailed information on services the Assembly offers to its clients (the citizenry) and to receive complaints from the public and provide feedback for improved quality service delivery.

Our clients and the general public are encouraged to direct all their enquiries and complaints to the Unit for redress. The general public is also informed that copies of the Charter are available in all our six (6) Town/Area Councils.

Thank you.

Please call us: +23330-3958823

Email us: [info@kada.gov.gh/kada.gov.gh@gmail.com](mailto:info@kada.gov.gh/kada.gov.gh@gmail.com)

Visit us: [www.kada.gov.gh](http://www.kada.gov.gh)

## **KADJEBI DISTRICT ASSEMBLY**

### **VISION:**

The vision statement of the Kadjebi District Assembly is;

“To become a highly qualified socio-economic service provider that creates wealth and opportunities for human and natural resources development in Ghana”.

### **MISSION:**

The Kadjebi District Assembly exists to improve upon the living standards of the people in the District through effective mobilization and efficient utilization of all available resources on sustainable basis with participation of the people.

### **CORE VALUES:**

- Citizen- centred (Client Focused)
- Integrity
- Professionalism
- Accountability
- Transparency
- Equity
- Participation
- Innovation
- Motivation
- Result-oriented

### **FUNCTIONS OF THE ASSEMBLY**

The Kadjebi District Assembly performs such functions as conferred on all Metropolitan, Municipal and District Assemblies by the Local Governance Act 2016 (Act 936). Section 12, (1) – (9) of the said Act charges the Assembly with the following functions. To achieve the mission for which it was established, the Assembly performs roles and functions which include but not limited to the following:

- (1) A District Assembly shall
  - a) Exercise Political and Administrative Authority in the district;
  - b) Promote local economic development; and
  - c) Provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.
- (2) A District Assembly shall exercise deliberative, legislative and executive functions.
- (3) Without limiting subsections (1) and (2), a District Assembly shall



- Revenue Mobilization
- Fixing Of Rates
- Provision Of Basic Socio Economic Infrastructure, Including Schools, Health Facility, Market , Lorry Parks, Public and Institutional Toilets and Roads
- Facilitate The Provision Of Water And Other Utility Services
- Maintenance of Peace and Security
- Sports/ Culture Development
- Monitor the activities of all Department and Agencies in the District

### **SERVICE STANDARDS**

We shall issue certificate and provide other service within the following time frames/duration:

S/N	Service	Duration/Time frame(Month/Week/Day)
1	Issuance Of business Permits/ Business Operating Permit/License (BOP)	Within five (5) working days
2	Issuance Of Certificate of Registration (CoR)	Within five (5) working days
3	Issuance Of Certificate of Payment (CoP)	Within five (5) working days
4	Issuance Of Birth Certificate	Within sixty (60) working days
	Issuance Of Birth Certificate (Fresh Birth)	One (1) working day
5	Issuance Of Death Certificate	Within sixty (60) working days
	Burial Permit	One (1) working day
6	Waste Management (Haulage of Communal Containers to Final Disposal Site)	Averagely three (3) times in a week collection
7	Issuance Of Food Vendors Certificate	Within three (3) working days
8	Issuance of poultry farm permit	One (1) working day
	Issuance Of Livestock Movement Permits	One (1) working day
9	Public Education On Hygiene Practices	Daily
10	Issuance Of Building Permit	Within thirty (30) working days
10	Preparation of planning schemes	Within ninety (90) working days
11	Advocacy services (on land encroachment issues)	Within thirty (30) working days

### **INFORMATION ON SERVICE DELIVERY BY SELECTED DEPARTMENTS OF THE ASSEMBLY:**

#### **The District Physical Planning Department**

##### **Purpose**

This chapter provides information on the requirements and procedure that a prospective developer has to follow for quality service delivery in terms of timely approval of his/her development application and to be consequently issued with a building/development permit in conformity with the existing building regulations and development control guidelines. It further gives information on other services provided by other departments of the Assembly.

## **Building/Development Permit**

**Who can apply?** Any person or organization that has the legal title to a plot of land and intends to develop it.

### **Development/Building Permit**

All physical development involving the erection of any structure, making of structural alteration or transformation of any structure, execution of any works or installation of any fittings in connection with any structure shall require a development permit.

A development permit is a written permission authorizing a person to carry out development in accordance with conditions specified in the permit. Such development permit shall give due considerations to matters relating to zoning, planning standards and structural conditions of the proposed development

### **Activities that shall require Building/development permit include:**

1. Erection of any building or structure except those exempted by law (Schools, Hotels/Restaurants Places of Worship Buildings, Factories, Hospitals, Residential Buildings, Filling Stations & LPG Gas Stations, Communication Masts, Shops/Supermarkets, Car Parks, Amusement Parks, demolishing and others).
2. Making structural alteration and or transformation (renovation) to a building.
3. Execution of works or installation of any fittings in a building.
4. Hoarding of a property.

### **Basic requirements for Development Permit shall include;**

- a. Development Permit Application Form (Jacket)
- b. Fully completed application form.
- c. Site Plan to the scale of 1:2500 or 1:1250 and conforming to the local plan of the area
- d. Block Plan to the scale of 1:50
- e. Architectural drawings to the scale of 1:20 or 1:40
- f. Structural drawings to the scale of 1:20 or 1:40
- g. Evidence of ownership of the land
- h. Report on stake holder consultation (where applicable)
- i. Previous permit if any (in the case of permit renewal)

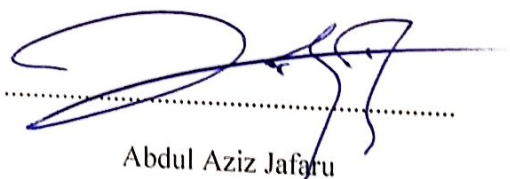
### **Stage 1: Processing of Permit Application**

The completed permit application forms and relevant material requirements shall be submitted to the Physical Planning Department of the District Planning Authority in a set of four (4).

## SUB-OFFICES

- 1) Kadjebi Town Council  
Kadjebi
- 2) Asato Area Council  
Asato
- 3) Ahamansu Area Council  
Ahamansu
- 4) Dodo Area Council  
Dodo Amanfrom
- 5) Dodi Area Council  
Dodi Papase
- 6) Amanta Area Council  
Pampawie

The Client Service Unit was established in Shama District Assembly this Friday, the 5th day of July in the year of our Lord 2019.

A handwritten signature in blue ink, consisting of a large, stylized 'A' followed by a series of loops and a long horizontal stroke.

Abdul Aziz Jafaru

(District Co-ordinating Director)