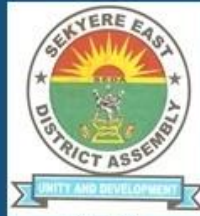




REPUBLIC OF GHANA

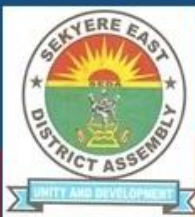


SEDA



REPUBLIC OF GHANA

SEDA CLIENT SERVICE DELIVERY CHARTER



CLIENT SERVICE CHARTER FOR SEKYERE EAST DISTRICT ASSEMBLY

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FORWARD

Legislative Instrument (L.I 900) mandates the Assembly to develop policies with oversight responsibilities for the performance of its core duties. The functions of the Assembly in the context of its mission are to ensure the harnessing of its resources for the provision of basic social services to improve living standard of its people in the District.

The purpose of this charter is to explain what we do and how we provide our services. The charter has been developed in consultation of our staff, clients and other stakeholders. In the charter, we set out other service commitments, seek your feedback and advice to help us improve on our service delivery.

The following pages set out what the Assembly is, what it does and records of the commitment of the Assembly and its staff to provide the public with the highest quality services with the available resources with permit.

1.0 INTRODUCTION

1.1 Purpose

The purpose of our client service charter is to provide a statement of what our client can expect by way of services provided by the assembly. It details the services we offer including the standards, redress procedures whenever the need arises, all with a view to ensuring client satisfaction.

1.2 Assembly Profile

The Sekyere East District Assembly was established on 1st November, 2007 by Legislative Instrument (L.I) 900. It is the highest administrative and political body exercising deliberative, legislative and executive functions in the District as enshrined in the Local Governance Act 936 Section 10.

The Assembly drives its mandate from Article 245 of the 1992 Constitution of the Republic of Ghana. It is one of the (43) Districts in the Ashanti Region, with Effiduase as the District Capital.

The District is located in the North-Eastern part of the region and lies approximately between latitude 6^o 45” -7^o 32” North and Longitude 0^o22” West. The District share boundaries with Sekyere Kumawu to the North-East, Sekyere South to the North-West, Asante Akim Central Municipal to the South-East and Ejisu-Juaben Municipal Assembly to the South-West. It covers an estimated area of about 730.5sq/km with forty-three (43) settlement of varying sizes and twenty-six (26) electoral areas and three (3) Urban Councils.

1.3 Vision

To become a highly professional socio-economic service provider that creates opportunities for human resources development in partnership with other administrative authorities in the District.

1.4 Mission

The Sekyere East District Assembly exists to ensure the provision and development of basic infrastructure and services to improve the living standards of the people in the District through formation of policies and programmes in partnership with stakeholders.

1.5 Core Values

The District has the following core values which guides its staff and stakeholders to deliver quality services to the general public. They include accountability, client-oriented, permanence, creativity, loyalty, commitment, anonymity, impartiality, diligence, discipline, equality, integrity, innovativeness, timeless and transparency.

2.0 FUNCTIONS OF THE ASSEMBLY

2.1 Core Functions

The functions of Sekyere East District Assembly like other MMDAs is derived from Section 245 of the 1992 Constitution of the Republic of Ghana as well as section 103 of the Local Governance Act 936. Therefore, the functions of the Assembly include but not limited to the following:

- Responsible for the overall development of the District and ensure the preparation and submission of development plans and budget to the relevant Central Government Agency/Ministry through the Regional Co-ordinating Council.
- Formulate and execute plans, programme and strategies for the effective mobilization of resources necessary for the overall development of the District.
- Promote and support productive activity and social development in the District and remove obstacles for initiative and 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 appropriate national and local security agencies, and be responsible for maintenance of security and public safety in the District.

3.0 STRUCTURE OF THE ORGANIZATION

The Assembly has two (2) main committees and eight sub-committees under the general Assembly. The two main committees are the Executive Committee and the Public Relations and Complaints Committee. The Executive Committee serves as the body that co-ordinates the Assembly, being the link between the sub-committees and the general Assembly.

The sub-committees are listed below:

1. Finance and Administration Sub-Committee
2. Development Planning Sub-Committee
3. Social Services Sub-Committee
4. Works Sub-Committee
5. Justice and Security Sub-Committee
6. Environmental Sub-Committee
7. Women and Children Sub-Committee
8. Agriculture Sub-Committee

The functions and roles of the committees are spelt out in the Local Government Act 936 and the model standing orders.

3.1 THE ORGANOGRAM

DISTRICT DEPARTMENTS ORGANOGRAM (FUNCTIONAL)

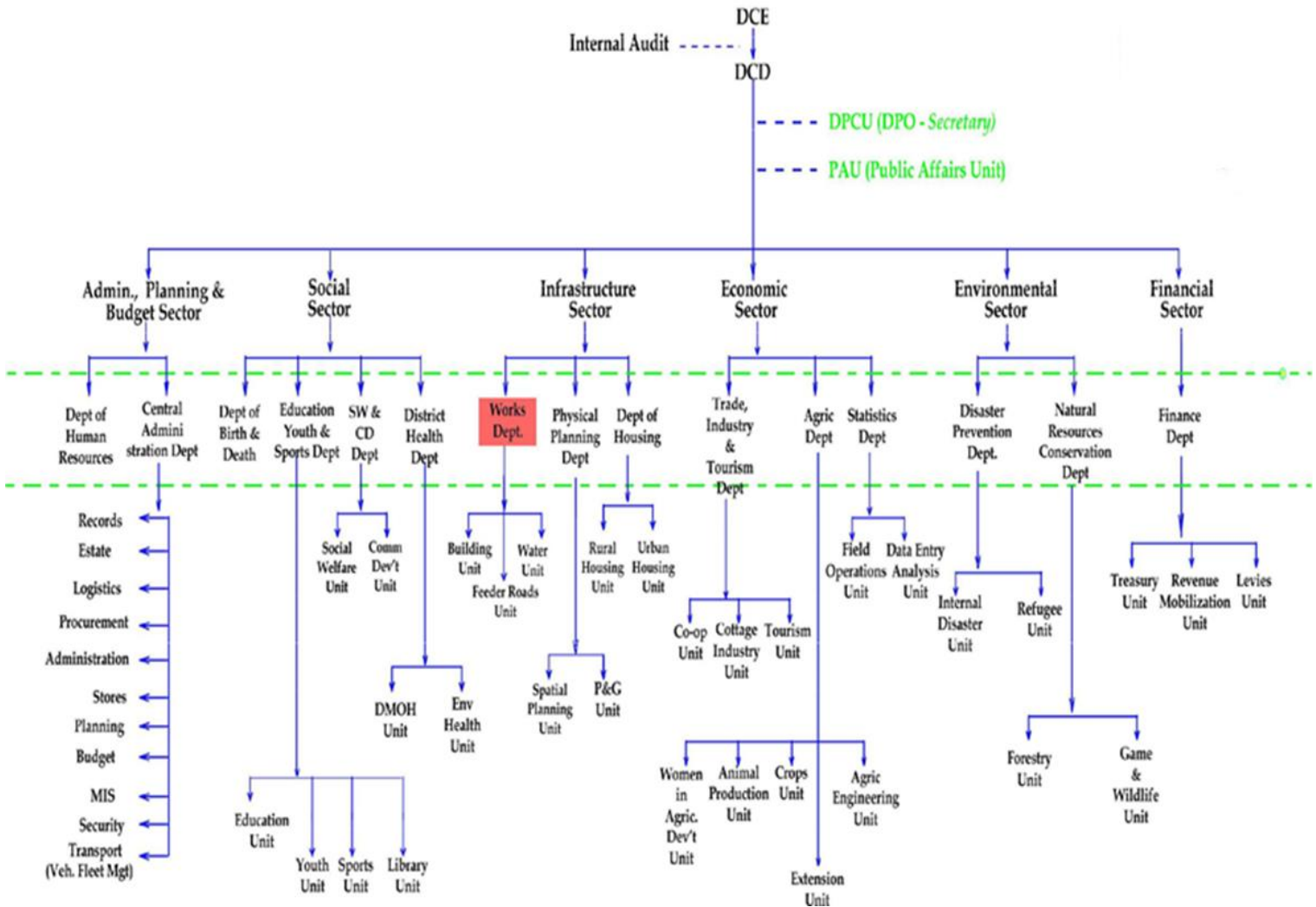


Figure 1.1 shows organogram of the District Assembly.

3.2 Departments and Units under the Assembly

- Central Administration
- Human Resource Department
- Works Department
- Social Welfare and Community Development
- Records Unit
- Planning Unit
- Budget Unit

- Procurement Unit
- Environmental Health Unit
- Management Information System Unit

The Assembly provides the following services:

- Seeks to promote Local Economic Development (LED) through provision of basic infrastructural skill training and promote access to regional and national market and improve packaging of local produce.
- To improve access of road to the District Capital and to link other rural communities as well as sourcing external funding for local business through partnership and governmental and non-governmental institutions.
- Seeks to introduce farmers to modern and appropriate technologies to in-service yield and reduces drudgery in traditional farming system.
- On improving service delivery, the Assembly seeks to improve access and appropriate works/staff with requisite skills.

4.0 Our commitment (what to expect from the Assembly)

We are committed to providing the best quality service. In carrying out our legislative responsibilities and tasks for our clients we pledge as follows:

- Provide high quality, timely and comprehensive information on the Assembly's policies.
- Offer services without discrimination
- Place public interest before personal gain
- Consult and collaborate with stakeholders in the delivery of services
- Make information available through the Assembly website
- If you contact us, we answer your phone calls promptly during normal office hours.
- If we are unable to answer your phone query immediately, we take your contact details and ensure that you receive a response within five (5) working days.

5.0 Client obligations (what to expect from the client)

In our bid to providing quality and efficient services, our clients are expected to meet the following obligations:

- Familiarize themselves with the relevant government policies of the Assembly.
- Respond to enquiries without delays to enable us give them the fastest response/action required.

- Engage us in constructive criticism.
- Provide relevant and accurate information needed by serving officer.
- Demand high quality service.
- Treat serving officers with courtesy and respect
- Give constant feedback on our services and recommendations for improvement.
- Uphold integrity and do not compromise any officials of the Assembly.
- Compliance with user guidelines provided for our services.

6.0 Handling Complaints

Clients are encouraged to make suggestions, compliments and complaints to the Assembly in person or through phone calls. If you have any problem or dissatisfied about our day-to-day services, please discuss this with the person you dealt with or their supervisor and we will try to resolve your concern immediately. If you are still not satisfied, please contact the District Coordinating Director, in person or through the contacts provided here below, who will respond within ten (10) working days of hearing from you.

7.0 Feedback

We welcome feedback on our performance, so we can know to what extent we are meeting your needs. If you have any comments or suggestions about improving our services, please let us know through the address and contact below:

Sekyere East District Assembly

P. O. Box 15

Effiduase-Ashanti

Telephone: +233244083104