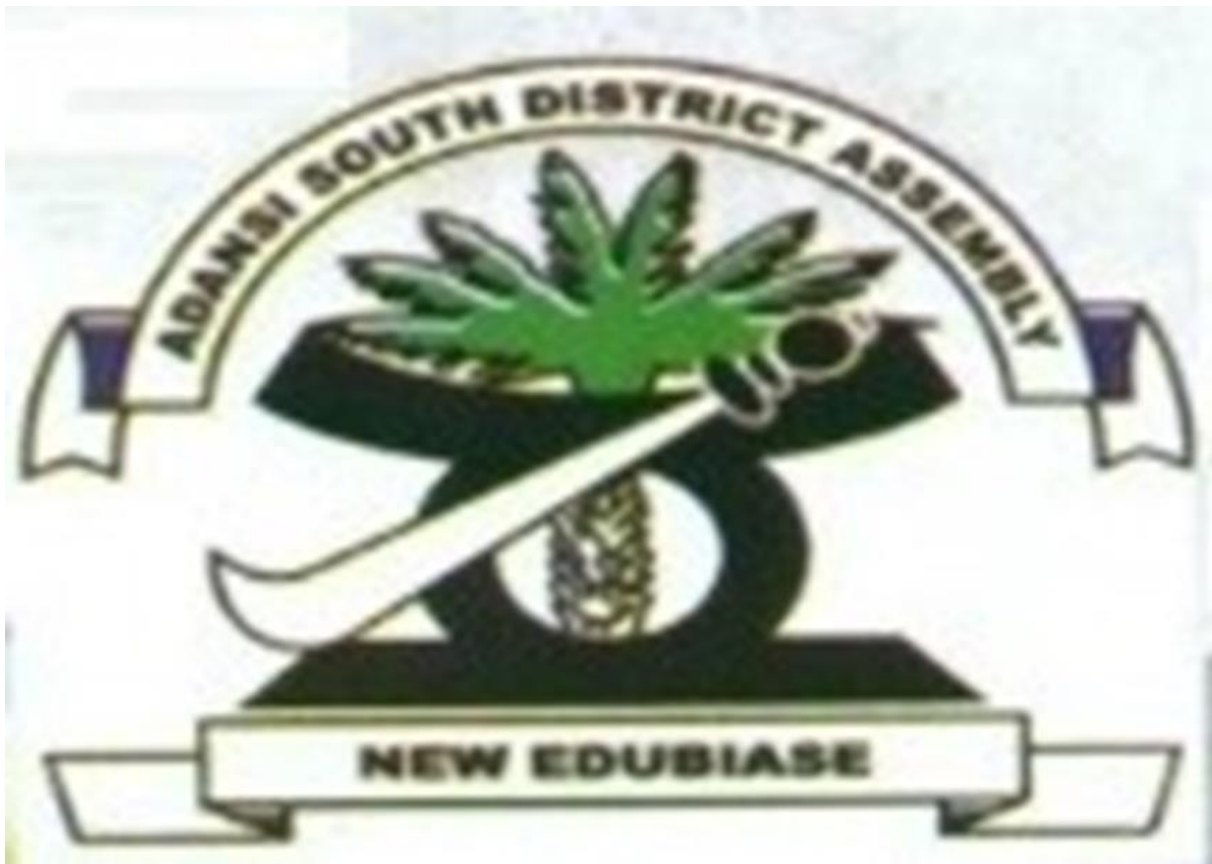


ADANSI SOUTH DISTRICT ASSEMBLY



THE SERVICE CHARTER

JUNE 2017

1.0 INTRODUCTION

Under the Government's decentralization and Local Government reform initiative, the Local Government Service (LGS): Office of the Head of the Local Government Service (OHLGS), Regional Co-ordinating Councils (RCC) Metropolitan, Municipal and District Assemblies (MMDAs) have been established and assigned a wide range of responsibilities, including ensuring effective administration and management of local government, provision of basic social services and infrastructure, and the promotion and coordination of local economic development. The Adansi South District Assembly (ASDA) is one of the established MMDAs in Ghana operating within the government machinery. It is located in the Ashanti Region and is responsible for the overall development of the district by formulating and implementing developmental policies, promoting local development, providing guidance, giving directions to and supervising other administrative authorities in the district.

2.0 CONSTITUTIONAL MANDATE

The directive principles of state policy under the 1992 Constitution of the republic of Ghana prescribed the manner and principles in which public administration should be carried out. The section on administrative justice gives citizens the right to hold the state institutions responsible whenever their constitutional rights are violated. The Local Government Service was established by the Local Government Service Act, 2003, act 656. The Adansi South District was established in 1988 with LI 1752. The Assembly also derived its mandate from the Local Governance Act, 2016, Act 936.

3.0 STRATEGIC DIRECTION OF THE DISTRICT ASSEMBLY

3.1 OUR VISION

To become a transformed local economy through the creation of vibrant agro-based sector and increasing access to basic services for development.

3.2 OUR MISSION

The district exists to improve the standard of living of the people in the district through the provision of social and economic facilities with the enabling

environment for private participation and investment in the district with qualified human resources.

3.3 Objectives

1. Facilitate the effective functioning of the local government institution in the District Assembly

2. Ensure the efficiency and effectiveness in the mobilization and utilization of resources in the District Assembly and its decentralized departments.

3. Facilitate the provision of basic social and economic infrastructure and services in the District.

4. Monitor, coordinate and harmonize the implementation of development plans and activities in the District Assembly

5. Facilitate community-based and private sector development in the district

3.4 CORE VALUES OF THE COMMISSION

Accountability, client-oriented, Credibility, Creativity, Anonymity, Diligence, Discipline, Equity, integrity, Innovativeness, Loyalty, Commitment, Impartiality, permanence, timeliness, and transparency.

3.5 Service Delivery Standards

Participation, Professionalism, Client focus, Transparency, Efficient and Effective use of Resources and Accountability

4.0 FUNCTIONS OF THE DISTRICT ASSEMBLY

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

- (a) Be responsible for the overall development of the district;
 - (b) Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;
 - (c) Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
 - (d) 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;
 - (e) Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district
 - (f) Be responsible for the development, improvement and management of human settlements and the environment in the district;
 - (g) In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
 - (h) Ensure ready access to courts in the district for the promotion of justice;
 - (i) Act to preserve and promote the cultural heritage within the district;
 - (j) Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and
 - (k) Perform any other functions that may be provided under another enactment.
- (4) A District Assembly shall take the steps and measures that are necessary and expedient
to

- (a) Execute approved development plans for the district;
 - (b) Guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans;
 - (c) Initiate and encourage joint participation with other persons or bodies to execute approved development plans;
 - (d) Promote or encourage other persons or bodies to undertake projects under approved development plans; and
 - (e) 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.
- (5) A District Assembly shall co-ordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the district and other development programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non-governmental organizations in the district.
- (6) A District Assembly in the discharge of its duties shall
- (a) Be subject to the general guidance and direction of the President on matters of national policy; and
 - (b) Act in co-operation with the appropriate public corporation, statutory body or non-governmental organization.
- (7) Public corporations, statutory bodies and non-governmental organizations shall cooperate with a District Assembly in the performance of their functions.
- (8) In the event of a conflict between a District Assembly and an agency of the central Government, public corporation, statutory body, non-governmental organization or individual over the application of subsection (5), (6) or (7), the matter shall be referred by either or both parties to the Regional Co-ordinating Council for resolution.

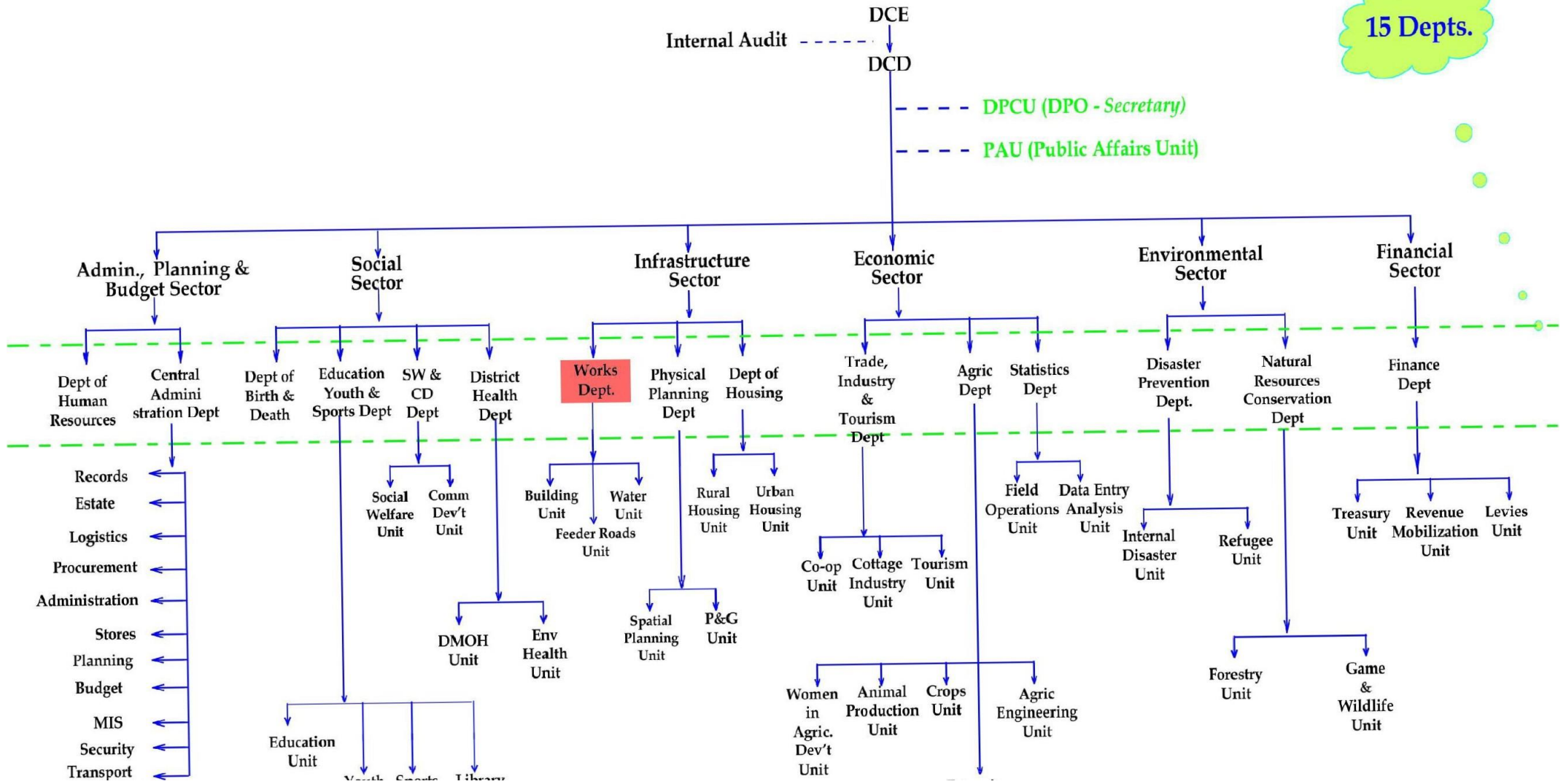
- (9) The Instrument that establishes a particular District Assembly or any other Instrument, may confer additional functions on the District Assembly.

4.1 THE ORGANISATIONAL STRUCTURE OF THE ASSEMBLY

To deliver on its mandate, Adansi South District Assembly operates under the following departments:

- a) Central Administration Department
- b) Education, Youth and Sports
- c) Agriculture
- d) Finance
- e) Social Welfare and Community Development
- f) Works
- g) District Health Department
- h) Physical Planning Department
- i) Trade, Industry and Tourism Department (BAC)
- j) Disaster Prevention Department (NADMO)
- k) Natural Resources Conservation Department (Forestry commission)
- l) Department of Human Resources Management

15 Depts.



4.2 SERVICE PRINCIPLES

In order to maximise stakeholders'/clients' satisfaction, we shall adhere to the following principles:

- a) good governance;
- b) competence within the Public Services;
- c) merit-based human resource management practice;
- d) equity;
- e) honesty;
- f) respect;
- g) humility; and,
- h) integrity.

4.3 WHY THIS SERVICE CHARTER

In conformity with our mandate, and in line with our service principles, this Service Charter has been developed to provide information on the services and expected standards to facilitate expedient transaction of business with our clients and stakeholders. It also meant to serve as a practical guide to our clients and stakeholders on the service delivery processes of the Assembly, and to publicly demonstrate the Assembly's commitment to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

5.0 SERVICE DELIVERY STANDARDS

5.1 Service Delivery Time Frame

The specific services provided by the Assembly, and the expected time frame for delivery are presented in the Table below:

TABLE SERVICE DELIVERY TIME FRAME

DEPARTMENT/UNIT	SERVICES	DELIVERY TIME FRAME	PROCEDURE	EXPECTATIONS FROM CLIENTS
Central Administration Department	➤ Marriage registration	21 Days	<ul style="list-style-type: none"> ❖ Application for marriage received verbally or written ❖ Payment made at accounts ❖ Notice for publication is issued for 21 days ❖ Certificate is prepared by the registrar after 21 days ❖ DCD signs the certificate ❖ Certificate is issued 	<ul style="list-style-type: none"> ▪ Applicants puts in application ▪ Applicants come to the office with 2 witnesses each ▪ Provide the registrar with correct spelling of their names ▪ Applicants and witnesses to sign the certificate

	<p>➤ Procurement of items for the Assembly</p>	<p>1 Month</p>	<ul style="list-style-type: none"> ❖ DCD receives request from department/unit for items. ❖ DCD refers request to the Procurement Officer ❖ Procurement Officer puts a memo on it for payment ❖ Procurement Officer prepares tender documents ❖ Contract awarded ❖ Items procured ❖ Storekeeper inspect received items and kept at store 	<ul style="list-style-type: none"> ▪ Heads of department/units make request for items ▪ Developing partners supply items to the Assembly ▪ Suppliers are registered with the Assembly's GIFMIS
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	<p>➤ Receiving requisition and issuing out items to the requested Department/Unit</p>	<p>1 Day</p>	<ul style="list-style-type: none"> ❖ Heads of department/unit make request to DCD to use purchased items ❖ DCD refers request to the storekeeper ❖ Storekeeper prepares SRA ❖ Storekeeper supplies the items to the head of department/unit 	<ul style="list-style-type: none"> ▪ Heads of department/unit make request for items ▪ Heads of department/unit sign SRA forms
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	<p>➤ Organization Meetings</p>	<p>of 3 Months</p>	<ul style="list-style-type: none"> ❖ Deputy Director prepares meeting schedules for DCD approval ❖ Secretaries to sub-committees organize sub-committees' meeting ❖ Management and other statutory meetings are held to discuss the recommendations by sub-committees ❖ Executive committee meeting is held ❖ General Assembly meeting is held. 	<ul style="list-style-type: none"> ▪ Chairpersons and secretaries to organize sub-committees' meeting according to the schedule ▪ Sub-committees submit recommendations timely ▪ Assembly Members attend meetings
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	<ul style="list-style-type: none"> ➤ Addressing complains of clients and stakeholders (PRCC) 	2 Weeks	<ul style="list-style-type: none"> ❖ A client/stakeholder makes a complain at the CSU ❖ CSO submits complain to DCE ❖ DCE minutes for DCD ❖ CSO arranges for PRCC meeting to address the complain 	<ul style="list-style-type: none"> ▪ Clients/stakeholders make a complain ▪ PRCC members to attend PRCC meeting ▪ Complainer to attend PRCC meeting
	<ul style="list-style-type: none"> ➤ Handling of mails (incoming mails) 	1 Week	<ul style="list-style-type: none"> ❖ Registry receives incoming mails ❖ Registrar registers mails ❖ Registrar sends mails to DCE ❖ DCE minutes to DCD 	<ul style="list-style-type: none"> ▪ Agencies to submit letters to registry on time ▪ Clients should make follow-ups on submitted letters

	<p>➤ Handling of mails (outgoing mails)</p>	<p>3 Days</p>	<ul style="list-style-type: none"> ❖ DCD minutes to officers to take action ❖ Registrar sends copies of minute mails to officers ❖ Registrar files the mails ❖ Registry receives outgoing mails from departments/units ❖ Registrar assigns reference numbers to letters ❖ Registrar dispatches letters to the recipients 	<ul style="list-style-type: none"> ▪ Clients should acknowledge receipt of dispatched letters
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	<ul style="list-style-type: none"> ➤ DISEC meeting 	2 Weeks	<ul style="list-style-type: none"> ❖ Insecurity issue is raised ❖ DCE and DCD meet to fix a date ❖ Deputy draft an invitation letter for DCD to sign ❖ Signed invitation is sent to registry for dispatch to members 	<ul style="list-style-type: none"> ▪ Insecurity issue is reported ▪ DCD writes invitation letter to DISEC members ▪ DCD writes minutes and report
	<ul style="list-style-type: none"> ➤ Repair of Assembly assets 	3 Weeks	<ul style="list-style-type: none"> ❖ The user reports faulty machine to his/her supervisor ❖ Supervisor informs DCD and puts in a memo for funds to repair 	<ul style="list-style-type: none"> ▪ Repairers or fitters to come up with the estimated cost of maintenance ▪ Clients should respond quickly to request for maintenance

	<p>➤ Monitoring activities of GSFP in the District.</p>	<p>4 Months</p>	<ul style="list-style-type: none"> ❖ The Procurement Officer procures a repairer. ❖ Monitor daily activities through head teachers after the appointment of caterers and assigned to schools. ❖ The desk office receives report on cooking and non-cooking days from head teachers through Department of Education every term. ❖ The desk office makes compilations 	<ul style="list-style-type: none"> ▪ Caterers are paid through their E-wich cards. ▪ Caterers provide the office with correct data
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			<p>of caterers records and affix it to the records on cooking and non-cooking days received from Department of Education.</p> <ul style="list-style-type: none">❖ The desk office submits final report to the DCE to append his signature.❖ The desk office then submits compiled report to GSFP secretariat at Kumasi.	
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	<p>➤ Monitoring/inspection of Projects for retention.</p>	<p>1 Month</p>	<ul style="list-style-type: none"> ❖ The head of the unit receives information on the project. ❖ He mobilizes the monitoring team to inspect the project to ascertain whether the level of undertakings merits the amount to be paid or the agreed procedure. ❖ The head of the unit makes his observation and generates report. ❖ The report determines whether a certificate be issued for payment or not. 	<ul style="list-style-type: none"> ▪ The contractor is paid or made to correct defects based on satisfaction. ▪ Contractor puts in certificate to request for payment ▪ Contractor corrects defects detected during monitoring
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	<p>➤ Reporting of progress of activities in the district.</p>	<p>3 Months</p>	<ul style="list-style-type: none"> ❖ The head of unit generates templates, which is then distributed to all decentralised departments and other essential service providers to complete. ❖ The unit then compiles the templates and makes detailed analysis of the reports received ❖ The unit then submits final reports to the DCD. ❖ The DCD signs and submits it to RCC and NDPC 	<ul style="list-style-type: none"> ▪ RCC/OHLGS/NDPC assesses MMDA based on report submitted.
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NADMO	➤ Reliefs and reconstruction	3 Months	<ul style="list-style-type: none"> ❖ Disaster case is reported ❖ NADMO moves to site to assess the disaster ❖ NADMO reports case to DCE/DCD and regional NADMO office ❖ NADMO solicit for relief items ❖ NADMO distributes reliefs items to victims 	<ul style="list-style-type: none"> ▪ Disaster victims should report disaster cases quickly as possible ▪ Disaster victims should be ready to assist NADMO to assess destroyed assets
Finance Department	❖ Submission of monthly financial statement/transcript	1 Month	<ul style="list-style-type: none"> ❖ Schedule officer prepares a draft financial statements/transcript ❖ The schedule officer prepares cashbook transcript. 	<ul style="list-style-type: none"> ▪ HoDs and Units should submit their inputs on time ▪ Receiving agencies should acknowledge receipt of report

			<ul style="list-style-type: none"> ❖ DFO goes through it and submit to DCD ❖ DCD certifies it and DFO puts a transmittal letter ❖ Schedule officer submits the reports to the various agencies 	
Human Resource Management Unit	➤ Promotion and Upgrading of staff	6 months	<ul style="list-style-type: none"> ❖ HR prepares promotion register ❖ HR request for affected officers to submit promotion inputs ❖ HR submits promotion inputs at RCC ❖ RCC vets inputs for shortlists ❖ RCC invites shortlisted 	<ul style="list-style-type: none"> ▪ Staff submit required documents for promotion timely ▪ RCC to vet and issue promotion letter on time ▪ Heads of department/unit appraise themselves and staff under their supervision

			<ul style="list-style-type: none">❖ officers for interview❖ RCC writes promotion letters to qualified staff❖ HR prepares change of grade inputs and submit to OHLGS	
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	❖ Salary Administration	5 Days	<ul style="list-style-type: none"> ❖ CAGD sends sms signal ❖ HR validates staff ❖ HR prepares validation report and submit to RCC ❖ HR prepares IGF salary ❖ DCD and DFO minute and warrant is prepared by the DBA. ❖ DFO prepares cheque for payment 	<ul style="list-style-type: none"> ▪ CAGD sends validation signal ▪ CAGD makes payment after validation
	➤ Change of staff management unit	3 Months	<ul style="list-style-type: none"> ❖ OHLGS/RCC issue posting instruction ❖ HR prepares assumption of duty letter 	<ul style="list-style-type: none"> ▪ Affected officer reports for duty with posting letter ▪ Affected officer submits his/her payslip to HR

	<p>➤ Capacity building of staff</p>	<p>1 Month</p>	<ul style="list-style-type: none"> ❖ HR prepares posting input forms and send to OHLGS ❖ HR prepares TNA report ❖ HR prepares Capacity building plan ❖ DACF release DPAT funds ❖ HR puts up initiation memo ❖ HR writes request for proposals ❖ DCD forms technical committee to assess received proposals 	<ul style="list-style-type: none"> ▪ HR prepares inputs and submit to OHLGS ▪ DACF/DA releases funds ▪ Consultants submit - financial and technical proposals ▪ Participants attend the training ▪ Consultant submits training reports after training
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	<p>➤ Administration of Annual Leave Roster</p>	<p>3 Weeks</p>	<ul style="list-style-type: none"> ❖ Procurement issue award of contract letter ❖ HR invites participants for the workshop ❖ Consultants submits training report ❖ HR conducts post-training impact assessment ❖ HR prepares Annual Leave Roster ❖ Staff fills application for leave form and endorsed by HoD ❖ DCD approves ❖ HR issues approval letter to staff 	<ul style="list-style-type: none"> ▪ Staff submit application forms 2 weeks before the date of leave ▪ HoDs approve leave ▪ Staff resumes duty after the leave period
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Physical Planning Department	<ul style="list-style-type: none"> ➤ Receiving and issuance of development permit 	90 Days	<ul style="list-style-type: none"> ❖ Receive application from client ❖ Check for compliance and provide technical support ❖ Recommend for change of use if any ❖ Receives submission fee ❖ Create record database ❖ Vetting of application by both Physical Planning and works ❖ Site inspection ❖ Technical sub-committee assess the application 	<ul style="list-style-type: none"> ▪ Clients submit their applications timely ▪ DCD/DFO releases funds for meetings and site inspection ▪ Clients or applicants cooperate with the department by providing correct and accurate information
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			<ul style="list-style-type: none"> ❖ Statutory Planning Committee meets to assess application ❖ Special Planning Committee meets to consider the application ❖ Permit issuance after resolving all issues 	
Department of Agriculture	➤ Rabies Vaccination of Dogs and Cat	7 Days	<ul style="list-style-type: none"> ❖ Farmers bring their dogs or cats to the Vet. Unit. ❖ The Vet. Officer visits various operational areas across the district to educate the communities on the importance of rabies vaccination. ❖ Announcement is made at the village 	<ul style="list-style-type: none"> ▪ Farmers bring their animals for vaccination

	<ul style="list-style-type: none"> ➤ Meat Inspection of Food Animals 	1 Day	<p>and date schedule for the vaccination to take place.</p> <ul style="list-style-type: none"> ❖ The vet. Officer inspects the slaughter house daily, throughout the year. 	<ul style="list-style-type: none"> ▪ Making sure good and quality meat is brought to the market. ▪ Ensuring the slaughter house is hygienic.
	<ul style="list-style-type: none"> ➤ Access to improve subside inputs (rice maize and vegetable seed and also fertilizer) under planting for foods and jobs (PFJ) 	1 Day	<ul style="list-style-type: none"> ❖ First point of contact is the crops Officer. ❖ Crops Officer links the farmer to registered PFJ input dealer. ❖ The farmer visits any PFJ agro input shop with a valid national 	<ul style="list-style-type: none"> ▪ Farmers register with PFJ dealer ▪ This will also enable the farmers to know the importance of using improved seeds and application of fertilizer.

	<p>➤ Access to free oil palm seedlings raised under planting for export and rural development.</p>	<p>6 Months</p>	<p>ID to purchase the input.</p> <ul style="list-style-type: none"> ❖ AEA in various operational areas assist farmers to get certified seeds and visit fields to monitor progress of production. ❖ AEA, in various operational areas compile names of interested oil palm farmers and submits these names to the Desk Officer. ❖ The Desk Officer compiles all the names and submits 	<ul style="list-style-type: none"> ▪ Farmers develop interest ▪ Voluntarily submit their names to the desk officer
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	<p>➤ Access to Insecticide for the control of Fall Army Worm Sensitization (FAW)</p>	<p>1 Day</p>	<p>them to the District Assembly for further action to be taken.</p> <ul style="list-style-type: none"> ❖ Seedling are distributed based on the quality available and the quota given to each operational area. ❖ Maize farmers in various operational areas contact their AEs when their maize fields are infested with fall army worm. ❖ AEs also submit to the Desk officer in charge, all the list of 	<ul style="list-style-type: none"> ▪ Prompt information to FAW ▪ Farmers should be ready to put themselves into groups
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	<p>➤ Access to technical support service to increase production through home and farm visits.</p>	<p>On a Daily basis</p>	<p>maize farmers with infested farms.</p> <ul style="list-style-type: none"> ❖ Desk officer gives the list to the Agric Director for approval before the FAW chemicals are distributed to the AEAs for the affected farms. ❖ Farmers are provided with knowledge on improved new farming technologies to help boost their crop yields. ❖ To enable the Agric Director and DAOs access the day to 	<ul style="list-style-type: none"> ▪ Farmers should at all times meet the FAW ▪ Listen to the instruction of the FAW ▪ Apply the technical advice given to them by FAW
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	<p>➤ Treatment of sick animals and disease surveillance</p>	<p>1 Day</p>	<p>day work of the AEAs and farmers.</p> <ul style="list-style-type: none"> ❖ Livestock farmers bring the animals to the vet. Unit of the Department for proper treatment of their sick animals. ❖ The vet. Officer also educates livestock farmers during disease surveillance on the importance of desisting from handling dead or sick animals. 	<ul style="list-style-type: none"> ▪ This allows livestock farmers to get good access to health for their animals.
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Social welfare and community development	<ul style="list-style-type: none"> ➤ Sensitization and Public Education. 	2 Weeks	<ul style="list-style-type: none"> ❖ Community entry (meeting with Nananom to present the program and also seek for approval date for the programme). ❖ Community Mobilization ❖ Forms of engagement (durbar, home visit, focus group discussion). 	<ul style="list-style-type: none"> ▪ Community members should meet the social welfare officers ▪ Organize the venues of the meeting ▪ Make announcement for members to participate in the meeting

	<ul style="list-style-type: none"> ➤ Case management (child Maintenance, child custody, child abandonment, neglect. 	3 Weeks	<ul style="list-style-type: none"> ❖ serve invitation letter, date is set for hearing, general assessment is conducted if necessary, Referral is done when necessary, Case plan is drawn, final intervention is provided, monitoring when necessary 	<ul style="list-style-type: none"> ▪ Clients should report incidence to the social welfare office. ▪ Clients should feed the social welfare department with accurate information ▪ Cooperate fully with the social development officers
	<ul style="list-style-type: none"> ➤ Registration Vulnerable groups (PWDs and LEAP) 	1 Day	<ul style="list-style-type: none"> ❖ Forms provided to register ❖ The forms sent to Accra for verification 	<ul style="list-style-type: none"> ▪ Community members report case for registration ▪ Provide passport picture ▪ Move to New Edubiase for registration

	<ul style="list-style-type: none"> ➤ Registration of LEAP Beneficiaries and PWDs on NHIS 	2 Weeks	<ul style="list-style-type: none"> ❖ Registered PWDs turns in application forms for support ❖ The applications are verified and vetted for the support ❖ Comply data of all registered members of LEAP and PWDs and submitted to NHIS office for approval. ❖ Announcement is made for them to come register. 	<ul style="list-style-type: none"> ▪ PWDs must apply to be registered ▪ PWDs should fill the data entering forms
Department of Health (Environmental Health and Sanitation)	<ul style="list-style-type: none"> ➤ Premise inspection 	1 Month	<ul style="list-style-type: none"> ❖ Creating and monitoring a database on all premises of environmental importance. 	<ul style="list-style-type: none"> ▪ Community members allow assess to premises by the environmental health officer

	<ul style="list-style-type: none"> ➤ Food and meat hygiene 	2 Weeks	<ul style="list-style-type: none"> ❖ Inspection and health education on all premises identified for their state of sanitation and public health e.g.: Domiciliary, Hospitality, industries, School, Shops, etc. to ascertain as to their state of Sanitation and necessary action taken for their remedy. 	<ul style="list-style-type: none"> ▪ Clients allow the EHOs assess to their premises ▪ Implement hygienic recommendations by the EHOs
	<ul style="list-style-type: none"> ➤ Solid waste Management. 	12 Months	<ul style="list-style-type: none"> ❖ Staff are assigned to the market to ensure good sanitation and food hygiene and safety. ❖ Sensitization and screening of food handler and vendors. 	<ul style="list-style-type: none"> ▪ Residents should gather and throw rubbish at the collection site ▪ Zoomlion truck to convey the rubbish to the final disposal site ▪ Citizens to obey the sanitation laws

	<p>➤ Liquid waste management</p>	<p>2 Weeks</p>	<ul style="list-style-type: none"> ❖ Staff carry out post mortem inspection of carcasses and ensure healthy environmental Conditions within the meat processing facilities. ❖ Zooming organization and Management of district solid waste collection and transportation service. ❖ Inspection and Management of container and dumpsite. 	<ul style="list-style-type: none"> ▪ Monitoring and supervision on public toilet. ▪ Prepare report on every activity executed to the management.
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	<p>➤ Sanitary cases and law enforcement.</p> <p>➤ Stray Animals</p>	<p>6 Months</p> <p>2 Months</p>	<ul style="list-style-type: none"> ❖ Request for cesspool emptier by client. ❖ Inspection of septic tank. ❖ Arrange for the service of the vehicle. ❖ Management of liquid waste collection service tanker and cesspool service. ❖ Interpreting sanitation bye laws to the public. ❖ Serving of summons to sanitary offenders to appear at court. ❖ Staff assigned to court to ensure the 	<ul style="list-style-type: none"> ▪ Successful Prosecution. ▪ Nuisance are abated. ▪ Revenue is generated to the assembly.
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	<p>➤ Hospital sanitation</p>	3 Weeks	<p>prompt prosecution of the sanitary offenders.</p> <ul style="list-style-type: none"> ❖ Staff prepare charge sheet for presentation to the court. ❖ Arresting of stray animals ❖ Impounding of stray animals. ❖ Auctioning of stray animals when the duration of impoundment is overdue. 	<ul style="list-style-type: none"> ▪ Submit information on health care waste ▪ Prepare memo for fund in order to bury pauper. ▪ Task executed by staff.
	<p>➤ Monitoring supervision and of labourers</p>	1 Day	<ul style="list-style-type: none"> ❖ Staffs are assigned to the health care 	<ul style="list-style-type: none"> ▪ Prepare memo in order to get sanitary items for the labourers.

			<p>facilities to assist them put in place measures to address all environmental health conditions.</p> <ul style="list-style-type: none"> ❖ Segregation, storage, collection, treatment and final disposal of health care waste. ❖ Supervised the burial pauper (mass burial). ❖ Checking the attendance of labourers by marking them in attendance book daily. ❖ Ensure that labourers execute their duties. ❖ These labourers are polled together and 	<ul style="list-style-type: none"> ▪ Submit report to the DEHO.
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			organised into gang to provide service like grass cutting, distilling and services that may arise.	
Works Department	➤ Preparation of Tender Documents	3 Works	<ul style="list-style-type: none"> ❖ Assembly advertise for the construction of project ❖ Contractor files application for consideration ❖ A date is set for tender opening ❖ Works Engineer writes award letter for the winner ❖ The project site is handed over to the contractor to commence work 	<ul style="list-style-type: none"> ▪ Consultants/contractors to bid for the projects ▪ Contractors to register the Assembly ▪ Contractors to furnish the Assembly with correct documentation

	<p>➤ Demarcate of plots</p>	<p>2 Months</p>	<ul style="list-style-type: none"> ❖ Engineer and Planning Officers liaise to get an EPA permit for the project ❖ Land owner applies for the demarcation of a piece of land ❖ DCD minute for PPD and Works Engineer to take necessary action ❖ Works Engineer and PPD get a Land Saviour to saviour the land ❖ The land is then demarcated into plots 	<ul style="list-style-type: none"> ▪ Land owners should apply for land demarcation ▪ Give precise location of the land ▪ Procure demarcation poles ▪ Sensitize the public ▪ Pay for the cost involve ▪ Attend site meetings
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	<ul style="list-style-type: none"> ➤ Supply of potable water and maintenance of boreholes 	3 Months	<ul style="list-style-type: none"> ❖ Community applies for the construction of borehole ❖ Assembly secures funding ❖ Assembly secures a contractor ❖ Assembly awards a contract for the construction of the borehole. 	<ul style="list-style-type: none"> ▪ Community members should apply for the borehole ▪ Community members should protect and maintain the borehole ▪ Report on broken down borehole
	<ul style="list-style-type: none"> ➤ Provision of street lightening 	2 Months	<ul style="list-style-type: none"> ❖ Assembly secures funding to procure street lights ❖ Contract is awarded to a supplier to supply the lights 	<ul style="list-style-type: none"> ▪ Citizens should report on non-functioning lights for repairs

	<p>➤ Approval of temporary permits</p>	<p>of 1 Month</p>	<ul style="list-style-type: none"> ❖ Engineer contact ECG to fix the lights at vantage points ❖ Client applies for permit ❖ DCD minute for Engineer to take action ❖ Engineer liaises with PPD to inspect the site ❖ If appropriate, permit is granted 	<ul style="list-style-type: none"> ▪ Client should apply for permit ▪ Client provides accurate information ▪ Leads the inspection team site ▪ Attend meetings leading to grant or rejection of permit application
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6.0 WHAT WE EXPECT FROM OUR CLIENTS

- a) Submission of timely and accurate information
- b) Clear communication
- c) Close collaboration
- d) Cordial relations
- e) Respect
- f) Trust
- g) Understanding
- h) Cooperation
- i) Reliability
- j) Feedback

7.0 COMPLAINTS AND COMMENTS

7.1 LODGING OF COMPLAINTS

- a) We encourage clients to lodge complaints and make suggestions, comments and compliments through the physical address, the postal address, and the Client Service Unit on the ground floor of the administration block.
- b) We guarantee confidentiality and privacy regarding the complainants' identity and the subject of complaint.
- c) We encourage complainants to identify themselves adequately to enable us to handle their issues adequately and efficiently without unnecessary bottlenecks that may be caused by anonymity.

7.0 CLIENT SERVICES UNIT (CSU)

- 7.1** A Client Services Unit has been set up on the ground floor of the administration block. The objective of this Unit is to respond timeously to clients' request for information, assistance and complaints related to services provided by the Assembly. The CSU may be contacted in writing, by phone or in person through:

The Adansi South District Assembly
P.O. Box 1
Website: asda.gov.gh

7.2 RESPONSE TO COMPLAINTS

Complaints will be responded to within seventy-two (72) hours upon receipt.
Two weeks is set aside to resolve the complaint.

A client who is not satisfied with the response may complain to The District Coordinating Director through the address below:

ADANSI SOUTH DISTRICT ASSEMBLY
P. O. BOX 1, NEW EDUBIASE

Website: www.asda.gov.gh

7.3 When You Can Find Us

During normal working hours 08 – 17hrs (8am – 5pm)

7.4 PHYSICAL ADDRESS

On the New Edubiase-Bronikrom Road
New Edubiase-Ashanti
GPS: A3-0001-3114

8.0 COLLABORATING ORGANISATIONS **PUBLIC SERVICE ORGANISATIONS**

Audit Service (External)

Ghana National Fire Service

Ghana Health Service

Ghana Revenue Authority

Ghana Education Service

Ghana Police Service

Postal & Courier Services

Ghana Immigration Service

National Disaster Management Organization

National Board for Small Scale Industries
National Health Insurance Authority
Commission for Human Rights and Administrative Justice
National Commission for Civic Education
Electoral Commission
Forestry Commission
Office of the Administrator of Stool Lands
National Youth Authority
Youth Employment Agency
Produce Buying Company (PBC)
Electricity Company of Ghana
Ghana Water Company