

**OFFICE OF THE SEKYERE KUMAWU DISTRICT
ASSEMBLY (SKDA)
CLIENT SERVICE CHARTER**



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CHAPTER ONE

1.0 INTRODUCTION

The Sekyere Kumawu District Assembly (SKDA) is one of the two hundred and sixty-one (261) Metropolitan, Municipal and District Assemblies (MMDAs) in Ghana. The Assembly was carved out of the then Sekyere Afram Plains District Assembly in 2012 and formally established by Legislative Instrument (L.I.) 2171, with Kumawu as its administrative capital.

The District covers an estimated land area of 1,500.6 square kilometers, representing approximately 6.2 percent of the total land area of the Ashanti Region. Kumawu, the district capital, is located about 54 kilometers north-east of Kumasi, the regional capital. The District shares boundaries with Sekyere Central District to the west, Sekyere East District to the north, Asante Akim North Municipal to the south-west, and Sekyere Afram Plains District to the south.

1.1 L.I ESTABLISHMENT OF THE DISTRICT ASSEMBLY

The Sekyere Kumawu District Assembly was established under Section 1 of Legislative Instrument 2171 and in accordance with the Local Governance Act, 2016 (Act 936). The Act provides for the Assembly's area of authority and delineates its electoral areas, through which local governance and development administration are undertaken.

1.2 VISION

To establish an open, transparent, and accountable system of administration that effectively utilizes information and resources to promote sustainable development within the District.

1.3 MISSION

The Sekyere Kumawu District Assembly exists to improve the quality of life of the people through the effective and efficient mobilization and utilization of resources, in partnership with stakeholders, for sustainable development.

1.4 CORE VALUES

The Assembly upholds the following core values in the discharge of its mandate:

- Accountability
- Client-Oriented Service
- Creativity and Innovation
- Discipline and Diligence
- Equity and Fairness

CHAPTER TWO

FUNCTIONS, LEGAL PROVISIONS AND OBJECTIVES OF THE ASSEMBLY

2.1 FUNCTIONS OF THE DISTRICT ASSEMBLY

In accordance with the Local Governance Act, 2016 (Act 936), the Sekyere Kumawu District Assembly performs the following functions:

- Acts as the highest political and administrative authority in the District.
- Formulates and executes development plans, programmes and strategies for effective resource mobilisation.
- Promotes productive economic activities and removes obstacles to development initiatives.
- Facilitates the provision of basic infrastructure and municipal services.
- Supports education, health and social development, with due regard for gender equity.
- Ensures environmental management and sustainable human settlement planning.
- Collaborates with security agencies to maintain public safety and security.
- Promotes access to justice within the District.

Additionally, under Section 12(4) of Act 936, the Assembly is mandated to execute approved development plans, support sub-district structures, encourage joint development initiatives, and monitor and evaluate the impact of projects on district and national development.

2.2 LEGAL PROVISIONS AND GUIDELINES

The Assembly operates within the framework of the following laws and regulations:

- 1992 Constitution of the Republic of Ghana
- Local Governance Act, 2016 (Act 936)
- Public Financial Management Act, 2016 (Act 921)
- Public Procurement Act, 2016 (Act 914)
- Spatial Planning Act, 2016 (Act 925)
- National Development Planning System Regulations, 2016 (L.I. 2232)
- Public Health Act, 2012 (Act 851)
- Mental Health Act, 2012 (Act 846)
- Other applicable bye-laws and sector-specific legislations

2.3 OBJECTIVES OF THE DISTRICT ASSEMBLY

The key objectives of the Sekyere Kumawu District Assembly include:

- Strengthening local governance institutions.
- Ensuring prudent financial management and efficient use of resources.
- Coordinating and harmonizing development initiatives.
- Facilitating the provision of social and economic infrastructure.
- Promoting private sector and community-led development.

2.4 DEPARTMENTS OF THE DISTRICT ASSEMBLY

In line with Section 78 of Act 936, the Assembly operates through decentralized departments, including:

- Central Administration Department
- Finance Department
- Education, Youth and Sports Department
- District Health Department
- Agriculture Department
- Physical Planning Department
- Social Welfare and Community Development Department
- Works Department
- Trade and Industry
- Natural Resources, Forestry Commission and Game & Wildlife
- Disaster Prevention and Management Department
- Human Resource Department
- Statistical Service
- Other relevant statutory departments

CHAPTER THREE

3.0 SERVICE DELIVERY STANDARDS

The Sekyere Kumawu District Assembly is committed to delivering quality services in a timely, transparent and client-focused manner. All departments and units shall:

- Treat clients with courtesy and professionalism.
- Provide accurate information and guidance.
- Respond promptly to enquiries, correspondence and complaints.
- Encourage feedback to improve service delivery.

SERVICE	TIME FRAME
Issuance of Building Permit	Within one (1) month
Preparation and Approval of Planning Schemes / Layouts	Within six (6) months to one (1) year, depending on the size of the settlement
Issuance of Business Operating License	Upon payment of approved fees
Issuance of Birth Certificate (Children under 10 years)	One (1) working day
Issuance of Birth Certificate (Persons above 1 year)	One (1) month
Issuance of Death Certificate	One (1) working day

SERVICE	TIME FRAME
Feedback on Complaints Lodged	Within five (5) working days upon receipt
Feedback on Official Correspondence	Within seven (7) working days upon receipt
Ambulance Service	Immediate response upon receipt of a distress call
Fire Service	Immediate response upon receipt of a distress call
Police Service (Normal / Patrols)	Immediate response upon receipt of a distress call

CHAPTER FOUR

PROCEDURES FOR ACCESSING SERVICES

Six (6) simple steps for obtaining a development and building permit.

STEP	ACTION	REQUIREMENTS / RESPONSIBILITY
Step 1	Purchase of Application Forms	Applicant purchases a Development and Building Permit Application Form and Permit Jacket from the Finance Office of the Assembly.
Step 2	Submission of Requirements	<p>Basic Requirements:</p> <ul style="list-style-type: none"> • Evidence of land ownership (Receipt / Chief's Consent) • Signed Site Plan endorsed by the Head of the Physical Planning Department • Building Permit Jacket (from Finance Office) • Four (4) endorsed copies of Building Drawings <p>• Property rate payment receipt (for existing buildings). Additional Requirements (Multi-purpose / Multi-usage):</p> <ul style="list-style-type: none"> • Four (4) copies of structural drawings approved by an Architect or Structural Engineer • Soil test report • Ghana National Fire Service report • Environmental Protection Agency report

STEP	ACTION	REQUIREMENTS / RESPONSIBILITY
		<ul style="list-style-type: none"> • Structural integrity report (for developments above two stores or already commenced/completed) • Valid business registration and operating permit (for commercial developments) • Property rate payment receipt (for existing buildings)
Step 3	Completion of Forms	Applicant completes the application form fully and attaches all required documents.
Step 4	Payment and Submission	<p>Applicant pays processing fees and submits a completed application to the Physical Planning Department. Applicant is informed of:</p> <ul style="list-style-type: none"> • Any required corrections • Scheduled date for site inspection
Step 5	Processing	<ul style="list-style-type: none"> • Secretariat processes the application within two (2) weeks for Technical Sub-Committee inspection and assessment. • Recommendations forwarded to the Spatial Planning Committee within one (1) month for final decision. • Final decision communicated in writing within two (2) working days. Possible

STEP	ACTION	REQUIREMENTS / RESPONSIBILITY
		Decisions: Approval, Regularization, Refusal, or Deferral.
Step 6	Assessment, Payment, and Collection	<ul style="list-style-type: none"> • On approval, fees or penalties are assessed and communicated to the applicant. • Applicant pays approved fees at the Finance Office and collects permit from the Physical Planning Department. • In cases of deferral or refusal, applicant is formally notified with reasons and guidance.

NB: The Permit Application Steps apply to Permanent Structures only

FINANCE DEPARTMENT

SERVICE TYPE	TIME FRAME	REQUIREMENTS
Business Operating Permit	One (1) working day	<ul style="list-style-type: none"> • Application letter • Valid building permit (where operating in a container or kiosk) • Payment of approved fees • Issuance of Business Operating Permit

SERVICE TYPE	TIME FRAME	REQUIREMENTS
<p align="center">Certificates for Contractors / Suppliers</p>	<p align="center">One (1) working day</p>	<ul style="list-style-type: none"> • Application letter on company letterhead • Copies of Registrar-General's Department Certificate • Works and Housing Certificate (where applicable) • Ghana Revenue Authority (GRA) Certificate • GRA Tax Identification Number (TIN) • Company bank account details (Account Name, Bank, Branch, Account Number) • Payment of approved fees • Issuance of Certificate

EDUCATION, YOUTH AND SPORTS DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Implementation of GES-approved National Pre-Tertiary Education Policies and Programs	Within five (5) working days	Implementation of approved national education policies and programs through the Ghana Education Service (GES).
Appointment of Teaching and Non-Teaching Staff and Admission of Pupils	Within five (5) working days	Deployment of teachers and non-teaching staff to schools and facilitation of pupil admissions through GES.
Provision of Inclusive and Equitable Quality Education	Within five (5) working days	Ensuring access to quality formal education for all children of school-going age at the pre-tertiary level.
Effective Teaching and Resource Management	Ongoing	Promotion of effective teaching and efficient resource management to meet national manpower needs.

Clients are advised to transact business only through designated offices and officials. Under no circumstances should payments be made to unauthorized persons.

DISTRICT HEALTH DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Specialist, Secondary and Primary Clinical Consultations	Within three (3) hours of arrival	Services provided as required.
Emergency Medical and Surgical Services	Within five (5) minutes of arrival	Services provided as required.
General Laboratory Services	Within 24 hours of specimen collection	Services provided as required.
General Radiology Services	Within 90 minutes of receipt of the request	Services provided as required.
Pharmaceutical Services (OPD)	Within 30 minutes of prescription receipt	Services provided as required.
Inpatient Clinical Care	Daily	Daily review of admitted patients.
Preventive, Promotive, and Rehabilitative Care	Throughout the year	Services provided as required.
Clinical and Operational Research	As required	Research conducted to enhance quality of care.

SERVICE	TIME FRAME	PROCEDURE
On-the-Job Training for Health Trainees	Throughout the year	Training provided for post-secondary and tertiary health trainees.

AGRICULTURE DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Sensitization, Implementation and Monitoring of PFJ	Daily	Inspection and verification of PFJ inputs, monitoring of sales, and farm visits for technical support.
Technology Transfer	February – March	Establishment of demonstration plots and transfer of improved farming practices.
Yield Analysis	December – March	Conduct yield studies on major crops cultivated in the district.
Farm and Home Visits	January – December	Training and field demonstrations for farmers.
Formation and Strengthening of Farmer-Based Organisations (FBOs)	January – December	Formation, registration and training of FBOs.

SERVICE	TIME FRAME	PROCEDURE
Public Education on Emerging Issues	Daily	Awareness creation through radio, churches, and mosques.
Promotion of Food Safety and Security	Daily	Ensuring proper post-harvest management practices.

CENTRAL ADMINISTRATION

SERVICE	TIME FRAME	PROCEDURE
Receipt and Response to Correspondence	Within two (2) working days	Registry receives and files correspondence for action by relevant departments.
Public Relations and Complaints Handling	Within seven (7) working days	Investigation of complaints and submission of recommendations to the Assembly.
Recording of Minutes and Reports	As and when meetings occur	Documentation and filing by Administrative Officers.
Preparation of Performance Reports	Quarterly / Annually	Compilation of departmental reports into district performance reports.

SERVICE	TIME FRAME	PROCEDURE
Preparation of District Medium-Term Development Plan (DMTDP)	Every four (4) years	Stakeholder engagement, drafting, approval and submission processes.
Preparation of Annual Action Plan and Budget	Annually	Collation of departmental inputs and presentation to management.
Monitoring of Projects	Based on the project timeframe	Site inspections and submission of monitoring reports.

ENVIRONMENTAL HEALTH UNIT

SERVICE	TIME FRAME	PROCEDURE
Environmental Sanitation Complaints	Within two (2) days	Investigation and enforcement actions were necessary.
Meat Inspection	Daily (6:00 am – 9:00 am)	Ante-mortem and post-mortem inspection of animals.
Screening of Food Vendors	1–2 days	Medical examination and issuance of certificates.

SERVICE	TIME FRAME	PROCEDURE
Inspection of Food Establishments	Two (2) days	Environmental inspection and issuance of suitability reports.
Burial of Paupers and Infectious Bodies	As and when it occurs	Compliance with legal and public health requirements.
Lifting of Skip Containers	Every three (3) days	Collection and disposal of waste.
Dislodging Services	1-7 days	Service upon request by facility managers or landlords.
Cleaning of Public Places	Daily	Routine cleaning of markets, streets, and lorry stations.

SOCIAL WELFARE AND COMMUNITY DEVELOPMENT DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Child Rights Protection and Promotion	Daily	Investigation and resolution of reported child-related cases.
Community Care Programmes	Daily	Registration and support services for PWDs, LEAP beneficiaries and vulnerable groups.

SERVICE	TIME FRAME	PROCEDURE
Hospital Welfare Services	Daily	Welfare support and counselling for vulnerable persons.
Justice Administration	Within two (2) days	Support to Family Tribunal and the investigation of child welfare cases.
Social Education and Training	Daily	Community sensitization and skills training programme.

WORKS DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Issuance of Building Permit	Within 30 days	Application processing, site inspection, technical review and permit issuance.
Development Control	Quarterly	Public education and stakeholder engagement.
Project Management and Quantity Surveying	Based on project	Planning, tendering, supervision and contract management.
Monitoring of Projects	Based on project timeframe	Site visits and reporting.

DISASTER PREVENTION DEPARTMENT

SERVICE	TIME FRAME	PROCEDURE
Disaster Prevention and Sensitization	Quarterly	Community engagements and durbars.
De-silting of Drains / Clean-up Exercises	Quarterly	Community mobilization and clean-up activities.
Fire Prevention Education	1st Quarter & Nov–Dec	Community education and radio programme.
Flood and Windstorm Preparedness Education	2nd Quarter	Public education and community durbars.
Disaster Risk Reduction & Climate Change Advocacy	Daily	Stakeholder engagement and public sensitization.
Training of Disaster Volunteer Groups	Two (2) working days	Selection, training and formation of disaster clubs.
Emergency Response	As and when disasters occur	Mobilization and deployment of response teams.
Establishment of District Disaster Committee	One (1) working day	Constitution and swearing-in of committee members.
Public Road Safety Education	One (1) working day	Engagement with driver unions and stakeholders.

SERVICE	TIME FRAME	PROCEDURE
Inspection of Public Institutions	Three (3) working days	Safety inspection and recommendations.

CHAPTER FIVE

OUR COMMITMENTS AND YOUR RESPONSIBILITIES

5.1 OUR COMMITMENTS

The Assembly is committed to:

- Continuous improvement in service delivery.
- Transparent and accountable governance.
- Inclusive development and social protection.
- Protection of public health and the environment.
- Open access to information.

5.2 YOUR RESPONSIBILITIES

To enable effective service delivery, the public is expected to:

- Provide accurate information when accessing services.
- Comply with Assembly regulations and guidelines.
- Treat staff with respect and courtesy.

WHAT WE ASK FROM THE PUBLIC

The quality of service we can provide to you depends on the input and cooperation we receive from you.

Accordingly, we expect you to:

- Identify yourself by name, and if necessary, organization and grade.
- Comply with our rules, guidelines, and regulations.
- Accord our staff the utmost respect.

5WHAT TO EXPECT FROM US

In writing, we will:

- Reply to all letters within five (5) working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone when to expect a full reply.
- Treat faxes and e-mails that are duly signed as official documents.

By telephone, we will:

- Identify ourselves by organization, name, and grade.
- Inform you when you may expect a full reply, in case we are unable to answer your enquiry immediately.
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence.

On appointment, we will:

- See you within ten minutes of the agreed time.
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

CHAPTER SIX

WHERE TO FIND US

Physical Location:

Sekyere Kumawu District Assembly
Kumawu to Kwamang road/ District Hospital

Postal Address:

P.O. Box 11, Kumawu – Ashanti Region

Contact:

Telephone: +233 (0)207097169 /+233(0)322 499 190

Email: info@skda.gov.gh

SOME IMPORTANT TELEPHONE NUMBERS

No.	Contact Person / Office	Phone Number(s)
1	Hon. District Chief Executive	+233 55 613 1705
2	District Co-ordinating Director / Assistant Director I	+233 24 497 9689 / +233 20 890 4740
3	Hon. Member of Parliament (MP)	+233 24 278 7363
4	Hon. Presiding Member	+233 24 914 7487
5	District Works Engineer	-
6	District Finance Officer	+233 54 755 4242
7	Client Service Unit	+233 (0)207097169 /+233(0)322 499 190

CHAPTER SEVEN

COMPLAINTS AND COMMENTS

The Assembly values feedback from the public. Complaints may be directed to the Public Relations and Complaints Committee (PRCC) through the Client Service Unit or official correspondence.

All complaints shall be handled fairly, promptly and confidentially in accordance with approved procedures. Where necessary, unresolved matters may be escalated through the appropriate administrative channels.

This Service Charter reflects the commitment of the Sekyere Kumawu District Assembly to accountable, transparent and people-centred local governance.