

**NORTH GONJA DISTRICT ASSEMBLY
CLIENT SERVICE CHARTER**

5TH MARCH, 2024

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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 challenges.

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 residents 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 client -centric culture and to deliver value to you: our residents.

(HON. ADAM ELIASU)
DISTRICT CHIEF EXECUTIVE
NORTH GONJA DISTRICT ASSEMBLY

1.0 INTRODUCTION

The North Gonja District is one of the District Assemblies created in 2012 with its administrative capital at Daboya. Carved out from the then West Gonja District which has now been elevated to Municipal Assembly status, by Legislative Instrument (L.I) 2065 (2012) the North Gonja District Assembly was inaugurated and started operation on the 28th of June 2012.

1.2 Location

North Gonja District lies within longitude 1°5' and 2°58' West Latitude 8° 32' and 10°2' North and shares boundaries with Tolon district to the East, Mole district to the West, Mamprugu Moagduri District to the East and West Gonja to the South.

2.0 MANDATE OF THE ASSEMBLY

The North Gonja District Assembly is mandated among other things to Exercise political and administrative authority in the District, promote local economic development, provide guidance, give direction to and supervise other administrative authorities in the District as may be prescribed by law (Legislative Instrument (L.I. 2081) and the Local Governance Act, 2016 (Act 936)

The District Assembly also exercises legislative and executive functions.

2.1 Vision of the Assembly

The vision of the North Gonja Assembly is to achieve overall socio-economic development of the district so as to enhance the living standards of the people

2.2 Mission of the Assembly

The mission of the North Gonja District Assembly exists to improve the quality of life of the people by harnessing human and material resources for the provision of basic infrastructure and socio-economic services.

2.3 Core Values of the Assembly

The core values guiding the mandate, actions and inactions of the workers of North Gonja District are:
-Professionalism, Transparency and Accountability, Client oriented, Creativity, Diligence, Discipline, Equity, Integrity, Innovation and Timeliness.

3.0 FUNCTIONS OF THE ASSEMBLY

The functions of the District Assembly are derived from sections 12 and 73 of the local Governance Act 2016, Act 936. Below is the summary of the functions of the District Assembly.

1. General Administration of the District for the maintenance of security, law and order as well as public safety.
2. Monitoring, coordinating and evaluating the performance of Staff, Departments and Agencies for the promotion of District Development and for that matter national development.
3. Monitoring, Co-coordinating and ensuring security, orderliness and peace in the District.
4. Co-coordinating and harmonizing the effective administration of all Staff, Departments and Agencies within the District.
5. Ensuring the smooth operation of the entire Government Machinery in the District, efficient and effective service delivery to maximize good governance and public welfare.
6. Formulating comprehensive development framework for the District to guide the efforts of the Developments, other agencies, NGO's and all other development partners.
7. Facilitating and Co-ordination the formulation of Medium-Term Development Plans (MTDPS) by the Assembly and harmonizing them for presentation to the National Development Planning Commission.
8. Co-coordinating, monitoring and evaluating the activities of decentralized Departments and Agencies.
9. Ensuring the equitable allocation of resources including funds for the smooth administration of the District and the prudent utilization of resources allocated.

The District Assembly shall in the discharge of its functions

- a. Be subjects to the general guidance and direction of the president on the matters of national policy.
- b. Act in line with the appropriate public corporation, statutory body or non-governmental organization. In the event of conflict between the District Assembly and an agency of the central government, public corporation, statutory body, non-governmental organizations or individual over the performance of its functions, the matter shall be referred to the Regional Coordinating Council (RCC) for redress.

4.0 DISTRICT DEPARTMENTS AND AGENCIES

4.1 District Departments

The following Departments and Agencies exist in the District

1. Central Administration
2. Agriculture Department
3. Works Department
4. Finance Department
5. Human Resource Department
6. Social Welfare & Community Development
7. Physical Planning Department
8. Education Department
9. Health Department
10. Trade and Industry (Business Advisory Centre)
11. Birth and Death department

4.2 Other Agencies in the District are:

1. NCCE
2. Ghana National Fire service
3. NADMO

4.3 Sub-vented Agencies

The following Sub vented Agencies exist in the District.

- i. Volta River Authority
- ii. Ghana Police Service
- iii. Ghana Ambulance Service
- iv. The Electoral Commission

5.0 BOARDS, STATUTORY COMMITTEES AND COUNCILS

According to section 3(2) of the Local Governance Act, 2016 (Act 936), the District Assembly constitutes the highest political authority in the District. The main committees under the District Assembly are the Executive Committee and the Public Relation and Complaints Committee.

There are also functional mandatory Sub-Committees of the Executive Committee.

These are:

1. Development Planning Sub-Committee
2. Finance and Administration Sub-Committee
3. Social Services Sub-Committee
4. Works Sub-Committee
5. Justice and Security Sub-Committee

Another Sub-Committee of the Executive Committee in the District is the Agric Sub-Committee.

5.1 Other Functional Statutory Committees and Councils in the District are:

1. Spatial Planning Committee
2. District Security Council
3. Audit Committee
4. Entity Tender Committee
5. District Planning Coordinating Unit
6. Budget Committee
7. District Health Committee
8. District Education Oversight Committee (DEOC)

5.2 Key Stakeholders

The key stakeholders of the North Gonja District Assembly include the following: -

1. Savannah Regional Coordinating Council
2. Office of the Head of the Local Government Service (OHLGS)
3. Ministry of Local Government and Rural Development (MLGRD)/Other Ministries
4. NDPC
5. Zoom lion Ghana Limited
6. Traditional Authorities

6.0 DISTRICT STRATEGIC PLAN

NO.	STRATEGIC OBJECTIVES	KEY ISSUES/RISKS	HOW TO ADDRESS CHALLENGES
1	Pursue flagship industrial development initiatives	Severe poverty and underdevelopment among peri-urban and rural communities.	Implement One district, one factory initiative and planting of cash crops for export
2	Strengthening fiscal decentralization	Limited capacity and opportunities for revenue mobilization	Enhance revenue mobilization capacity and capability of MMDAs
3	Improve popular participation at regional and district levels	Weak involvement and participation of citizenry in planning and budgeting	Promote effective stakeholder involvement in development planning process, local democracy and accountability
4	Ensure affordable, equitable, easily accessible and Universal Health Coverage	Gaps in physical access to quality health care	Accelerate implementation of Community-based Health Planning and Services (CHPS) policy to ensure equity in access to quality healthcare
5	Deepen political and administrative decentralization	Poor linkage between planning and budgeting at national, regional and district levels	Strengthen sub-district structures

7.0 HIGH LEVEL ACTIVITIES OF THE ASSEMBLY

NO.	TITLE OF REPORTS/MINUTES	BRIEF NARRATIVE PURPOSE/SIGNIFICANCE	START DATE	ACTION REQUIRED	TIME FRAME
1	Executive Committee Report	Detailed report on all decisions taken at sub-committee meetings and a follow up on activities to be addressed at General Assembly	Every quarter	Discussions of sub-committee recommendations	March-December
2	Minutes of General Assembly	Activities carried out within the district and the various interventions to be put in place to achieve goals. Presentation and Approval of Annual Action Plan. Presentation and Approval of Composite Budget.	Every quarter	Hold quarterly meetings to discuss issues concerning the development of the district and also to address complaints of committee members.	March-December
3	District Security Council	It seeks to address security issues and correspondence in the district.	January	Resolve all security threat issues in the district	January-December
4	Quarterly Progress Report	Progress of physical and non-physical projects and activities in the district under funding by DACF, DDF are captured in this report. The Report provides contract details for all stakeholder, monitors the projects/activities and ensure that what is planned is implemented.	Every quarter	-	January-December
5	Quarterly Administrative and Performance Report	The Report provides details for all department projects and activities in the district under funding by DACF, DDF captured projects/activities to ensure that what is planned is implemented.		-	January-December

6.	Annually Administrative and Performance Report		January	-	January-December
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8.0 SERVICE STANDARDS OF THE NORTH GONJA DISTRICT ASSEMBLY

In furtherance of the above, we commit ourselves and subscribe to the following service standards.

A: DEPARTMENTS					
N O	NAME DEPARTMENT	MANDATE	OFFICE LOCATION AREA/ROOM:	NAME OF HEADS OF DEPARTMENT	CONTACT MOBL:
1	Central Administration	To oversee strategic management and supervision of all support services and activities to enable departments, units and agencies provide reliable services at the LGSS, RCCs and MMDAs.	Office Room 3	Mr. Issahaku Abdul-Kudus	0242552983
2	Department of Agriculture	Develop and execute policies, Programmes and strategies for the agricultural sector within the context of a coordinated national socio-economic growth and development agenda. It is the lead government agency and focal point for the agricultural sector.	Office Opposite Business advisory Centre	Mr. Sualey Abukari	0243786337
3	District Works Department	The District Works Department (DWD) is responsibility for supervising the construction of roads and buildings as well as their maintenance.	Office Room 7	Mr. Frank Kwabena Ampadu	0243426016

4	Finance Department	The mandate of Finance Department is to review, approve and manage the financial resources of the government.	Office Room 2	Mrs Sulemana Atika	0244068031
5	Human Resource Department	The mandate of the department is to manage, develop capabilities and competencies of each staff as well as coordinating human resources management programmes to efficiently deliver public services Local Government Service (LGS).	Office Room 5	Mr. Mahama N. Natogma	0549497349
6	Social Welfare & Community Development	<p>The role and functions of the department is to lead in the integration of the disadvantaged, the vulnerable, and persons with disability into mainstream society.</p> <p>The Department also exists to promote and ensure improvement in the living standard of people in the rural areas and disadvantaged sections of urban communities through their own initiatives and their active participation in a decentralized system of administration.</p>	Office Opposite Adjacent planning unit	Mr. Anthony Dery	0209789040
7	Physical Planning Department	The mandate of the department is to assists in the monitoring and evaluation of infrastructural development in the MMDAs.	Inside DPCU	Mr. Mohammed Jina Asumah	0244566981

8	Education, Youth & Sports Department	The mandate of the department is to supervise education activities in the district.	Adjacent Taribiat primary school	Mr. Clifford Ayirzoya	0249834531
9	Health Department	The mandate of the department is to supervise health activities and response to health issues in the district.	Opposite DA primary school	Mr. Titus Nii Teiko Tago	0243303691

OTHER AGENCIES					
1	Disaster Prevention Department	The mandate of NADMO stipulates that it offers relief support in times of emergencies in any location in the district.		Mahama Akotia	0249663265
2	Birth and Death	To register all births and deaths occurring- (ACT 301) 1905	Environmental Health office	Roland S. Yin	0546434769
3	National Commission for Civic Education	It is the commission responsible for the education of Ghanaians on civic matters.	Office Room 8	Duut Mathew	0241255145
4	National Ambulance Service	The core mandate of National Ambulance Service is to provide efficient and timely pre-hospital emergency medical care to the sick and the injured and transport them safely to health facilities.	Daboya area council	Bani David	0260705480
5	Ghana Police Service	The mandate of the Police service is to ensure law and order.	Daboya	DSP Johnson Hensson	0245600200

9.0 WHAT WE ASK FROM YOU

The quality service we provide to you depends on the input and co-operation we receive from you. Accordingly, we expect you to:

1. Identify yourself by name, and if necessary, community, organization and grade.
2. Provide the required information in an honest and timely manner
3. Comply with our rules, guidelines and regulations
4. Inform us if you are not satisfied with our services
5. Accord our staff the utmost respect

10. WHAT TO EXPECT FROM US

10.1 In writing, we will:

- Reply to all letters within five (5) working days upon 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 which are duly signed as official documents.

10.2 By telephone, we will:

- Answer the telephone between two (2) to five (5) rings.
- 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

10.3 On appointment, we will:

- Attend to 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.

11.0 COMPLAINTS AND COMMENTS

11.1 When registering a complaint

When contacting us if you are dissatisfied with a service from the Assembly or other Agencies from the District, we would like you to:

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect the Assembly to do
- Keep a record of events
- Follow up with the relevant staff member, if possible

12.0 SOME IMPORTANT TELEPHONE NUMBERS

NO.	CONTACT PERSON	PHONE NUMBER(S)
1	DISTRICT CHIEF EXECUTIVE	0209841060
2	DISTRICT CO-ORD. DIRECTOR	0242552983
3	PRESIDING MEMBER	0546437709
4	DISTRICT FINANCE OFFICER	0244068031
5	DISTRICT ENGINEER	0243426016
6	DISTRICT PLANNING OFFICER	0243883143
7	DISTRICT INTERNAL AUDITOR	0245204986
8	DISTRICT BUDGET ANALYST	0244706659
9	HUMAN RESOURCE MANAGER	0549497349
10	HEAD OF SOCIAL WELFARE DEPARTMENT	0209789040
11	CLIENT SERVICE OFFICER	0550547352

12.0 OUR MAILING ADDRESSES ARE:

E-MAIL: infor@northgonjadistrict.gov.gh WEBSITE: www.northgonjadistrict.gov.gh

13.0 WHERE TO ADDRESS YOUR COMPLAINTS

Please note that the Client Service Unit is the first contact of the main Assembly building.

You may address your comments and complaints to:

**HON. DISTRICT CHIEF EXECUTIVE
NORTH GONJA DISTRICT ASSEMBLY
P. O. BOX 1
DABOYA,
S/R**

NOTE:

The channel of communication in dealing with the Assembly shall be as follows:

1. From Serving Officer through Departmental Head to District Coordinating Director and to District Chief Executive.
2. From a non-Civil Servant/general public to the District Chief Executive.
3. From retired officers, through the head of the organization where they last served/worked or through the District Chief Executive or CLOGSAG.

14.0 YOUR VIEWS COUNT

If something goes wrong, we will be happy to hear about it from you. We are continuously trying to improve our standards. To do this we need to know what kind of service you need and how this compares with the service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you.

Where you are still not satisfied with the outcome, you may address your concern/complaints to:

**HON. DISTRICT CHIEF EXECUTIVE
NORTH EAST GONJA DISTRICT ASSEMBLY
P. O. BOX 1
DABOYA
S/R**