

TOLON DISTRICT ASSEMBLY

TOLON



REPUBLIC OF GHANA

CLIENT SERVICE CHARTER

info@tolonassemblygh.org

Tolon District Assembly: Accountability, client-oriented, creativity, diligence, discipline, equity, integrity, innovativeness, timeliness and transparency.

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FOREWORD

This Client Service Charter has been developed to monitor efficient service delivery and serve as the blueprint for the Tolon District Assembly (TDA). This will help to further facilitate the standardization of the services delivered and to communicate to the public the exact services that TDA delivers. It details the service standards that TDA is committed to delivering to our stakeholders and outlines a complaints procedure for our esteemed stakeholders who may have challenges with our services.

Through this document, the TDA will be able to communicate to stakeholders' vital information about what it commits to do, how to contact us, 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 provision of services as well as provide transparent mechanisms for contact, accessibility and complaints.

Another fundamental reason for the development of this Charter is to highlight to our clients, the various services offered by TDA, the procedures to follow to access them, and the timeframe within which to obtain each service.

It is our expectation that stakeholders who engage TDA are served in line with our values of being professional, ethical, efficient and responsive. Our commitment as an entity is to ensure that we provide the highest standards of excellence in client service delivery.

We welcome your feedback as we work together to create a customer-centric culture and to deliver value to you: our stakeholders.



.....

Mahmood Salifu
(District Coordinating Director)

CHAPTER ONE

1.0 INTRODUCTION

The Client Service Charter provides information on the services rendered by the Tolon District Assembly to its clientele and states what the public need to know concerning the activities of the ministry and further indicates how feedback could be communicated with regards to any of our services. It also outlines our service standards, fees charged (if any) in assessing our service and defines what the public can expect from us.

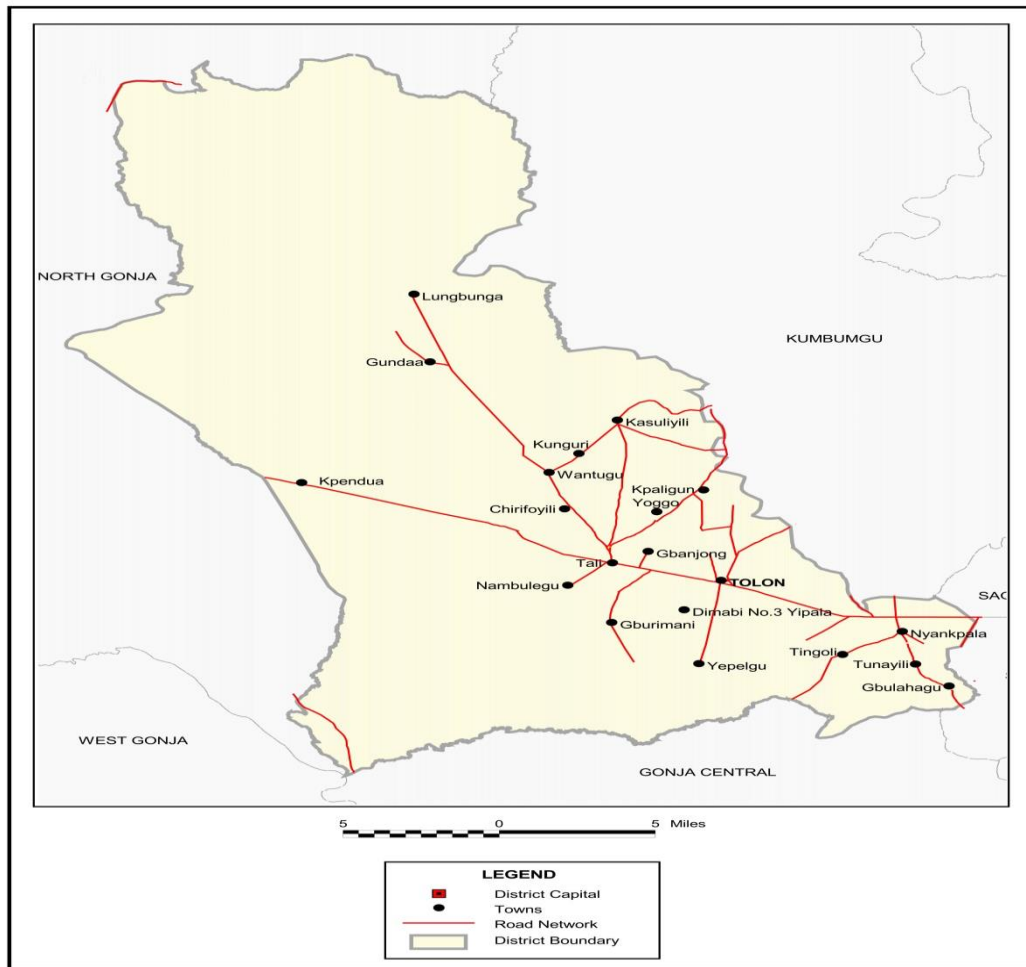
The Tolon District Assembly assumed its status in 2012 by LI. 2142 with Tolon as the district capital. Hitherto, the district was part of the former Tolon/Kumbungu District; one of the 45 districts created by the then Provisional National Defense Council (PNDC) Law 207 in 1988. The inauguration of 42 new districts in 2012 made Kumbungu a separate district, thus making Tolon District a detached public entity.

The Tolon District is autonomous in relation to planning, budgeting and implementation of projects. It is the highest administrative and political authority in the district.

The district lies between latitudes $9^{\circ} 15'$ and $10^{\circ} 02'$ North and Longitudes $0^{\circ} 53'$ and $1^{\circ} 25'$

West. It shares boundaries to the North with Kumbungu, North Gonja to the West, Central Gonja to the South, and Sagnarigu Districts to the East. It also covers a total land area of 1353.65550 Sq. KM. The figure 1.4 below indicates the map of the Tolon District.

DISTRICT MAP OF TOLON



Source: Ghana Statistical Service, 2014

The Tolon District Assembly has 24 elected members and 11 Government appointees; adding up to 35 members. The District Chief Executive and one Member of Parliament are also members but that of the MP has no voting rights. Apart from the Executive committee, there are other sub-committees that help with the decision-making process of the Assembly. These include; the Finance and Administration, Works, Development Planning sub-committee, Social Services and Justice and Security sub-committees. There also exist two (2) adhoc committees; Small and Medium Scale Enterprise sub-committee and Agriculture sub-committee. The district also has four (4) Area Councils and two (2) town councils. There are 24 Unit Committees and one (1) Parliamentary Constituency. The coordination between departments and developmental planning in the district needs to be improved with much community participation.

There is a District Co-coordinating Director who is the secretary to the Assembly and the head of the bureaucracy with twelve (12) Decentralized departments: Central Administration, Finance, Education, Agriculture, Social Welfare, Community Development, Works, Co-operatives, Health and National Disaster Management Organization etc. However, most of these departments lack the requisite officers, office space and residential accommodations to enhance their functions.

The District Assembly is the highest administrative and political authority in the district. Under Section 12 (2) of the Local Governance Act, 2016 (Act 936), the Assembly exercises deliberative, administrative, and Executive functions in the district. It is equally responsible for the overall development of the district by way of preparation of development plans and the budget related to the approved Plans as stated in the Section 12 (3) of the Act.

Meetings of the Assembly are chaired by the Presiding Member who is elected from among its members by Two-Thirds majority of all the members of the Assembly.

The Tolon District Assembly is headed by the District Chief Executive, who is nominated by the President and approved by Two-Thirds of the members of the District Assembly Members present and voting.

1.1 COMMITTEES OF THE ASSEMBLY

The Executive Committee of the District Assembly in compliance with sections 23 (1) of the Local Governance Act, 2016 (Act 936) has established the following sub-committees



Heads of Departments of the Assembly attend meetings of relevant sub-committees and advise accordingly. The Executive Committee is responsible for the performance of executive and coordinating functions of the Assembly. It is responsible for the implementation of the resolutions of the Assembly and oversees the administration of the district. The committee is expected to:

**Expectations of
the committee**

Coordinate plans and programs of the Sub-Committees and submit these plans as comprehensive plans of action to the Assembly

Implement resolutions of the Assembly.

Oversee the administration of the District in collaboration with the office of the District Chief Executive.

Recommend where it considers necessary, in the case of District non-decentralized departments to the appropriate government Ministry, Department and Agencies (MDAs), the appointment and replacement of officers within the area of authority of the Assembly.

Adopt measures to develop and execute approved plans of the units, areas and town and Sub-District Councils within the area of authority of the Assembly.

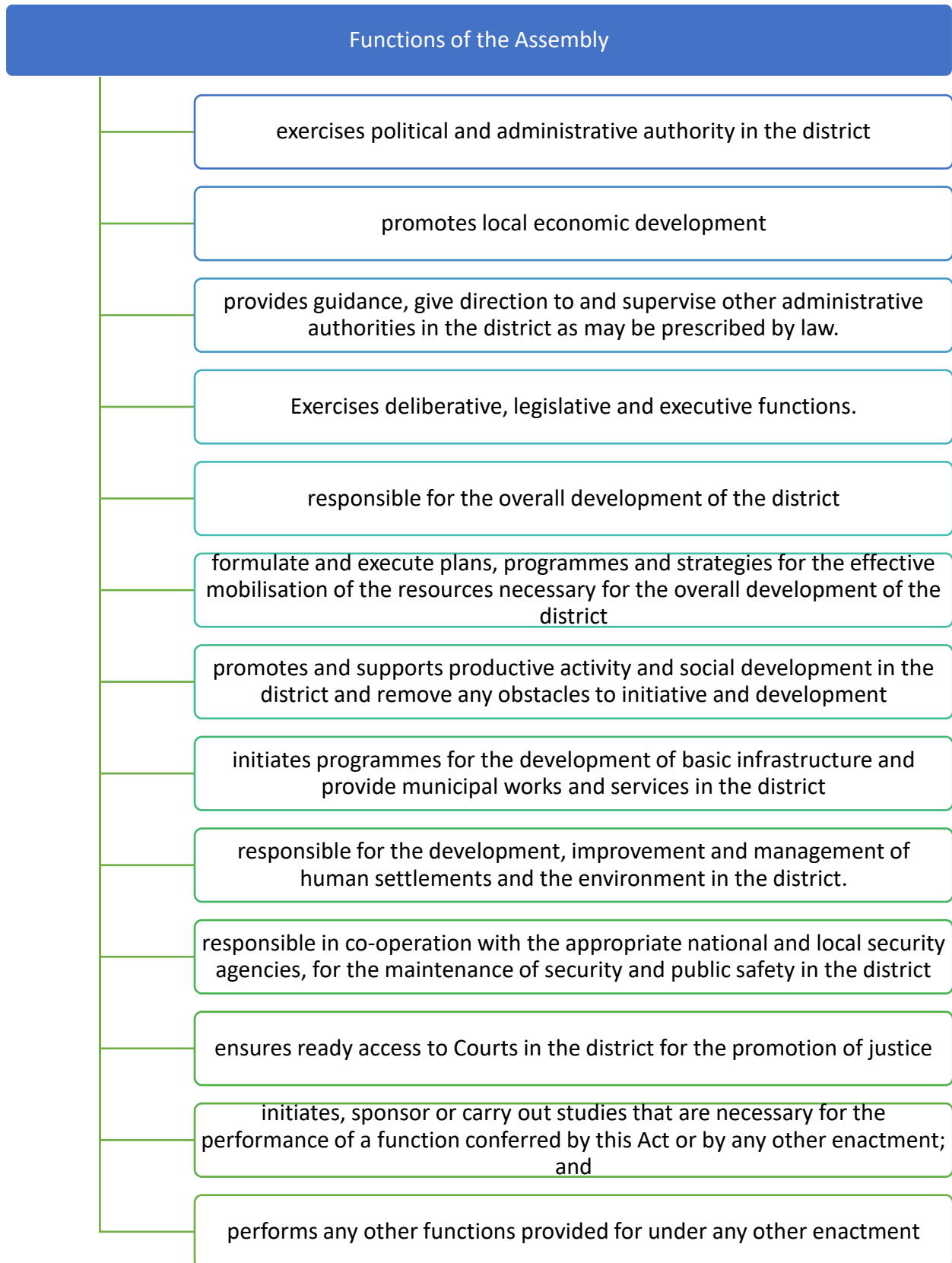
Recommend to the District Assembly the coordination, integration and harmonization of Development Plans and Policies.

1.2 MANDATE, VISION, MISSION, CORE VALUES & STRATEGIC PLAN



CHAPTER TWO

2.0 FUNCTIONS



The Tolon District Assembly operates within the following legal provisions and guidelines:



- The Auction Sales Act, 1989 (PNDC Law 230).
- The Liquor Licensing Act, 1970 (Act 331)
- The Control and Prevention of Bush Fires Act, 1990(PNDC Law 229).
- The Section 296 of Criminal Offence Act, 1960 (Act29) in respect of littering.
- The 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)
- Composite Budget Guidelines, 2018
- Public Health Law, 2012 (Act, 851)
- Mental Health Act, 2012 (Act 846)
- Gazzetted Bye laws
- The Section 296 of Criminal Offence Act, 1960 (Act 29) in respect of stray animals

CHAPTER THREE

3.0 SERVICE STANDARDS

All Departments, Units and Agencies must, as a minimum, meet the following service standards:

Serve citizens promptly and courteously
at all service delivery points

Provide friendly and helpful service

Help service users make the right choices in accessing
services

Provide appropriate signage and information desks

Answer calls promptly

Respond to queries and complaints promptly

Respond to mail and email correspondence promptly

Encourage service users to make suggestions on how to
better the service offered

CHAPTER FOUR

4.0 PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS.

SERVICE	TIME FRAME (MONTHS/DAYS)
Issuance of Building permits	Within three (3) Months
Preparation and approval of planning schemes/layout	Within six (6) Months or one year depending on the size of the settlements
Issuance of business Operating Licenses	Issuance Service after payment of required fees
Feedback on Complaints Lodged	Five (5) working days upon receipt
Feedback on Correspondences	Seven (7) working days upon receipts
Issuance of Marriage Certificate	<ul style="list-style-type: none"> • Complete and publish Form for Notice of Registration at specified places for 28 days • Couple and two witnesses complete Form of Registration (FR) • Couple submit FR with affidavit • Payment of approved fees • Issuance of Marriage Certificate within 5 days after marriage • NB: Requirements for Marriage Registration: Color copy of photo ID of couple and 2 witnesses, Two passport pictures of each couple, affidavit.
Divorce Certificate	See Registrar of Marriage at Assembly
Specific Complaints	Visit Client Service Unit or Call Client Service Officer *Lodge your complaints verbally or written *Leave your contact Number or Address with Client Service Officer

	<p>*Wait for a feedback within five working days</p> <p>*Report issues directly to DCD/DCE/PM if not satisfied with first response.</p>
Courtesy call on District Chief Executive/District Coordinating Director	<p>Report at the reception/secretary for direction to DCE/DCD Office</p> <p>*Register at DCE/DCD reception</p> <p>*Indicate purpose of visit (Official/Private/Personal)</p> <p>*Wait for your turn at the DCE/DCD reception</p> <p>*Sign-out at the reception on your way out</p>

4.1 STEPS INVOLVED IN OBTAINING DEVELOPMENT/BUILDING PERMITS

STEP 1: PURCHASE OF FORMS	
Buy your development and building permit application form and Jacket from the Finance Office of the Assembly.	
STEP 2: REQUIREMENTS	<p>BASIC REQUIREMENTS</p> <ul style="list-style-type: none"> • Evidence of Land Ownership (Receipt Chiefs Consent) • Signed Site Plan (Must be endorsed by a qualified Supervisor or equivalent) • Building Permit Jacket (To be obtained from District Finance Office) • Four (4) copies of Building Drawing (Drawing must be endorsed) • Property rate payment receipt (For existing buildings) <p>ADDITIONAL REQUIREMENTS (For multi-purpose and 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

- Structural integrity report in case development has already commenced or is completed (for building above 2-storey)
- Drawings must be satisfied by a Structural Engineer or Architect
- Up to date business registration and operating permit (for commercial organizations)
- Property rate payment receipt (for existing buildings)

CHAPTER FIVE

5.0 COURTESY AND COOPERATION.



5.1 WHAT WE EXPECT FROM THE PUBLIC:

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery: to access any of the services we provide:

Business should be duly registered with the Registrar General's Department and the District Assembly.

Prompt payment of Property Rates, Business Operating Permits and Basic Rates.

Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.

Prompt report of unauthorized development, illegal connections and crime.

Active participation in all Communal Labour activities at the community level.

Active participation in the various community level education programmes on sanitation, hygiene, revenue collection and Town Hall Meetings.

Avoidance of littering of all forms and reports those that litter.

Developers are entreated to produce valid development permits.

Strict Compliance with by-laws of the Assembly.

5.2 DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES

You can make your enquiry or lodge complaints at our Client Service Unit or by contacting our hotline on **0248807456**

We aim to acknowledge and respond to your written communication within seven (7) working days.

If we cannot fully provide an answer to your query within that specified time, we will provide you with an interim response and advise you as to when a final response can be expected.

We aim to investigate your complaints, provide you with the proposed action to solve it, and seek your feedback about the proposed action within seven working days of receiving your complaint.

We aim to follow up with you on executed action to make sure it has been executed within the specified period and seeking feedback about the final result.

If you are not satisfied with the proposed action, we will provide you with the right to raise a grievance to the office of the Honorable Presiding Member.

5.3 CONTACT ADDRESS AND CONTACT PERSONS

A. CONTACT ADDRESS

Tolon District Assembly

Post Office Box TL 1, Tolon

Northern Region

Ghana Post GPS Address: NL-0025-4777

Telephone: 0207868866

Email: info@tolonassemblygh.org

Website: www.tolonassemblygh.org

B. CONTACT PERSONS

1. Hon. Fuseni Salifu Issifu Moshie– District Chief Executive – 0244530018
2. Hon. Issahaku Naporo – Presiding Member – 0246716729
3. Mahmood Salifu – District Coordinating Director – 0207868866
4. Client Service Centre – 0248807456/0243912157

C. EMERGENCY SERVICES

1. Police: 112/191
2. Fire Service: 112/192/0242149227
3. Ambulance Service: 0245005420/193/112
4. NADMO: 0244243680