



REPUBLIC OF GHANA

SERVICE DELIVERY CHARTER



SEKYERE KUMAWU DISTRICT ASSEMBLY
(SKDA)



1.0 INTRODUCTION

We are the Sekyere Kumawu District Assembly (SKDA) under the Local Government Service of the Republic of Ghana. Our area of jurisdiction include: Kumawu, Bodomase, Sekyere, Banko, Oyoko, Besoro, Waraso, Drobonso, Dadease, and others. We share common boundaries with the Sekyere Central District to the West, the Sekyere East District and Ashanti Akim North District to the South and the Afram Plains District to the East.

2.0 VISION

An environmentally sound, profitable and modernized agriculturally based industrialized economy diversified by commerce, ecologically sustainable aquaculture systems and cost-effective nature based tourism with job creation, safety, aesthetics and effective physical and economic access to socioeconomic services as key economic characteristics.

3.0 MISSION STATEMENT

The Sekyere Kumawu District Assembly exists to raise the living standards of the citizenry to international standards through inclusive interventions in; job creation, equitable provision and maintenance of infrastructure, services and facilities in the key sectors of; agriculture, industry, commerce, education, health, tourism, water and sanitation, road network and drainage, energy, natural environment, security and other services through best practices in; effective leadership and team work, planning, innovative concepts, adherence to laws, valuable private sector partnerships, broad stakeholder engagements, decentralized decision making and judicious use of allocated funds.

4.0 FUNCTIONS

The Functions of the Assembly as given in the Local Governance Act, 2016, Act 936 (Section 12-16) are summarized as follows:

- Be responsible for the overall development of the district
- Formulate and execute plans, programmes 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 any obstacles to 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.
- Collaborate with the relevant national and local security agencies to maintain security and public safety.
- Promote justice by ensuring ready access to courts

5.0 WE ARE RESPONSIBLE FOR:

- Issuance of building permit
- Birth and Death registration
- Issuance of Business Operating Licenses
- Approval of planning schemes and layouts
- Development control or orderly physical development of settlements
- Street naming and house numbering (property addressing)
- Waste management
- Revenue mobilization
- Fixing of rates
- Provision of basic socio-economic infrastructure, including schools, market, lorry parks, public institutional toilets, health facilities and roads
- Facilitate the provision of water
- Provision of sanitation services
- Provision of basic education services as the priority
- Provision of health services
- Maintenance of peace and security
- Sports development
- Facilitate governmental support to beneficiaries of the Livelihood Empowerment Against Poverty (LEAP) programme
- Facilitate governmental support to People With Disabilities (PWD)
- Child maintenance, custody, paternity, child abuse and family reconciliation
- Registration and monitoring of Non Governmental Organisations (NGOs) and Community Based Organisations (CBOs) and renewal of certificates
- Registration of day care centers and renewal of certificates
- Gender mainstreaming
- Social education on social problems'
- General counseling
- Handling of child labour issues
- Handling of domestic violence and spousal abuse issues
- Home Science education
- Adult education and communal labour
- Mass education

6.0 SERVICE STANDARDS

We shall issue certificates and provide other services within the following time frames

SERVICES	TIME FRAME (MONTHS/DAYS)
Issuance of building permit	Within two (2) months of 48days
Preparation and approval of planning schemes/layouts	Within six (6) months, one (1) year depending on the size of the settlement
Issuance of Business Operation Licenses	Within three (3) working days
Issuance of Birth Certificate	• Under 1 year – 1 day • Above 1year – 2 weeks
Issuance of Death Certificate	• Fresh death – 1 day • Already buried – 3 weeks

Waste management (door to door collection)	Two (2) times weekly collection
Issuance of food vendors certificate	Within eight (8) working days
Public education of hygiene practices	Daily

7.0 INFORMATION TRANSPARENCY AND CONVEINCE

- Notices boards will be made available at our offices and sub-district offices
- The Sekyere Kumawu District Assembly will provide its clients with all the necessary information they need to access its services
- Information will also be made available at our revenue points throughout the district

8.0 WE STRIVE FOR:

- Continues improvement in our service delivery.
- The creation of an enabling environment for socio-economic development.
- Empowerment of women and other vulnerable groups to participate in governance and Assembly's development agenda
- The protection and promotion of public health and the preventions of diseases.
- Provision of information in an open and transparent manner.
- Creation of a conducive environment for Public-Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness
- Compilation of a comprehensive socio-economic data that will be accessible to the public

9.0 COURTESY AND CO-OPERATION

- All office doors are marked to facilitate easy identification
- Friendly client services officers will be on hand to provide various services
- Assembly staff with clear identification will also be available to provide information and other support service.
- A well trained development control taskforce will visit various construction sites to ensure adherence to building regulations.
- Developers are entreated to produce valid development permits.
- Courteous revenue collectors will go round to collect various rates.
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid

10.0 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, we require that:

- Businesses should be duly registered with the Registrar General Department.
- Business address and location including street and names and numbers should be made available

- Payment of rates, fees and fines when demanded as enshrined in the fee fixing resolution of the Assembly
- Developers provide registered indenture (Land title certificate) and four (4) copies of architectural drawings for the issuance of building/development permits.
- Every child has a weighing card and in the case of persons above one (1) year, baptismal certificate and ID card
- To obtain a death certificate, it is expected that a duly signed cause of death certificate/affidavit is provided.
- The public will participate in the various community level educational programmes on sanitation, hygiene, revenue collection and others.
- The bye-laws of the Assembly will be complied with to ensure effective administration of the District

11.0 COLLABORATING AGENCIES

The Sekyere Kumawu District Assembly shall collaborate with various Governmental Bodies in the discharge of her functions. These include, but are not limited to the following Departments and Agencies:

- Internal Revenue Service
- The Value Added Tax Office
- The Internal Audit Agency
- The Ghana Police Service
- Ghana Immigration Service
- Ghana Ambulance Service
- Ghana Fire Service
- Electricity Company of Ghana
- Lands Commission
- Land Valuation Board
- Community Water and Sanitation Agency
- Ghana Water Company
- Ghana Aids Commission

12.0 COMPLAINS

SKDA welcomes comments and complaints from the public, its valued clients and customers. Such issues should be addressed to:

THE CHAIRMAN,
PUBLIC COMPLAINTS AND PETITION COMMITTEE,
SEKYERE KUMAWU DISTRICT ASSEMBLY,
P.O. BOX 11,
KUMAWU ASHANTI.

In the event that our cherished clients are still not satisfied with the way grievances or issues have been addressed, they may seek further assistance from:

THE DISTRICT CHIEF EXECUTIVE,
SEKYERE KUMAWU DISTRICT ASSEMBLY,
P.O. BOX 11,
KUMAWU, ASHANTI.
Tel: 0246190861

You may appeal to the address below as a final resort:

THE NEW CHARTER OFFICE
C/O OFFICE OF THE PRESIDENT
MINISTRY OF PUBLIC SECTOR REFORM
PMB STADIUM POST OFFICE
ACCRA
TEL: 021-684086/671359/672333
FAX: 671353

13.0 WHERE YOU CAN FIND US OR COLLECT INFORMATION FROM US

To access our service, you can locate the office at Kumawu, the District Capital.

14.0 MAIN DISTRICT ADMINISTRATION OFFICE

SEKYERE KUMAWU DISTRICT ASSEMBLY,
P.O. BOX 11,
KUMAWU ASHANTI.

15.0 LOCATION: Kumawu Main Street, near Kumawuman Rural Bank.

16.0 WEBSITE: SKDA.Gov.Gh

17.0 HOTLINE: 0247525574

18.0 SUB-OFFICES

KUMAWU TOWN COUNCIL,
P.O BOX 11,
KUMAWU ASHANTI.

BODOMASE AREA COUNCIL,
P.O. BOX 11,
BODOMASE, KUMAWU ASHANTI.

BIRA ONWAM AREA COUNCIL,
P.O. BOX 11,
OYOKO, KUMAWU ASHANTI.