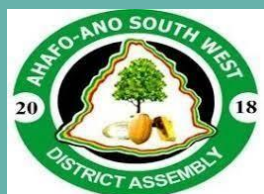




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AHAFO ANO SOUTH-WEST DISTRICT ASSEMBLY CLIENT SERVICE CHARTER



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1.0 INTRODUCTION

Who We Are

The Ahafo Ano South West District (AASWD) is one of the Forty-three (43) Political Administrative Districts in the Ashanti Region of Ghana. The District is located in the North-Western part of the Ashanti Region covering an area of approximately 1,190.7km² representing 4.9 percent of the entire Ashanti Region (24,370.5km²), making it the eighth largest in the Region.

Ahafo Ano South West District Assembly was carved out of the Ahafo Ano South District in March 2018 by the Legislative Instrument 2323 in 2018 (LI 2323, 2018). Its capital is sited at Mankranso, about 34km North-West from Kumasi and lies on the main Kumasi-Sunyani highway. The District was inaugurated and commenced operations on Tuesday, 13th March, 2018.

The District has 107 Communities which are divided into 5 Area Councils and further subdivided into 29 Electoral Areas.

2.0 MISSION STATEMENT

The Mission of AASWDA is to improve the living standards of the People in the District through the implementation of pragmatic programmes, projects and activities targeted at addressing the infrastructural, socio-economic, and other identified development gaps to meet the aspirations of its citizens.

3.0 VISION

The Vision of AASWDA is to be “First Class Local Government Institution” focused on providing excellent service delivery to meet the socio-economic development needs of the people.

4.0 OUR GOAL

The goal of the Assembly is to reduce poverty levels and facilitate the improvement of quality of life of all manner of people within the Assembly’s jurisdiction through the provision of basic services, agricultural development and participation in decision making.

5.0 FUNCTIONS

The core function of the Assembly, as given in the Local Governance Act 2016, (Act 936) are as follows: A District Assembly shall exercise Political and Administrative Authority in the District.

- ❖ The Assembly shall 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.
- ❖ Initiate programmes for the development of basic infrastructure and provide works and services in the District.
- ❖ Be responsible for the development, improvement and management of human settlements and the environment in the District.
- ❖ Be responsible for the maintenance of security and public safety in the District.

- ❖ Act to preserve and promote the cultural heritage within the District.
- ❖ Responsible for the overall development of the District.
- ❖ Formulate and execute plans, programmes and strategies for the effective mobilization of the 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 initiatives and developments.
- ❖ Ensure ready access to courts in the District for the promotion of justice.

5.1 Our Services

We offer you a full range of services

- ❖ Issuance of Building Permits
- ❖ Birth and Death Registration
- ❖ Insurance of Business Operating Licenses
- ❖ Land Allocation and Planning
- ❖ Waste Management
- ❖ Revenue Mobilization
- ❖ Fixing of Rates
- ❖ Social Services
- ❖ Maintenance of Peace and Security

6.0 ORGANIZATIONAL ARRANGEMENT/ GOVERNANCE STRUCTURE

1. Central Administration
 - Administration
 - Development Planning
 - Procurement
 - Budget

- Internal Audit
- Environmental
- MIS
- Registry
- Records
- Client Service
- Wireless Room
- Transport
- Security
- 2. Trade and Industry
 - Business Advisory Centre
 - Business Resource Centre
 - Culture
- 3. Social Welfare and Community Development
 - Social Welfare
 - Community Development
- 4. Education
- 5. Information Services Department
- 6. Health
- 7. Finance
 - Account
 - Revenue
- 8. National Disaster Management Organization (NADMO)
- 9. Agriculture
- 10. Human Resource
- 11. Works
 - Building Inspectorate Unit
 - Community Water and Sanitation Unit
 - Feeder Roads Unit
- 12. Physical Planning Department
 - Data Room
- 13. Statistics
- 14. Birth and Death
- 15. Stool Lands

16. Forestry Services Division

7.0 DISTRICT SUB- STRUCTURES

To ensure grassroots participation in decision-making for effective and efficient local governance and development, the District has been sub-divided into Five (5) Area Councils namely;

- ❖ Mankranso Area Council
- ❖ Domeabra Council Area
- ❖ Bone-Mpasaso Council Area
- ❖ Wioso-Okyereapem Council Area
- ❖ Krantori-Kunsu Council Area

The District is further divided into 29 Electoral Areas namely:

- ❖ Asuokor Electoral Area
- ❖ Manhyia Electoral Area
- ❖ Nyamebekyere Electoral Area
- ❖ Mpasaaso No.1 Electoral Area
- ❖ Mpasaaso No. 2 Electoral Area
- ❖ Osorase Electoral Area
- ❖ Adadekrom Electoral Area
- ❖ Domeabra Electoral Area
- ❖ Nwamase Electoral Area
- ❖ Krofofrom Electoral Area
- ❖ Mankaniese Electoral Area
- ❖ Hwibaa Electoral Area
- ❖ Abodiease Kwasiworo Electoral Area
- ❖ Anitemfi Electoral Area
- ❖ Anitemfi Electoral Area
- ❖ Onyinanufu Electoral Area
- ❖ Barniekrom Electoral Area
- ❖ Dunyankwanta Electoral Area
- ❖ Anyinase Electoral Area

- ❖ Kunsu No. 1 Electoral Area
- ❖ Boatengkrom Electoral Area
- ❖ Dotiem Newtown Electoral Area
- ❖ Bonkrong Electoral Area
- ❖ Kunsu Camp Electoral Area
- ❖ Bonkwaso Electoral Area
- ❖ Sikafrebogya Electoral Area
- ❖ Beposo Electoral Area
- ❖ Betoom Electoral Area
- ❖ Mankranso Electoral Area

8.0 SERVICE STANDARDS

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

<i>Services</i>	<i>Time Frame (months/Days)</i>
➤ <i>Issuance of Building Permits</i>	Within two (2) month or 48 days
➤ <i>Preparation and Approval of Planning Schemes / Layouts</i>	Within six (6) months one (1) year depending on the size of the settlement
➤ <i>Building Inspection</i>	Daily
➤ <i>Issuance of Business Operating Licenses (BOP)</i>	Within three (3) working days
➤ <i>Issuance of Birth Certificate</i>	Under 1yr (1day) Above 1yr (2weeks)
➤ <i>Issuance of Death Certificate</i>	Fresh Death (1day) Already buried (3weeks)
➤ <i>Waste Management (door-to-door collection)</i>	Two (2) times weekly collection
➤ <i>Issuance of Food Vendors Certificate</i>	Within eight (8) working days

➤ <i>Public Education on Hygiene Practice</i>	Daily
➤ <i>Inspection of meat and passing it for Public Consumption</i>	Daily
➤ <i>Market / House – House Inspection</i>	Weekly / Daily
➤ <i>Issuance of Licenses</i>	Within two weeks
➤ <i>Preparation of Tender Documents</i>	4 weeks
➤ <i>Advertisement on Projects</i>	3 weeks
➤ <i>Respond to Correspondences</i>	Within 3 - days
➤ <i>Dispatching Letters</i>	Within a day / immediate

9.0 HEALTH CARE FACILITIES WITHIN THE DISTRICT

The Assembly shall collaborate with and monitor the operations of the following Health Centers within the District.

9.1 List of Health Facilities in the District

S/N	NAME	LOCATION	OWNERSHIP
1	Mankranso District Hospital	Mankranso	Government
2	Kunsu Health Center	Kunsu	Government
3	Mpasasso Health Center	Mpasasso	Government
4	Wioso Health Center	Wioso	Government
5	Mpasasso Dotiem Chps	M/Dotiem	Government
6	Anitimfi CHPS	Anitimfi	Government
7	Banniekrom CHPS	Banniekrom	Government

8	Kunsu Dotiem CHPS	Kunsu Dotiem	Government
9	Kunsu Camp CHPS	Kunsu camp	Government
10	St. John's Clinic	Domeabra	CHAG/Mission
11	Maranatha Maternity Home	Bonkwaso 1	Private

***NB: List of Hospitals, Clinics, Health Centers and CHPS Zone**

10.0 WHAT WE STRIVE FOR:

- ❖ *Continuous 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 Prevention 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's*
- ❖ *Compilation of a comprehensive Socio-Economic Database that will be accessible to the Public.*

11.0 COURTESY AND CO-OPERATION:

- ❖ *All office doors are marked to facilitate easy identification.*
- ❖ *Friendly Client Service Officers shall be on hand to provide various services.*
- ❖ *Assembly Staff with clear identification are also available to provide information and other support services.*

- ❖ *A well-trained Development Control Taskforce shall visit various construction sites to ensure adherence to building regulations.*
- ❖ *Developers are entreated to produce valid development permits.*
- ❖ *Courteous Revenue Collectors shall go round daily to collect various rates.*
- ❖ *Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.*

12.0 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 the services we provide, we require as follows.

- ❖ *Businesses shall be duly registered with the Registrar General Department and the Assembly respectively.*
- ❖ *Business address and location including street names and numbers shall be made available.*
- ❖ *Provide registered Indenture (Land Title Certificate) and four (4) copies of Architectural drawings for the issuance of building/ development permits.*
- ❖ *To obtain a death certificate, at least expect that, a dully signed cause of death, birth certificate / affidavits must be provided.*
- ❖ *The public shall participate in the various Community Level Education Programmes on Sanitation, Hygiene, Revenue Collection and others.*
- ❖ *The Bye-laws of the Assembly shall be complied with to ensure effective administration of the District.*

13.0 OUR PARTNERING AGENCIES

The Ahafo Ano South West District Assembly shall collaborate with the following Departments, Agencies, and Authorities and similarly related.

- ❖ *Ghana Police Service*
- ❖ *Ghana Prisons Service*
- ❖ *Ghana Immigration Service*
- ❖ *Ghana Health Service*
- ❖ *Ghana Fire Service*
- ❖ *Ghana Education Service*
- ❖ *Judicial Service of Ghana*
- ❖ *Ghana Ambulance Service*
- ❖ *Ghana Statistical Service*
- ❖ *Internal Audit Agency*
- ❖ *Environmental Protection Agency*
- ❖ *Community Water and Sanitation Agency*
- ❖ *National Identification Authority*
- ❖ *Ghana Revenue Authority (GRA)*
- ❖ *National Youth Authority/ Youth Employment Agency (NYA/YEA)*
- ❖ *Electricity Company of Ghana /VRA /NEDCO*
- ❖ *Lands Commission*
- ❖ *Ghana Aids Commission*
- ❖ *National Health Insurance Authority (NHIA)*
- ❖ *National Disaster Management Organization (NADMO)*
- ❖ *National Commission for Civic Education (NCCE)*
- ❖ *Center for National Culture (CNC)*
- ❖ *Natural Resource Conservation*

❖ *Commission for Human Right and Administration Justice (CHRAJ)*

14.0 COMPLAINTS

AASWDA welcomes comments/complaints from the Public, its valued Clients, and Customers. Such issues should be addressed to:

**THE CHAIRMAN
PUBLIC RELATIONS & COMPLAINTS COMMITTEE
AASWDA-MANKRANSO**

In case you are still not satisfied; you may seek further assistance from:

**THE DISTRICT CHIEF EXECUTIVE
AHAFO ANO SOUTH WEST DISTRICT ASSEMBLY
P. O. BOX 9 MANKRANSO – ASHANTI
info@aaswda.gov.gh
Contact: 0504003673/0205895909**

You may also use the following link to submit complains online:

- <https://facebook.com/aaswda>

15.0 DEPARTMENT AND UNIT CONTACTS

For quick information relating to a department or unit kindly contact the following Departmental or unit heads:

S/N	NAME	DEPARTMENT / UNIT	CONTACT
1	PAUL ATSU AGBEZUDOR	DISTRICT CO-ORDINATING DIRECTOR	0244738761
2	ABIGAIL ADDAI	CENTRAL ADMINISTRATION	0242344431
3	BISMARCK OSEI TUTU	BUDGET UNIT	0556052104
4	OSEI RICHMOND KLUIVERT	MIS UNIT	0246040950
5	MICHAEL WORDIE	INTERNAL AUDIT	0244859910

6	MARTIN OBENG BRITWUM	DEVELOPMENT PLANING	0244775759
7	JOSEPH AWUSI	PROCUREMENT/SUPPLY UNIT	0205392416
8	COLLINS KUSI	REGISTRY UNIT	0246153452
9	JULITTA AGYEMANG	HUMAN RESOURCE DEPARTMENT	0245973244
11	BEATRICE BAAKO BUADU	REVENUE DEPARTMENT	0202997056
12	FRANK OPOKU	DEPARTMENT OF ENV'T HEALTH	0243255318
13	RANSFORD F.Y DUODU	DEPARTMENT OF AGRICULTURE	0244749243
14	FLORENCE TORGBUIVIA	DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEV'T	0249277252
15	ALEXANDER KELLO	WORKS DEPARTMENT	0244727210
16	ANKU CHARLES	FEEDER ROADS	0244179795
17	PRINCE NYARKO	DEPARTMENT OF STATISTICS	0245642363
18	MARTHA SARFO	PHYSICAL PLANING DEPARTMENT	0245852079
19	EMMANUEL KWABENA OHENE	BIRTH & DEATH REGISTRY	0245630174
20	AGYENIM BOATENG	NBSSI / BAC	0596916215
21	GAMA ISAAC	DEPARTMENT OF FINANCE	024786997
22	EMMANUEL SMART AMO	INFORMATION SERVICE DEPARTMENT	0243146609
23	SIMON BOATENG	NADMO	0503377006
24	REUBEN BEDZRAH	DISTRICT HEALTH DIRECTORATE	0246711814
25	JUSTINE KWASI GBORTOR	GHANA EDUCATION SERVICE	0208713131
26	BENARD OSEI BOATENG	NCCE	0266373577
27	CHARLES BERKO/AKUA ANIMADDO	CENTRE FOR NATIONAL CULTURE	0244204934/0 244257572
28	GENEROUS NTI	BRC	0551221420

16.0 Physical Location

To access our service, you can locate our offices in the following towns and locations:

MAIN DISTRICT ADMINISTRATION OFFICE

The Assembly's Administration Block can be located on the Tepa –Mankranso Road, about hundred meters from the Kumasi-Sunyani Road, opposite the Mankranso District Hospital.

Mailing Address:

**AHAFO ANO SOUTH WEST DISTRICT ASSEMBLY
P.O.BOX 9, MANKRANSO
ASHANTI-REGION**

Website: www.aaswda.gov.gh info@aaswda.gov.gh



**AHAFO ANO SOUTH WEST DISTRICT ASSEMBLY
P.O.BOX 9, MANKRANSO
ASHANTI, GHANA – WEST AFRICA
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Website: www.aaswda.gov.gh info@aaswda.gov.gh