

Gomoa East District Assembly

CLIENT SERVICE CHARTER

FOREWORD

The client service charter has been developed to monitor efficient service delivery and serve as the blueprint for the Assembly. This will help to further facilitate the standardization of the services delivered and to communicate to the public the exact service standards that the Assembly delivers.

It details the service standards that the assembly is committed to deliver to our stakeholders and outlines a complaints procedure for our esteemed stakeholders and who may have challenges with our services.

Another fundamental reason for the development of this charter is to ensure that the activities of the Gomoa East District Assembly cover all categories of user groups ranging from Departments and Units of the Assembly, Civil Society groups, contractors, Nananom and the general public without any bias.

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

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SAMUEL KWESI KITTAH
DISTRICT COORDINATING DIRECTOR
GOMOA EAST DISTRICT ASSEMBLY

INTRODUCTION

About us

The Gomoa East District is one of the Twenty-Two (22) Administrative Districts in the Central Region. It was established by Legislative Instrument (L.I. 2340, 2017) and inaugurated on 15th March, 2018 with Gomoa Potsin as its District Capital.

The District is located along the Atlantic Coastline in the south-eastern part of the Central Region of Ghana. The District is bounded by a number of districts, to the North-East by Agona East, South-West by Gomoa Central, to the East by Awutu Senya, Awutu Senya East and Ga South in the Greater Accra Region and to the South-West by Effutu. The Trans ECOWAS highway divides the District and offers proximity to the two main ports in the country.

The current population of the district is 308,697 made up of 152,238 males (49.3%) and 156,459 females (50.7%) respectively. The district covers 378 Km² has an average household size 3.6.

- The GEDA derives its mandate from the constitution under section 20 article 240 through to 256. It designates District Assemblies as the highest Political, legislating, budgeting and planning Authority at the local level. The local Governance Act (Act 936) of 2016 reinforces the constitutional provisions and elaborates on the articles.

Mandate



- The number one investment destination in the Central Region and a strong force nation-wide.



- To harness and deploy the resource potential of the district to improve the living conditions of the people through equitable provision of services within the context of good governance and local economic development.

Mission



Core Values

The following are the guiding principles of the Gomoa East District Assembly in the execution of its duties and delivering quality public goods;

- Efficient
- Ethical
- Citizen centeredness
- Professionalism
- Punctuality
- Sustainability
- Quality Service
- Responsive

➤ **Effective Partnership**

We embrace long term sustainable partnerships with all stakeholders

➤ **Responsiveness / Diversity**

We understand and value the contributions of the people and priority needs of the District.

➤ **Dedication and Discipline**

We keep our commitments with the dwellers and serve them with a sense of urgency.

CORE FUNCTIONS OF GEDA



Exercise deliberative, legislative, executive, 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.

Based on the above framework, GEDA performs the following specific functions:

1. Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;
2. Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
3. Execute approved development plans for the district;
4. Guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans;
5. Initiate and encourage joint participation with other persons or bodies to execute approved development plans;
6. Promote or encourage other persons or bodies to undertake projects under approved development plans;
7. Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the district and national economy in accordance with government policy.
8. 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;
9. Initiate programmes for the development of basic infrastructure and provide Works and services in the district;
10. Responsible for the development, improvement and management of human settlements and the environment in the district;
11. In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;

12. Ensure ready access to courts in the district for the promotion of justice;
13. Act to preserve and promote the cultural heritage within the district;
14. Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties stipulated by law
15. Perform any other functions that may be provided under another enactment.

ORGANIZATIONAL ARRANGEMENT/ GOVERNANCE STRUCTURE

There are thirteen (13) departments in GEDA. These are in line with the second schedule of Act 936

1. Central Administration Department
 - Administration
 - Development Planning
 - Procurement
 - Budget
 - MIS
 - Registry
 - Records
 - Client Service
 - Internal Audit
 - Estate
 - Security
2. Trade and Industry
 - Business Advisory Centre
 - Cooperatives
3. Social Welfare and Community Development;
 - Social Welfare
 - Community Development
4. Education, Youth and Sports
Department
5. District Health Department

6. Finance Department
 - Account
 - Treasury
 - Revenue
7. Disaster Prevention Department
 - Disaster Management Organization (NADMO)
8. Agriculture Department
9. Human Resource
10. Works Department
11. Physical Planning Department
12. Statistics
13. Natural Resources Conservation, Forestry and Game and Wildlife
 - Forestry

SERVICES AND SERVICE STANDARDS

SERVICE	TIMEFRAME	PROCESSES AND PROCEDURES	REQUIREMENT FROM CLIENTS
Business Operating Permit	Within Five (5) days	1. Management Information System (MIS) unit Inputs the client's data 2. Choose the business type/category based on the data collected to determine the bill amount. 3. Client Identity number is automatically generated	• Name of the business • Name of the owner • Type of business • Location, landmark • Address of the business
Acquiring Business Operating Permit/License (Filling stations, Financial Institutions, Schools, Hotels, etc.)		1. The client submits the relevant documents 2. The documents are inspected and confirmed 3. Approval is given after confirmation 4. Business Operating Permit/License is	• Certificate to operate from relevant authorities such as Environmental Protection Agency (EPA), Ghana National Fire Service (GNFS), Ghana Tourist Authority, National Petroleum Authority, Resident Concern Agreement, etc.
Property Rate	3 days maximum	1. Valuation of the property 2. Measurement taken to determine the size of the property 3. Rate Impost is applied to the determine the bill amount 4. Data sent to MIS for bill printing	• Name of the business and the owner. • Type of property • Location • Building plan
Embossment of commercial vehicle	5 minutes	1. Fill a form 2. Make payment	• Road worthy book • License
Commercial Driver's License	5 minutes	1. Fill a form 2. Make payment	• License • passport picture
Stickers for Commercial	5 minutes	1. Effect Payment	• Car Number
Payment for Construction Works (Roads, Schools,	Within two (2) days	1. The District Finance officer ensures the contractor is set up on Ghana	• Set up on GIFMIS Platform with the Assembly: The contractor shall provide, a

Hospitals, etc.)		Financial Management Information System (GIFMIS) Plat form with the Assembly 2. The service Provider is a Value Added Tax (VAT) registered Company 3. The District Finance Officer (DFO) vets and ensures that the relevant Documents such as Award letter, Acceptance Letter, Inspection Report, Evaluation Report, Contract/Service Agreement, etc. are attached to the Approved Certificate for payment 4. The Certificate for Payment together with the attached documents is minuted to Budget Unit of the Assembly for warrant preparation using Ghana Integrated Financial Information System (GIFMIS) as required by PFM ACT,2016 Act 921 provided there is Appropriation Budget and availability of Fund 5. The Warrant is Certified by the Spending Officer (DCD) and Authorized by The Principal Account Holder (DCE). The authorization and Certification are done through GIFMIS. 6. DFO then minutes the approved warrant to	Incorporation/Registration, Company and Bank details, evidence of VAT registration and evidence of Public Procurement Authority registration. • Request for Payment letter • Official Receipt. • Official Stamp
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		10. The signed cheque is issued to the contractor 11. The contractor acknowledges the Payment by issuing official receipt and	
Payment for Supply of Goods and Services	Within two (2) days	1. The District Finance officer ensures the Supplier or the Service Provider is set up on Ghana Integrated Financial Management Information System (GIFMIS) Platform with the Assembly 2. The Supplier or service Provider is a Value Added Tax (VAT) registered Company 3. The District Finance Officer (DFO) vets and also ensures that the relevant Documents such as Award letter, Acceptance Letter, Contract or Service Agreement, VAT Invoice, GIFMIS generated Warrant, Purchase Order (PO) and Stores Received Advice (SRA) Evaluation Report, etc. are attached to the request for payment letter from the supplier or service provider 4. The approved documents are minuted to Budget Unit of the Assembly for warrant preparation using Ghana Integrated Financial Information System (GIFMIS) provided there is Appropriation Budget and availability	• Set up on GIFMIS Platform with the Assembly: The contractor shall provide, a copy of Certificate of Incorporation/Registration, Company and Bank details, evidence of VAT registration and evidence of Public Procurement Authority registration. • Request for Payment letter • Certification report for service delivery • Official Receipt. • Official Stamp

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		6. DFO then minutes the approved warrant to appropriate schedule officer to prepare Payment Voucher (PV) using GIFMIS 7. The Payment Voucher is authorized by the DFO and approved by DCD 8. A cheque is written to pay for the expenditure 9. The written cheque is signed by DCD and DFO	
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DEPARTMENTAL SERVICES AND SERVICE DELIVERY STANDARDS

Department	Core Service	Processes and Procedure	Requirement from Client
National Disaster Management Organization (NADMO)	Emergency services 1. We provide search and rescue to disaster victims. 2. We co-ordinate the relevant departments in managing disasters in the District.	Emergency procedure: 1. We normally require geographical location, street name or landmark, contact number. 2. Rescue team is dispatch to the field. 3. Departmental coordination is activated if the disaster requires expertise from other fields.	• Clients can make phone calls to report issues to NADMO on the following numbers District Director 0243938358 Operation officer 0266394419/0243970287 • For hazards a formal letter with attached report including pictures on the hazards addressed to DCE and a copy to NADMO office. Location,
	Preventive services 1. We conduct investigation on hazards, vulnerability and risk situations in particular areas.	Preventive procedure: 1. Geographical location is required, type of hazards landmark, contact number	

	Education Service 1. We educate the public on disaster preventions and mitigation issues in the District.	Procedure for Public Education: 1. The department normally writes letter to the institution or vice versa for response. The name of institution, location and contact person. One (1) week is given for	number are required. Client can walk into the NADMO office and lodge a complaint to the administrator.
	Relief Management Services	Procedure for Relief Management: 1. Both assessment and data collection is done to know actual disaster victims. 2. Relief is provided when the degree of damage exceeds the victims' ability to bounce back. The relief is often provided when items are released from either the National or Regional office after assessment. NB: Our Response Time is Maximum 30	
Social Welfare And Community Development	1.1 Support to Persons With Disability (PWD) - Registration of PWDs - Conduct investigations on PWD - Give support to PWDs - Build capacity of PWDs	PWD support Procedure 1. Forms should be picked from the office, filled and returned together with application letters and photos of applicant 2. Conduct investigations and write reports on applications received with recommendations to the Disability Fund Management Committee	- Should provide a passport and a full- size photo of PWD - Address and contact of PWD - Should be present for vetting when invited

	1.2 Livelihood Empowerment Against Poverty (LEAP) • Monitor payment of cash grants to beneficiaries and report on any challenges thereof • Educate beneficiaries and the	1. Inform community focal persons to mobilize beneficiaries for payment in the communities 2. Education is done during payments	• Should be present during payments
	1.3 Day Care Centres • Register and monitor operations of day care centres	1. Pay unannounced visits to premises for inspection 2. Can recommend for school to be	• Collect forms, fill and return with required fee for processing
	1.4 Non-Governmental Organizations (NGOs) • Register and monitor activities of	1. Based on a request, premises would be inspected, forms would be given	
	2.0 Child Rights, Promotion and Protection • Ensure that the rights of the child are not abused • Child protection issues • Tracing and reunification of missing/abandoned children • Arbitrate on maintenance of children, child custody, paternity, access, family reconciliation/ welfare cases	1. Implement decisions on maintenance, access, paternity, family welfare/reconciliation and custody cases 2. Rescue children under inhumane conditions based on tip-off or intelligence 3. Sensitize the public to protect children from all forms of violence, abuse, exploitation, neglect and discrimination at all times. It's done in schools, churches, households, community meetings, etc. 4. Based on extracts from the Police Service, staff conduct social 5. investigations to trace families of	• Report cases to the department for arbitration and adhere to settlement conditions • Good Samaritans can report to the office or call 0243687394 • Interested persons or groups can invite the department • Name of the community where the child was before getting lost, name/s of family members or • Cell phone numbers, name of school if any is necessary

		6. When cases are reported to the office,	members of the alleged culprit is
	3.0 Justice Administration	1. Regular visits to the police station to assist Minors who have come into conflict with the law 2. Conduct social investigation	
	4.0 Adult/Public Education	1. Organize mass and study group meetings	Commitments from group/s
	5.0 Home Science Extension Service	1. Empower the deprived, especially women's groups by offering alternative livelihood skills 2. Conduct home visits as follow up and also have one on one	Commitments from households
	6.0 Community Initiated Project	1. Mobilise communities to initiate self-help projects for support from the District Assembly 2. Collaborate with Government Organisations and Non-Governmental Organisations	Commitment by the community
	7.0 Extension Services		Formal request

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Education	We are responsible for the	There is regular monitoring of schools to	Be honest and timely in providing
	implementation of pre-tertiary educational policies of the government and the Assembly. - We make education delivery relevant to the manpower needs of the nation. - We ensure that all Ghanaian children of school-going age, irrespective of tribe, gender, disability, religious and political affiliations are provided with quality formal education (Inclusive & Equitable Quality Education) - We ensure professional standards in the conduct of our personnel. - We supervise and inspect private pre- tertiary educational institutions. - We create enabling environment in all education institutions and management positions that will facilitate effective teaching and learning and efficiency in management.	check how teaching and learning is going on and also to check output of work. - School Performance Appraisal Meetings (SPAM) are held periodically in communities to discuss performance of pupils and other issues of importance. - School inspection is conducted in specific schools in the year and findings are discussed with schools concerned. - Distributes Teaching and Learning Materials (TLMs), furniture and other items received from Headquarters or the District Assembly equitably to schools.	required information. - Comply with existing Acts, Regulations and Procedures. - Treat our staff members with the necessary respect. - Engage us in constructive criticism. - Demand high quality service. - Uphold integrity and not compromise any staff. - Clients can walk in on working days to lodge complaints or make enquiries. - Clients can reach us on 0208676199
Health	- We provide guidance and counselling services in the schools for learners to meet their pressing needs. - General OPD services	- First point of call is the OPD for further directives at any of the under listed public health facilities: - St Gregory Hospital Buduburam - Potsin Polyclinic, Potsin - Health centres at CUSC	- Clients can use NHIS to access primary health care - Clients without NHIS should pay with cash for health services - Clients can access primary

	• Maternal and child health including immunisation • Obstetrics and Gynecology • Adolescent health services		Care every time or call 02433304601
Environmental Health and Sanitation	The Environmental Health Practitioners (EHPs) are there to promote and protect the health of the public from factors in the Environment that are likely to be injurious to health. The EHPs do this by conducting premises inspection at all types of premises, by Classification of Premises; • <u>Domiciliary Premises</u> include residential or dwelling houses, either single household or compound housing units, commercial houses, offices religious institutions (churches, mosques, shins) etc. • <u>Industrial Premises</u> include large, medium and small-scale industries. • <u>Health Care Facilities</u> include hospitals, polyclinics, clinics, health centres, health post. Maternity units, health laboratories, traditional healers, veterinary clinics, pharmacies,	1. Assessing Environmental Health Problems 2. Environmental Health and Sanitation Education 3. Provide technical support 4. Issuance of Abatement Notice 5. Monitoring and Supervision 6. Evaluate of Environmental Health problems 7. Issuance of Summons 8. Health Screening for Food Vendors	• Public health complaints • All premises should have adequate toilet facilities in place • All premises should register with a waste contractor (service provider) for effective waste collection for a fee at the end of every month. • All food vendors should acquire a health certificate from Gomoa East District Assembly • All Hospitality Industries should acquire a Suitability Certificates • All Domiciliary Premises are to acquire certificate of Habitation • All premises are to observe good environmental sanitation and hygiene practices • Cattle pia's goat sheep

	recreational facilities. • <u>Schools</u> includes pre-school, first cycle and third cycle institutions • <u>Markets and Lorry Terminals</u> include major markets, minor markets, night markets, major lorry terminals and car parks. • <u>Sanitary Sites</u> and Infrastructure include abattoirs, slaughtering slab, public toilets, central container sites, solid waste treatment sites, liquid waste treatment sites, unauthorized dumpsites, landfills, public cemeteries,		All domestic animals e.g.Cattles, pigs goat sheep etc. should be confirmed All churches should register with the Assembly or call 0208084118
Agriculture	• Provide clients (all stakeholders along the agricultural value chain) with knowledge, information and technology in Agriculture. • Educate clients (farmers and households) in good agricultural practices. • Ensure that farmers input requirements are available to them at the onset of the planting season (major and minor) • Facilitate the acquisition of farm inputs by farmers from Agro input dealers.	1. Organize workshops and stakeholder engagements on specific topics for clients 2. Organize field days and demonstrations for clients and staff to gain practical knowledge in a particular subject area 3. Organize field trips for clients to learn on a specific topic. 4. Facilitation of the formation of Farmer Based Organizations (FBOs) 5. Provide Agric extension	• Clients (farmers and households) can report challenges/issues with their agriculture livelihoods personally to the office, or call the numbers, 0242016574 • All persons involved in the agriculture value chain are to introduce themselves to the department so we get records of their activities/ engagements. • A Client can walk into the

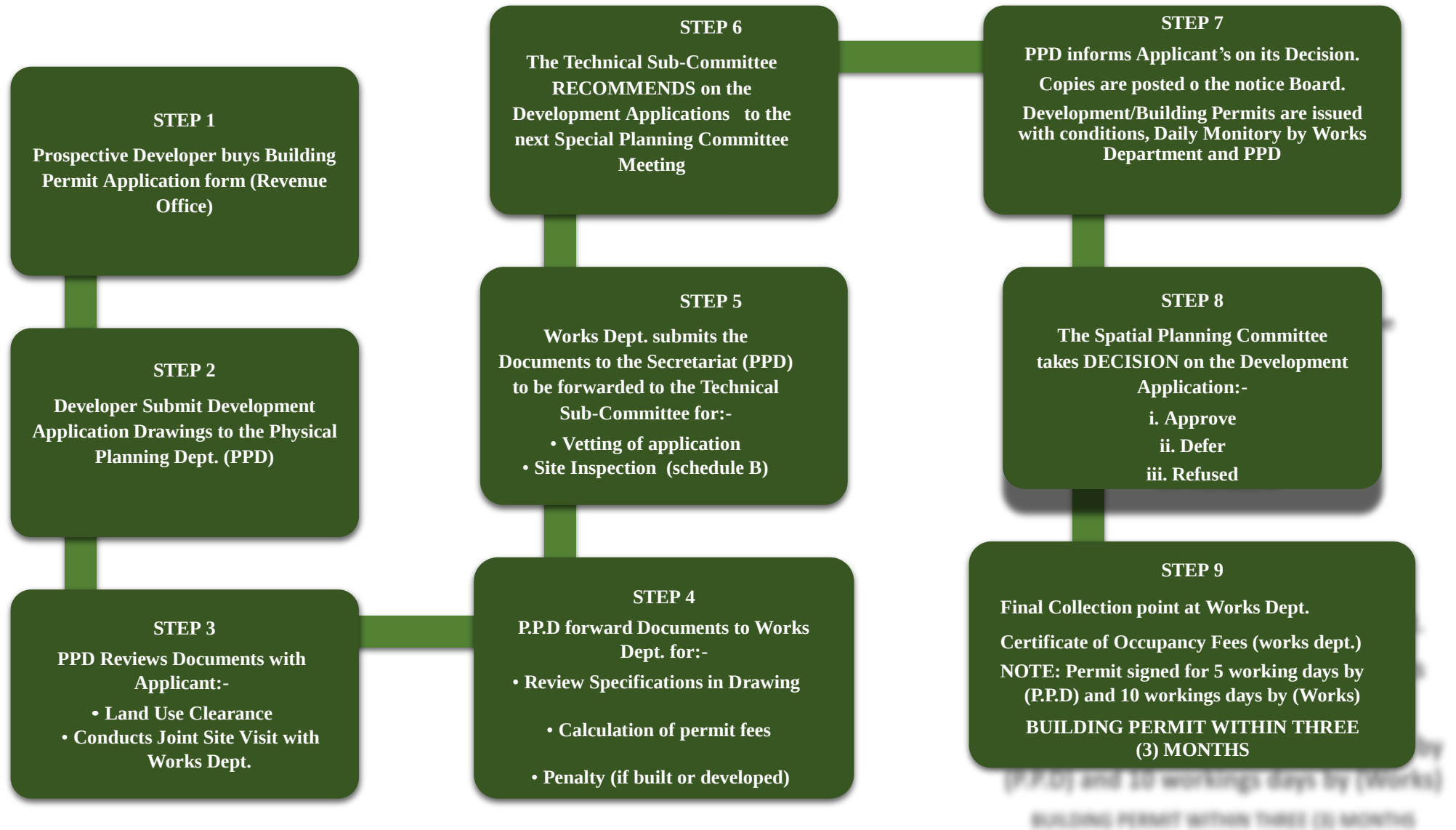
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	programmes (PFJ, RFJ, PERD) • Provide vaccination services for farm animals and pets throughout the Districtity • Provide monitoring of all animals in the Districtity to prevent the outbreak of diseases • Ensure that all animals slaughtered in the Districtity are wholesome for consumption.		Agric office and lodge a complaint to the administrator.
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DEPARTMENTAL RESPONSIBILITY

- The Department is responsible for the preparation of the local Land Use plan to guide Developmental in the District.
- Responsible for processing of Development and Building permit Application for consideration by the Land Use and Spatial Planning Committee.
- Create awareness about the need to obtain Development and Building Permit as well as the right procedure to use.
- Assist the Assembly to offer professional advice to aggrieve persons on appeal or partitions within the jurisdiction.
- Advise the Assembly on acquisition of Land and Properties in the interest of it

Residential Application	Commercial Application
•Evidence of Land Ownership •Four (4) set of Building Drawings •Accurate Block and Site Plan •Lands Commission and others if need be	•Evidence of Land Ownership •Four (4) set of Building Drawings •Accurate Block and Site Plan •EPA Certificate •Fire Certificate •Lands Commission and others if need be



WHAT TO EXPECT FROM GEDA

1. Professional, ethical, efficient and responsive staff who will attend courteously to all client enquiries.
2. Effective and efficient collaboration with stakeholders for resource mobilization and development planning
3. Provision of high quality services that maximize client satisfaction.
4. Gender responsive planning and budgeting
5. Prudent use of resources

WHAT WE EXPECT FROM OUR CLIENTS

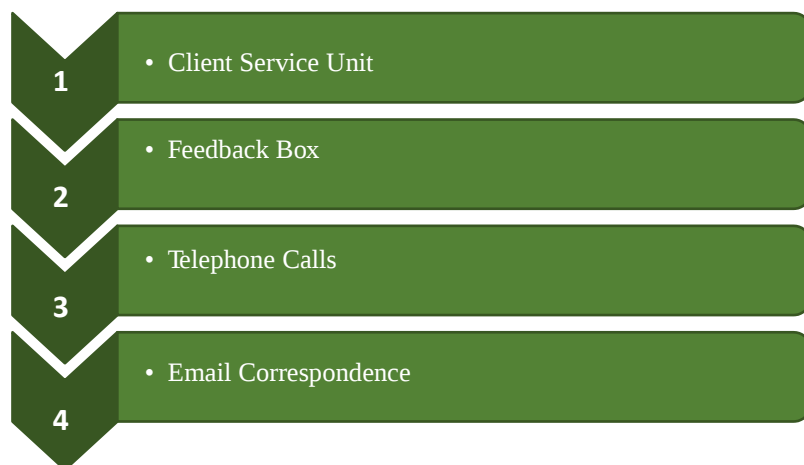
1. Be courteous and polite to our staff.
2. Strictly comply with our Rules, Guidelines and Regulations.
3. To ensure that all complaint forms are properly completed.
4. To adhere strictly to the procedures for lodging complaints.
5. To duly address and support all requests with appropriate documents where necessary

FEEDBACK MECHANISM

GEDA will acknowledge receipt of your written communication within five (5) working days upon receipt of your correspondence on all enquiries.

If we cannot immediately or fully provide answers to your enquiries or complaints within the specified timeframe, we will provide you with an interim response and advise you as to when a final response is to be expected.

We value your feedback to enable us to improve our service delivery. Your feedback should be communicated through any of the following channels for necessary



COMPLAINTS PROCEDURE

You can lodge your enquiries or complaint through our Client Service Unit located on the ground of the GEDA office building or by contacting us via:

The Client Service Unit

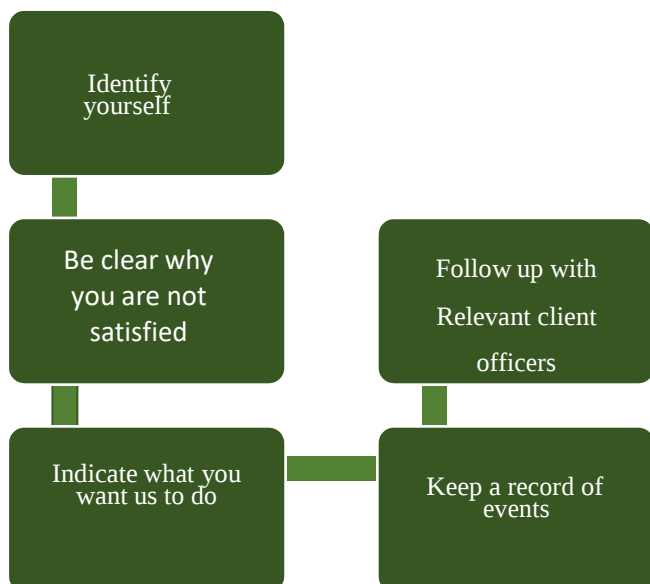
Ground Floor of GEDA Assembly

Building

Telephone: 0303964922

Email: info.GEDA.gov.gh

When lodging complaints, we would like you to:



In the event that you are unhappy with any of our services or if you feel that we have not met the standards and/or timelines provided in this Charter you may lodge your grievances at the

Public Relations and Complaints Committee (PRCC) via:

The Presiding Member

Room10 Administration Bk.

[Tel:+233 \(0\)543160094](tel:+2330543160094)

We will investigate your grievances and respond within five (5) working days.

If you are still unsatisfied with our response you may complain to:

The Head of Service, Office of the Head of Local Government Service

P. O. Box MB 369

Tel: 0302-677-929

As a last resort you may appeal to:

The Commission on Human Rights and Administrative Justice
Accra

Tel: 0302-662150/66426

CONTACTS

Physical Location

We are located at Gomoa Potsin off the Accra Cape Coast, Accra-Mankessim road. Adjacent the Potsin JHS

Mailing Address

The District Coordinating Director

Gomoa East District Assembly (GEDA)

P. O. Box 183, Kojobeedu, Winneba

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