

OFFICE OF THE BIA WEST DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER



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1.0 INTRODUCTION

The Office of the Bia West District Assembly (BWDA) was carved out the then Bia District in 2012 with Legislative Instrument (LI) 2014 and was officially inaugurated on 28th June, 2012 with its administrative office at Adabokrom. The Bia West District Assembly is the Political and Administrative Authority in the District. The District is one of the Central Management Agencies (CMA) operating within the Government Machinery. It is tasked to ensure that all Departments of the Assembly and other agencies are optimally structured and adequately staffed with the right skills mix to provide appropriate policy advice to the political leadership and to transform sector policies into implementable and monitorable plans, programmes and projects to accelerate national development.

2.0 MANDATE OF BWDA

Sections 3 of the Local Governance Act, 2016, Act 936 provides for the establishment of the Metropolitan, Municipal and District Assemblies (MMDAs) and empower MMDAs to be the Highest political authority in the District which are mandated to:

- a) to initiate and prepare for the approval of district development plans and settlement structure plans in the manner prescribed by NDPC,
- b) ensure that the plans are prepared with the full participation of the local community,
- c) to carry out studies on development planning matters in the district including economic, social, spatial, environmental, sectorial and human settlement issues and policies,
- d) Mobilise human and physical resources for development in the district.
- e) Other planning mandates include initiating and coordinating the processes of programming, budgeting and implementation of district development plans, programmes and projects,
- f) Integrating and ensuring that sector and spatial policies, plans, programmes and projects of the district are compatible with each other and with national development objectives issued by the Commission.

2.1 VISION

The Bia West District Assembly envisages a society, with reduced incidence of household poverty, reduced illiteracy levels, increased communal access to potable water, reduced levels of diseases and involvement of the citizenry in all levels of decision making.

2.2 MISSION

The mission of the Assembly is to mobilize resources for accelerated and equitable development to ensure the betterment of its citizenry in respect to poverty related issues, diseases, potable water, education as well as in involvement of the people in decision making process.

3.0 VALUES OF BWDA

The core values of BWDA centre on professionalism, integrity, accountability, meritocracy and customer-sensitivity. Specifically, BWDA aspires to:

- a. Provide equal opportunity and fair treatment in a transparent and timely manner to all clients
- b. Publish information on rules, procedures and service delivery standards
- c. Take responsibility for all decisions actions and inactions
- d. Respond appropriately to issues that impact on our core businesses
- e. Exhibit honesty, neutrality and professionalism in dealing with our clients
- f. Provide cost effective and client focused services
- g. Treat clients with utmost respect.

4.0 RESPONSIBILITIES OF BWDA

To achieve the above objectives, BWDA:

- a. Administers and implements relevant laws and regulations to manage and enhance the efficiency and effectiveness of the Assembly.
- b. Implement, interprets, monitors, evaluates and reviews human resource policies on capacity building, promotion, discipline and exiting from the District.
- c. Undertakes administrative and management reviews for the developmental projects and programmes of the District.
- d. Ensures the availability of professional and competent staff in the District

5.0 CORE FUNCTIONS

The core functions of the District are outlined below:

•Exercise political and administrative authority in the district, provide guidance, give direction to, and supervise the administrative authorities in the district.

•Performs deliberative, legislative and executive functions.

•Responsible for the overall development of the district and shall ensure the preparation of development plans and annual and medium term budgets of the district related to its development plans.

- 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 initiative and development.
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district.
- Responsible for the development, improvement and management of human settlements and the environment in the district.
- Responsible, in cooperation with the appropriate national and local security agencies, for the maintenance of security and public safety in the district.
- Ensure ready access to Courts in the district for the promotion of justice.
- Initiate, sponsor or carry out studies that are necessary for the performance of a function conferred by Act 936 or by any other enactment.
- Perform any other functions provided for under any other legislation.
- Take the steps and measures that are necessary and expedient to
 - i. execute approved development plans and budgets for the district;
 - ii. Guide, encourage and support sub-district local government bodies, public agencies and local communities to discharge their roles in the execution of approved development plans;
 - iii. Initiate and encourage joint participation with any other persons or bodies to execute approved development plans;
 - iv. Promote or encourage other persons or bodies to undertake projects under approved development plans; and
 - v. Monitor the execution of projects under approved development plans and assess and evaluate their impact on the people's development, the local, and district and national economy.
- Coordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the district, any and other development programmes promoted or carried out by Ministries, departments, public corporations and any other statutory bodies and non-governmental organizations in the district.

• Finally, the Bia West District Assembly in the performance of its functions, is subject to the general guidance and direction of the President on matters of national policy, and shall act in co-operation with the appropriate public corporation, statutory body or non-governmental organizations.

6.0 SERVICE DELIVERY STANDARDS OF BWDA

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

SERVICE	PROCEDURE	INDICATOR	TIME FRAME
GENERAL ADMINISTRATION	Organise statutory Meetings: General Assembly Meetings, Executive Committee Meetings, Sub-Committee Meeting and Heads of Departments Meetings	Professionalism	Per quarter
	Public Relations and Complaints Committee: Receive of complaints, Meeting and taking actions on all complaints and recommendations	Professionalism	
	Clients Focus: Report on client Service activities, Receive complaints	Transparency, Accountability and Participation	
	Town Hall Meetings/Communities: Organise Town Hall Meetings and engagement with communities to deal with grievances.	Accountability, Transparency and Participation	
PLANNING AND SUSTAINABLE DEVELOPMENT	Spatial Planning and Entity Tender Committees: organise spatial planning committee meeting, field visit, approval of permit, street and property naming	Professionalism	
	Action Plan: Prepare Annual Action Plan and Medium Term Development Plan	Professionalism and Participation	
FINANCIAL MANAGEMENT AND AUDITING	Procurement plan: Prepare and approval of Annual Procurement Plan and upgrade of APP	Professionalism	
	Annual Audit Work Plan: Prepare Annual Audit Work Plan, conduct and reports on Internal Audit prepare, organise Audit Committee meetings	Professionalism	
	Monthly Financial Reports: Prepare and submit monthly financial reports	Professionalism	
	Annual Budget: Prepare and approval of annual Budget work plan	Participation, Accountability	
	Biannual composite promotion schedule with established vacancies for all grade levels by the end of January & mid July 2021 and 2022 retirement schedule prepared by 31 st December 2021 and	Professionalism Transparency	

	submitted to RCC		
	Departments of MMDA, non-decentralized Departments, SOEs and Public Corporations etc undertake joint stakeholder mid- year review sessions (<i>for the year 2021</i>) and planning (<i>for the year 2022</i>) to ensure a co-ordinated approach to development and management of the MMDA (ISCC)	Participation Professionalism Transparency Accountability	
	At least one sensitization forum organized for staff on Local Governance Act, 2016 (Act 936), Local Government Service Protocols, MMDA Bye Laws and all other relevant enactments by the end of the year	Professionalism Transparency	

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

- ✓ Identify yourself by name, and if necessary, organisation and grade.
- ✓ Provide the required information in an honest and timely manner
- ✓ Comply with our rules, guidelines and regulations
- ✓ Accord our staff the utmost respect
- ✓ Inform us if you are not satisfied with our services

7.0 WHAT TO EXPECT FROM US

In writing, we will:

- ✓ Reply to all letters within five (5) working days on 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.

By telephone, we will:

- ✓ Answer the telephone between two (2) to three (3) rings.
- ✓ Identify ourselves by organisation, 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

On appointment, we will:

- ✓ See 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.

8.0 WHERE TO FIND US:

8.1 PHYSICAL LOCATION

The Bia West District is located on the Yawmatwa-Debiso road before the Customs check point.

9.0 OUR MAILING ADDRESSES ARE:

a. POST OFFICE BOX:

BIA WEST DISTRICT ASSEMBLY
PMB
SEFWI ESSAM-DEBISO

b. E-MAIL: biawestdistrict@gmail.com

9.3 SOME VITAL TELEPHONE NUMBERS

S/NO	CONTACT NAME	DESIGNATION	CONTACT
1	Hon. Bernard Gyebi Blay	District Chief Executive	0249318806
2	Jumah Asumah Pentu	District Coordinating Director	0204221010
3	Abdullai Fu-Ad	District Finance Officer	0553872968
4	Emmanuel Mensah	District Human Resource Manager	0246353644
5	Barnabas Akanlise	District Planning Officer	0541215688
6	Eric Atta Dadson	District Budgeting Officer	0243054140
7	Hon. Abdul Musah	Presiding Member	0244049249
8	Iddrisu Seidu	Registrar	0249356695
9	Philip Sena Awitsi	Environmental Health and Sanitation Officer	0542487006
10	Saifu Deen Illiasu	Works Engineer	0244147117
11	Richard Sylvester Niipala	Client Service Officer	0550053462

10.0 COMPLAINTS AND COMMENTS

10.1 WHEN REGISTERING A COMPLAINT

When contacting us if you are dissatisfied with a service from BWDA or any Department, we would like you to:

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

10.2 WHERE TO ADDRESS YOUR COMPLAINTS

You may address your comments and complaints to:

BIA WEST DISTRICT ASSEMBLY
PMB
SEFWI ESSAM-DEBISO
TEL:
FAX:

E-MAIL: biawestdistrict@gmail.com

- b. The Client Service Unit located in room **No. 2** at registry mail hall at your right hand side from the entrance of the office complex building.

NOTE:

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

- a. From Serving Officer through Departmental Head to District Coordinating Director.
- b. From a non-Civil Servant/general public to the District Coordinating Director, BWDA.
- c. From retired officers, through the head of the organisation where they last served/worked OR through the Human Resource Manager, BWDA OR CLOGSAG.

10.3 YOUR VIEWS COUNT

If something goes wrong we will be glad to hear about it from you. We are continuously trying to improve our service delivery 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 comment/complaints to:

**THE CHAIRMAN
BIA WEST DISTRICT ASSEMBLY
PUBLIC RELATIONS AND COMPLAINTS COMMITTEE
PMB
SEFWI ESSAM-DEBISO
WESTERN NORTH**