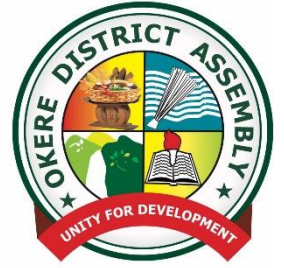
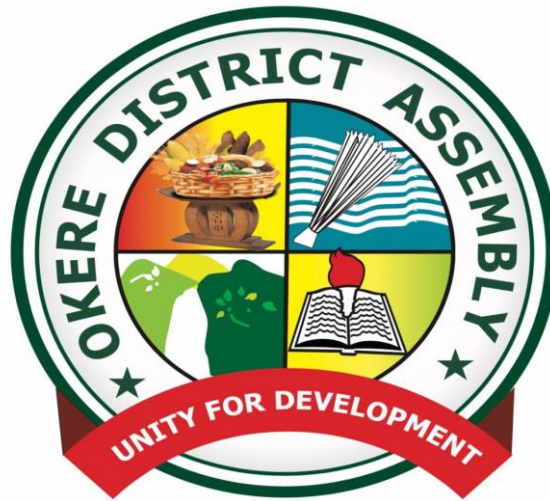




OKERE DISTRICT ASSEMBLY ADUKROM - AKUAPEM



THE NEW SERVICE CHARTER



SYMBOLS IN LOGO

THE BROOM: a symbol of unity and uniqueness of Okere (top right)

THE BREEZE represents the cool weather that attracts tourists to Okere (background to the broom on the top right)

THE FOOD BASKET ON A STOOL: depicts the main occupation of the Okere communities as farming (bottom left)

THE WATERFALL FLOWING OVER THE GREEN MOUNTAIN: represents the many tourist potentials of Okere (bottom left)

THE BOOK OF HOPE: indicates the importance of education to the development of Okere (bottom right)

MOTTO

Unity for Development

OKERE DISTRICT ASSEMBLY

BRIEF PROFILE

The Okere District Assembly was carved out of the Akwapem North Municipal Assembly and created by Legislative Instrument (L.I) 2342 in 2017 pursuant to the Government's Decentralization Policy and Local Government Reform Policy with Adukrom-Akuapem as its capital.

POLITICAL ADMINISTRATION

The total membership of the Assembly is thirty three (33), comprising twenty-one (21) elected members ten (10) Government Appointees (30%) of total membership of the Assembly), District Chief Executive and the Member of Parliament for the Okere constituency. The Member of Parliament is a non-voting member.

GEOGRAPHICAL LOCATION

The district is located in the south eastern part of the Eastern Region, about 68km from Accra on the Akuapem ridge.

It shares boundaries with assemblies as indicated below

- To the south is Akuapem North Municipal Assembly
- To the east is Yilo Krobo Municipal Assembly
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NO	CORE VALUES	JUSTIFICATION
1	Excellence	Attracting, developing and retaining the excellent/best talents for our Municipal services, challenging our people, demonstrating a "Can Do" spirit and fostering a collaborative and mutually supportive environment.
2	Accountability	We operate under transparency, openness and totally responsible for actions and inactions.
3	Client-Oriented	Client satisfaction is core in the provision of services and other dealings.
4	Integrity	Honest in our dealing with client
5	Innovativeness	Showing dynamism in our operations to enhance service delivery
6	Timeliness	Deliver services with promptness
7	Proactiveness	We make things happen

SERVICE DELIVERY STANDARDS

To improve service delivery to the citizenry, the Local Government Service set Service Delivery Standards (SDS) to manage, measure and monitor the effectiveness of the implementation of these standards. This would also inform the service's clientele on what to expect from duty bearers.

The Service Delivery Standards are mechanisms by which transparency, accountability and mutual trust are ensured between service bearers and right holding citizenry in service delivery. They establish the minimum levels of service deliver and serves as a means of improving client satisfaction. Below in the table are the standards and their corresponding justifications:

No.	Standard	Justification
1	Participation	Involvement of relevant stakeholders including Civil Society Groups, Media, Development Partners, Private Sector and Community Members in planning, implementation, monitoring and evaluation of service delivery.
2	Professionalism	Demonstration of requisite skills and competencies and ability to adapt best practices in the delivery of services to the satisfaction of clients whilst adhering to ethical standards.
3	Client Focus	Using client requirement to prioritize and consistently develop affordable and accessible services in a timely manner
4	Transparency	Providing all stakeholders with the understanding of how the Assembly operates, furnishing them with adequate and timely information regarding decisions and actions taken by the service and easy access to same.
5	Efficient & Effective Use of Resources	Optimal use of resources including time, human, natural and financial resources to provide services and products that satisfy the requirements of users in a timely manner and also ensures value for money.
6	Accountability	Take responsibility for actions and in-actions in rendering services and informing citizens about the use of public resources.

FUNCTIONS OF THE ASSEMBLY

Section 12 of the Local Governance Act (2016); Act 936 mandates a District Assembly to exercise underlisted amongst others:

1. The District Assembly shall
 - (a) Exercise Political and administrative authority in the District;
 - (b) Promote local economic development and
 - (c) Provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.
2. A District Assembly shall exercise deliberative, legislative and executive functions.
 - Be 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 initiative and development;
 - 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 the sponsorship and female students;
 - In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;

- A district Assembly shall co-ordinate, integrate and harmonize the executive of programmes and projects under approved development plans for the district and other development programmes promoted or carried out by ministries, departments, public organizations and other statutory bodies and non-governmental organizations in the district.
- Perform any other functions that may be provided under another enactment.

Departments under the Assembly – First Schedule (Regulation) 1(a) of L.I 1961, 2009(Municipal).

Departments that commenced establishments on the coming into force of the Instrument:

- Central Administration Department
- Works Department
- Physical Planning Department
- Department of Trade and Industry
- Department of Agriculture
- Department of Social Welfare and Community Development

Units under Central Administration

- Budget
- Planning
- Internal Audit
- Procurement
- Stores
- Birth and Death
- Human Resource
- Client Service
- Environmental Health Division

Second Schedule (Regulation) 1 (b), LI 1961, 2009

Departments whose enactments are yet to be amended for them to commence as Departments of the Assembly

- Town and Country Planning Department
- Department of Trade and Industry
- Finance Department
- Department of Education, Youth and Sports
- Disaster Prevention and Management Department
- Natural Resources Conservation Department Forestry, Game and Wildlife Division
- District Health Department

OTHER COLLABORATING MINISTRIES, DEPARTMENTS and AGENCIES (MDAs)

- Office of Head of Local Government Service
- Regional Co-Ordinating Councils

- Ministries
- Security Agencies
- Traditional Authorities
- Development Partners, Non-governmental Organization (NGOs), Community Based Organizations (CBOs), Faith Based Organizations(FBOs)
- Town/Area Councils and Unit Committees
- 215 Metropolitan, Municipal and District Assemblies
- Independent Governance Institutions such as Electoral Commission (EC), National Commission for Civic Education (NCCE), Social Security and National Insurance Trust (SSNIT), the Court, Economic and Organize Crime Organization (EOCO), Commission of Human Rights & Administrative Justice (CHRAJ) and Ghana Revenue Authority (GRA).

WE ARE RESPONSIBLE FOR:

- Registration of businesses
- Issuance of Operational permits to run commercial vehicles
- Issuance of building permits
- Registration of Births and Deaths and issuance of Births and Deaths Certificates
- Registration of marriages and divorces
- Screening and certification of Food and Drink vendors
- Management of Waste and Sanitation
- Provision of sponsorship, especially for the brilliant but needy students.
- Revenue Mobilization
- Fixing of Rates, Fees and Fines, License etc.
- Provision of basic socio-economic infrastructure, including schools, markets, lorry parks, institutional and public toilets as well as roads amongst others.
- Facilitate the provision of safe water.
- Maintenance of peace and security.
- Mobilizing resources for development.

OUR SERVICE STANDARDS IN TERMS OF TIME

We shall offer services within the following time frames:

SERVICE	TIME FRAME (MONTHS/DAYS)
Registration of Business	1 day
Registration of Births/Deaths	<p>Birth – within twelve (12) months, certificate is issued free and instantly.</p> <p>Death – Burial permit is issued at a fee as per the Fee Fixing and Rate Resolution of the Assembly of the relevant year. If not yet buried and within 12 months of occurrence. A penalty fee is attracted after burial</p>

Registration of Customary Marriage/Divorce	After twenty-one (21) days' notice
Issuance of Building Permit (<i>Refer to steps below</i>)	30 days
Operational Permit for Vehicles	Within one (1) day
Certificate for Food and drink Vendors	Within one (1) day upon medical certification
Registration of Contractors/Suppliers	One (1) day
Registration of Co-operative Society	Eight (8) months (including six (6) months period of education)
Acknowledgement and response to correspondences.	Within seven (7) days of receipt
Provision of feedback to clients effectively on the receipt of a complaints.	Within five (5) days
Quality Service	At all times

Steps for Acquisition of Building Permits

Step	Contents
1	Complete and submit the Building Permit Form with the required documents to the CLIENT SERVICE UNIT. (Submitting the form, one will be required to pay a processing fee and a GCR receipt issued to that effect) <ul style="list-style-type: none"> • Three set of Building Plan including Site Plans • Certificate and official letter showing the status of the land; or Land Title Registration, which can be obtained from the Lands Commission.
2	Applicant receives an SMS (text message) acknowledging receipt of the Application indicating the date received within 24 hours of submission.
3	Site Inspection by a Joint Technical Sub-committee of the spatial planning committee of the assembly on an agreed date with the applicant.
4	Spatial planning /Technical Sub-Committee Meeting The Technical Sub-committee will meet and make recommendations to the Spatial Planning Committee three days of the latter for consideration. The Spatial Planning Committee shall meet monthly on building permit application.
5	Approvals or otherwise should be communicated within 2 weeks to the applicant for their attention.
6	Applicant would be informed of the Permit Fee and payment effected before collection of the approved Permit at the Client Service Unit. GCR receipts would be issued to developers by the Finance Officer for all payments.

INFORMATION TRANSPARENCY AND CONVENIENCE

- The Okere District Assembly will provide its Clients/Customers with all the information they need to access our services.
- Relevant information is made available at Our Client Service Unit located at RoomAssembly's offices.
- A suggestion box is placed close to the Client Service Centre to facilitate feedback on the quality of our services and also for lodging of complaints for redress.
- Notice boards are available at our offices (Main Assembly office block as well as Towns and Town Council Offices) where information is posted for public consumption.
- User friendly website (.....) and open to the public.
- Organization of Town Hall meetings at least twice each year to enhance interaction between the office and clients.

WE STRIVE FOR:

- Effective and efficient collaboration with all stakeholders for resource mobilization.
- Provision of friendly and courteous customer services.
- Continuous improvement in our service delivery.
- Systematic compilation of reliable data base which can be accessible to the general public on demand within the shortest possible time.
- Effective collaboration amongst Departments/Organizations/Agencies to reduce time frames for the discharge of services.
- Provision of information in an open, supportive and transparent manner.
- Prudent use of resources, ensuring honesty, transparency, accountability and integrity.

WHAT WE EXPECT FROM THE PUBLIC

To enable the Okere District Assembly to perform its duties expeditiously, we expect the following from the public:

- Strict adherence to the procedures for lodging of documents.
- Secure official receipts for payments made to the assembly.
- Courtesy and politeness to our staff and same from our staff to them.
- Constructive suggestions about ways of improving upon our services.
- Honoring civic responsibilities
- Be law-abiding
- Non-partisan in dealings with us and same from our staff.

COMPLAINTS AND COMMENTS

You may address your comments and complaints to:

**THE OFFICER-IN-CHARGE
CLIENT SERVICE UNIT
OKERE DISTRICT ASSEMBLY
P. O. BOX 100
ADUKROM-AKUAPEM**

Tel:

Where you are still not satisfied with the way your complaint was handled, you may write to:

**THE DISTRICT CHIEF EXECUTIVE
OKERE DISTRICT ASSEMBLY
P. O. BOX
ADUKROM-AKUAPEM**

Or you may appeal to:

**THE HON. REGIONAL MINISTER
EASTERN REG. COORD. COUNCIL
P. O. BOX 303
KOFORIDUA**

As a final resort, you may appeal to:

**THE NEW CHARTER OFFICE
C/O OFFICE OF THE PRESIDENT
PUBLIC SECTOR REFORMS SECRETARIAT
PMB STADIUM POST OFFICE
ACCRA**

TEL: 0302 684086/671359/672333