



**AKATSI NORTH DISTRICT ASSEMBLY**

# CLIENT SERVICE CHARTER

November 2019

## FOREWORD

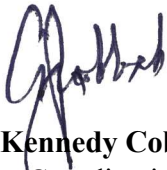
This Client Service Charter has been developed to track efficient service delivery and represents the framework of the district in the delivery of services to residents. This will help to further facilitate the standardization of the services delivered and communicate to residents the exact services that the district delivers. It highlights the service standards that the district is committed to delivering to residents and outlines the complaints and grievance redress process residents must follow to resolve challenges.

With this document, the district will be able to communicate to residents' vital information about what the district commits to do, how to contact the district, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It will enhance the participation of civil society and interest groups in the management of public finances as well as provide transparent mechanisms for contact, accessibility and complaints.

Another fundamental reason for the development of this Charter is to ensure that the activities of the district are open and transparent to resident to promote accountability.

Our expectation is that residents who engage the district are served in line with our values of being professional, ethical, efficient and responsive. Our commitment as a district is to ensure that we provide the highest standards of excellence in client service delivery towards a successful implementation of our Medium-Term Development Plan (MTDP) and Annual Action Plans (AAP)

We welcome your feedback as we work together to create a customer-centric culture and to deliver value to you: **our residents.**



**John Kennedy Cobbah**  
District Coordinating Director  
Akatsi North District Assembly

## INTRODUCTION

### About us

In 2012, Akatsi North District Assembly (ANDA) was carved out of the Akatsi District by Legislative Instrument (L.I 2161) 2016 with its capital named Ave Dakpa for the purpose of ensuring decision-making and development at the local level. The District lies between latitude S 6o – 7o N and longitude 0 W – 1 E and south of the dry savannah and north of the forest zones. It covers an area of about 324 square kilometers. It is located in the southeastern part of the Volta region

### MANDATE

The Akatsi North District Assembly 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.



### VISION

The vision is to become a District Assembly of excellence in service provision for accelerated and sustainable development among all the District Assemblies in Ghana.



### MISSION

The Akatsi North District Assembly exists to improve the living standards of the people through mobilization of resources and provision of services and socio-economic infrastructure for the total development of the District within the framework of good governance.

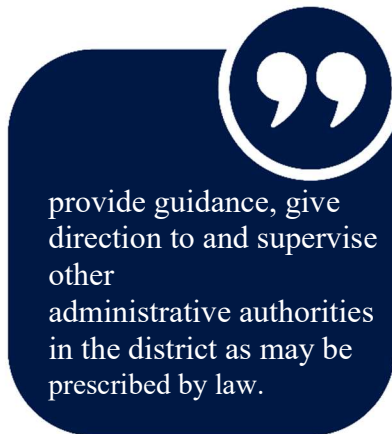


## Core Values

In our pursuit of services, ANDA will be constantly guided by the following core values and norms:

- **Innovation and change:** We continually ask what we can do better or differently. We encourage creativity and value ideas. We celebrate our success and learn from mistakes
- **Diversity:** We value different perspectives, individuality, and treat everyone with respect. We will always strive to ensure the organization embraces the richness of our community.
- **Team Work:** We actively listen, respond, collaborate and share ideas to achieve the best outcomes with residents, businesses and colleagues.
- **Trust:** We are open, honest, act with integrity and are dependable
- **We care:** We care about residents and businesses and those we work with.

## CORE FUNCTIONS OF ANDA



### **Based on the above framework, ANDA performs the following specific functions:**

1. To be responsible for the overall development of the District
2. To formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the District.
3. To promote and support productive activity and social development in the District and remove any obstacles to initiative and development.
4. To sponsor the education of the 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
5. To be responsible to guide and support sub-District structures, other public agencies and local communities to perform their functions.
6. To initiate programmes for the development of basic infrastructure and provide District works and services in the District.
7. To be responsible for the development, improvement and management of human settlements and the environment in the District
8. To promote and support productive activity and social development in the District and remove any obstacles to initiative and development.
9. To cooperate with appropriate national and local security agencies, be responsible for the maintenance of public safety in the District.
10. To be responsible for the preservation and promotion of cultural heritage within the District.
11. To promote and encourage other persons or bodies to undertake development projects, monitor, assess and evaluate their impact on the development of the District and national economy

### **ORGANIZATIONAL ARRANGEMENT/ GOVERNANCE STRUCTURE**

There are fourteen (14) departments in ANDA. 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
- Transport
- Security

2. Trade and Industry

- Business Advisory Centre
- Business and Resource Centre
- Cooperatives

3. Social Welfare and Community Development;

- Social Welfare
- Community Development

4. Education Department

5. Health

6. Finance

- Account
- Treasury
- Revenue

7. National Disaster Management Organization (NADMO)

8. Agriculture

9. Human Resource

10. Works

11. Physical Planning Department

12. Statistics

13. Birth and Death

14. Forestry

## SERVICES AND SERVICE STANDARDS

SERVICE	TIMEFRAME	PROCESSES AND PROCEDURES	REQUIREMENT FROM CLIENTS
<b>Business Operating Permit</b>	Within Five (5) days	<ol style="list-style-type: none"> <li>1. Management Information System (MIS) unit Inputs the client's data</li> <li>2. Choose the business type/category based on the data collected to determine the bill amount.</li> <li>3. Client Identity number is automatically generated</li> <li>4. Bill is generated and printed out to the client</li> </ol>	<ul style="list-style-type: none"> <li>• Name of the business</li> <li>• Name of the owner</li> <li>• Type of business</li> <li>• Location, landmark</li> <li>• Address of the business</li> </ul>
<b>Acquiring Business Operating Permit/License (Filling stations, Financial Institutions, Schools, Hotels, etc.)</b>	<ol style="list-style-type: none"> <li>1. The client submits the relevant documents</li> <li>2. The documents are inspected and confirmed</li> <li>3. Approval is given after confirmation</li> <li>4. Business Operating Permit/License is Issued to the client</li> </ol>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Site Drawing</li> </ul>	<b>Acquiring Business Operating Permit/License (Filling stations, Financial Institutions, Schools, Hotels, etc.)</b>
<b>Property Rate</b>	3 days maximum	<ol style="list-style-type: none"> <li>1. Valuation of the property</li> <li>2. Measurement taken to determine the size of the property</li> <li>3. Rate Impost is applied to the determine the bill amount</li> <li>4. Data sent to MIS for bill printing</li> </ol>	<ul style="list-style-type: none"> <li>• Name of the business and the owner.</li> <li>• Type of property</li> <li>• Location</li> <li>• Building plan</li> </ul>
<b>Embossment of commercial vehicle</b>	5 minutes	<ol style="list-style-type: none"> <li>1. Fill a form</li> <li>2. Make payment</li> </ol>	<ul style="list-style-type: none"> <li>• Road worthy book</li> <li>• License</li> </ul>

<b>Commercial Driver's License</b>	5 minutes	<ol style="list-style-type: none"> <li>1. Fill a form</li> <li>2. Make payment</li> </ol>	<ul style="list-style-type: none"> <li>• License</li> <li>• passport picture</li> </ul>
<b>Stickers for Commercial Vehicles</b>	5 minutes	<ol style="list-style-type: none"> <li>1. Effect Payment</li> </ol>	<ul style="list-style-type: none"> <li>• Car Number</li> <li>• Motor Number</li> </ul>
<b>Payment for Construction Works (Roads, Schools, Hospitals, etc.)</b>	Within two (2) days	<ol style="list-style-type: none"> <li>1. The District Finance Officer ensures the contractor is set up on Ghana Integrated Financial Management Information System (GIFMIS) Plat form with the Assembly</li> <li>2. The service Provider is a Value Added Tax (VAT) registered Company</li> <li>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</li> <li>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</li> <li>5. The Warrant is Certified by the Spending Officer (DCD) and Authorized by The Principal</li> </ol>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Request for Payment letter</li> <li>• Official Receipt.</li> <li>• Official Stamp</li> </ul>

		<p>Account Holder (DCE). The authorization and Certification are done manually and through GIFMIS.</p> <p>6. DFO then minutes the approved warrant to appropriate schedule officer to prepare Payment Voucher (PV) using GIFMIS</p> <p>7. The Payment Voucher is authorized by the DFO and approved by DCD</p> <p>8. A cheque is written to pay for the expenditure</p> <p>9. The written cheque is signed by DCD and DFO</p> <p>10. The signed cheque is issued to the contractor</p> <p>11. The contractor acknowledges the Payment by issuing official receipt and signing the Payment Voucher</p>	
<b>Payment for Supply of Goods and Services</b>	Within two (2) days	<p>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</p> <p>2. The Supplier or service Provider is a Value Added Tax (VAT) registered Company</p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Request for Payment letter</li> <li>• Certification report for service delivery</li> <li>• Official Receipt.</li> </ul>

	<p>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</p> <p>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 of Fund</p> <p>5. The Warrant is Certified by the Spending Officer (DCD) and Authorized by The Principal Account Holder (DCE). The authorization and Certification are done manually and through GIFMIS.</p> <p>6. DFO then minutes the approved warrant to appropriate schedule officer to prepare Payment Voucher (PV) using GIFMIS</p> <p>7. The Payment Voucher is authorized by the DFO and approved by DCD</p> <p>8. A cheque is written to pay for the expenditure</p>	<ul style="list-style-type: none"> <li>• Official Stamp</li> </ul>
--	--	--

		<p>9. The written cheque is signed by DCD and DFO</p> <p>10. The signed cheque is issued to the contractor by the schedule officer</p> <p>11. The contractor acknowledges the receipt of the cheque by issuing official receipt and signing the Payment Voucher</p>	
--	--	---	--

## DEPARTMENTAL SERVICES AND SERVICE DELIVERY STANDARDS

Department	Core Service	Processes and Procedure	Requirement from Client
National Disaster Management Organization (NADMO)	<b>Emergency services</b> 1. We provide search and rescue to disaster victims. 2. We co-ordinate the relevant departments in managing disasters in the district.	<b>Emergency procedure:</b> 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.	<ul style="list-style-type: none"> <li>• Clients can make phone calls to report issues to NADMO on the following numbers Distirct Director 0249174629</li> <li>• For hazards a formal letter with attached report including pictures on the hazards addressed to DCE and a copy to NADMO office. Location, landmark and contacts number are required.</li> <li>• Client can walk into the NADMO office and lodge a complaint to the administrator.</li> </ul>
	<b>Preventive services</b> 1. We conduct investigation on hazards, vulnerability and risk situations in particular areas.	<b>Preventive procedure:</b> 1. Geographical location is required, type of hazards landmark, contact number 2. Response in 30 minutes	
	<b>Education Service</b>	<b>Procedure for Public Education:</b> 1. The department normally writes letter to the institution or vice	

	1. We educate the public on disaster preventions and mitigation issues in the district.	versa for response. The name of institution, location and contact person. One (1) week is given for preparation.	
	<b>Relief Management Services</b>	<p><b>Procedure for Relief Management:</b></p> <ol style="list-style-type: none"> <li>1. Both assessment and data collection is done to know actual disaster victims' data.</li> <li>2. Relief is provided when the degree of damage exceeds the victims' ability to bounce back. The relief often take two (2) days after assessment.</li> </ol> <p><b>NB:</b> Our Response Time is Maximum 30 Minutes for All Disasters</p>	
SOCIAL WELFARE AND COMMUNITY DEVELOPMENT	<p><b>1.1 Support to persons with disability (PWD)</b></p> <ul style="list-style-type: none"> <li>• Registration and of PWDs</li> <li>• Conduct investigations on PWD</li> <li>• Give support to PWDs</li> </ul>	<p><b>PWD support Procedure</b></p> <ol style="list-style-type: none"> <li>1. Forms should be picked from the office, filled and returned together with application letters and photos of applicant</li> <li>2. Conduct investigations and write reports on applications received with recommendations to the Disability Fund Management Committee</li> <li>3. Invite PWDs for vetting to confirm kind of support needed</li> </ol>	<ul style="list-style-type: none"> <li>• Should provide a passport and a full-size photo of PWD</li> <li>• Address and contact of PWD</li> <li>• Should be present for vetting when invited</li> </ul>
	<p><b>1.2 Livelihood Empowerment Against Poverty (LEAP)</b></p>	<ol style="list-style-type: none"> <li>1. Inform community focal persons to mobilize beneficiaries for payment in the communities</li> </ol>	<ul style="list-style-type: none"> <li>• Should be present during payments</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitor payment of cash grants to beneficiaries and report on any challenges thereof</li> <li>• Educate beneficiaries and the public on conditions of LEAP</li> </ul>	2. Education is done during payments	
	<p><b>1.3 Day Care Centres</b></p> <ul style="list-style-type: none"> <li>• Register and monitor operations of day care centres</li> </ul>	<ol style="list-style-type: none"> <li>1. Pay unannounced visits to premises for inspection</li> <li>2. Can recommend for school to be closed if guidelines are not being adhered to</li> </ol>	<ul style="list-style-type: none"> <li>• Collect forms, fill and return with required fee for processing</li> </ul>
	<p><b>1.4 Non-Governmental Organisations (NGOs)</b></p> <ul style="list-style-type: none"> <li>• Register and monitor activities of NGOs</li> </ul>	<ol style="list-style-type: none"> <li>1. Based on a request, premises would be inspected, forms would be given out to be filled and returned for processing</li> </ol>	
	<p><b>2.1 Child Rights, Promotion and Protection</b></p> <ul style="list-style-type: none"> <li>• Ensure that the rights of the child are not abused</li> <li>• Child protection issues</li> <li>• Tracing and reunification of missing/abandoned children</li> <li>• Arbitrate on maintenance of children, child custody, paternity, access, family reconciliation/welfare cases</li> </ul>	<ol style="list-style-type: none"> <li>1. Implement decisions on maintenance, access, paternity, family welfare/reconciliation and custody cases</li> <li>2. Rescue children under inhumane conditions based on tip-off or intelligence</li> <li>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.</li> <li>4. Based on extracts from the Police Service, staff conduct social</li> </ol>	<ul style="list-style-type: none"> <li>• Report cases to the department for arbitration and adhere to settlement conditions</li> <li>• Good Samaritans can report to the office or call <b>0243279043</b></li> <li>• Interested persons or groups can invite the department</li> <li>• Name of the community where the child was before getting lost, name/s of family members or</li> <li>• Cell phone numbers, name of school if any is necessary</li> <li>• Presence of invited parties on scheduled dates</li> <li>• Address and contacts of family members of the alleged culprit is key</li> <li>• Formal and informal invitations</li> </ul>

		<p>5. investigations to trace families of missing/abandoned children for reunification OR sent to children's home/shelter for the abused</p> <p>6. When cases are reported to the office, follow ups are done</p> <p>7. Cases are reported to the Department and based on that invitation letters are issued to parties for cases to be resolved</p> <p>8. Where the Department is unable to resolve the issue, it is referred to family tribunal or Legal Aid for further action</p>	
	<b>3.0 Justice Administration</b>	<p>1. Regular visits to the police station to assist Minors who have come into conflict with the law</p> <p>2. Conduct social investigation based on request from the court</p>	
	<b>4.0 Adult/Public Education</b>	<p>1. Organize mass and study group meetings for sensitizations</p>	Commitments from group/s
	<b>5.0 Home Science Extension Service</b>	<p>1. Empower the deprived, especially women's groups by offering alternative livelihood skills</p> <p>2. Conduct home visits as follow up and also have one on one interactions with members</p>	Commitments from households

	<b>6.0 Community Initiated Project</b>	<ol style="list-style-type: none"> <li>1. Mobilise communities to initiate self-help projects for support from the District Assembly</li> <li>2. Collaborate with Government Organisations and Non-Governmental Organisations (NGOs) for mobilisation and development</li> </ol>	Commitment by the community
	<b>7.0 Extension Services</b>		Formal request
EDUCATION	<ul style="list-style-type: none"> <li>• We are responsible for the implementation of pre-tertiary educational policies of the government and the Assembly.</li> <li>• We make education delivery relevant to the manpower needs of the nation.</li> <li>• 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 &amp; Equitable Quality Education)</li> <li>• We ensure professional standards in the conduct of our personnel.</li> <li>• We supervise and inspect private pre-tertiary educational institutions.</li> <li>• We create enabling environment in all education institutions and management positions that will facilitate effective teaching and</li> </ul>	<ol style="list-style-type: none"> <li>1. There is regular monitoring of schools to check how teaching and learning is going on and also to check output of work.</li> <li>2. School Performance Appraisal Meetings (SPAM) are held periodically in communities to discuss performance of pupils and other issues of importance.</li> <li>3. School inspection is conducted in specific schools in the year and findings are discussed with schools concerned.</li> <li>4. Distributes Teaching and Learning Materials (TLMs), furniture and other items received from Headquarters or the District Assembly equitably to schools.</li> </ol>	<ul style="list-style-type: none"> <li>• Be honest and timely in providing required information.</li> <li>• Comply with existing Acts, Regulations and Procedures.</li> <li>• Treat our staff members with the necessary respect.</li> <li>• Engage us in constructive criticism.</li> <li>• Demand high quality service.</li> <li>• Uphold integrity and not compromise any staff.</li> <li>• Clients can walk in on working days to lodge complaints or make enquiries.</li> <li>• Clients can reach us on email via: <a href="mailto:gesanda@yahoo.com">gesanda@yahoo.com</a></li> </ul>

	<p>learning and efficiency in management.</p> <ul style="list-style-type: none"> <li>• We provide guidance and counselling services in the schools for learners to meet their pressing needs.</li> </ul>		
ENVIRONMENTAL HEALTH AND SANITATION	<p>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</p> <p>Classification of Premises;</p> <ul style="list-style-type: none"> <li>• <b>Domiciliary Premises</b> include residential or dwelling houses, either single household or compound housing units, commercial houses, offices religious institutions (churches, mosques, shins) etc.</li> <li>• <b>Industrial Premises</b> include large, medium and small-scale industries.</li> <li>• <b>Health Care Facilities</b> include hospitals, polyclinics, clinics, health centres, health post. Maternity units, health laboratories, traditional healers, veterinary clinics, pharmacies, chemical shops, mortuaries and funeral homes.</li> </ul>	<ol style="list-style-type: none"> <li>1. Assessing Environmental Health Problems</li> <li>2. Environmental Health and Sanitation Education</li> <li>3. Provide technical support</li> <li>4. Issuance of Abatement Notice</li> <li>5. Monitoring and Supervision</li> <li>6. Evaluate of Environmental Health problems</li> <li>7. Issuance of Summons</li> <li>8. Health Screening for Food Vendors</li> </ol>	<ul style="list-style-type: none"> <li>• Public health complaints</li> <li>• All premises should have adequate toilet facilities in place</li> <li>• All premises should register with a waste contractor (service provider) for effective waste collection for a fee at the end of every month.</li> <li>• All food vendors should acquire a health certificate from Akatsi North District Assembly</li> <li>• All Hospitality Industries should acquire a Suitability Certificates</li> <li>• All Domiciliary Premises are to acquire certificate of Habitation</li> <li>• All premises are to observe good environmental sanitation and hygiene practices</li> <li>• All domestic animals e.g. Cattle, pig's goat, sheep etc. should be confined</li> <li>• All churches should register with the Assembly</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Hospitality Industry</b> includes hotels, hostels boarding houses, restaurants, chop bars, drinking bars, table-top food vendors, entertainment spots, recreational facilities.</li> <li>• <b>Schools</b> includes pre-school, first cycle and third cycle institutions</li> <li>• <b>Markets and Lorry Terminals</b> include major markets, minor markets, night markets, major lorry terminals and car parks.</li> <li>• <b>Sanitary Sites</b> and Infrastructure include abattoirs, slaughtering slab, public toilets, central container sites, solid waste treatment sites, liquid waste treatment sites, unauthorized dumpsites, landfills, public cemeteries, private burial grounds, crematoria and columbaria.</li> </ul>		
AGRICULTURE	<ul style="list-style-type: none"> <li>• Provide clients (all stakeholders along the agricultural value chain) with knowledge, information and technology in Agriculture.</li> <li>• Educate clients (farmers and households) in good agricultural practices.</li> <li>• Ensure that farmers input requirements are available to them at the onset of the planting season (major and minor)</li> <li>• Facilitate the acquisition of farm inputs by farmers from Agro input dealers.</li> </ul>	<ol style="list-style-type: none"> <li>1. Organize workshops and stakeholder engagements on specific topics for clients</li> <li>2. Organize field days and demonstrations for clients and staff to gain practical knowledge in a particular subject area</li> <li>3. Organize field trips for clients to learn on a specific topic.</li> <li>4. Facilitation of the formation of Farmer Based Organizations (FBOs)</li> <li>5. Provide Agric extension services to farmers on the field.</li> </ol>	<ul style="list-style-type: none"> <li>• Clients (farmers and households) can report challenges/issues with their agriculture livelihoods personally to the office, or call the numbers, 0545232329 0244140237 E-mail: andaagric@gmail.com</li> <li>• All persons involved in the agriculture value chain are to introduce themselves to the department so we get records of their activities/ engagements.</li> <li>• A Client can walk into the AGRIC office and lodge a complaint to the administrator.</li> </ul>

	<ul style="list-style-type: none"><li>• Equitable distribution of inputs for farmers and households</li><li>• Ensure the proper implementation and monitoring of government flagship programmes (PFJ, RFJ, PERD)</li><li>• Provide vaccination services for farm animals and pets throughout the district.</li><li>• Provide monitoring of all animals in the district to prevent the outbreak of diseases</li><li>• Ensure that all animals slaughtered in the district are wholesome for consumption.</li></ul>		
--	---	--	--

# PROCEDURE FOR DEVELOPMENT/BUILDING PERMIT APPLICATION FOR AKATSI NORTH DISTRICT ASSEMBLY- (ANDA)

## WHAT YOU NEED TO KNOW ABOUT PLANNING REQUIREMENTS

### Residential Application

- Evidence of Land Ownership
- Four(4) set of Building Drawings
- Accurate Block and Site Plan
- Lands Commission and others if need be

### Commercial Application

- 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

### 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 the public

**01** STEP

Prospective Developer buys Building Permit Application form (Revenue Office)

**02** STEP

Developer Submit Development Application Drawings to the Physical Planning Dept (PPD)

**03** STEP

PPD Reviews Documents with Applicant:-  
• Land Use Clearance  
• Conducts Joint Site Visit with Works Dept

**04** STEP

P.P.D forward Documents to Works Dept. for:-  
•Review Specifications in Drawing  
•Calculation of permit fees  
•Penalty (if built or developed)

**05** STEP

Works Dept. submits the Documents to the Secretariat (PPD) to be forwarded to the Technical Sub-Committee for:-  
•Vetting of application  
•Site Inspection (schedule B)

**07** STEP

PPD informs Applicant's on its Decision. Copies are posted on the notice Board. Development/Building Permits are issued with conditions, Daily Monitor by Works Department and PPD

**06** STEP

The Technical Sub-Committee RECOMMENDS on the Development Applications to the next Special Planning Committee Meeting

**08** STEP

The Spatial Planning Committee takes DECISION on the Development Application:-  
i. Approve  
ii. Defer  
iii. Refused

**09** STEP

Final Collection point at Works Dept. Certificate of Occupancy Fees (works dept.)  
NOTE: Permit sign for 5 working days by (P.P.D) and 10 workings days by (Works)

**BUILDING PERMIT WITHIN THREE(3) MONTHS**

## WHAT TO EXPECT FROM ANDA

1. Professional, ethical, efficient and responsive staff who will attend courteously to all client enquiries.
2. 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

ANDA 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 action:



## COMPLAINTS PROCEDURE

You can lodge your enquiries or complaint through our Client Service Unit located at the front of the ANDA office building or by contacting us via:

### The Client Service Unit

Main Entrance of the Assembly building  
Telephone:  
Email: [info.akatsinorth.gov.gh](mailto:info.akatsinorth.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  
Tel: 0249991895

**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 Local Government 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 Commissioner

The Commission on Human Rights and Administrative Justice  
Box Ac 489,  
Accra  
Tel: 0302-662150/664267

## CONTACTS

### Physical Location

We are located on the Ho-Aflao road  
Volta Region  
Ghana

### Mailing Address

The Coordinating Director  
Akatsi North District Assembly (ANDA)  
P.O.Box 19  
Ave-Dakpa  
Digital Address: VW-0030-7995  
Telephone: +233 244226391  
Email: [info@akatsinorth.gov.gh](mailto:info@akatsinorth.gov.gh)  
Website: <http://akatsinorth.gov.gh>