



KUMBUNGU DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER

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LIST OF ACRONYMS

BOP	Business Operating Permit
CSC	Client Service Charter
CSU	Client Service Unit
DSW & CD	Department of Social Welfare & Community Development
EPA	Environmental Protection Agency
GIFMIS	Government Integrated Financial Management Information System
ID	Identification
KuDA	Kumbungu District Assembly
LGS	Local Government Service
LI	Legislative Instrument
MDA	Ministries, Departments and Agencies of Government
MLGRD&D	Ministry of Local Government and Rural Development & Decentralization
NDPC	National Development Planning Commission
MMDA's	Metropolitan, Municipal and District Assemblies
NADMO	National Disaster Management Organization
OHLGS	Office of Head of Local Government Service
PPA	Public Procurement Authority
PRCC	Public Relations Complaints Committee
RCC	Regional Coordinating Council
TIN	Tax Identification Number
VAT	Value Added Tax

FOREWORD

This Charter is in conformity with our mandate and defines the purpose and values of Kumbungu District Assembly. In this Charter, we have stated who we are, what we do and what we expect from the public (our clients). The Service Charter also clearly spells out the service standards you can expect in dealing with us.

The Kumbungu Assembly is committed to improving the standard of living of the people. This can be achieved through empowering the human resource and transformation of the Private- Informal Sector.

We believe our goals can be best achieved if we work with stakeholders as partners. We have therefore developed the Charter to guide the process to ensure that stakeholders have a framework for service delivery. The Charter will be reviewed periodically. We have ensured that the Charter specifies standards for all our essential services, their delivery standards and the rights and responsibilities of both parties and how stakeholders should access the service provided and what service levels to expect.

District Coordinating Director
Kumbungu District Assembly

1.0 INTRODUCTION

The Client Service Charter (CSC) presents our commitment to provide all our valued clients with quality services and provides standards to measure our performance. It also provides employees with clear standards in service excellence to strive for and to achieve the District Assembly's vision and values.

The Client Service Charter highlights clearly our services and their delivery standards; specifies delivery time periods when related services are accomplished; the processes and procedures to follow when engaging us to deliver specific services. It further spells out basic requirements needed as supporting evidence/ attachment to facilitate a delightful execution of service tasks; chargeable fees (where necessary) when accessing particular service and defines what the public can expect from us. The document states how to communicate feedback on any of our services.

1.1 PROFILE OF THE DISTRICT

The Kumbungu District is one of the districts established in 2012, following its creation from the former Tolon/Kumbungu District through Legislative Instrument (L.I.) 2062 of 2011. The District was officially inaugurated on 28th June, 2012, with Kumbungu serving as its district capital. The Kumbungu District Assembly is one of the sixteen (16) districts in the Northern Region following the creation of two additional regions in 2018, and it covers a land area of approximately 1,599 square kilometres.

The District shares boundaries with Mamprugu/Moagduri District in the North East Region to the north, Tolon District in the Northern Region to the north-west, North Gonja District in the Savannah Region to the west, Sagnarigu Municipal to the south, and Savelugu Municipal and Nanton District to the east.

According to the 2021 Population and Housing Census (PHC) by the Ghana Statistical Service (GSS), the projected total population of the Kumbungu District in 2025 is 127,867, comprising 64,702 females (50.61%) and 63,165 males (49.39%), with an estimated annual population growth rate of 3%.

Administratively, the District consists of 134 communities and is divided into 24 Electoral Areas (EAs), one (1) Town Council, and five (5) Area Councils. These include the Gupanarigu, Gbullung, Zangbalung, Dalun, and Voggu Area Councils, with the Kumbungu Town Council serving as the administrative capital.

1.2 THE VISION AND VALUES OF KUMBUNGU DISTRICT ASSEMBLY

The district is committed to the following Vision and Values;

1.2.1 VISION

A district of excellence in local governance that nurtures self-reliant progressive, orderly, safe and globally competitive communities sustained by an empowered citizenry.

1.2.2 MISSION

Kumbungu District Assembly exists to create a positive environment for sustainable growth through the provision of effective and efficient services and good local governance that will improve the quality of life of its people.

1.2.3 CORE VALUES

In line with the District Assembly's Vision, the following are fundamental in our activities;

- **Excellent client services:** this involves much more than providing support in a timely and pleasant manner. More importantly, it means doing everything possible so that our clients are not merely satisfied. They will be actually happy with our services. We are dedicated to serve our clients and the general public
- **Accountability:** We are responsible to the people and the State
- **Integrity:** We work with honesty and keep a moral principles in our services
- **Results oriented:** We focus on results to make the Municipality a better place to live
- **Community driven:** Our activities and programmes are based on the needs and expectations of our communities
- **Equal opportunity:** the right to be treated without discrimination, especially on the grounds of sex, race, tribe or age

- **Creativity and innovation:** we work with the ability to produce or use original and unusual ideas to provide service

1.2.4 CORE FUNCTIONS OF THE ASSEMBLY

The Assembly is the highest administrative and political authority in the Assembly. It exercises deliberative, legislative and executive functions. The Assembly derives its broad functions from Section 12 of the Local Governance Act, 2016 (Act 936) and L.I 2301, which mandates KuDA to perform the following core functions;

1. Subject to the Act, the KuDA exercises political and administrative authority in the district, provide guidance, give direction to, and supervise all other administrative authorities in the district.
2. District Assembly exercises deliberative, legislative and executive functions. Without prejudice to subsections (1) and (2) of the Act, KuDA is responsible:
 - a) for the overall development of the district and shall ensure the preparation and submission through the Regional Coordinating Council-
 - (i) of development plans of the district to the Commission for approval; and (ii) of the budget of the district related to the approved plans to the Minister for Finance for approval;
 - b) formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;
 - c) promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
 - d) initiate programmes for the development of basic infrastructure and provide municipal works and services in the district;
 - e) for the development, improvement and management of human settlements and the environment in the district;
 - f) in co-operation with the appropriate national and local security agencies, responsible for the maintenance of security and public safety in the district;

- g) ensure ready access to courts in the district for the promotion of justice;
 - h) initiate, sponsor or carry out such studies as may be necessary for the discharge of any of the functions conferred by this Act or any other enactment; and (i) perform such other functions as may be provided under any other enactment.
3. Subject to the Act and to Government policy take such steps and measures as are necessary and expedient to:
- a) execute approved development plans for the district;
 - b) guide, encourage and support sub-district local government bodies, public agencies and local communities to perform their rules in the execution of approved development plans;
 - c) approved development plans;
 - d) initiate and encourage joint participation with other persons or bodies to execute approved development plans;
 - e) promote or encourage other persons or bodies to undertake projects under approved development plans; and
 - f) monitor the execution of projects under approved development plans and assess and evaluate their impact on the people's development, the local, district and national economy.
4. To co-ordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the district and other development programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non-governmental organizations in the district.
5. Without prejudice to subsection (5) of the Act, a KuDA shall in the discharge of its functions:
- (a) be subject to the general guidance and direction of the President on matters of national policy; and
 - (b) act in co-operation with the appropriate public corporation, statutory body or non-governmental organization.
6. It shall be the duty of such public corporation, statutory body or organization to co-operate with a District Assembly.
7. In the event of a conflict between a District Assembly and an agency of the central Government, public corporation, statutory body, non-governmental organization or

individual over the application of subsection (5) or (6) of the Act, the matter shall be referred by either of the parties or both to the Regional Co-coordinating Council for resolution.

2.0 ORGANISATIONAL ARRANGEMENT/ GOVERNANCE STRUCTURE

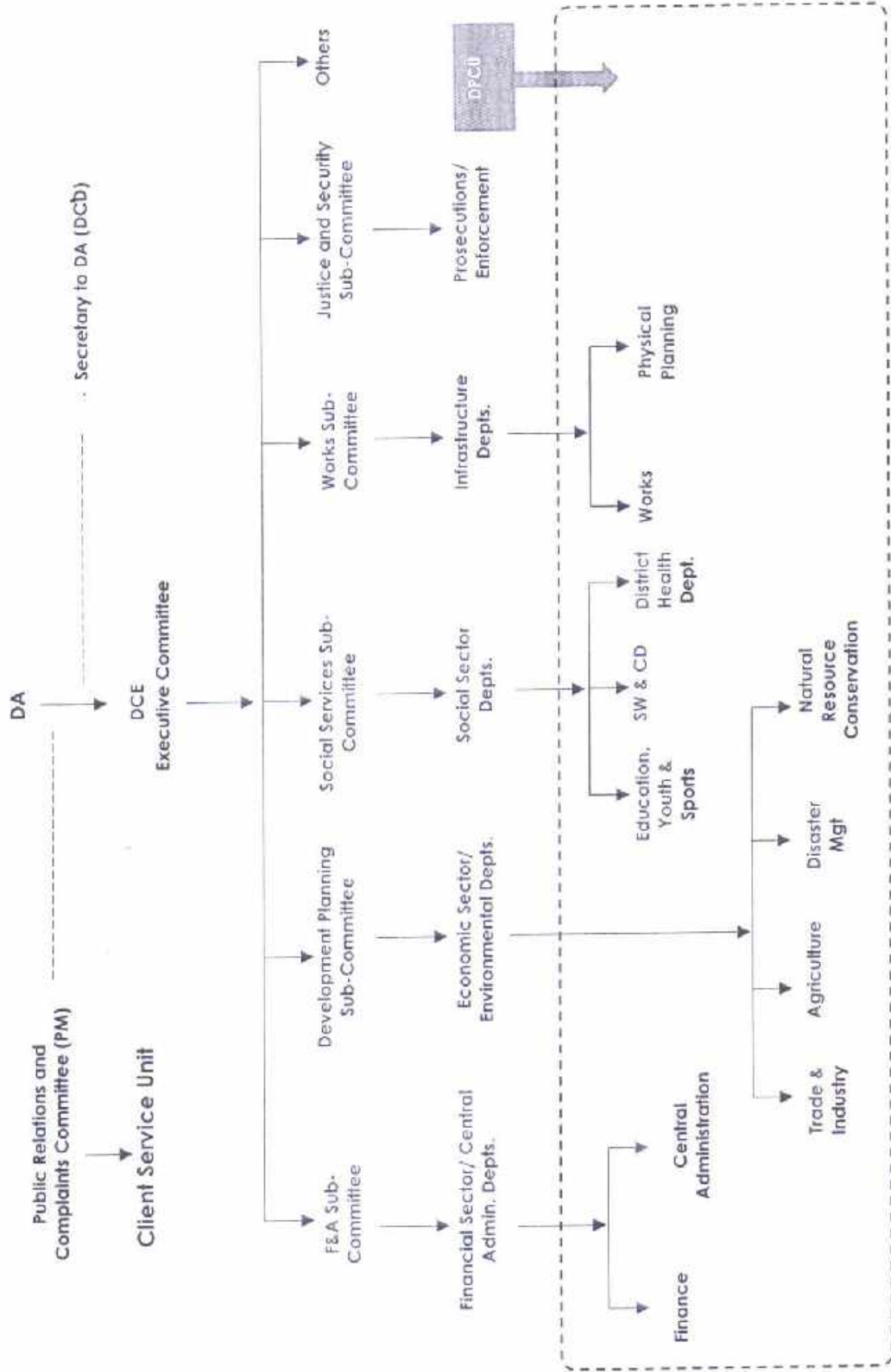
The following Departments exist in accordance with L.I 1961

- ❖ Central Administration Department
- ❖ Finance Department
- ❖ Education Department
- ❖ Health Department
- ❖ Agriculture Department
- ❖ Physical Planning Department
- ❖ Department of Social Welfare & Community Development
- ❖ Works Department
- ❖ Transport Department
- ❖ Natural Resources, Conservation and Forestry Department
- ❖ National Disaster Preventive and Management Department
- ❖ Department of Trade and Industry
- ❖ Human Resource Department
- ❖ Department of Statistics

2.1 SPECIALIZED UNITS OF THE KUDA

- District Planning and Coordinating Unit
- Public Relations Complaints Committee
- Client Service Unit
- Internal Audit Unit
- Environmental Health Unit

2.2 KUMBUNGU DISTRICT ORGANOGRAM



Source : District Planning Coordinating Unit, KuDA, 2022

3.0 OUR SERVICES AND SERVICE STANDARDS

NO	SERVICE	TIMEFRAME	PROCEDURE AND PROCESS	RESPONSIBLE DEPARTMENT	REQUIREMENT(S) FROM CLIENTS
1	Provide stakeholders with information on activities and programmes of the Assembly	5 working days	❖ Acknowledge receipt of request ❖ Collate and review information from the relevant Departments ❖ Request for a meeting when necessary ❖ Respond to request with requisite ❖ Response/information.	Central Administration	❖ Submit appropriately addressed request letter ❖ Fill our client enquiry form ❖ Attach an introductory letter where information is meant for research work
2	Registration of Business	1 working day	❖ Receipt of application for business registration ❖ Attach reviewed documents ❖ Documents processed ❖ Client makes payments and submit receipts ❖ Registration certificate printed and signed by management ❖ Client issued with business certificate	• Finance Department • Budget Unit	❖ Pick and fill client enquiry form ❖ Submit an application letter/form with attached details: name of business, proof of nationality Business Incorporation Certificate, TIN, business location. ❖ Client makes payment of fee specified in the Fee Fixing Resolution.

					❖ Appropriate receipt to be collected from the Cash Office
3	Issuance of Business Operating Permit (BOP)	3 working days	❖ Receive enquiry form ❖ Directed to appropriate department for service ❖ Attached documents reviewed ❖ Documents processing begins ❖ Client makes payment and submits receipt ❖ Business category verified from the fee fixing document ❖ Client issued with business operation permit	❖ Accounts Department/ Revenue Unit	❖ Pick and fill client enquiry form ❖ Submit an attached detail: name of business, proof of nationality, TIN, business location, eg where the business is sited - Client makes payment as stated in the fee fixing, and determined by the business category. ❖ Collect receipt from the cash office
4	Acquisition of Birth Certificates for Babies between 1 day and 12 months	1 day (30mins)	❖ Completed form A received and registered ❖ Birth certificate signed and issued ❖ No fee (free) ❖ Complete Form A received and registered	• Birth and Deaths Office/ registry	❖ Pick up complete Form A ❖ Attach a weighing card (Antenatal Card) ❖ Pick and complete Form A ❖ Attach a weighing card or Baptismal card ❖ Affidavit and declaration form where you have no weighing card
	Birth certificate for Children more than 1 year old	2-10 working days			

				❖ Birth certificate is signed and issued			
5	Issuance of Death Certificate		Instant (20mins)	❖ Informant is interviewed ❖ Issue death registration report Form 'B' for completion. ❖ Information entered into the Register of Deaths and signed by informant. ❖ Burial permit is issued where burial is in the district of death or death certificate (for a prescribed fee) where burial is outside the district where death occurred.	• Birth and Death registry	❖ Submit medical certificate of cause of death or coroner certificate ❖ Complete death registration report Form 'B' ❖ Sign form 'B' certifying information recorded is correct. ❖ Make payment and pick certificate	
6	Issuance of burial permits		1 working day	❖ Verify the authenticity of medical report ❖ Process burial permit after payment is made ❖ Issue burial permit to client	Birth and Death registry	❖ Submit medical certificate of cause of death or coroner certificate ❖ Make payment where death occurred after 7 days.6	
7	Issuance of grave space		1 working day	❖ Verification of burial permit ❖ Issue receipt for payment ❖ Receipt is released to the Sexton	Environmental Health and Sanitation Unit	❖ Provide burial permit from a health facility or Birth and Death Registry.	

			<i>(officer in-charge of cemetery burial)</i> for allocation of space		❖ Make payment and demand receipt. ❖ Submit receipt at the cemetery for allocation of space.
8	Issuance of food vendor health certificate <i>As Assembly activity</i>	3 working days	❖ Assembly conducts public sensitization on health-related issues, food Hygiene, food safety, and food screening etc. at all eating premises. ❖ Conduct medical screening for food handlers ❖ Issue receipt of payment ❖ Issue certificate after successful medical report	Environmental Health and Ghana Health Service	❖ Client must register and be present in person for health screening ❖ Make payment as stated in the fee fixing resolution and demand receipt.
	<i>Upon request:</i>		❖ Assembly receives request letter ❖ Issue payment receipt ❖ Make an appointment with Client for screening ❖ Issue certificate after successful medical report		❖ Submit a request letter appropriately addressed with your contacts ❖ Client must register and be present in person for health screening. ❖ Make payment at the cash office as stated in the fee fixing resolution and demand receipt

9	Inspection of Consumable meat and Slaughter	1 day	❖ Receive payment and issue receipt ❖ Inspect slaughter house ❖ Assess the health condition of the animal. ❖ If the animal is a pig, inspection is done at the pen. ❖ Issue receipt upon satisfactory examination ❖ Conduct post-mortem on the carcass	Environmental Health Unit and Vet Services	❖ Make payment at the cash office ❖ Submit receipt to Environmental health officer for verification ❖ Bring animal to the slaughter house for inspection and slaughtering ❖ Pick up the meat/carcass.
10	Acquisition of Building/ Development permit	30 working days	❖ Receive and register request ❖ Review attached documents ❖ Notify applicant of receipt of application ❖ Application process begins ❖ Decision of the spatial planning committee (approved, refused or deferred) shall be communicated to the applicant ❖ Where approval is given, permit will be issued with specific permit number.	Physical Planning Department Works Department	❖ Submit an application letter ❖ Acquire building permit application form (jacket) from Accounts Office ❖ Complete Development Permit Application 'Form1' from Physical Planning Department. ❖ Attach the following documents: evidence of land ownership (Land Title Registration Certificate from Lands Commission), approved Site

					Plan duly endorsed, four (4) set of endorsed architecture/working drawings. For multi storey structures, commercial and other public user facilities, additional requirements ❖ Include <i>EPA Permit, Fire Report, Hydrological/Soil Report, Geotechnical Report, Traffic Impact Assessment Report</i> etc. ❖ Submit payment receipt for permit
11	Registration of marriage or Divorce	21 working days	❖ Walk in/Submit written application ❖ Assess applicant (ID card) for eligibility (attain the legal age of marriage) ❖ Certificate Processing ❖ Issue receipt for payment ❖ Notice of publication is issued (on notice board and other public places) ❖ After 21 days of marriage publication license will be	Appointed Marriage Officer (Central Admin.)	❖ Fill and submit Marriage registration form with attached proof of Nationality (<i>Voter's ID card, Driver's License or Passport</i>) ❖ Invite a close family relation as a witness from each side with their passport pictures

			issued if no valid objection is received. ❖ If there is a valid objection, proceed to court. If there is no opposition after the 21-day period client is issued marriage license. ❖ Client presents the certificate to a licensed church and a gazetted minister. ❖ The marriage notice becomes void and invalid if the marriage does not take place within 90 days (three months) from the date of notice of marriage. Thereafter, ❖ the application process has to be reinitiated ❖		❖ Pay processing fee at the cash office as stated in the fee-fixing resolution ❖ Pick up marriage license
12	Registration of Divorce	1 working day	❖ Receive request ❖ The two (2) parties must be present ❖ Issue receipt for payment ❖ Processing of Divorce if the marriage was customary.	Appointed Marriage Officer (Central Admin.)	❖ Walk in or submit written application ❖ The requirement is the same as for marriage but with divorce, both parties must be present after a written consent is given

			❖ Seek consent of the two (2) families ❖ Complete Form C and attach passport pictures. ❖ Public notification ❖ Issuance of Divorce certificate			by the family.
13	Registration of Contractors/ Suppliers	5 Working days	❖ Receive written application ❖ Receive necessary documentations ❖ Enroll contractors/suppliers/ service providers on the GIFMIS Platform	Procurement Unit	❖ Submit written application ❖ Submit necessary company documents (Company registration certificate, VAT certificate, PPA certificate, Valid Address, Contact, and Bank details ❖ Submit a request letter for the intended property to be hired (Community Centre and Assembly Hall) stating clearly the intent for the use of property. ❖ Make payment within 2 days at the cash office and collect receipt.	Submit application letter with the following attachments:
14	Hiring of Assembly landed properties/facilities	5 Working days	❖ Receive request/application letter ❖ Invite Client for a meeting when necessary ❖ Decision is made by Management and approval communicated to Client ❖ Payment is received from client within 2 days	Protocol Office (Central Admin)		
15	Registration of NGOs	7 working days	❖ Application letter received ❖ Verification of attached documents	Department of Social Welfare/Community Development		

			❖ The committee sits on the case and mediates/settles case			of law (when not satisfied with mediation).
18	Embossment stickers for Taxi/ 'Yellow Yellow' motorcycle		❖ Assembly receives information about vehicle eg; vehicle documents ❖ Assembly receives driver's information/ details ❖ Payment is made by client ❖ Vehicle embossed with sticker	Revenue Collectors		❖ Client picks and completes a form attached with 2 passport pictures ❖ Submit relevant car documents and personal details ❖ Make payments for stickers as per fee fixing ❖ Renew annually
19	Licenses of Commercial vehicles		❖ Personal details of driver received ❖ Client makes payment for license booklet	Revenue Collectors		❖ Submit relevant car documents and personal details ❖ Make payments for stickers as stated in the fee fixing ❖ Receive receipt and license
20	Ambulance Services	instant	❖ All calls received at a central point through the National General Emergency Number, 112. ❖ Calls received at the Command center and routed to the appropriate	Ambulance Services		❖ Distress Call ❖ Just Dial 112 on all mobile networks for emergency response ❖ Indicate which emergency service you

			emergency agency provider eg (Ghana National Fire Service, the Ghana Police Service, NADMO or National Ambulance Service depending on the caller's request. ❖ Immediate action is taken		require eg Ambulance Service. ❖ Kumbungu Ambulance Service lines; 0245845743 ❖ Provide information on your location
21	Police Services	Instant	❖ The process is the same for all National General Emergency Number, 112 hotline	Police Service	Distress Call Just Dial 112 0540626632/0200765555
22	Disaster (floods, storm etc.)	instant	❖ Distress call directed to the appropriate emergency agency (NADMO)		❖ Distress Call, Just Dial 112 ❖ NADMO Director No 0246255462 ❖ Contact NADMO Directors within the District

4.0 SERVICE STANDARDS YOU CAN EXPECT FROM OUR EMPLOYEES

4.1 In general;

- We will respect our clients
- We will provide prompt, friendly, courteous and efficient service, while at all times remaining professional
- If you are making a request, we will provide you with a reference number to quote, if applicable, should you need to re-contact us
- We will take ownership of all your enquiries, follow up and keep you informed of progress to completion
- We will respect your privacy in your transactions with us and the confidentiality of information discussed
- We shall provide client with all the information they need to access our services; We shall make available clear, adequate and timely information to our clients; Provide information in a prompt, open, supportive and transparent manner;
- We make available Clients Service reception and suggestion and feedback boxes to elicit information from staff and clients for action and to receive feedback on our services to ensure we meet your needs;
- Provide avenues for effective flow of information to the general public;
- Information counters are made available at our CSU.
- Clients Service survey will be conducted twice a year and the results published.
- All doors are clearly labeled for ease of identification.

4.2 In writing, we shall;

- Respond to all client requests appropriately addressed to the Assembly within 3 working days on receipt. When we are unable to respond to your request within that time, we shall give you feedback in writing, and/or by telephone when to expect a full response.
- If your enquiry requires in-depth follow-up that will take longer than 3 working days, we will acknowledge your correspondence, and where possible provide completion date and the employee responsible for the response.
- Treat email correspondences which are duly signed as official documents.

4.3 By telephone, we shall:

- Answer the phone promptly
- Identify ourselves by; name, organization/department and position
- Inform you when to expect full response 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

4.4 On appointment, we will:

- See you within 10 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.

5.0 WHAT WE EXPECT FROM OUR CLIENT

To assist the Kumbungu District Assembly to effectively perform its functions expeditiously and meet our commitments, you can help us by:

- Being courteous and polite to our staff
- Comply with our Rules, Guidelines and Regulations
- Ensure that all forms are properly completed
- Adhere strictly to the procedures for lodging documents and secure official receipts for our services.
- Expeditiously reply to our letters and enquiries.
- Protect the property, equipment and machinery of the Assembly
- Respond to requests for information accurately, thoroughly and promptly.

6.0 FEEDBACK MECHANISM

We welcome feedback on our performance so we can improve our standards of service. If you have any comments, including suggestions for improvement or complaints, kindly let us know.

6.1 Issues on feedback and recommendations should be channeled;

- Through our CSU and PRCC
- On our website
- Into our suggestion box at our reception
- Through frequent public engagements with the stakeholders
- During our community sensitizations/engagements
- During the conduct of survey

7.0 COMPLAINTS PROCEDURE

You may lodge your complaints or grievances through the Client Service

Unit by;

- Walking-in,
- Phone calls,
- Text messages,
- E-mails,
- Field observations, and
- CSOs reports

You may lodge your complaint or make enquiries through our:

Client Service Unit

Post Office Box

Kumbungu, N/R

When lodging complains, we would like you to:

- Identify yourself
- Be clear on why you are not satisfied with our service
- Indicate what you expect us to do
- Keep a record of events
- Follow up if possible, on relevant officers.

Where you are still not satisfied with the way your complaint was handled you may write, phone or call personally at the PRCC office via:

The Chairman

Public Relations & Complaints Committee

Kumbungu District Assembly

Kumbungu.

We will investigate your grievances and respond within five (5) working days on the receipt of your grievance. If still not satisfied you may send your complaint to;

1. The District Coordinating Director,

Kumbungu District Assembly

Kumbungu.

Tel:

2. The Head of Service,

Office of the Head of the Local Government Service (OHLGS)

P.O.Box 396

Ministries-Accra.

Email: ohlgs@lgs.gh

Tel: 0302677929

3. The Commissioner,

Public Services Commission

P.O. Box GP1618

Accra.

Email: info@psc.gov.gh

Tel: +233(0)3026663047 / (0)302667470

4. The Director,

The New Charter Office

C/o Office of the President

Ministry of Public Sector Reforms Accra

Tel: +233-030221001-4

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.

WHERE TO FIND US, PHYSICAL LOCATION

8.0 CONTACTS

Physical Location

Located us along the Tamale –Kumbungu highway 3km into Kumbungu Township on your right hand from Tamale

Kumbungu.

Our Mailing Address:

The Coordinating Director

Post Office Box 40

Kumbungu

Tel: 0553983545

Ghana Post GPS: NK-0115-6361

Website: www.kuda.gov.gh

COMPLAINTS PROCEDURE

