



**JAMAN NORTH DISTRICT ASSEMBLY -
(SAMPA)**

CLIENT SERVICE CHARTER

OF

JAMAN NORTH DISTRICT ASSEMBLY

INTRODUCTION

The Jaman North District Assembly (JNDA) is under the Ministry of Local Government, Decentralisation and Rural Development. Jaman North District Assembly (JNDA) was established by the LI 1779 in 2004, following the carve up of the then Jaman District into Jaman North and South Districts. The District shares borders with Tain District to the North, Jaman South District in the South West, Berekum Municipal in the South-East, and La Cote D'Ivoire in the West.

VISION

To reduce rural and urban poverty through the provision of qualitative and quantitative infrastructure geared toward improving standard of living of the people.

MISSION

The Jaman North District exists to effectively mobilize resources of spearhead development to improve the living conditions of the people through promotion of agriculture and development of the human capital base of the District.

WE STRIVE FOR

- ❖ The creation of enabling environment for socio economic development.
- ❖ Continuous improvement in our service delivery.
- ❖ The protection and promotion of public health and prevention of diseases.
- ❖ Empowerment of women and other vulnerable groups to participate in government and the Assembly's development agenda.
- ❖ Provision of information in a transparent and open manner.
- ❖ Creation of conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness.
- ❖ Compilation of a comprehensive socio-economic database that will be accessible to the public.

WHAT WE EXPECT FROM THE PUBLIC

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery to access any of the services we provide;

- ❖ Business should be duly registered with the Registrar General's Department.
- ❖ Business address and location including street names and numbers should be made available.
- ❖ Developers are entreated to produce valid development permits.
- ❖ Provide registered indenture (Land title certificate) and four (4) copies of architectural drawings for the issuance of building/development permits.
- ❖ To obtain a birth certificate, ensure that a child has a weighing card in case of persons under one (1) year, or a person without a weighing card, the person should come to the office with his or her name, parents name, age profession, place of birth and residential address.
- ❖ To obtain a death certificate it is expected that the duly signed cause of death certificate/affidavit is provided from a medical officer.
- ❖ The public will participate in various community level education programmes on sanitation, hygiene, revenue collection and others.
- ❖ The bye-laws of the Assembly will be complied with to ensure effective administration of the District.

THE ASSEMBLY'S CORE VALUE

No.	CORE VALUES	JUSTIFICATION
1	Stewardship	Fulfilling our obligation of building a better, stronger and enterprising Assembly for future generations, protecting the District, meeting our commitments to stakeholders, acting with an owner mentality, developing our people, improve communities and regions.
2	Integrity	Being ethically unyielding, honest, inspiring, by doing what we mean; matching our behaviours with our words and taking responsibility of our actions.
3	Excellence	Attracting, developing and retaining the best talents for our District, challenging our people, demonstrating an attitude and fostering a collaborative and mutually supportive environment.
4	Teamwork	Leveraging the power of teamwork, relationship, collaboration and learning to deliver exceptional District service to both residents and clients wherever they live and whatever they do (i.e. business). Work out conflicts directly with the person involved

		and with a network of relations between residents (people) and the Assembly.
5	Honest communications	Valuing diversity and contributions, fostering a trust, open and inclusive environment and treating each person in a manner that reflects the Assembly's values.
6	Accountable	We operate under transparency and accountability.
7	Proactive and preparedness	We attach urgency to our duties and preparedness to respond to complaints from the public.
8	Innovative	Generate new ideas and create approaches to problems, encourage creativity in others, recognize and reward innovation and calculated risk taking. Demonstrate the willingness to experiment, Pursue a unique idea or approach to get it implemented.

FUNCTIONS OF THE ASSEMBLY

The function of the Assembly as given in the Local Government Act, 1993, Act 462 are as follows;

- ❖ Responsible for the overall development of the District and shall ensure the preparation and submission to the government for approval of the development plan and budget from the District.

- ❖ Formulate and execute plans, programmes and strategies for effective mobilization of the resources necessary for the overall development of the District.
- ❖ Promote and support productive activities and social development in the District and remove any obstacles to initiatives and development.
- ❖ Initiate programmes for the development of basic infrastructure and provide services in the District.
- ❖ Responsible for the development, improvement and management of human settlements and the environment in the District.
- ❖ Responsible in co-operation 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.

WE ARE RESPONSIBLE FOR

- ❖ Issuance of building permits.
- ❖ Birth and Deaths Registration.
- ❖ Issuance of business operating licenses.
- ❖ Approval of planning schemes/layouts.
- ❖ Development control-ensure orderly physical development of settlements.
- ❖ Waste management.
- ❖ Revenue Mobilization.
- ❖ Fixing of rates.

- ❖ Provision of basic socio-economic infrastructure, including schools, markets, lorry parks, institutional toilets, hospitals and roads.
- ❖ Facilitate the provision of water.
- ❖ Maintenance of peace and security.
- ❖ Sports development.

OTHER COLLABORATING AGENCIES

- ❖ National Commission for Civic Education (NCCE)
- ❖ The Security Agencies
- ❖ Ghana National Fire Service
- ❖ Volta River Authority
- ❖ Ghana Statistical Service
- ❖ Electoral Commission
- ❖ National Health Insurance Scheme
- ❖ National Service Secretariat

The Private sector is also a major collaborating agent that we cherish most and are always welcome to do business with us.

COMPOSITION OF THE DISTRICT ASSEMBLY

The District Assembly is made up of the following (members of the Assembly);

- i. The District Chief Executive
- ii. 39 Assembly Members, made up of 27 elected by universal adult suffrage and 12 other members appointed by

Government in line with the Local Government Act 462, which requires the Government to appoint 30% of Assembly members in consultation with interest groups.

iii. The Member of Parliament in the District (non-voting right) The District Chief Executive, who represents the Central Government in the District, chairs the Executive Committee which is responsible for the executive of administrative and executive functions of the District Assembly. The Executive Committee of the Assembly has a number of committees performing various functions. These include:

- ❖ Finance and Administration Sub-committee
- ❖ Works Sub-committee
- ❖ Social Services Sub-committee
- ❖ Development Planning Sub-committee
- ❖ Justice and Security Sub-committee
- ❖ Public Relations and Complaints committee
- ❖ Agric. Sub-committee
- ❖ Medium and Small Scale Sub-committee

SUB-DISTRICT STRUCTURES OF THE ASSEMBLY

The Sub-district Structures established under Legislative Instruments 1589 (LI 1589) in response to the demand for popular participation in promoting decentralization and good governance.

The Assembly is subdivided into 135 Unit Committees in 27 Electoral Areas grouped into 5 Area Councils and 2 Town Councils.

**COMPOSITION OF THE JAMAN NORTH TOWN/AREA COUNCILS
AND IT'S ELECTORAL AREAS**

TOWN/AREA COUNCIL	ELECTORAL AREA
Sampa Town Council	Jimini/Zongo, Tulo, Shiekomblo, New Town
Suma Area Council	Konadum Yiadom, Twene Aduasare, Morle, Kokosua, Mayera
Seketia Area Council	Seketia, Old Drobo, Ponkor, Nsonsomea
Asiri Area Council	Asiri, Jankufa, Dawiri
Goka Area Council	Abanpredease, Adonten, Buni, Jinankor, Asuokor, Asantekrom
Nafana East Area Council	Duadaso No. 1, Duadaso No. 2, Kokoa Old Town, Kokoa New Town
Nafana West Area Council	Kabile, Jamera, Bonakire, Adadiem

SERVICE STANDARDS

We shall issue certificate and provide other services within the following time frames;

SERVICE	TIME FRAME (MONTHS/DAYS)
Issuance of building permits	Within 3 months
Preparation and approval of planning schemes and layout	8 months
Issuance of BOP	1 day

Issuance of birth certificates	Within 10 working days (2 weeks)
Issuance of death certificates	2 weeks
Waste management (door-to-door collection)	Once a week collection
Selling of stickers/licenses	1 day
Embossment	1 day
Registration of operators (yearly)	1 week
Sensitization of operators	3 months
Issuance of food vendors certificates	1 day
Public education on hygiene practices	Daily
Co-ordinate development activities within the District	Daily

INFORMATION/TRANSPARENCY AND CONVENIENCE

- ❖ Notice boards are made available at our offices and sub-districts.
- ❖ The Jaman North District Assembly will provide its clients with necessary information they need to discuss its services.
- ❖ Suggestion boxes are put at the client service unit to solicit views on our service delivery.

COMPLAINTS

Jaman North District Assembly welcomes comments and complaints from the public, its valued clients and customers.

Such issues should be addressed to;

**THE CHAIRMAN
PUBLIC RELATION AND COMPLAINTS COMMITTEE
JAMAN NORTH DISTRICT ASSEMBLY
SAMPA**

TEL.:.....

Email: jamannorthda@gmail.com

In case you are not satisfied, you may seek further assistance from

**THE DISTRICT CHIEF EXECUTIVE
JAMAN NORTH DISTRICT ASSEMBLY
SAMPA**

You may appeal to the address below as a final resort

**THE HON. REGIONAL MINISTER
BONO REGIONAL COORDINATING COUNCIL
SUNYANI**

To access our services, you can call on Sub District Council Office at the following areas, Sampa, Suma, Seketia, Asiri, Nafana East, Nafana West and Goka.

The Main District Administration office, located on the main Cote D'Ivoire road.

JAMAN NORTH DISTRICT ASSEMBLY

P. O. BOX 56

SAMPA – BONO REGION

TEL: 0557297273

You may also contact the Client Service Officer for all courtesies.