



CLIENT SERVICE CHATER

BANDA DISTRICT ASSEMBLY

DECEMBER 2017

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1.0 INTRODUCTION

The Office of the Banda District Assembly is one of the Central Management Agencies (CMAs) operating within the Central Government Machinery. It is tasked to ensure that Civil Service organizations 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 THE BANDA DISTRICT ASSEMBLY

The development of this brochure is to enable the public have easy access to operational information on the services being rendered by the Assembly. It will also serve as a guide outlining the processes and procedures for accessing each service of the assembly.

2.1 VISION OF THE BANDA DISTRICT ASSEMBLY

The Banda District Assembly envisages reducing the high level of economic, social and political deprivation through effective utilization of the limited resources to harness the existing potentials and opportunities to improve the standards of its people.

2.2 MISSION OF THE BANDA DISTRICT ASSEMBLY

The Banda District Assembly exists to improve upon the quality of life of the people through effective mobilization of human and material resources by involving the people in the provision of the needed services.

3.0 VALUES OF THE BANDA DISTRICT ASSEMBLY

The core values of the Banda District Assembly are to ensuring effective and efficient performance of all government agencies in the district. Promote high level of participation and accountability in the implementation of all government policies and programmes. It is also to ensure that the services it provides is essentially distributed in a more transparent manner and more importantly it is Client Oriented.

4.0 RESPONSIBILITIES OF THE OFFICE OF THE BANDA DISTRICT ASSEMBLY

The Banda District Assembly exists to perform some functions to ensure sustainable development in the district. Section 12 (3) of the Local Governance Act, 2016 (ACT 936) of Ghana prescribes the functions of the Assembly.

Some of the functions performed by the Assembly include the following;

- a) Be responsible for the overall development of the district.
- 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 of productive activity and social development in the district and remove any obstacles to initiative and development;
- d) Sponsor the education of students from the district to fill particular man-power 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;
- e) Initiate programmes for the development of basic infrastructure and provide District works and services in the district;
- f) Be responsible for the development, improvement and management of human settlements and the environment in the district;
- g) In co-operation with the appropriate national and local security agencies be responsible for the maintenance of security and public safety in the district;
- h) Ensure ready access to courts in the district for the promotion of justice;
- i) Act to preserve and promote the cultural heritage within the district;
- j) Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment
- k) Guide, encourage and support sub-district local government bodies, public agencies and local communities to perform their roles in the execution of approved development plans;
- l) Initiate and encourage joint participation with other persons or bodies to execute approved development plans;
- m) Promote or encourage other persons or bodies to undertake projects under approved development plans; and
- n) Perform any other functions that may be provided under another enactment

5.0 SERVICES PROVIDED BY THE BDA INCLUDE:

- 1) Client service Oriented
- 2) Issuance of bills
- 3) Provision of infrastructure
- 4) Receiving of complains
- 5) Preparation of annual budget
- 6) Preparation of annual action plan
- 7) Preparation of annual procurement plan
- 8) Organizing meetings
- 9) Capacity building
- 10) Approval/Issuance of building permit
- 11) Fixing of signages
- 12) Development of layout of town
- 13) Validation of staff salaries
- 14) Preparation of trial balance
- 15) Monthly organization of clean up exercise and provision of good hygiene environment
- 16) Disbursement of funds to PWD's
- 17) Setting up PWD's with income generating activities
- 18) Maintenance of broken homes
- 19) Supervise activities of the sub structures.
- 20) Update on human resource information management systems of staffs
- 21) Human resource planning
- 22) Performance management
- 23) Reward and recognition of staff

6.0 SERVICE STANDARDS OF THE BANDA DISTRICT ASSEMBLY

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

No.	SERVICES	TIME FRAME	PROCEDURE
1	Issuance of bills	1 st week in January	<ul style="list-style-type: none"> • Issue bills to all ratable property owners • Sending of demand notice • Prosecution of defaulters
2	Provision of infrastructure	4 quarters of the year	<ul style="list-style-type: none"> • Advertising projects on the news portals • Opening of tenders • Awarding of contract • Provision of supervision works to contractors (Site visits) • Payment of certificate to contractors
3	Receiving of complains	All year round	<ul style="list-style-type: none"> • Receive of complains at the client service unit • Call a meeting within two weeks after the receipt of the complain • Within two weeks actions are taken and matters are resolved
4	Preparation of annual budget	1 st August – 31 st October	<ul style="list-style-type: none"> • Planning • Guideline's issuance • Preparation (gathering of data, stakeholders' consultation on fee fixing resolution) • Approval and implementation • Monitoring and evaluation
5	Preparation of annual action plan	1 st August – 31 st October	<ul style="list-style-type: none"> • Driving Plan from the MTDP • Preparation (gathering of data, stakeholders' consultation, aligning with procurement plan) • Approval and implementation • Monitoring and evaluation
7	Organizing meetings	All year round	<ul style="list-style-type: none"> • Sending invitation letters two weeks before meeting date • Meeting date

			<ul style="list-style-type: none"> • Writing of minutes within one week • Implementation of decision
8	Capacity building	All year round	<ul style="list-style-type: none"> • Getting information on needs assessment • Staff development plan • Sending information to the RCC • Recruitment of consultant for training • Sending invitation letters to staff on the training • Organize refresher training for staff
9	Approval/Issuance of building permit	All year round	<ul style="list-style-type: none"> • Receive application from applicants • Spatial planning committee sitting every two months • Two weeks after the sitting approval of the permit is given
10	Fixing of signages	Twice every year	<ul style="list-style-type: none"> • Picking of street names • Mounting of the poles • Fix the signages
11	Development of layout of town	All year round	<ul style="list-style-type: none"> • Receive request from traditional council for the development of the layout • Write to regional lands commission for the picking of coordinates • Cadastral plan and coordinates pickings • Demarcation of the land into plots • Exhibition of the layout to Nananom for their inputs • Final development of the layout
12	Validation of staff	All year round	<ul style="list-style-type: none"> • Receive GOG validation payroll for staff • Logging into the GOG payroll website • Printing of validated staff list • Submission of the validated staff list to RCC

13	Preparation of Trial Balance	Every month	<ul style="list-style-type: none"> • Preparation of monthly revenue and expenditure of the Assembly • Submission of the trial balance to RCC and ministry of finance before 15th of the ensuing month
14	Organization of clean up exercise and provision of good hygiene environment	Monthly	<ul style="list-style-type: none"> • Send notice on the clean-up exercise to the general public • Make available the needed tools for the exercise • Place dustbins at vantage points • Zoomlion vehicles convey the refuse to the dumping sites
17	Maintenance of broken homes		
18	Supervise activities of the sub structures.	All year round	<ul style="list-style-type: none"> • Ceded revenue items to sub-structures • Receive reports and expenditure from sub-structures • Assign officers to assist day to day operation of the sub-structures • Supervise in organizing meetings • Release 50% share of the revenue collected to sub-structures
19	Update on human resource information management systems of staffs	Monthly	<ul style="list-style-type: none"> • Update staff list of the Assembly • Submit staff list to the RCC
20	Human resource planning	January	<ul style="list-style-type: none"> • Appraisal cycle • Leave roster • Promotion roster
21	Performance management	All year round	<ul style="list-style-type: none"> • Regional Monitoring Assessment • Performance contract signed by DCD and DCE

			<ul style="list-style-type: none"> • DPAT assessment
22	Reward, recognition and punishment of staff	All year round	<ul style="list-style-type: none"> • Appreciation and acknowledgement • Citation • In kind • Monetary value • Query • Embargo of salary • Reprimand

7.0 WHAT WE ASK FROM YOU

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, organization 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 for redress.

8.0 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 organization, 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.

9.0 WHERE TO FIND US:

9.1 PHYSICAL LOCATION

The Office of the Banda District Assembly is located in Banda Ahenkro.

9.2 OUR MAILING ADDRESSES ARE:

a. POST BOX:

THE OFFICE OF THE BANDA DISTRICT ASSEMBLY
POST OFFICE BOX 3
BANDA AHENKRO
BONO - REGION

b. E-MAIL: info@banda-da.gov.gh

c. WEBSITE: www.banda-da.gov.gh

9.3 SOME IMPORTANT TELEPHONE NUMBERS

NO. CONTACT PERSON PHONE NUMBER(S)

- | | | |
|-------------------------------------|---|-------------------------|
| 1. District Client Service Officer | - | 0200486651 |
| 2. District NADMO Coordinator | - | 0267884944 |
| 3. District Health Director | - | 0243286072 |
| 4. District Education Director | - | |
| 5. District Director of Agriculture | - | 0244911403 |
| 6. District Works Engineer | - | 0244665881 / 0207184690 |
| 7. Police Commander | - | 0244384813 |
| 8. Fire Service | - | 0206943445 |
| 9. Immigration Commander | - | 0244606114 |

10.0 COMPLAINTS AND COMMENTS

10.1 WHEN REGISTERING A COMPLAINT

When contacting us if you are dissatisfied with a service from Banda District Assembly, we would like you to:

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect the BDA 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:

a. CLIENT SERVICE UNIT

C/O THE OFFICE OF THE BANDA DISTRICT ASSEMBLY
POST OFFICE BOX 3
BANDA AHENKRO
BONO - REGION

b. E-MAIL: info@banda-da.gov.gh

c. The Client Service Unit located at the premises of Banda District Assembly

NOTE:

The channel of communication in dealing with the Banda District Assembly shall be as follows:

- a. From Serving Officer through Departmental Head to Coordinating Director and District Chief Executive
- b. From a non-Civil Servant/general public to the Client Service Officer to Coordinating Director and District Chief Executive
- c. From retired officers, through the head of the organization where they last served/worked OR through the Coordinating Director and District Chief Executive 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 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 Presiding Member / Chairman

Public Relations and Complaints Committee

Banda District Assembly

Post Office Box 3

Banda Ahenkro - Bono Region

Ghana