

# **TWIFO/ATI-MORKWA DISTRICTWW ASSEMBLY**

## **(CLIENT SERVICE CHARTER)**

### **INTRODUCTION**

Local Government in Ghana comprises Metropolitan, Municipal and Districts Assemblies. The core mandate of these Assemblies is to ensure development through a decentralized system that includes opening up channels for active grassroots participation and citizen engagement.

When the Assemblies engage the citizenry, it is expected that inputs generated would aid these Assemblies in the design of policies and plans that reflect the dreams and aspirations of the citizens in their jurisdiction. These Assemblies are also required to render certain services and at the same time respond actively to issues pertaining to the socio-economic development of cities, towns and communities within their jurisdictions.

In this direction, the Twifo/Ati-Morkwa District Assembly deems it fit to develop this Client Service Charter to enable the Assembly relate effectively with its clients, residents and other stakeholders.

### **STRATEGIC OBJECTIVE**

The key objective of the Client Service Charter is to provide a framework for defining service delivery standards, the rights of client or residents and how complaints from residents or clients will be handled.

This Charter also seeks to establish recognition for the Twifo/Ati-Morkwa District Assembly as an institution that is working actively to facilitate the improvement of quality of life for the people living within the District through effective public engagement and service delivery.

To meet this objective, this Service Charter focuses on the following key elements:

- The Mandate of the TAMDA (Responsibilities of the Assembly)
- Residents or Clients and their expectations
- Rights and Responsibilities of Residents or Clients

## **THE TWIFO/ATI-MORKWA DISTRICT ASSEMBLY**

The Twifo/Ati-Morkwa District Assembly popularly referred to as TAMDA is one of the twenty-two (22) administrative districts in the Central Region of Ghana. It was formerly known as Twifo/Hemang/Lower Denkyira District with its capital at Twifo Praso. It was carved from Denkyira District Council in 1988 by LI 1377 with the name Twifo/Hemang Lower Denkyira District. Again, in 2012, government split the Twifo-Hemang Lower Denkyira District into two districts namely, Twifo/Ati-Morkwa District and Hemang Lower Denkyira District under the Local Government Act, Act 462 of 1992 by LI 2023. The District with a projected population of 91, 230 serves as home for many people considered to be in the elite population.

With a land size of 956 sq. km, the Twifo/Ati-Morkwa District shares boundaries with Assin North Municipality and Assin South District in the East, Mpothor Wassa East District in the West, Upper Denkyira East Municipality in the North and Hemang Lower Denkyira District in the south.

The District has four (4) Area Councils namely; Agona, Nyinase, Praso and Mampong, which are mandated to mobilize revenue, implement policies at the local level and also mobilize communities to participate in decision-making.

### **MISSION STATEMENT**

The Twifo/Ati-Morkwa District Assembly exist to support and promote the quality of life of all manner of persons within our jurisdiction through effective mobilization and utilization of resources, equitable provision of services and enhancement of human capital to ensure sustainable development.

### **VISION**

To provide a world class responsible client-focused district that transforms citizens' life in spirit of excellence and sustainability.

### **OUR COMMITMENT**

In line with our mission and vision, the management and leadership of the Twifo/Ati-Morkwa District Assembly is striving to;

- Improve service delivery
- Create an enabling environment for socio-economic development
- Empower women and other vulnerable groups to participate in government and assembly's development agenda
- Protect and promote healthcare practices thereby preventing diseases.
- Create conducive environment for Public Private Partnership to ensure efficiency and effectiveness.
- Compile socio-economic information and data that will be accessible to the general public.

## **RESPONSIBILITIES OF TWIFO/ATI-MORKWA DISTRICT ASSEMBLY**

The Twifo/Ati-Morkwa District Assembly exists to undertake the following;

- Issue out building permits to residents or potential residents
- Register and issue birth and death certificates
- Issue Business Operating Licenses
- Approve Planning Scheme Layout
- Undertake development control activities
- Manage waste collection
- Mobilize revenue
- Establish fee fixing rates
- Provide basic socio-economic infrastructure
- Facilitate the provision of water
- Facilitate the maintenance of peace and security
- Develop sporting and recreational activities

## **CLIENTS/STAKEHOLDERS EXPECTATIONS**

The main stakeholders as identified by the TAMDA Mid-Term Strategic Plan are as follows;

- **General Public (Residents living in the District);** - These are individuals who expect to live in peace, secure and clean environment. They also expect to have access to water, electricity, good roads, recreational facilities and other socio-economic facilities.
- **Landlords Associations;** These are landlords or property owners living in the District who expect information from the Assembly on how to get their building permit, how and where to pay their property taxes, what the Assembly is doing about road network, gutters and other infrastructural activities to develop their residential areas.
- **Transport Unions/Associations:** These are public transport owners and operators who work within the District. They are concerned about the Assembly's taxes, conditions at the lorry park, road network etc.
- **Business Owners/Associations;** Business operators and traders are interested in how to obtain Business Operating Permits (BOPs), market tolls, conditions in the market, waste collection etc. They also want to receive information on business registration processes and requirements.
- **CSOs;** - This group of recipients include NGOs, CBOs, FBOs, youth groups, women groups, coalitions, humanitarian intervention groups, development practitioners etc. They expect the rights of all persons to be respected as well as inclusion, participation and

involvement of all residents’ particularly marginalized groups in development planning and implementation.

- **Media;** - The media is a strategic partner that could provide a platform for reaching specific external audiences. They expect access to information and access to the Assembly’s management.

## **CLIENTS’ RESPONSIBILITIES**

**We (TAMDA) expect the following responsibilities from Residents;**

- Businesses should be properly registered.
- Business address and location including street names and numbers should be made available
- Registered Indenture (Land Title Certificate) and four (4) copies of Architectural drawings for the issuance of building or development permits
- A child has a weighing card in the case of persons above one (1) year. Provision of baptismal certificate and ID card are requirement.
- Provision of a duly signed cause of death certificate/affidavit is required to obtain death certificate.
- Public participation in various community level education programs on sanitation, hygiene, revenue collection and others.
- Compliance with the District Assembly’s Bye-laws to ensure effective administration.

## **SERVICE STANDARDS AND EXPECTATIONS**

<b>SERVICE</b>	<b>CLIENTS’ EXPECTATIONS FROM TAMDA</b>	<b>WHAT CLIENTS NEED TO KNOW/DO</b>	<b>TIME FRAME</b>	<b>CONTACT OFFICE</b>
Issuance of Building Permits	Information on how and where to get their Building Permit	Provision of Registered Indenture (Land Title Certificate) and four (4) copies of Architectural drawings.	1-90 days (within three (3) months) depending on submission of all relevant documents	<b>Physical Planning Department.</b>
Issuance of Business Operating Permit (BOP)	Information on business registration processes and requirements.	Type of business and physical address	Within one working day	<b>Revenue Office in the main Assembly Block</b>
Preparation and approval of	Information on application			

Planning Schemes/Layout	requirements, preparation and approval processes and contact office	-	Three months	<b>Physical Planning Department</b>
Issuance of Birth Certificate	Information on birth registration processes and requirements	-	One working day for under 1yr Two weeks for above 1yr	<b>Births &amp; Registry at the main Assembly Block</b>
Issuance of Death Certificate	Information on how and where to obtain death certificate	-	Same day of death and 3 weeks for already buried	<b>Births &amp; Death Registry</b>
Waste Management	Information on how much it costs and when waste will be collected from their households/premises	-	Twice weekly collection	<b>Environmental Health &amp; Sanitation Unit</b>
Issuance of Food Vendors Certificate	Information on process and requirement for granting certificate		Three months	<b>Environmental Health &amp; Sanitation Unit</b>
Public Education on hygiene practices	-	-	Daily	<b>Environmental Health &amp; Sanitation Unit</b>
Fixing of fees and property rates	Transparent and comprehensive fee fixing processes and accountability on use of money collected	-	-	<b>Budget and Rating Unit</b>

## **COMMUNICATION AND INFORMATION DISSEMINATION**

1. The District office of the Information Services Department will continue to serve as the information bridge between the Assembly and its stakeholders particularly the residents. The District office of the Information Services Department will also continue to create community platforms for sharing information on the assembly's programmes and initiatives with residents.
2. Public Communication and Awareness: The public will be duly informed about the activities of government and the assembly through various external communications tools such as newsletters, website, press release, press conferences, the media etc.

3. Notice Boards; Lock and key notice boards are provided at the Assembly's premises and that of Area Councils to offer information on the decisions, policies, interventions and other information needed to access the Assembly's services.
4. Town Hall Meetings, Public Fora, Community Durbars will be organized by the assembly to keep the public informed about the developmental projects undertaken in the District and also to receive feedback on assembly's performance. The platform will also be used to account to the citizenry and respond to their concerns.
5. Creation and erection of suggestion boxes at vantage points within the Assembly and its Area Councils to solicit public views on our service delivery.

**AREA/TOWN COUNCILS AND THEIR COMMUNITIES WITHIN TWIFO/ATI-MORKWA DISTRICT**

AREA COUNCIL	ELECTORIAL AREA	COMMUNITIES
<b>1. NYINASE</b>	<b>1. Subriso-Osenega</b>	<ol style="list-style-type: none"> <li>1. Osenega</li> <li>2. Subriso</li> <li>3. Tweapass</li> <li>4. Paulkrom</li> <li>5. Adjei krom</li> <li>6. Anakwakrom</li> <li>7. Kweikrom</li> <li>8. Nabikrom</li> <li>9. Asuboi</li> <li>10. Osaekrom</li> </ol>
	<b>2. Moseaso/Somnyamekodur</b>	<ol style="list-style-type: none"> <li>1. Moseaso</li> <li>2. Somnyamekodur</li> <li>3. Osam No.1</li> <li>4. Osam No.2</li> <li>5. Kojo Armah</li> <li>6. Ofosukwaa</li> <li>7. Kweku Eduam</li> <li>8. Noah Attor</li> </ol>
	<b>3. Kayireku/Ashire</b>	<ol style="list-style-type: none"> <li>1. Kayireku</li> <li>2. Nkohunuho</li> <li>3. Dokordokor</li> <li>4. Otukrom</li> <li>5. Ashire</li> <li>6. Lomnava</li> <li>7. Mediamono</li> <li>8. Patase</li> </ol>

		9. Bonsaho
2. MAMPONG	4. Nyinase Town	1. Nyinase 2. Brofoyedur
	5. Adugyaa/Abodom	1. Adugyaa 2. Abodom 3. Tongokrom 4. Nyamebekyere
	6. Mampong West	1. Twifo Mampong
	7. Mampong East	1. Kwahu Ninkyi 2. Datano
	8. Ntafrewaso/TOPP	1. Ntafrewaso 2. TOPP 3. Abodwese 4. Asukese 5. Nyame Bekyere 6. Bankaa 7. Ahwiasu
3. TWIFO PRASO	9. Bimpongso/Nkwankyemaso	1. Bimpongso 2. Nkwankyemaso 3. Gyamanfum 4. Maator 5. No. 2 Village 6. Nyamebekyere 7. Dwendaama 8. Ketsaba 9. Taylorkrom 10. Adjetey Camp 11. Amoako Town 12. Nana Kweku Village 13. Yaw Andam 14. Gyaatey 15. Kojo Owuo Village
	10. Praso Old Town	1. Twifo Praso
	11. Esikafoamantem	2. Aboso/Praso
	12. Nuamakrom/ Afosua	1. Mankessim Village 2. Nuamakrom Nsuekyir 3. Tarkwa-Akura 4. Amanful 5. Kokwaado
	13. Aduabeng / Kwanyako	1. Aduabeng 2. Kwanyako 3. Awonga 4. Kwanyako-New Site 5. Drivers Quarters

<p><b>14. Darmang Kojokrom</b></p>	<ol style="list-style-type: none"> <li>1. Darmang</li> <li>2. Mbaampehia No. 1</li> <li>3. Mbaampehia No. 2</li> <li>4. Mbaabasa</li> <li>5. Aponapon</li> <li>6. Bisiadze</li> <li>7. Adakabo</li> <li>8. Kyekyewere</li> <li>9. Kojokrom</li> <li>10. Nyamebekyere</li> <li>11. Domiabra</li> <li>12. Asamoakrom</li> <li>13. Ayu</li> <li>14. Ongwaso</li> <li>15. Mofra nfatwen</li> <li>16. Christian Village</li> <li>17. Darmang dada</li> <li>18. Wiase Nsem</li> </ol>
<p><b>15. Akweikrom (Miles 34)</b></p>	<ol style="list-style-type: none"> <li>1. Akweikrom</li> <li>2. Agyeikuma (34 Junction)</li> <li>3. Aklomaim</li> <li>4. Akutuase</li> <li>5. 34 Camp</li> <li>6. Nkranfo Village</li> <li>7. Kwao VI Village</li> <li>8. Asempanaye</li> <li>9. Okyrekrom</li> <li>10. Agya Amo Village</li> <li>11. Anthony Village</li> </ol>
<p><b>16. Ntiamoakrom</b></p>	<ol style="list-style-type: none"> <li>1. Ntiamoakrom</li> <li>2. Twifo Number Nine</li> <li>3. Kenkuase</li> <li>4. Twifo Number Eight</li> </ol>
<p><b>17. Asensuho Agave</b></p>	<ol style="list-style-type: none"> <li>1. Kyeaboso</li> <li>2. Opokukrom</li> <li>3. Denyase</li> <li>4. Mafi-Wawase</li> <li>5. Asensuho Agave</li> <li>6. Hasowodze</li> </ol>
<p><b>18. Praso No. 1</b></p>	<ol style="list-style-type: none"> <li>1. Afadzie</li> <li>2. Okan</li> <li>3. Otvano Camp</li> <li>4. Kakrakrom</li> <li>5. Praso No. 1</li> <li>6. Asare Kweku</li> <li>7. Akurakese</li> <li>8. Kweku Annan</li> <li>9. Abirewu</li> <li>10. Praso No. 8</li> </ol>



		11. Tonpansi
	<b>19. Bimpong Egya</b>	<ol style="list-style-type: none"> <li>1. Bimpong-Egya</li> <li>2. Cannan</li> <li>3. Manteykrom</li> <li>4. Zakari</li> <li>5. Nsuekyir</li> <li>6. Domeabra</li> <li>7. Wusus Asoridanho</li> <li>8. Wusus</li> </ol>
5. AGONA	<b>20. Mintaso/Pewodie</b>	<ol style="list-style-type: none"> <li>1. Pewodie</li> <li>2. Appiah Krom</li> <li>3. Mintaso</li> <li>4. Agui-krom</li> <li>5. Kodiabe</li> <li>6. Ningo</li> <li>7. Dodowa</li> <li>8. Alata-Krom</li> <li>9. Odurokrom</li> <li>10. Gyaware Apatesu</li> <li>11. Gyaware Old Village</li> <li>12. Adadekofi</li> </ol>
	<b>21. Djatokrom/ Krobo No. 2</b>	<ol style="list-style-type: none"> <li>1. Tsintsimhwe</li> <li>2. Mirekukrom</li> <li>3. Djatokrom</li> <li>4. Krobo No. 2 (Atresu)</li> <li>5. Abokyikrom</li> <li>6. Tema</li> <li>7. Nyame Ndae</li> <li>8. Ayoubekrom</li> </ol>
	<b>22. Twifo-Agona</b>	<ol style="list-style-type: none"> <li>1. Twifo-Agona</li> <li>2. Akatakyi</li> <li>3. Akrofuom</li> <li>4. Pra-Egya(Agona)</li> <li>5. Agyiekrom</li> <li>6. Isakakrom</li> </ol>
	<b>23. Morkwa/Sebenso</b>	<ol style="list-style-type: none"> <li>1. Morkwa</li> <li>2. Bremang</li> <li>3. Sebenso</li> <li>4. Abuom</li> </ol>

	<b>24. Kotokyi/Kyirenkum</b>	<ol style="list-style-type: none"> <li>1. Kotokyi</li> <li>2. Akranase</li> <li>3. Atreaso</li> <li>4. Kyirenkum</li> <li>5. Abbey</li> <li>6. Attokrom</li> <li>7. Mpabaw</li> <li>8. Bronikrom</li> <li>9. Ameyaw</li> <li>10. Kwaku Ayigbe</li> <li>11. Bone-Nsuma</li> </ol>
<b>6. WAMASO</b>	<b>25. Wamaso East</b>	<ol style="list-style-type: none"> <li>1. Akwakrom</li> <li>2. Gyabaah No.1</li> <li>3. Ganukrom</li> <li>4. Nyamebikyere No. 2</li> <li>5. Da bi na Me wo hen</li> <li>6. Obra Twa Owuo</li> <li>7. Kokoado</li> <li>8. Nyamebikyere No. 1</li> <li>9. Kwabenavi Krom</li> <li>10. Hwe Brebi</li> <li>11. Wamaso</li> </ol>
	<b>26. Wamaso West</b>	<ol style="list-style-type: none"> <li>1. Wamaso Egya</li> <li>2. Tema</li> <li>3. Ayigbe</li> <li>4. Kwame Atta</li> <li>5. Kojokrom</li> <li>6. Maame Nkran</li> <li>7. Akyirem</li> <li>8. Gyabaah No. 2</li> <li>9. Wamaso Agya No. 2</li> <li>10. Abasskrom</li> <li>11. Atta Asante</li> </ol>
	<b>27. Ayaase/Bepobeng</b>	<ol style="list-style-type: none"> <li>1. Twifo Ayaase</li> <li>2. Otwekrom</li> <li>3. Kwadiyaa</li> <li>4. Agyinkrom</li> <li>5. Betoda</li> <li>6. Koforidua</li> <li>7. Twifo Bepobeng</li> <li>8. Takyikrom</li> <li>9. Takwakrom</li> <li>10. Sunkwa</li> <li>11. Papa Badu Akura</li> </ol>

	<b>28. Mampoma/Aboabo</b>	<ol style="list-style-type: none"><li>1. Aboabo</li><li>2. Mampoma</li><li>3. Anomoma</li></ol>
--	---------------------------	---

### **HOW TO MAKE COMPLAINS**

To improve our service delivery and interactions with our stakeholders, TAMDA welcomes complains, suggestions or recommendations from the public, our valued clients and customers. These complains would enable us to retrain, reposition as well as provide further orientation for our staff, Assembly Members and our entire institutions towards the delivery of better services.

Complaints, suggestions or recommendations should be addressed to:

**PUBLIC RELATIONS AND CLIENTS SERVICES UNIT**

**TWIFO/ATI-MORKWA DISTRICT ASSEMBLY**

**TWIFO PRASO**

**OR**

**VISIT US AT OUR OFFICE PREMISES AT TWIFO PRASO AT THE MAIN ASSEMBLY  
BLOCK ADJASCENT TO E.C.G OFFICE**

**YOU MAY ALSO WRITE TO:**

**THE DISTRICT CHIEF EXECUTIVE  
TWIFO/ATI-MORKWA DISTRICT ASSEMBLY  
P.O BOX 7, TWIFO PRASO**

**OR**

**CALL THE CLIENT SERVICE UNIT ON TEL; 0312292878**