

MINISTRY OF LOCAL GOVERNMENT,
DECENTRALISATION AND RURAL
DEVELOPMENT

BODI DISTRICT ASSEMBLY

**CLIENT
SERVICE CHARTER**

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DISTRICT COORDINATING DIRECTOR
BODI DISTRICT ASSEMBLY
BODI

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Immanuel M. M. M.
DISTRICT COORDINATING DIRECTOR
BODI DISTRICT ASSEMBLY
BODI

LIST OF ACRONYMS

BDA-----	Bodi District Assembly
DPCU-----	District Planning Co-Ordinating Unit
DCE-----	District Chief Executive
DCD-----	District Co-ordinating Director
DACF-----	District Assemblies Common Fund
DDF-----	District Development Facility
EC-----	Electoral Commission
GOG-----	Government of Ghana
IGF-----	Internally Generated Fund
OHLGS-----	Office of the Head of Local Government Service
PRCC-----	Public Relations and Complaints Committee
MMDAs-----	Metropolitan, Municipal and District Assemblies
MLGDRD-----	Ministry of Local Government, Decentralisation and Rural Development
WRCC-----	Western Regional Co-ordinating Council
NCCE-----	National Commission for Civic Education
NHIS-----	National Health Insurance
BWSDB-----	Bodi Water and Sanitation Development Board
YEA-----	Youth Employment Authority
CHED-----	Cocoa Health and Extension Division
NABCO-----	Nation Builders Corps
QCD-----	Quality Control Division

FOREWAORD

This client service Charter has been developed to monitor efficient delivery service and serve as the blueprint for the Bodi District Assembly. This will help to further facilitate the standardization of the services delivered and to communicate to the public the exact services that the Assembly delivers. It details the service standards that the Assembly is committed to delivering to our stakeholders and outlines a complaints procedure for our esteem stakeholders who may have challenges with our services.

Through this document, the Bodi District Assembly will be able to communicate stakeholders' vital information about what the Assembly commits to do, how to contact the Assembly, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It will enhance participation of civil society and interest groups in the development of the District, management of Assembly's 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 Bodi District Assembly cover all categories of user groups ranging from departments and Units, Agencies, Area councils, Electoral Areas, Communities, Civil Society groups, contractors and general public without any bias.

It is our expectation that stakeholders who engage the Assembly are served in line with our values of being professional, ethical, efficient and responsive. Our commitment as an Assembly is to ensure that we provide the highest standards of excellence in client service delivery.

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



HON. STEPHEN OFORI
(PRESIDING MEMBER)



HON. STEPHEN BAIDOO
(DISTRICT CHIEF EXECUTIVE)



NKANSAH HARUNA HUSSEINI
(DISTRICT CO-ORDINATING DIRECTOR)

1.0 INTRODUCTION

The Bodi District Assembly is one of the twenty-two (22) Metropolitan, Municipal and District Assemblies (MMDAs) in the Western Region of Ghana. It was carved out of the then Sefwi Juaboso District Assembly in 2012 with the Legislative Instrument (LI) 2021. The District has a total land size of about 662.404 square kilometres. It is located in the northern part of Western Region of Ghana with Sefwi Bodi as its capital. Bodi District has 11 Electoral Areas, 5 Government Appointees, 1 constituency and 3 Area Councils. The District shares borders with Juaboso District to the North and North-West, Sefwi Wiawso Municipal Assembly to the East and Akontombra to the South and Suaman Districts to the south-West.

The 2010 Population and Housing Census put the district's population at 53,314 consisting of 27,111 males and 26,203 females. The projected population is 63,374 for the year 2017.

2.0 MANDATE

The Bodi District Assembly derives its mandate from the section 12 of the Local Governance Act, 2016, Act 936 with its Legislative Instrument 2021 (L.I 2021) to ensure overall development of the District by its Political, Administrative, Deliberative, Legislative, Executive, Economic Development and Planning powers.

2.1 VISION

The Vision of the Bodi District Assembly is "To be a people-centred, socially-oriented Public Institution that provides Basic Leadership through Local Governance to enhance Economic Development.

2.2 MISSION

Our Mission as an Assembly is to adopt an open advocacy, consensus building approach to decision making and policy formulation concentrating on the choices and priorities of the masses in public service delivery through local participation.

3.0 CORE VALUES

In order to deliver value for money and human-centred services to populace, the Bodi District Assembly guided by some core values. These values are well-structured guiding principles laid down by the service for maximum service delivery. These are;

Accountability, Client-orientation, Innovativeness, Diligence, Discipline, Impartiality, Professionalism, Timelines and Transparency.

3.0 CORE FUNCTIONS

The Core Functions of the Assembly as contained in section 12 of the Local Governance Act, 2016, Act 936. These functions are explained below;

The Assembly shall;

1. Be responsible for the overall development of the District and shall ensure the preparation and submission of Development Plans and Budget to the Government through the WRCC for approval.
2. Formulate programmes and strategies for the effective mobilisation and utilisation of human, physical, financial and other resources in the District.
3. Promote and support productive activity and social development in the District and remove any obstacles to initiatives and developments in the District.
4. Initiate programmes for the development of basic infrastructure and provide works and services.
5. Be responsible for development improvement and management of human settlements and the environment in the District.
6. Responsible for maintenance of security and public safety in co-operation with appropriate national security and agencies.
7. Ensure availability and access to courts and public tribunals in the District for the promotion of justice.

4.0 ORGANIZATIONAL ARRANGEMENT/ GOVERNANCE STRUCTURE

There are eleven (11) Departments of the Assembly. These are;

- a. Central Administration
- b. Finance Department
- c. Department of Agriculture
- d. Works Department
- e. Department of Education, Youth and Sports
- f. Town and Country Planning Department
- g. Department of Health Services
- h. Department of Social Welfare and Community Development
- i. Disaster Prevention and Management Department
- j. Business Advisory Centre
- k. Forestry Service Division

4.1 Special Units of the Ministry:

- I. Client Service Unit

4.2 AGENCIES

- I. Sefwi Wiawso Traditional Council
- II. District Police Command, Bodi.
- III. National Commission for Civic Education (NCCE)
- IV. Electoral Commission, Bodi.
- V. National Health Insurance (NHIS)
- VI. Bodi Water and Sanitation Development Board
- VII. Afere Community Water Board
- VIII. Amoaya Community Water Board.
- IX. Kwasikrom Community Water Board
- X. Youth Employment Authority (YEA)
- XI. Co-operatives Department
- XII. Cocoa Health and Extension Division (CHED)
- XIII. Nation Builders Corps (NABCO)
- XIV. National Service Secretariat, Bodi
- XV. Zoomlion GH Limited
- XVI. Bia-Torya Community Bank, Bodi Branch.
- XVII. Sefwiman Rural Bank, Bodi Branch
- XVIII. Quality Control Division (QCD)
- XIX. Local Council of Churches, Bodi District
- XX. Local Council of Muslim Communities, Bodi District.

5.0 WE ARE RESPONSIBLE FOR:

- Issuance of Building Permits
- Birth and death registration
- Insurance of Business operating Licenses
- Approval of Planning Schemes / layouts
- Development Control-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 and roads
- Facilitate the provision of water
- Maintenance of peace and security
- Sports development

6.0 SERVICE STANDARDS:

We shall issue certificates and provide the services below within the following time frames:

SERVICE – WORKS / PLANNING	TIME FRAME (MONTHS/DAYS)
• Issuance of building permits • Preparation and approval of planning schemes/layouts	• Within two (2) months • within six (6) months / one (1) year depending on the size of the settlement
• Issuance of Business Operating Licenses (BOP)	• Within three (3) working days
• Issuance of Birth Certificate	• Under 1 year (1 day) • Above 1 year (2 weeks)
• Issuance of Death certificate	• French death (1 day) • Already buried (3 weeks)
• Waste management (door-to-door collection)	• Two (2) times weekly collection
• Issuance of food vendors certificate	• Within eight (8) working days
• Public education on hygiene practices	• Monthly
• Carries out maintenance works on ass. Projects	• Quarterly
• Carries out regular inspection on Development Projects	• Monthly
• Prepares/submits progress reports on projects	• Quarterly
• Gives technical assistance to area councils	• Quarterly
• Preparation of project evaluation report /estimates	• Weekly
• Preparation of project estimates	• Two working days
• Preparation of projects Bill of Quantities	• Five days (5)
• Supervises project undertaking by all Area Council	• Monthly
• Assists in the Monitoring of project of Municipal Assembly	• Quarterly
• Helps in setting out all project profiles to commence work	• 48 Hours
• Inspect and brings up reports on all proposed private development project	• Monthly
• Bring up all land issues and submit reports to the Statutory Planning Committee	• 1 Month
• Inspect, recommends and helps to site all directional sign posts and bill boards	• Monthly
• Ensures supply of required materials at various construction sites	• Two Days (2)
• Assessment of reported cases of defects on District Assembly's projects	• Two Days
• Processing all buildings permits for developers	• 1 Monthly

SERVICES - SANITATION	TIME FRAME
Food hygiene inspection work @ eating, drinking establishments and	Weekly
Slaughter houses	
Environmental Sanitation Education	Monthly
Cleansing of designated areas and facilities as streets, drains, market and lorry parks	Daily –through Zoomlion
Supervision of contractors	Daily
Control of insect infestation	Quarterly
Sanitary Inspection and law enforcement @ premises	Daily
Public/open spaces	
Abatement of Nuisance and allocation of grave sites	48 hours
Control of Stray animals	Monthly
Release of stray animals from pounds	

SERVICES - WATER	TIME FRAME
Point sources – Boreholes	Quarterly
Sanitation Household latrines Institutional latrines	Quarterly
Small Towns PRC Systems	Quarterly
Hygiene Promotion	Monthly

SERVICES – FINANCE	TIME FRAME
Payment of repairs, fuel bought, refunds etc	One day or 24 hours
Issuance of business operating licences	24 hours
Settlement of Bills on goods	Within 48 working days or two months
Release of funds for programme in support to departments, sponsorships and donations	24 hours or one day after funds has been received
Release of project funds e.g. CWSA, EU, UNICEF	48 working days after funds are released
Payment to contractors on District Assembly projects	24 hours after the funds are released
Personal emoluments e.g. non-availability, claims, allowances to staff and Assembly members	One day or 24 hours
Salary related problems e.g. pensions, wages, preparations of inputs to correct anomalies in staff salaries	48 working days or two days
Mobilisation of revenue issues of, non-performance of collectors, Indiscipline on the part of collectors	48 working days or two months
Processing of Payment Certificates for contractors	72 Hours
Processing of applications for employment, scholarships, sponsorship etc.	Within five working days

7.0 WHAT TO EXPECT FROM THE BODI DISTRICT ASSEMBLY

Ensuring overall development of the District by stabilising sustainable development, prudent use of District's resources, ensuring credibility, transparency, accountability and integrity. Effective and efficient collaboration with stakeholders for resource mobilisation. Efficient allocation of resources and timely release of funds to all Departments and other agencies. Provision of high quality services that maximize client satisfaction. Professional, ethical, efficient and responsive staff who will attend courteously to all client enquiries. Information Transparency and Convenience Keep the District's websites (www.bodidistrictassembly.com and www.bodi@ghanadistricts.com) current, make it reader-friendly and accessible to the general public. The Assembly seeks to: Provide reliable, useful and timely information to all departments and the General public.

8.0 WHAT WE EXPECT FROM OUR CLIENTS

To enable the Assembly perform its functions expeditiously, we expect the following from other Departments, Agencies, Stakeholders and the general public: To be courteous and polite to our staff. To strictly comply with our Rules, Guidelines and Regulations. To ensure that all forms are properly completed. To adhere strictly to the procedures for lodging complaints. To duly address and support all requests with appropriate documents where necessary.

9.0 FEEDBACK MECHANISM

The Assembly 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:

- Client Service Unit Office of the Bodi District Assembly, Bodi
- Email: clientserviceunit@bda.gov.gh
- Registry Office of the Bodi District Assembly, Bodi.
- At the Front Desk of the Bodi District Assembly

10.0 COMPLAINTS PROCEDURE

You can lodge your enquiries or complaint through our Client Service Unit located at the Office Complex of the Bodi District Assembly, Bodi or by contacting us via:

The Client Service Unit Office,
Bodi District Assembly,
P. O. Box. 66,
Juaboso
Telephone: 0557841373/0545480022/0503932000
Email: clientserviceunit@bda.gov.gh

Website: bodi@ghanadistsicts.org.gov or www.bodidistrictassembly.gov.gh

When lodging complaints, we would like you to:

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

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 District Co-ordinating Director's Office via: 0557841373/0243689812/02071180823

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 Chief Director, Western Regional Co-ordinating Director, Sekondi, Tel: 031-2356840

11.0 CONTACTS

10.1 PHYSICAL LOCATION

We are located at Bodi, Depot on the left side off Afere Road behind Amarjaro Cocoa Buying Company' Depot.

11.2 MAILING ADDRESS

The District Chief Executive,

Bodi District Assembly,

P. O. Box 66,

Juaboso – WN/R, Ghana.

Digital Address: WO-0030-8251

Tel: 0299013057/0557841373

Email: bodi@ghanadistsicts.org.gov / www.bodidistrictassembly.gov.gh

The District Co-ordinating Director,

Bodi District Assembly,

P. O. Box 66,

Juaboso – WN/R, Ghana.

Digital Address: WO-0030-8251

Tel: 0299013057/0540981569

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Immbomfina
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BODI DISTRICT ASSEMBLY
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