

# BOSOMTWE

## DISTRICT ASSEMBLY



# TH NE SERVICE CHARTER

2025

## PREFACE

This booklet is intended to provide a ready reference on the Bosomtwe District Assembly's New Citizens charter aimed at improving effective and efficient service delivery in the District. It shows major service delivery and the time frame set in providing certain important services to the people in the community. We wish to assure our clients that the District Assembly would Implement the Charter to its letter to ensure improvement in the standard of living of the people in the District.

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## **THE NEW CHARTER BOSOMTWE DISTRICT ASSEMBLY**

### **1. INTRODUCTION**

Bosomtwe District Assembly is one of the 43 Districts in the

Ashanti region established under legislative Instrument (L.11922, 2007). Until recently, the Bosomtwe District was part of the Bosomtwe Atwima Kwanwoma District Assembly.

## **2. VISION**

The Assembly's Vision is to 'become (the most vibrant District Assembly in Ghana implementing Government's development agenda in a transparent and accountable manner.

## **3. MISSION STATEMENT**

The Bosomtwe District Assembly exists to execute sustainable development programmes in all sectors of the economy through active citizen participation and accelerated service delivery by sound environmental principles to improve the quality of life of people.

## **4. GOAL**

The basic goal of the Bosomtwe District Assembly is to improve the production capacity of the Assembly employment and wealth creation in partnership with the private sector, to accelerate growth and poverty reduction with well-developed human resources under.

## **5. DISTRICT GOVERNANCE**

Bosomtwe District Assembly has 51 Assembly members comprised of 35 elected members, 15 government appointees, and one (1) Member of Parliament (MP). In terms of the Sub-Structures, it has three (3) Area Councils and 175 Unit Committees members with 35 electoral Areas.

## **6. FUNCTIONS**

The function of (the Assembly as given in the Local Governance Act 936, 2016 are as follows:

- Facilitating the effective and efficient functioning of Local government administration in the District.
- Ensuring efficiency and effectiveness in the use of resources of the Assembly and decentralized departments.
- Monitor, co-ordinate and harmonize the implementation or development plans and programmes in the District.
- Facilitating the provision of basic social services and economic Infrastructure such as schools, markets, and health facilities
- Facilitating Community-Based and Private Sector Development.
- Ensuring existence of peace and tranquility to enable people go about their Social and economic activities.
- To ensure the provision of an adequate and wholesome supply of water throughout the entire District in consultation with the Community Water and Sanitation Agency.
- To build, maintain, and control public latrines, lavatories urinals, and wash places.
- To establish, maintain, and carry out services for the removal of all refuse, filth, and carcasses from any public or private place.
- To regulate any trade or business which may be harmful or injurious to public health or a source of danger to the public or which otherwise is in the public interest to regulate.
- To provide, maintain, supervise, and control slaughterhouses and pounds and all such matters and things as may be necessary for the convenient use of such slaughterhouses.
- To construct, repair, and maintain all public roads other than trunk roads including feeder roads, and to undertake road rehabilitation programmes within the District.
- To provide for

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- To prohibit the construction of any new building unless and until the building plans have been submitted to and approved by the Assembly.
- To maintain, as agents of the Central Government, all public buildings previously maintained by the Public Works Department.
- To collaborate with the Ghana Highway Authority, trunk roads lying within the boundaries of the area of authority of the Assembly.
- To build, equip, open, close, and maintain markets, prohibit the erection of stalls in places other than markets, and prevent the sale and purchase of goods or stock near established markets or elsewhere.
- To regulate and control markets including the fixing and collection of stall rates, rent, and tolls.

## **7. WE ARE RESPONSIBLE FOR:**

- Issuance of Building Permit
- Birth and Death Certificate
- Issuance of Marriage Certificate
- Approval of Planning Schemes (Layouts)
- Development Controls — Orderly Physical Development of Settlement
- Waste Management
- Revenue Mobilization
- Fixing of Rates
- Preparation of Development Plans
- Preparation of Development Budgets
- Provision of basic Socio-Economic Infrastructure e.g. (Schools, Health Centers, Markets, and Lorry Parks).
- Maintenance of Peace and Security
- Sports and Culture Development

## 8. OUR SERVICE STANDARDS

We promise to maintain the standards in the table below:

| NO. | SERVICE   | TIME FRAME  |
|-----|---|---|
| 1   | Monthly Trial Balance/ Financial Statements   | Ready by the 20 <sup>th</sup> of the ensuing month      |
| 2   | Response to public queries  | Within one (1) week after receiving a query             |
| 3   | Processing of Building permit   | One month after Statutory Planning Committee's approval |
| 4   | Waiting time for clients for transacting business or correspondence at the Assembly | Not more than one hour                                  |
| 5   | Refuse container evacuation   | Every other day   |
| 6   | Correspondence of all letters   | To be replied to within five days of receipts           |
| 7   | Pre-audit of payment vouchers   | Daily Activity  |

|    |   |  |
|----|---|--|
| 8  | Post Auditing of Books of Accounts and Submission of Audit report | Quarterly  |
| 9  | Monitoring of Programmes and Projects                             | Monthly, Quarterly, and when the situation demands |
| 10 | Preparation of Budget   | Yearly Activity                                    |
| 11 | Preparation of Action Plan  | Yearly Activity                                    |

## 9. INFORMATION FLOW, TRANSPARENCY AND DECISION-MAKING PROCESS

The District has mounted a notice board at the entrance of the office building.

The Assembly has established a Client Service Unit 10 to provide citizens and clients with information needed to access services. Information on revenue generation, project execution, and others will be made available for public consumption.

Suggestion boxes would be provided at vantage points in the office and towns to solicit citizens to view our service delivery.

## 10 WE STRIVE FOR:

- Continuous improvement in our service delivery to our communities



- The creation of an enabling environment for socioeconomic development
- Empowerment of women and other vulnerable groups to participate in governance and the Assembly's development agenda
- The protection and promotion of public health and the prevention of diseases.
- Provision of information openly and transparently and Creation of a conducive environment for the 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.
- Effective and efficient collection of Internally Generated Revenue (IGF)
- Functioning of the Assembly's sub-structures for socio-economic activities of the District
- A decentralized and participatory approach to development issues using the bottom-up approach concept to development.
- Creating awareness about the need to improve efficiency and integrity in the service delivery system. E.g., revenue collection, and procurement process.

## **11 COURTESY AND CO-OPERATION:**

- All office doors are marked to facilitate easy identification
- Friendly client service officers will be on hand to provide various services
- Assembly staff with clear identification are also available to provide information and other support services.
- A well-trained development control task force will visit various construction sites to ensure adherence to building regulations

- Developers are entreated to produce valid development permits
- Courteous revenue collectors will go around daily to collect various rate
- Ratepayers are entreated to pay approved sums and collect receipts covering amounts paid.

## WHAT WE EXPECT FROM THE PUBLIC

### 12. WHAT WE EXPECT FROM THE PUBLIC

The Assembly expects full cooperation and compliance with its rules, regulations, and procedures to ensure smooth service delivery. To access any of the services we provide, we require as follows:

- Business should be duly registered with the Registrar General's Department
- Business address and location including street names and numbers should be made available.
- Provide registered indenture (land title certificate) and four (4) Copies of Architectural drawings for the of building/development permits.
- To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided.
- The public will participate in the various community-level education programmes on Sanitation, Hygiene, Revenue collection, and others.
- The bylaws of the Assembly will be complied with to ensure effective administration of the District.
- Prompt payment of Revenue (IGF) for effective and efficient service delivery.
- Assist in the collection of up-to-date data for development purposes.
- Assist in the mobilization of human, financial a-3 material resources to support project implementation (e.g. Communal labor, sand & stones)

- Assist in ensuring a clean & healthy environment.
- Report to the Assembly any misconduct or poor delivery of service by Agents / Personnel of the Assembly.
- Be courteous and civil to our staff and demand appropriate service from them.
- Assist in promoting Tourism and heritage site development.

### **13. OTHER COLLABORATING AGENCIES**

The District Assembly shall collaborate with the following departments and agencies:

- Internal Revenue Service
- The Value-Added tax Office
- The Internal Audit Agency
- The Ghana Police Service
- Electricity Company of Ghana
- Lands Commission
- Land Valuation Board
- Community Water and Sanitation Agency
- Ghana Aids Commission
- Water Resource Commission
- Environmental Protection Agency (EPA)

## COMPLAINTS:

Bosomtwe District Assembly welcomes comments and complaints from the public, its valued clients , and customers. Such issues should be addressed to:

The Presiding Mender  
Bosomtwe District Assembly  
Post Office Box 24  
Bosomtwe - Ashanti.  
0245119098

Where you are still not satisfied you may address your complaints and inquiries to:

The District Chief Executive  
Bosomtwe District Assembly  
Post Office Box 24  
Kuntanase - Ashanti.  
0244232305

You may appeal to the address below as a final resort of your complaint

The New Charter Office  
c/o Office of the President  
Ministry of Public Sector  
Reforms PMB Stadium Post  
Office Accra  
Tel: 0302684086/671359/672333