



NORTH DAYI DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER

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THE CLIENT SERVICE UNIT

The North Dayi District Assembly in a bid to build a strong client customer relationship and satisfaction, in July 2016, established its client service unit.

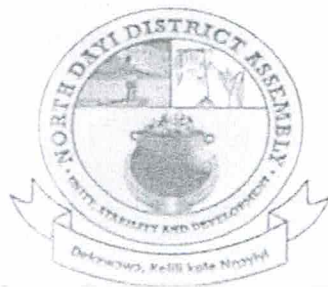
The unit is to answer enquiries, provide detail information on services rendered by the Assembly to its client and to receive complaints from the public.

Our clients and the general public are entreated to direct all their enquires and complaints to the unit for detail information and redress for the best client relationship and satisfaction
Thank you.

Please call us: +233 542524106, 0208473871

Email us:

Visit us:



NORTH DAYI DISTRICT ASSEMBLY

VISION

To become one of the leading performing District Assemblies in the practice of good governance in Ghana.

MISSION

The North Dayi District Assembly exists to facilitate improvement in the quality of life of the people within the Assembly's jurisdiction through equitable provision of services for the total development of the District within the context of good governance.

CORE VALUES

- Integrity
- Respect
- Professionalism
- Client focus
- Accountability
- Transparency
- Equity
- Honesty
- Participation
- Trust



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INTRODUCTION

The North Dayi District was one of the 46 administrative districts created in 2012 with its capital Anfoega, which is about 70km from Ho and 250km from Accra. The District was carved out of Kpando Municipal Assembly and is legally backed and governed by two main acts namely; Local Government Act, Act 462 of 1993, and PNDCL 327. The District was established by Legislative Instrument 2076 and inaugurated on 12th June, 2012.

The North Dayi District Assembly is the highest political, administrative and planning authority in the District. The General Assembly is made up of Thirty Six (36) members including the Honourable Member of Parliament and the District Chief Executive. Twenty Three (23) of the members are elected and Eleven (11) are appointed.

The total population of the District per the 2010 Population and Housing Census is about 39,913 with males constituting 46.7 percent whilst females form the remaining 53.3 percent. The population of the District constitutes 1.9 percent of the regional population.

The Assembly is mandated to ensure and promote the overall development of the district through the formulation and implementation of policies and the provision of infrastructure.

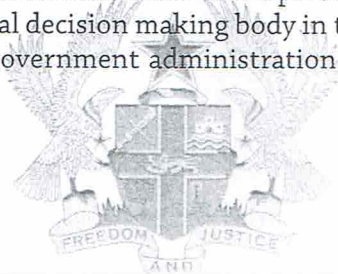
The District, barely four years in its existence, notwithstanding challenges, has seen remarkable development. This piece therefore seeks to inform stakeholders, clients and the citizenry about the functions, programmes and services the Assembly renders.

KEY FUNCTIONS OF THE ASSEMBLY

The North Dayi District Assembly was created to serve as a pivot of the administrative and developmental decision making body in the district and the basic unit of local government administration. It



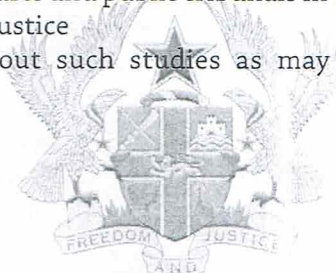
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has deliberative, legislative as well as executive functions. It has been established as a structure to which is assigned the responsibility of the totality of government, to bring about integration of political, administrative and development support needed to achieve a more equitable allocation of power, wealth and geographically dispersed development; and above all is constituted a Planning Authority for the district.

Section 10(3) of Act 462 prescribes the functions of Assemblies which the North Dayi District Assembly is included as follows:

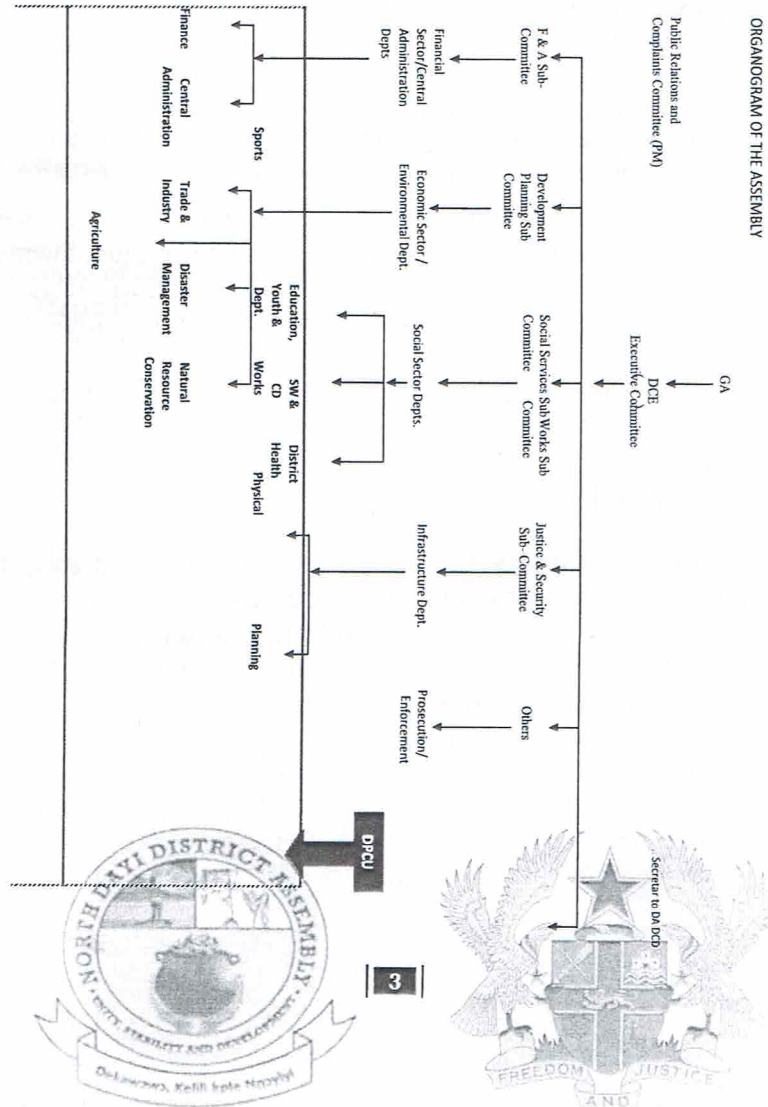
- Be responsible for the overall development of the district and to ensure the preparation and submission through the Regional Coordinating Council for the approval of the development plan of the District to the National Development and Planning Commission (NDPC) for approval and of the budget of the District related to the approved plans to the Minister for Finance for approval.
- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;
- Promote and support productive activity and social development in the district and remove any obstacles to initiative developments;
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district;
- Be responsible for the development, improvement and management of human settlements and the environment in the district;
- In cooperation with appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
- Ensure ready access to the courts and public tribunals in the district for the promotion of justice
- Initiate, sponsor or carry out such studies as may be



necessary for the discharge of any of the functions conferred by the Act or any other enactment; and

- Perform such other functions as may be provided under any other enactment

The District Assembly performs its key functions as outline through the existence and establishment of Departments (decentralized) and units as displayed in the organizational structure below:



INFORMATION ON SOME SERVICES PROVIDED BY THE ASSEMBLY

BUSINESS OPERATING PERMIT

Metropolitan/Municipal /District Assemblies are created as the basic unit of government administration assigned with the overall development of the various areas within their jurisdiction and are also responsible for the effective mobilization of financial and other resources for development, improvement and management of settlement and environment in the various catchment areas.

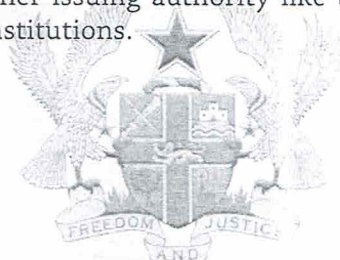
Mobilization of funds by the Assemblies is done through the issuing of among other things Business Operating Permit.

Business Operating Permit is a permit that is issued by government agencies that allows individuals or companies to conduct business within the government (Assemblies) jurisdiction. It is the authorization to start a business issued by the local government.

The Local Government Act (Act 462) sections 34,78,94,98 and also the Fee-Fixing Resolution of the North Dayi District Assembly mandate North Dayi District Assembly to collect the Business Operating permit.

PROCESSES TO OBTAIN A BUSINESS OPERATING PERMIT FROM NORTH DAYI DISTRICT ASSEMBLY

- Write an application or introductory letter to the District Chief Executive stating the Name of the Business, Type of Business and Location of Business.
- Add all relevant documents (Certificate to Commence Business, Certificate of Incorporation etc. if any)
- Cross check of the relevant documents with the Registrar General Department and other issuing authority like the Bank of Ghana for financial institutions.



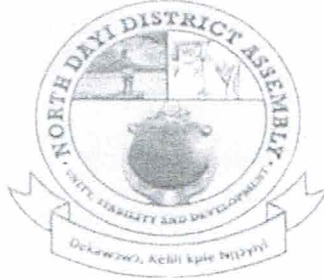
- Inspection of office premises if necessary
- A bill is generated and served on the applicant with reference to the Local Government Act (Act 462) sections 34,78,94,98 and also in accordance with the Fee Fixing Resolution of the North Dayi District depending on the location of the business
- A receipt and a certificate are issued after payment is done at the Finance Unit of the District Assembly
- The certificate is renewable yearly. All Business permits expire on December 31st each year.

Some of the revenue for the assembly is collected based on the extract from the Local Government Act, (Act 462) as indicated below:

Revenue of Local Government Bodies

8. Licenses:

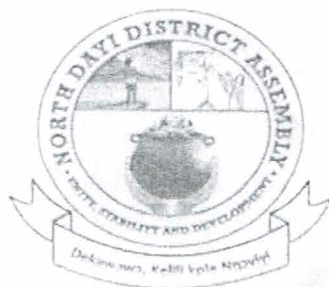
- i. Dog licenses
- ii. Hawkers
- iii. Extension of hours
- iv. Hotels and restaurants
- v. Beer and wine sellers
- vi. Petroleum installations
- vii. Palm- wine sellers
- viii. Akpeteshie distillers / sellers
- ix. Herbalists
- x. Taxi cabs
- xi. Lorry parts overseers
- xii. Taxi drivers (driving license)
- xiii. Self-employed artisans
- xiv. Fishing tolls
- xv. Births and deaths



9. Taxes chargeable on the income of the following categories of self-employed persons:

- a) Spare parts dealers
- b) Chemical sellers
- c) Tailors and dressmakers
- d) Sandcrete blocks manufacturers
- e) Musical spinners
- f) Radio and television repairers
- g) Gold and silver smiths
- h) Drinking bar operators
- i) Professional photographers
- j) Chop bar keepers and cooked food sellers
- k) Butchers
- l) Refrigeration and air conditioning workshop owners
- m) Hairdresser
- n) Garage owners
- o) Video operators
- p) Corn mill owners
- q) Co-operative distillers
- r) Scrap dealers
- s) Livestock breeders and traders
- t) Traders
- u) Liquor sellers

**SOURCE: THE LOCAL GOVERNMENT ACT, (ACT 462) SIXTH SCHEDULE
[SECTION 86]**



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PROPERTY RATE

Under section 96(3) (a) a general rate per cedi on ratable value of valued immovable property situated within the area of jurisdiction of the North Dayi District Assembly is imposed on the following

- Residential properties-all categories
- Commercial properties
- Residential/commercial properties
- Industrial building
- Private schools
- Hospitals
- churches

WHAT IS DISABILITY FUND?

The Disability Fund is two percent (2%) of the District Assembly Common Fund allocated to Persons with Disability in the District. For the effective utilization of the fund, a District Fund Management Committee is put in place to oversee the disbursement and utilization of the fund to the Persons With Disabilities (PWDs) Membership of the Committee is made up of the following:

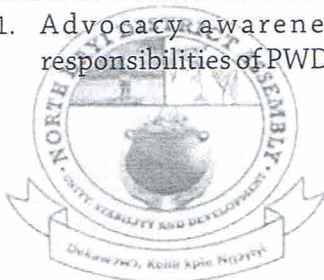
1. District Representative, National Council on Person With Disability (NCPD)
2. Chairperson, Social Services Sub-Committee
3. District Social Welfare Officer, Department of Social Welfare
4. District Representative, Ghana Federation of Persons With Disability
5. Co-opted technical member(s) that the Committee deems fit.

MODE OF ACCESSING FUNDS FOR PWDs.

AREAS FOR FUNDING

The under listed are areas for support under the DACF for PWDs

1. Advocacy awareness raising on the rights and responsibilities of PWDs



2. Strengthening of OPWDs (Organisation Development)
3. Training in employable skills/ Apprenticeship
4. Income generation activities (input/ working Capital)
5. Some educational support for children, students and trainees with disability
6. Provision of technical aids, assistive devices, equipment and registration of NHIS

ACCESS TO DISABILITY FUND

Both groups and individuals shall have access to the fund. Individual PWDs who are not members of any OPWD can access funding from the fund for any of the purposes stated above.

WHO QUALIFIES TO ACCESS THE DISABILITY FUND

Any person who falls under the following categories of disability;

- i. Visually impaired
- ii. Hearing and speech impaired
- iii. Physical challenged
- iv. Multiple Disabled person
- v. The person must be residing in North Dayi District.

WHERE TO APPLY

PWDs must apply through the Department of Social Welfare and Community Development

MODE OF APPLICATION

A written letter for financial Assistance to

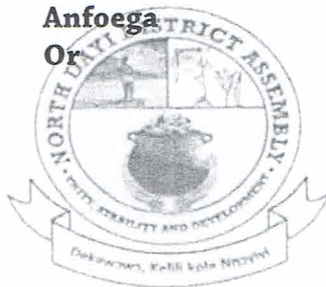
1. The District Chief Executive

North Dayi District

P.O. BOX AFG 37

Anfoega

Or



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**2. The Department Of Social Department
North Dayi District
P. O. BOXAFG 37
Anfoega**

- ✓ Stating reason for requesting for the Funds with supporting document if necessary
- ✓ Obtain application Forms from the Department of Social Development
- ✓ Filled form should be accompanied by 2 passport size photos

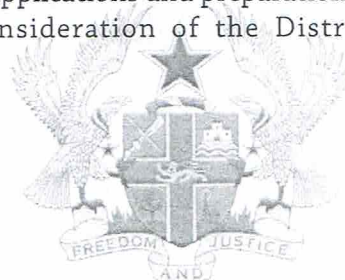
**PHYSICAL PLANNING DEPARTMENT
(THE TOWN AND COUNTRY PLANNING SECTION)**

The North Dayi District Assembly's Physical Planning Department's Town and Country Planning section; exists to address all issues relating to settlement and town planning in order for the District to have well-planned towns and cities.

The Town and Country Planning Section of the Department performs three specific functions at the three levels of governance under the decentralization programme. These include the National, Regional and District Level.

The District level functions, as a matter of concern include the following:

- Preparation of District Spatial Development Framework Plans, Structure Plans and Local (layout) Plans to direct and guide the growth and sustainable development of human settlements.
- Processing of development applications and preparation of planning schemes for consideration of the District Assembly.



- Monitoring urban development processes and recommending for management by the District Assembly.
- Coordination of the diverse physical developments promoted by departments, agencies of government and private developers.
- Providing technical guidance for both public and private institutions and individuals.

FREQUENTLY ASKED QUESTIONS (FAQS)

What is a development permit?

Ans: a development permit is a written notice/permit issued by the Local Authority (the District Assembly) to a developer in a prescribed form before carrying out any physical development on, under or above the land. This includes building permit and other physical development permits.

Why should one obtain development permit?

Ans: per Local Government Act 1993, Act 462 subsection 49, no physical development shall be carried out in a District without prior approval in the form of written permit granted by the District Planning Authority. This among others, is to promote proper planning management of orderly and harmonious development of human settlements

Where can I obtain a development permit?

Ans: all forms of development permits are submitted to the District Secretariat of the Physical Planning Department of the District Assembly.



ABOUT SPONSORSHIP FOR BRILLIANT BUT NEEDY STUDENTS IN THE DISTRICT

In a bid to promote Formal Education in the District, the North Dayi District Assembly at its General Assembly meeting held on 14th April 2014, resolved to support brilliant but needy students in the district with the payment of school fees.

How to access the sponsorship

- Apply to the District Chief Executive with the relevant supporting documents
- Applications would be considered by the District Education Oversight Committee/ Social Service Sub Committee
- Selected applicants would be notified to receive their cheques for the payment of school fees.

Eligibility

- Must have attained admission to the Basic, Secondary of Tertiary institution or be in school
- Must be brilliant but needy

OPERATION OF GRADER /TRACTOR SERVICES

The North Dayi District Assembly operates grader/tractor services which is available to the general public. Any individual who needs the services of the grader/tractor should follow the following steps:

- Contact the transport officer of the Assembly for inspection of the site where the grader/tractor is to work
- When the site is inspected and the grader/tractor can do the work, the applicant fills an application form at the finance unit and pay the hiring fee.

*Note: hiring fee (refer to Fee-Fixing Resolution of the Assembly)
Fueling and salary of the operators are the responsibility of the Assembly*



Conditions guiding the hiring of the grader/tractor

All conditions guiding the hiring of the grader/tractor can be found on the application form.

PUBLIC RELATIONS AND COMPLAINTS COMMITTEE

The North Dayi District Assembly by virtue of the Local Government Act, (Act 462) section 27 has established the Public Relations and Complaints Committee which is chaired by the Presiding Member and is responsible for receiving complaints made against the conduct of Assembly Members and staff of the Assembly from the public and makes recommendations to the Assembly.

