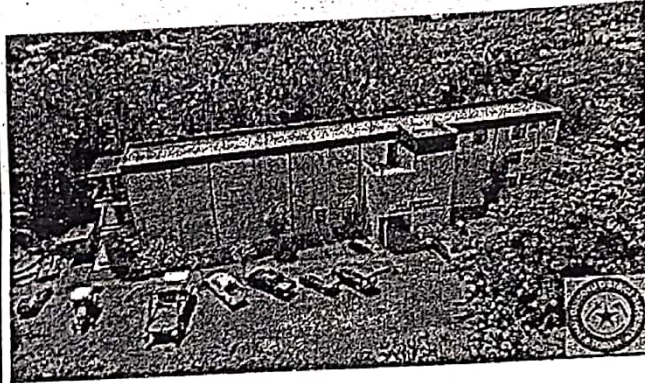


# Shai Osudoku District Assembly



## CLIENT SERVICE CHARTER July 2020

## **PREAMBLE**

The Shai-Osudoku District Assembly is one of the Twenty -Nine District in the Greater Accra Region of Ghana.

The district was created by the Government of Ghana on March 15<sup>th</sup> 2012 (L.I 2137). It is located in the South-Eastern part of Ghana and Dodowa is the administrative capital of the district.

The Shai-osudoku District is divided into four Town/Area Council (i.e Sub-Governance structures) for effective administration. The District has two traditional area (Shai and Osudoku) with 22 Electoral

## **FUNCTIONS OF THE ASSEMBLY**

The District Assembly is required to perform all the functions conferred on District Assemblies by the Local Governance Act (2016), Act 936 and the Legislative Instrument (LI) 2137 of 2012 that established the district.

To exercise political and administrative authority in the district, promote local economic development and Provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.

## **VISION**

To transform Shai-Osudoku District from an economically deprived to a viable district where there are prospects for gainful employment.

## **MISSION**

The Shai Osudoku District Assembly exists to create the enabling Environment for the equitable provision of the services for the total Development of the District in collaboration with all stakeholders.

## **CORE VALUES**

The Core Values of the Assembly include:  
**Accountability, Transparency, Creativity, Diligence, Discipline; Equity, Integrity, Innovativeness; Timeliness and Client-Oriented,**

## **MANAGEMENT**

**Hon. Daniel Akuffo** – District Chief Executive  
**Hon. Noah Sabutey** – Hon. Presiding Member  
**Mrs. Elisabeth Ampaw Deletsa** – District Coordinating Director

## DEPARTMENTS, UNITS & AGENCIES

The district has 11-decentralized department and 8-Units with the following agencies operating under the district

- Ghana Water Company
- Electricity Company of Ghana
- National Commission of Civic Education.
- Ghana Police Service
- Youth Employment Agency
- Community Water etc

## SERVICES

No.	Services	Timeframe	Procedure	Requirement from Client	CONTACT
1.	General Enquiries	Within 5 working days	Received General Request/Enquiries and Respond	Walkin, call /email Written letters	
2.	Approval of Development Plan Permit	Within 30 working days	Received, Vet and Approve Development Plan	Submit plan for approval with relevant documents and attachment	Physical Planning Depart- 0241526006
3.	Business Development Service. (Gives Technical and Managerial Training, Business Counseling Access to credit)		Call or walk in to the BAC office.	Client expressed interest and need assessment	Business Advisory Centre- 0244284000
4.	Service to PWD'S		Received, Register PWD'S and Provide Resources	Walkin, call with relevant document	Social Welfare and Community Development 0243118524
6.	Development Planning		Received needs, engage stakeholders and approve the programs and activities.	Submit community needs and aspirations	Development Planning Unit- 0244-055505
7.	ICT Training, Repairs of Computer and Website Development.	Within a month	Pick application form from the Community Information Centre close to the NHIS Office	Walkin and make enquiries	ICT 0243678509 / 0246259954

## **ORGANISATION'S COMMITMENT**

We are committed to providing the best quality service in carry out our legislative

Responsibilities and tasks for our client to:

- To provide high quality, timely and comprehensive advice /information on the District programs, policies and activities
- Offer service without discrimination
- Place public interest first before personal interest
- Policy documents and circulars shall be disseminated within a timely manner in the district
- Make information available through District website and news print
- If we are unable to answer your phone query immediately, we will take your contact details and ensure that you received

A response within 5 working days.