

ATWIMA NWABLAGYA NORTH DISTRICT ASSEMBLY



CLIENT SERVICE CHARTER 2024-2027

MARCH 2024

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LIST OF ACRONYMS AND ABBREVIATIONS

ANNDA	Atwima Nwabiagya North District Assembly
ARCC	Ashanti Regional Co-ordinating Council
LI	Legislative Instrument
CSU	Client Service Unit
CSO	Client Service Officer
LGS	Local Government Service
OHLGS	Office of the Head of Local Government Service
MMDAs	Metropolitan, Municipal and District Assemblies
SDS	Service Delivery Standards
DSWCD	Department of Social Welfare and Community Development
MGCSP	Ministry of Gender, Children and Social Protection
CLIC	Community Leap Implementation Committee
RTI	Right to Information
TO	Transport Officer
EHSU	Environmental Health and Sanitation Unit
NRB	Nwabiagya Rural Bank

FOREWORD

The Atwima Nwabiagya North District was established by Legislative Instrument (L.I) 2327 in November 2017 in accordance with Part One, Sections 3(1) of the Local Governance Act 2016 Act 936 with the mandate of been responsible for the overall development of the district through the formulation and execution of plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district.

The Client Service Charter is a social contract between the Assembly and the general public aimed at providing them information on the available services that the Assembly provides, and to also serve as a practical guide to clients and stakeholders on the service delivery processes and procedures of the Assembly. It is also a reference point for staff and departments of the Assembly in their dealings with the general public who are clients of the Assembly.

ACKNOWLEDGEMENT

We acknowledge the immense role of the Office of the Head of the Local Government Service (OHLGS) and the Ashanti Regional Co-ordinating Council (ARCC) for providing technical support in the form of training which has ensured the successful development and review of this Charter.

We also express our gratitude to all Heads of Departments and Units for the collaboration and support we received during the compilation of the Service Delivery Timelines. The Assembly will continue to discharge its duties diligently to ensure the overall development of the District through improved service delivery.

SAHIB MIKAIL ABDUL-RAHMAN
DISTRICT CO-ORDINATING DIRECTOR

1.0 INTRODUCTION

1.1 ESTABLISHMENT OF THE DISTRICT

The Atwima Nwabiagya North District is one of the Administrative MMDAs in the Ashanti Region. The District was established by Legislative Instrument (L.I) 2327 in November, 2017. It was carved out of the then Atwima Nwabiagya District in March, 2018 with Barekese as its capital.

1.2 ADMINISTRATIVE BOUNDARIES

The District shares Administrative Boundaries with the Atwima Nwabiagya Municipality and the Ahafo Ano South-West District to the West, Offinso Municipality to the North, Kumasi Metropolis and Kwadaso Municipal to the South and Afigya Kwabre South District to the East. The estimated area covered by the District is 111.20 sq km. Barekese, the capital is about 27.6 kilometres south of Kumasi, the capital of Ashanti Region, on the Bantama-Abrepo road.

1.3 POPULATION SIZE

The total population of the District according to the 2021 Population and Housing Census stood at One Hundred and Fifty-five Thousand and Twenty-five (155,025) comprising Seventy-six Thousand, Eight Hundred and Seventy-seven (76,877) males and Seventy-eight Thousand, One Hundred and Forty-eight (78,148) females.

1.4 ESSENCE OF THE UPDATED SERVICE CHARTER

The Atwima Nwabiagya North District Assembly (ANNDA) after its establishment in 2018 prepared its maiden Service Charter in March 2020 to express the commitment of the Assembly to provide quality service to the general public by informing them about the available services and the processes and procedures of accessing these services. It also served as a reference point for staff and Departments of the Assembly in their dealings with the general public in the delivery of services as well as the redress mechanisms available. The maiden Charter has served its intended purpose of informing the citizenry about the available services and how they can access them and the time frame.

There has however been reforms in the services delivered and service delivery procedures of the Assembly notably, the development of the Client Service Unit Operational Manual in 2023 and the operation of other departments of the Assembly among others. This development,

coupled with the need to review the Service Charter every four (4) years, necessitated a review of the Maiden Service Charter. This Charter is therefore an up to date version of the maiden one to reflect the current reforms and services being provided by the Assembly. It is expected that the Reviewed Service Charter will effectively and efficiently guide the clients to access various services of the Assembly.

1.5 OUR VISION

The vision of the Assembly is to become a District Assembly of excellence in service delivery for accelerated and sustainable development among all the District Assemblies in Ghana.

1.6 OUR MISSION

The Atwima Nwabiagya North District Assembly exists to improve the living standards of the people through mobilization of resources and provision of services and socio-economic infrastructure for the total development of the District within the framework of good governance.

1.7 OBJECTIVES

The Assembly strives to achieve the following objectives.

- ✓ To become a District Assembly of excellence in service delivery with our clients as our prime focus.
- ✓ To improve the living standards of the people through efficient and effective resource mobilization, usage and accountability.
- ✓ To promote good governance by ensuring transparency and participation at all levels of the District Assembly.

1.8 CORE VALUES

Our work is guided by our belief and commitment to the following core values:

Anonymity and Permanence, Client-oriented, Loyalty and Commitment, Transparency and Accountability, Diligence, Discipline and Timeliness, Creativity and Innovativeness, Equity and, Impartiality and Integrity.

2.0 FUNCTIONS OF THE ASSEMBLY

The Atwima Nwabiagya North District Assembly performs the following functions in accordance with Section 145 of the 1992 Constitution of the Republic of Ghana and Part One, Sections 12 and 13 of the Local Governance Act, 2016, Act 936

- ✓ Exercises political and administrative authority in the district by promoting local economic development and providing guidance, gives direction to and supervise all other administrative authorities in the district;
- ✓ Exercises executive, legislative and deliberative functions;
- ✓ Be responsible for the overall development of the district;
- ✓ 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;
- ✓ Sponsor the education of students from the district to fill particular manpower needs of the district;
- ✓ Initiate programmes for the development of basic infrastructure in the district;
- ✓ Ensure the development, improvement and management of human settlements and the environment in the district;
- ✓ Be responsible for the maintenance of security and public safety in the district;
- ✓ Ensure ready access to the courts in the district for the promotion of justice;
- ✓ Ensure the promotion of cultural heritage within the district;
- ✓ Be responsible for carrying out and executing within the district the provisions of the Auction Sales, Liquor Licensing and Control and Prevention of Bushfires Acts;
- ✓ perform such other functions as may be provided under any other enactment including local economic development, social protection and other emerging roles.

3.0 STRUCTURE OF THE ASSEMBLY

The Assembly is made up of the following:

- ✓ General Assembly headed by the Presiding Member
- ✓ the Executive Committee headed by the District Chief Executive
- ✓ The Sub-committees presided over by their Conveners
- ✓ The Public Relations and Complaints Committee headed by the Presiding Member

- ✓ The District Co-ordinating Director as the Secretary to the Assembly
- ✓ The Departments of the Assembly who report administratively to the District Chief Executive through the District Co-ordinating Director

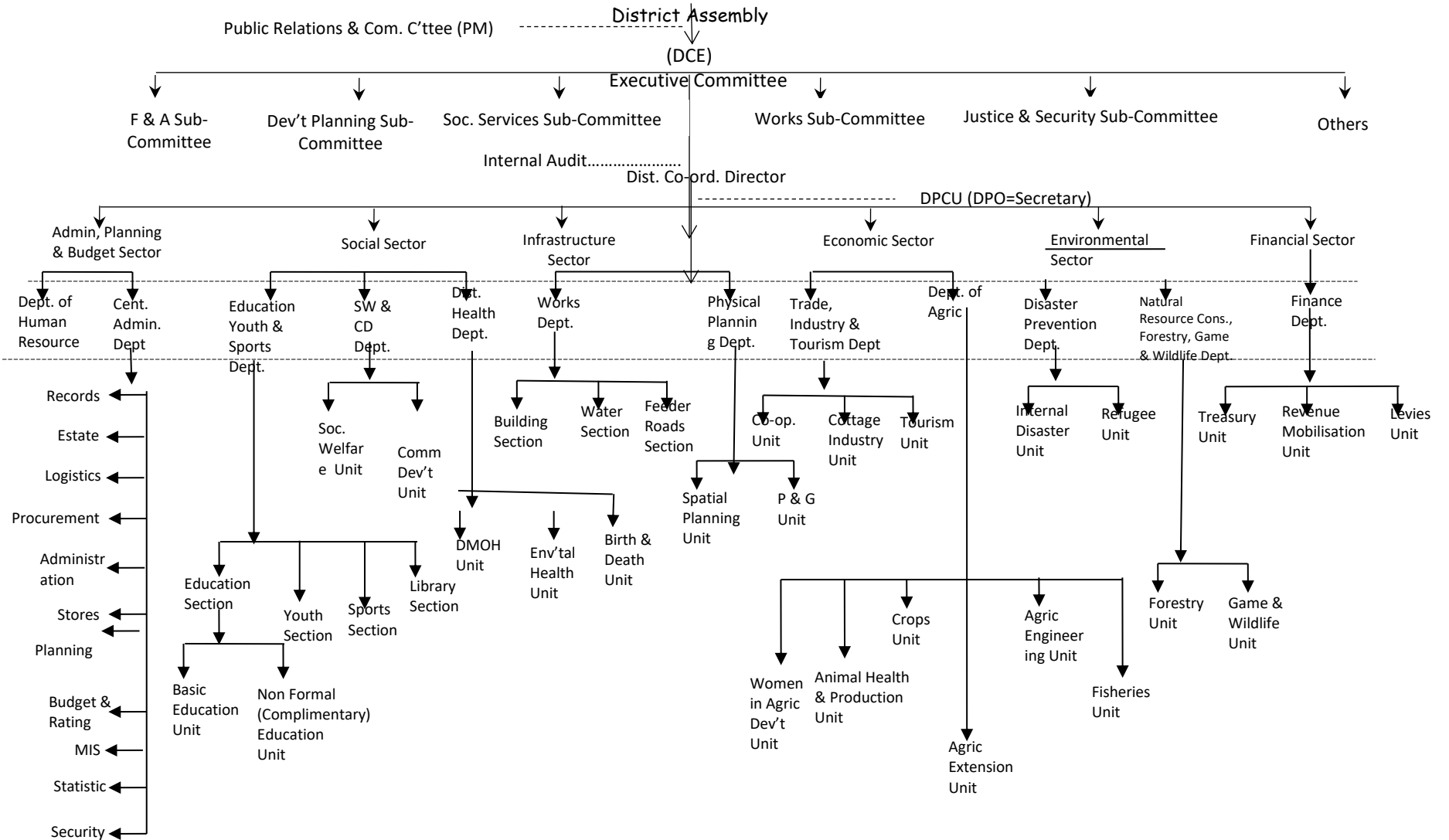
3.1 DEPARTMENTS OF THE ASSEMBLY

The following are the Departments of the Assembly:

1. Central Administration,
2. Finance Department,
3. Works Department,
4. Department of Social Welfare and Community Development,
5. Department of Agriculture,
6. Physical Planning Department,
7. Disaster Prevention and Management Department,
8. District Health Department,
9. Department of Education, Youth and Sports,
10. Human Resource Department, and
11. Statistics Department
12. Birth and Death Department
13. Department of Trade and Industry
14. Natural Resource Conservation Department
15. Department of Housing***

Figure 1 below is the organogram of the Assembly.

FIGURE 1: ORGANOGRAM OF THE ASSEMBLY



4.0 SERVICES PROVIDED BY THE ASSEMBLY

The Assembly provides the under-listed services amongst others:

1. Issuance of Development and Building Permits
2. Preparation and approval of Planning Schemes/Layouts
3. Issuance of Business Operating Permit
4. Handling of permit development related complaints
5. Issuance of Temporary Structure Permit
6. Issuance of Birth and Death Certificates
7. Registration of Marriages
8. Registration of NGOs/CBO/Private Schools
9. Settlement of Maintenance/Custody/Paternity Cases
10. Registration and Assistance of PLWD
11. Registration LEAP Beneficiaries
12. Management of Stray Animals
13. Management of Complaints relating to Stray animals
14. Management of Complaints relating to Noise Nuisance
15. Management of Complaints relating to Waste Management
16. Issuance of Food Vendors Certificate
17. Issuance of Home/Private Burial Certificate
18. Settlement of Civil Cases brought to PRCC
19. Recruitment of Commission Collectors and other Temporary Staff
20. Award of Contract
21. Provision of Information under the RTI Act
22. Registration of Farmers
23. Management of Disaster
24. Registration of Transport Unions

5.0 SERVICE DELIVERY STANDARDS

As part of measures to improve the quality of service delivery to the citizenry and maximise clients' satisfaction, the Assembly adheres to the following service delivery standards developed by the Local Government Service for MMDAs:

- ✓ **Participation:** The involvement of relevant stakeholders including Civil Society Groups, Media, NGOs, Private Sector and Community Members in the planning, implementation, monitoring and evaluation of programmes and projects in Assembly;
- ✓ **Professionalism:** The demonstration of requisite skills and competencies, and the ability to adapt best practices in the delivery of services to the satisfaction of our clients whilst adhering to ethical standards;
- ✓ **Client Focus:** Using the client requirements to prioritize and consistently develop affordable and accessible services in a timely manner;
- ✓ **Transparency:** Providing all stakeholders with the understanding of how the Assembly operates, and furnishing them with easy access to adequate and timely information regarding decisions and actions taken by the Assembly;
- ✓ **Efficient and Effective:** The optimal use of resources (including time, human, natural, financial resources, etc.) to provide services and products that satisfy the requirements of users in a timely manner and;
- ✓ **Accountability:** Taking responsibility for our actions and/or in-actions in rendering services and informing citizens on the use of public resources.

6.0 SERVICE DELIVERY TIME FRAME

The specific services provided by the Commission, and the expected time frame for delivery are presented in the Table 1 below:

SERVICE DELIVERY TIME

Services on Offer	Timelines For Service Delivery	Procedure and Processes	Requirements from client	Department/ Unit Responsible
1.Issuance of Development and Building Permit	Within 30 days	<ul style="list-style-type: none"> ✓ Receive application letter from client ✓ Vetting of application. ✓ Conduct site inspection with the applicant or his agent. ✓ Technical Sub-committee meets to consider the application. ✓ Technical Sub-committee forwards recommendations to the Spatial Planning Committee. ✓ Spatial Planning Committee meets to consider recommendations ✓ Communicate feedback to client <p>NOTE: A person who carries out a physical development without a permit or complying with the conditions in the permit commits an offence and is liable to conviction in accordance with Section 94 of the Local Governance Act, 2016 Act 936.</p>	<ul style="list-style-type: none"> ✓ Submit application with the following supporting documents: Allocation Paper, Site Plan and Architectural Drawings. ✓ Payment of the required fees if approval is granted 	Physical Planning and Works Departments

<p>2. Preparation and approval of planning schemes/layouts</p>	<p>Within 3 months</p>	<ul style="list-style-type: none"> ✓ Receive base of the area from the landowner /Surveyor ✓ Preparation of the plan of the area ✓ draft Plan forwarded to Technical Sub-committee for consideration. ✓ The Technical Sub-committee meets and forwards its recommendation to the Spatial Planning Committee for approval. ✓ Spatial Planning Committee approves or otherwise of the Plan and notify the landowner. 	<ul style="list-style-type: none"> ✓ Submit base of the area to the Physical Planning Department. 	<p>Physical Planning Department</p>
<p>3. Issuance of Business Operating Permit</p>	<p>3-7 working days 2 working days</p>	<ul style="list-style-type: none"> ✓ Receive application ✓ The business-related officer inspects the business site ✓ The business related officer submits inspection report to DCD for approval or otherwise ✓ Certificate is issued to applicant <p>NOTE: Already registered businesses are issued with demand notices for renewal of their permit instead of application.</p>	<ul style="list-style-type: none"> ✓ Applicant submits application to the DCE through the Records Management Unit ✓ Applicant pays the required fees if approval is granted 	<p>Revenue Unit/Related Office</p>

<p>4. Handling permit development related complaints</p>	<p>1-3 days</p>	<ul style="list-style-type: none"> ✓ Receive complaint from complainant ✓ Site inspection to ascertain ownership of the site and the right to develop. ✓ Complaint is solved based on individual permits of the two parties. ✓ In the absence of a permit, the dept resorts to the layout of the area 	<ul style="list-style-type: none"> ✓ Complainant reports complaint to the Physical Planning or Works departments through the Client Service Unit ✓ Complainant and defendant produces documents of ownership and permit 	<p>Physical Planning and Works Departments</p>
<p>5. Issuance of Temporary Structure Permit</p>	<p>1-5 Working days</p>	<ul style="list-style-type: none"> ✓ Receive application letter from applicant ✓ Site inspection to ascertain evidence of good title to the land or permission from relevant stakeholders. ✓ Permit is issued or denied based on the inspection report 	<ul style="list-style-type: none"> ✓ Applicant submits application letter through the Assembly Member of the area. ✓ Applicant pays required fees 	<p>Works Department</p>
<p>6. Issuance of Birth Certificate</p>	<p>Within 2-3 Months</p>	<ul style="list-style-type: none"> ✓ Receive or complete application form for applicant ✓ Forward completed application form to the Regional Office for processing and payment of required fees. ✓ Regional Office forwards application to the Head Office for certificate to be generated. ✓ Birth Certificate is issued <p>NOTE: one can also access the online application at ghana.gov.gh</p>	<ul style="list-style-type: none"> ✓ Applicant provides the following data: Name, date of birth, place of birth, mother and father's name, mother and father's occupation, mother and father's Identification Card number (NHIS/GH Card/Voter ID Card/Passport), house number, name 	<p>Births and Deaths Department</p>

			of informant, religion and telephone number. ✓ Applicant pays required fees	
7. Issuance of Death Certificate	Within 3 Months	<ul style="list-style-type: none"> ✓ Receive or complete application form for applicant ✓ Forward completed application form to the Regional Office for processing and payment of required fees. ✓ Regional Office forwards application to the Head Office for certificate to be generated. ✓ Death Certificate is issued 	<ul style="list-style-type: none"> ✓ Applicant provides the following data: Name of deceased relative, hometown of deceased, date of death, place of death, certified cause of death or mortuary document, burial permit, name of informant, National identification (NHIS/GH Card/Voter ID Card/Passport) and telephone number. 	Births and Deaths Department
8. Registration of Marriages	21 days	<ul style="list-style-type: none"> ✓ Completion of registration form ✓ Couple pays the required fess ✓ Application is processed and published on the Assembly's Notice Board for 21 days. ✓ If there is no objection from anyone after the expiration of the 21 days, the Certificate is issued to the couple 	<ul style="list-style-type: none"> ✓ Couple provides the following information: Name, marital status, age, location, parents, religion ✓ Couple pays required fees 	Registrar of Marriages (Records Management Unit)

9. Registration of NGOs/CBO/ Private Schools	5-15 working days	<ul style="list-style-type: none"> ✓ Receive application ✓ Conduct background checks. ✓ Forward recommendations to the DCD. ✓ Issuance of registration forms to NGOs/CBOs for completion ✓ Issuance of Certificate if approval is given or notifies the owner of the reasons for non approval. 	<ul style="list-style-type: none"> ✓ Owner submits application to the DCE through the Records Management Unit ✓ Payment of required fees 	DSWCD
10 . Settlement of Child Maintenance/Custody /Paternity Cases	7-21 working days	<ul style="list-style-type: none"> ✓ Receive Complaint ✓ Send invitation letter to the Respondent ✓ Invite both parties to the office for hearing ✓ Case is either settled, adjournment or referred to the court 	<ul style="list-style-type: none"> ✓ Lodging of Complaint at the DSWCD through the Client Service Unit ✓ Respond to invitation 	DSWCD
11. Registration and Assistance to PLWD	Quarterly based on release of funds	<ul style="list-style-type: none"> ✓ Application received and captured into database ✓ DSWCD Conducts needs assessment ✓ DSWCD selects the potential beneficiaries ✓ DSWCD submits list of potential beneficiaries to Fund Management Committee (FMC) for consideration ✓ FMC approves recommendations or otherwise. ✓ Assistance is given to approved beneficiaries. 	<ul style="list-style-type: none"> ✓ Submit application to DSWCD 	DSWCD

12. Identification and Registration of LEAP Beneficiaries	5-14 days	✓ Identification of beneficiaries	✓ Provide relevant personal information	DSWCD	
	7 days	✓ Registration and enrolment onto the programme			
	Quarterly	✓ Beneficiaries accounts credited			MGCSP
	3 days	✓ Dissemination of payment information to CLIC Members for mobilisation of beneficiaries			DSWCD
	2 days	✓ Mobilization for Payment to beneficiaries ✓ Payment to beneficiaries by the bank			DSWCD/ NRB
13. Management of Stray Animals	7 days	✓ Receive strayed animal	✓ Arrest and present strayed animal to Assembly ✓ Owner contacts Assembly for payment and collection	Environmental Health and Sanitation Unit (EHSU)	
	7 days	✓ Animal is kept in a pound for at most 7 days ✓ Demand notice is pasted on notice board, police station, market, lorry station and court if owner fails to appear after the expiration of the 7 days.			
	1 day	✓ Strayed animal is auctioned to the general public after the notice is pasted for 7 days and proceeds deposited into the Assembly's account.			
14. Management of Complaints relating to Stray animals	1-2 working days	✓ Receive complaint ✓ Inspection of destruction site by Environmental Health and Sanitation Unit ✓ Notice of auction is pasted on notice board, police station, market, lorry station for 7 days.	✓ Lodge complaint at the Environmental Health and Sanitation Unit through Client Service Unit.	Environmental Health and Sanitation Unit	

		<ul style="list-style-type: none"> ✓ The stray animal is auctioned if the owner fails to show up after 7 days. 	<ul style="list-style-type: none"> ✓ Owner of the animal reports to the office and is charged to pay for the damages caused and the number of days the animal stayed in the Assembly's pound 	
15. Management of Complaints relating to Noise Nuisance	3-7 working days	<ul style="list-style-type: none"> ✓ Receive complaint ✓ Environmental Health and Sanitation Unit visits the site to check the noise level ✓ Environmental Health and Sanitation Unit serves notice to the defendant and complainant to appear at the office if the noise above the normal noise level as per law. ✓ Education is given to both parties to on how to control the noise for a peaceful co-existence, or ✓ Court action is taken against the defendant if the noise level is high and defendant fails to control it after education. 	<ul style="list-style-type: none"> ✓ Affected person lodges complaint at the Environmental Health and Sanitation Unit through Client Service Unit. 	Environmental Health and Sanitation Unit
16. Management of Complaints relating to Waste Management	3-7 working days	<ul style="list-style-type: none"> ✓ Receive complaint ✓ Environmental Health and Sanitation Unit visits site to ascertain the facts. ✓ Notice is served to the defendant and complainant to appear at the office 	<ul style="list-style-type: none"> ✓ Affected person lodges complaint at the Environmental Health and Sanitation Unit through 	Environmental Health and Sanitation Unit

		<ul style="list-style-type: none"> ✓ Education is given to both defendant and complainant ✓ Court action is taken against defendant if he fails to abide by the education given. 	Client Service Unit.	
17. Issuance of Food Vendors Certificate	<p>1-2 working days</p> <p>1-3 working days</p>	<ul style="list-style-type: none"> ✓ Food Vendor reports to the Environmental Health and Sanitation Unit. ✓ Applicant is issued with a Lab form for blood investigation for Hepatitis and typhoid. ✓ Applicant is issued with Certificate if lab results is negative, or referred to a recognised hospital for further investigation and treatment if tested positive. 	<ul style="list-style-type: none"> ✓ Pick lab form at the EHSU ✓ Visit the lab for the necessary tests to be conducted. ✓ Applicant submits lab results to EHSU 	Environmental Health and Sanitation Unit /Lab Tech
18. Issuance of Home/Private Burial Certificate	4-7 Working days	<ul style="list-style-type: none"> ✓ Deceased relative submits application to the DCE through the records Unit. ✓ Inspection of the proposed burial site to ascertain the suitability of the site. ✓ Submission of inspection report to the DCE. ✓ Burial certificate is issued 	<ul style="list-style-type: none"> ✓ Deceased relative submits application to RMU ✓ Pay the approved fees 	Environmental Health and Sanitation Unit
19. Settlement of Cases brought to PRCC	10-30 Working days	<ul style="list-style-type: none"> ✓ Complainants submits complaint to the PRCC through the Client Service Unit. ✓ PRCC meets both parties (separately or jointly). ✓ PRCC presents recommendations to the General Assembly for final decision 	<ul style="list-style-type: none"> ✓ Submits complaint to the PRCC through the Client Service Unit. ✓ Meet PRCC on appointed time 	PRCC

		<ul style="list-style-type: none"> ✓ PRCC acts on the Assembly's recommendation(s) and gives feedback to complainant. 		
20. Recruitment of Commission Collectors and other Temporary Staff	14-30 Working days	<ul style="list-style-type: none"> ✓ Receive application letter ✓ Applicant invited for interview if vacancy exists ✓ Selected applicant is made to sign a bond with two guarantors ✓ Issuance of appointment letter. 	<ul style="list-style-type: none"> ✓ Submit application to the DCE through Records Management Unit ✓ Report on time for interview ✓ Present guarantors for bonding 	Finance and Human Resource Departments
21. Award of Contract	6 -8 weeks	<ul style="list-style-type: none"> ✓ Publishing of invitation to Tender on a daily newspaper and the Assembly's website for 6 weeks for interested contractors to bid. ✓ Make tender documents available to interested contractors for a fee. ✓ Organise tender opening meeting to open the tenders in the presence of the contractors ✓ An evaluation of the tender is conducted to select the qualified contractor. 	<ul style="list-style-type: none"> ✓ Purchase and submit tender with all relevant supporting documents within the timeline. ✓ Attends tender opening meeting 	Procurement Unit/Entity Tender Committee
22. Access to Information	14 working days	<ul style="list-style-type: none"> ✓ Receive request for information ✓ Acknowledge receipt of request within 14 days upon the receipt of the request. ✓ Release information or state reasons why the information cannot be released. 	<ul style="list-style-type: none"> ✓ Submit application for information ✓ Co-operate with the RTI Officer in the process 	Right to Information Unit

23. Registration of Farmer Based Groups/Individual	5 working days 2 working days 5-14 working days	<ul style="list-style-type: none"> ✓ Receipt of application ✓ Monitoring and evaluation of group/individual by DAOs ✓ Enrolment of group of individual farmers ✓ Assistance in the form of farm inputs and technologies given 	<ul style="list-style-type: none"> ✓ Submission of application ✓ Make farm available for inspection 	Agric Department
24 Management of Disaster	3-5 days	<ul style="list-style-type: none"> ✓ Receive report of disaster or impending disaster ✓ Disaster Prevention & Management's Department visits the site to assess the situation and establish the damage caused. ✓ Disaster Prevention & Management's Department submits inspection report to DCE. ✓ Relief items are given to victims if available 	<ul style="list-style-type: none"> ✓ Report disaster or impending disaster to the Disaster Management Department ✓ Provide needed information to NADMO 	Disaster Prevention and Management (NADMO)
25. Registration of Transport Unions	1-3 Working days	<ul style="list-style-type: none"> ✓ Receipt of application ✓ Transport Officer (TO) conducts background checks of the suitability of the site ✓ Transport Officers submits recommendation to the DCD for approval or otherwise ✓ Permit is issued upon approval or Union would be notified if approval is refused with the reasons. 	<ul style="list-style-type: none"> ✓ Union submits application to the DCE through the Records Management Unit. ✓ Co-operate with TO for background checks 	Transport Officer

7.0 WHAT WE EXPECT FROM OUR CLIENTS

The quality of service we can provide to our clients depends on the input and co-operation we receive from them. Accordingly, we expect our clients to:

- ✓ Identify themselves to enable us handle their issues adequately and efficiently without unnecessary bottlenecks that may be caused by anonymity
- ✓ Provide timely and accurate required information.
- ✓ Communicate clearly to our staff on issues
- ✓ Co-operate and be patient with our staff
- ✓ Comply with our rules, guidelines and regulations
- ✓ Accord our staff the utmost respect
- ✓ Inform us if you are not satisfied with our service
- ✓ Provide feedback to enable us improve upon our service delivery.

8.0 CLIENT SERVICES UNIT

A Client Services Unit (CSU) has been established in the Assembly with the aim of responding timeously to clients' request for information, assistance and complaints related to services provided by the Assembly. The CSU may be contacted in writing, by phone or in person through: The Client Service Unit located on the left-hand side of the main entrance to the Assembly on the ground floor of the main Assembly building. **The contact details are:**

The Client Service Officer
Atwima Nwabiagya North District Assembly
Client Service Unit
Ground Floor
Barekese
Telephone: 0551549342

9.0 FEEDBACK MECHANISM

To improve upon our service delivery, we encourage clients to let us know of any comments, suggestions and compliments. Issues on feedback should be channelled through our:

- ✓ Client Service Unit
- ✓ Website and other relevant Social Media Handles
- ✓ Periodic engagements with stakeholders
- ✓ DCE's engagement with the communities
- ✓ We guarantee confidentiality and privacy regarding the client's identity and the subject.

10.0 WHEN YOU CAN FIND US

During normal working hours from 08:00-17:00hrs (8am-5pm) from Mondays to Fridays.

11.0 WHERE TO FIND US

11.1 PHYSICAL LOCATION

The Assembly is located in Barekese adjacent the new District National Health Insurance Office near the Barekese Senior High School on the Kumasi-Barekese Road.

11.2 POSTAL ADDRESS

Atwima Nwabiagya North District Assembly
Private Mail Bag
Barekese-Ashanti

11.3 E-mail:

annda.gov@gmail.com

11.4 Website:

<http://annda.org>

11.5 Facebook:

Atwima Nwabiagya North District Assembly

11.6 YouTube :

Atwima Nwabiagya North District Assembly

11.7 TikTok:

anndaids

11.8 Digital Address:

AH-1813-5929

NOTE: Where you are still not satisfied with the outcome of our services, you may address your comment/ complaints to:

The District Co-ordinating Director
Atwima Nwabiagya North District Assembly
Private Mail Bag
Barekese-Ashanti
0208228258

12.0 SOME IMPORTANT TELEPHONE NUMBERS

No.	Service Area	Contact Person	Contact
1	Lodging of general Complaints and Enquiries	Nana Efua Fynnba Mensah	0551549342
2	Child and Family Welfare, PWD	DSWCD Office line	0322499382
3	Sanitation and Noise related issues	Abdulai Abdul-Salam	0244760247
4	Building/Container permit	Daniel Donyinah Franz Ebo Yartel	0243636434 0208425828
5	Marriage Registration	Carlos Agyemang Dey	0243706337
6	Births and Deaths Registration	Comfort Arku	0244485731
7	Business Operating Permit	Dora Boaduwaa	0249132141
8	PRCC	Augustine Agyei	0543325251
9	Disaster Management and Prevention (NADMO)	James Kwabena Nketiah	0240443313