

CDA



CHEREPONI DISTRICT ASSEMBLY

SERVICE DELIVERY CHARTER

DISTRICT PROFILE

1.0 HISTORICAL BACKGROUND

The historical development of the Chereponi District started within the Saboba District. Chereponi District was carved out of Saboba District in October 2007 following the Executive Instrument (E.I.11). The Chereponi District was officially inaugurated on Friday February 29, 2008 with Chereponi as its capital.

2.0 LOCATION AND SIZE

The Chereponi District is one of the Six (6) administrative districts in the newly created North East Region and located between latitudes $10^{\circ} 10^1$ S and $10^{\circ} 20^1$ N eastwards and longitude $10^{\circ} 10^1$ N and $10^{\circ} 20^1$ S northwards. It shares boundaries with the Gushegu District to the West; Bunkpurugu-Nakpanduri District to the North; Saboba and Yendi Districts to the South and South-West and The Republic of Togo to the East bordered by the River Oti. The District has a total land area of approximately 1,374.7sq km (2010 PHC).

The District had a total population of 53,394 in the 2010 Population and Housing Census, with males constituting 26,206 and 27,188 females. In 2018 it was estimated as 64,302. The projected population for 2020 is estimated to be 67,294 with an intercensal growth rate of 1.9 percent, which is the same as the regional growth rate. The Chereponi District in total has 169 settlements.

3.0 GOVERNANCE AND ADMINISTRATION

The Decentralization Policy gave rise to the establishment of the District Assembly system. Politically, Chereponi District is made up of one (1) Town and five (5) Area Councils with 100 Unit Committee members in all the councils. The Town Council is Chereponi while the Area Councils are Wenchiki, Tombu, Tambong, Nansoni and Wonjuga.

The Chereponi District Assembly has a total of 33 Assembly members made up of 20 elected members, 11 appointed members, a District Chief Executive, and a Member of Parliament. The District has just one (1) Constituency.

The District Assembly is the highest political and administrative authority in the district. It consists of:

- The District Chief Executive
- The 31 Hon. Assembly members
- The Member of Parliament

- The assembly has a presiding officer who presides over general assembly meetings. The district assembly coordinating director who is a career civil servant is the secretary to the assembly and performs administrative functions and policies which are implemented by the assembly. The assembly authority has Eight(8) sub-committee which are responsible for collating and deliberating on issues relevant to its deliberative, executive legislative functions. They submit their recommendations to the metropolitan authority for consideration which are later ratified by the general assembly
- The assembly has public relation and complains committee chaired by the presiding member.
- The assembly has a client service unit with a designated officer.

MISSION STATEMENT

To Improve the Living Standards of its People through Good governance and Effective Mobilization and judicious utilization of both Human and Material Resources on as unsustainable basis.

VISSION STATEMENT

A Peaceful District with equitable representation, vibrant economy, access to quality education and health service, food security and a sound environment.

OBJECTIVES

1. To provide socio-economic infrastructure and service in the district
2. To provide effective and efficient revenue mobilization and management
3. To ensure clean ,safe, and healthy environment
4. To promote socio-economic activities in the district especially for the vulnerable and excluded
5. To improve upon the logistics and human resources of the district.
6. To enhance good governance and civic responsibility by strengthening the administrative set up
7. To improve effective private sector participation in the development of the district
8. To facilitate the development and application of information and communication technology (ICT).

FUCTIONS/RESPONSIBILITIES OF CHEREPONI DISTRICT ASSEMBLY

- a. It is responsible for the overall development and ensures the preparation and submission through the Regional Coordinating Council development plans of the District to the commission for approved plans to the minister for approval.
- b. Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the District
- c. Promote and supports productive activity and social development in the district and remove any obstacle to initiative development.
- d. Initiates programmes for the development of basic infrastructure and provides works and services in the District.
- e. It is responsible for the development, improvement and management of human settlements and the environment in the District.
- f. Incorporates the appropriate national and local security and public safety in the district
- g. Ensures ready access to courts in the District for the promotion of Justice
- h. Initiates sponsor or carries out such studies as may be necessary for the discharge of any functions conferred by Act or any other enactment.
- i. It guides, encourages and supports sub-district local government bodies, public agencies and local communities to perform their roles in the execution of approved development.

NO.	Service	Time frame (month/days)
1.	Issuance of building permit	1-90day pending on submission of all relevant documents
2.	Preparation and approval of planning schemes/layouts	Three (3) months
3.	Issuance of business operating permit(BOP)	Within one working day
4	Issuance of birth certificates	Under 1yr(1day), Above 1yr(2weeks)
5	Issuance of death certificate	Same day of death Already buried (3 weeks)
6	Water management	Twice weekly collection
7	Issuance of food venders certificates	Three (3months)
8	Public education on hygiene practice	Daily

INFORMATION TRANSPARANCY AND CONVENIENCE

1. We have a district information department that will generate positive publicity for the assembly and enhance our reputation.
2. The public will be duly informed about the activities of government and the assembly in addition to drafting press release and contact people in the media who will or broadcast assembly's programs and activities regularly.
3. Lock and key notice board will be available at our office and zonal councils.
4. Clients of the district assembly will be provided with all necessary information they need to access our services.
5. Town hall meetings for the public will be organized by the assembly to keep the public informed about developmental projects under taking in the district.
6. Client service desk has been provided at the Assembly as the first point of call for our clients who visit our office.
7. Suggestion boxes will be erected at vantage points to solicit public views on our service delivery.

We Strive For

1. Continues improvement on our service delivery.
2. The creation of an enabling environment for socio-economic development.
3. Empowerment of women and other venerable groups to participate in government and assembly's development agenda.
4. Protection and promotion of health and prevention of diseases.
5. Prevention of information in an open and transparent manner.
6. Creation of conducive environment for public private partnerships (ppp) in our delivery to ensure efficiency and effectiveness.
7. Compilation of a comprehensive socio-economic data base that will be accessible to the public.

Courtesy and Co-operation

1. All office doors are marked to facilitate easy identification.
2. Assembly staff will be available to provide information and other support service.
3. Revenue collectors will go around daily to collect various rates in the most courteous manner.
4. Rate payers are entreated to pay approved amounts and collect receipts covering payment accordingly.

What We Expect from the Public:

The Chereponi District Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery.

Other Collaborating Agencies

The District Assembly shall collaborate with the following departments and agencies including;

1. Internal Audit Agency
2. The Ghana Police Service
3. Electricity Company of Ghana
4. Lands Commission
5. Community Water and Sanitation Agency
6. Ghana Aid Commission
7. The Private Sector

COMPLAINTS

CDA welcomes complaints from the public, clients and customers. Complaint against the Assembly as an Institution, Assembly members and staff should be addressed to:

THE CHAIRPERSON PUBLIC RELATIONS AND COMPLAINTS COMMITTEE (PRCC) CHEREPO NI DISTRICT ASSEMBLY CHEREPO NI

In case you are not satisfied, you can visit the Head Office of the Assembly in Chereponi or write to:

THE COORDINATING DIRECTOR CHEREPO NI DISTRICT ASSEMBLY P. O. BOX CP 1 CHEREPO NI

TEL: 0547724470/0543184221

**COMPILED BY:
THE CLIENT SERVICE UNIT**