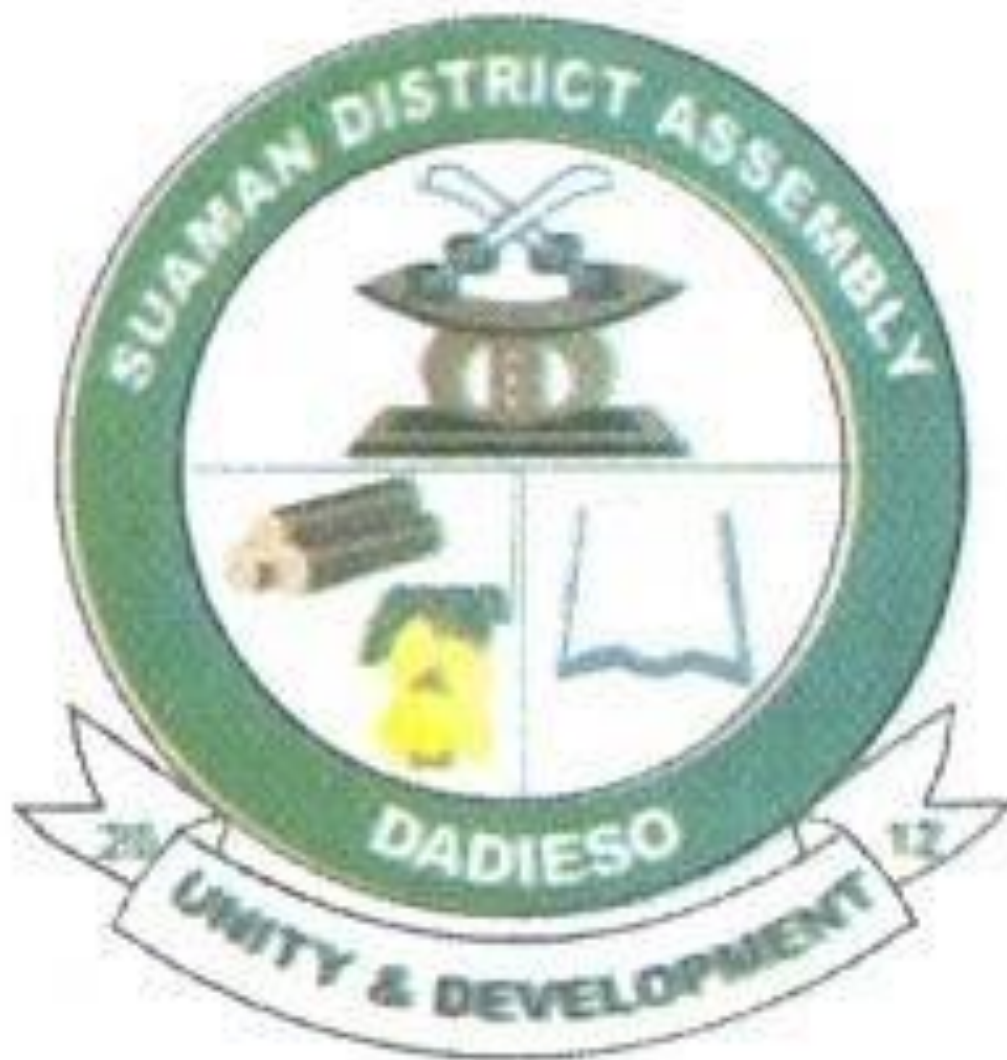


SUAMAN DISTRICT ASSEMBLY



CLIENT SERVICE CHARTER

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1.0 INTRODUCTION

This Service Charter is the commitment of Suaman District Assembly (SuaDA) to provide unparalleled level of service to the people in the District and beyond. The document serves as a guide to staff and Customers on standards of services rendered by the Assembly with the aim to improve transparency and accountability. Ultimately this Charter is aimed to inform and educate our customers on the types and requirement of services we render to the public.

We commit ourselves to the deliverables outlined in the Charter to be carried out by employees and service providers contracted by the Assembly. We recognized however that sometimes there will be circumstances beyond our control which may hamper the normal standards of services we provide. In such circumstances, the service levels set out in this Charter will not apply, although every effort will be made to maintain normal services or to reduce the inconvenience to customers.

At such times when service delivered is below the standard defined by this Charter, remedial actions will be taken without undue delay and communicate to the complainant action(s) taken to address the complaint.

2.0 ABOUT US

2.1 Who we are

Suaman District Assembly (SDA) was established in 2012 by the Local Government (Suaman District Assembly Establishment) Instrument L.I 2016 under the Local Government Act, 1993 Act 426).

The District is bordered in the North-East by Sewfi Akontombra, Bodi District to the North, Aowin District to the South-East and the Republic of Cote d'Ivoire to the West.

The size of the District is about 400.14 sq.km and has a population of 20,529 (according to 2010 Population and Housing Census) with Dadieso as the District capital.

2.2 Our Mission

The Suaman District Assembly (SuaDA) exists to improve the living conditions of the District through the provision of sustainable socio-economic development and good governance that is responsive to the needs of the people.

2.3 Our Vision

The Suaman District Assembly (SuaDA) visualizes a united cosmopolitan environment where its people actualize their dreams of internationally accepted standard of living enjoyed on a peaceful, realizable and sustainable basis into the next millennium.

3.0 OUR PLEDGE

- a. We undertake to make our services equitable and available to all citizens including those from disadvantaged homes, families or communities.
- b. We commit ourselves to treat every customer with respect by showing friendliness and care when serving a customer.
- c. We endeavour to engage our stakeholders in preparation of our annual Fee Fixing Resolution and publish the approved document for public information.
- d. We aim to review this charter regularly to match with emerging trends of development with regard to effectiveness and efficiency in our delivery.

FUNCTIONS:

The function of the Assembly as given in the Local Government act 462,1993 are as follows:

- Be responsible for the overall development of the District.
- Formulate and execute plans, programmes and strategies for the effective, mobilization of 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 and development
- Initiate programme for the development of basic infrastructure and provide works and services in the District.
- Be responsible for the development, improvement and management of human settlements and the environment in the District.
- Collaborate with the relevant national and local security agencies to maintain security and public safety
- Promote justice by ensuring ready access to courts

4.0 WHAT WE EXPECT FROM YOU

- a. Ensure your application form is properly completed and attached with all necessary documents/requirements before submission.
- b. Adhere strictly to the procedures for completing and submitting application forms/letters.
- c. Endeavour to source valid General Counterfoil Receipt (GCR) for all payments of application and processing fees.
- d. Be courteous and polite to our staff and demand same from them.

WHAT WE EXPECT FROM THE PUBLIC:

The assembly expects full co-operation 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 issuance of building/development permits
- Ensure that a child has a weighing card and in the case of persons above one (1) year, baptismal certificate and ID card.
- 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.

WE ARE RESPONSIBLE FOR:

- Issuance of Building Permits
- Birth and death registration
- Insurance of Business operating Licenses
- Approval of Planning Schemes / layouts
- Development Control-orderly physical development of settlements
- Waste management
- Revenue mobilization
- Fixing of rates
- Provision of basic socio-economic infrastructure, including schools, markets, lorry parks, institutional toilets and roads
- Facilitate the provision of water
- Maintenance of peace and security
- Sports development

CLIENT REQUIREMENTS

To access any of the services we provide, we require as follows:

1. Personal details e.g. Name, Age, Date of Birth etc
2. Contact Number
3. Business Address
4. Location

Note: Not all services require all the requirements above.

INFORMATION/TRANSPARENCY AND CONVENIENCE

- Notice Boards will be made available at our offices and area councils and where necessary on our website.
- The Suaman District Assembly will provide its clients with all the necessary information they need to be able to access its services.
- Information will also be made available at our revenue points throughout the District.
- Suggestion boxes will be put at vantage points including sub-district offices to solicit public views on our service delivery.
- There will be a whole office dedicated to our clients where they will first call to be directed to various units within the Assembly. This is to avoid tossing our clients about.

WE STRIVE FOR:

- Excellence in our service delivery to our clients.
- The creation of an enabling environment for socio-economic development
- Empowerment of women and other vulnerable groups to participate in governance and assembly's development agenda
- The protection and promotion of public health and the prevention of diseases
- Provision of information in an open and transparent manner
- Creation of a conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness
- Compilation of a comprehensive socio-economic data base that will be accessible to the public.

COURTESY AND COOPERATION:

- 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 round daily to collect various rates
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.
- We have well trained and focused client service officers to attend to you
- There is a well-trained Development Control Task Force ready always to visit development sites.

- The bye-laws of the Assembly will be complied with to ensure effective administration of the District.

OTHER COLLABORATING AGENCIES:

The Suaman District Assembly shall collaborate with the following Departments and Agencies.

- Ghana Revenue Authority
- The Internal Audit Agency
- Audit Service
- The Judicial Service

- The Ghana Police Service
- Electricity Company of Ghana
- Water and Sanitation Management Teams (Water Boards)
- Lands Use and Spatial Planning Authority
- Community Water and Sanitation Agency
- Ghana Aids Authority

The accounts department is responsible for the following:

Raising of payment vouchers for all purchases made by the Assembly

- Processing and payment of Personal Emoluments, e.g., non-Availability claims, T&T, per diems, allowances to staff and Assembly members etc
- Payment for repairs, fuel bought, refunds
- Release of funds for programmes in support to departments, scholarships, sponsorships and donations, Training of staff
- Release of project funds
- Processing of payment certificates and Payment to contractors on Assembly projects
- Salary related problems for example pensions, wages, (processing of ESPV, Non-availability, promotion and postings/transfers preparation of inputs to correct anomalies in staff salaries)
- Revenue Mobilisations issues for example non-payments issues, issues of non-performance of collectors, indiscipline on the part of collectors, complaints by rate payers etc.

5.0 OUR SERVICE STANDARDS

5.1 Acquisition of Building/Development Permit

Who can apply?

Any person or organisation who has legal title to immobile property or plot of land and intends to develop, redevelop/renovate or change its use.

How to Apply

Purchase the Building Permit Application form (BPA) from the Revenue Office at the main office.

Requirements

The prospective developer must have the following:

- a. Site plan (scale 1:1:250 or 1:2, 500)
- b. Building drawing i.e front elevation, back elevation, right side elevation, left side elevation, fence wall, block plan (scale 1:1000).
- c. Ensure that the under listed professionals sign the various plans to be attached to the building permit application:
 - i. Town planning officer.
 - ii. Architect or licensed draught man for architectural plan.
 - iii. Civil or structural engineer for structural drawing for three (3) story and above.

Please Note:

You may have to provide the following reports if your development is a multi-storey structure or complex: Environmental Impact Assessment Report, Structural Report, Fire Service Report, Hydro Report, Geological Report or Traffic Management Report.

Submission

- a. Submit completed forms with all other requirements as specified in the Building Permit Application and TCP 1 Forms to the officer in charge at the Development Control Office.

- b. On submission, applicant is informed of corrections to be made or additions if any; the processing fee and date for inspection of site (if necessary)

Processing Procedure

- a. Team of officers from Physical Planning and Works Departments inspects the site with the Developer within two (2) weeks of receipt of application to confirm the site as shown on Site Plan and its suitability for the proposed development.
- b. The Statutory Planning Committee Secretary (District) Physical Planning Officer) process the application within two (2) weeks after inspection of site.
- c. Technical Committee meets to evaluate the application, visits site and makes recommendation to the Statutory Planning Committee (SPC) within four (4) weeks after inspection of site.
- d. Statutory Planning Committee Secretary submits approved plans to the District Works Department for issuing of development permit within five (5) working days.

Collection of Permit

Pay approved building permit fee at the Revenue office of the Assembly and collect your development permit from the Works Engineer's office three (3) months after submission of application.

Please Note:

- Receipt issued as payment for processing fee is NOT a Building Permit.
- Permit can be obtained within the stipulated three (3) months subject to proper title to land and standard drawings.
- Building Permit is valid for five (5) years. Applicants who do not start or complete their project within five (5) years must apply for renewal of permit.
- Development must conform to the approved Planning Scheme.
- Fees charge are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
- Do not make any false declaration on your application else your application shall be rejected.

5.2 Acquisition of Temporary Structure Development Permit

Who can apply?

Any person or organization who intends to develop a Temporary Structure on a road reservation, public open space or acquired land.

How to Apply

Write to the District Chief Executive with details of the applicant's name, mailing address, telephone contact(s) and intended use of the structure.

Requirements

- a) Three (3) sets of working drawings with Site Plan (Scale 1:1,250 or 1:2,500).
- b) Evidence of Ownership or letter of consent from landowner or relevant state institution as may be applicable.

Processing Procedure

- a) Application is forwarded to District Physical Planning Officer for processing within five (5) working days of submission of application.
- b) Officers from District Physical Planning and Works Departments inspect the site with the developer to confirm the site as shown on the site plan and its suitability for the proposed development within ten (10) working days of submission of application.
- c) The inspection team makes appropriate recommendations to approve or reject the application within five (5) working days of site inspection.
- d) Pay approved temporary structure permit fee at the Revenue office and submit the receipt to Development Control Officer.
- e) Approved application is forwarded to the following officers for their signature;
 - i. District Physical Planning Officer
 - ii. District Environmental Public Health Officer
 - iii. District Works Engineer.

Collection of Permit

Collect your Development Permit from the Works Engineer's office one (1) month after submission of application.

Please Note:

- Temporary Structure Permit is valid for six (6) months and subject to renewal. In some cases, validity is twelve calendar month (1year) e.g. ATM sites.
- Development must conform to the approved temporary structure permit.
- Temporary structure permit can be obtained within the stipulated time subject to suitability of location for intended purpose, proper title to land and standard drawings.
- Fees charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually.

5.3 Preparation of Land Use Plan

- a) Apply to the District Chief Executive with a base map from Survey Department,
- b) Application is forwarded to Physical Planning Department for designing within five (5) working days of submission.
- c) The initial design is subjected to public consultation for further inputs, recommendation and /or corrections within fourteen (14) months of submission.
- d) Technical committee meets to evaluate the application and makes recommendation to the Statutory Planning Committee (SPC) within fifteen (15) working days after public consultation.
- e) Statutory Planning Committee meets to approve/deny the application within ten (10) working days after Technical Committee meeting.
- f) Pay the appropriate fee and collect your approval Land Use Plan from the Physical Planning Department sixteen (16) months after submission of application.
- g) The Physical Planning Department then distribute the approved Land Use Plan to other land sector agencies.

5.4 Assessment of Rezoning Status

- a) Apply to the District Chief Executive with a copy of the Land Use Plan.
- b) An officer from Physical Planning Department is detailed to inspect the site with the Applicant within five (5) working days of submission of application.

- c) The application is presented at Technical Committee for consideration within ten (10) days after the inspection
- d) Statutory Planning Committee approve/deny the application within five (5) working days after Technical Committee meeting.
- e) Pay the appropriate fee and collect your approval Rezone Land Use Plan from the Physical Planning Department one (1) month after submission of application.
- f) The Physical Planning Department then distribute the approved Rezone Land Use Plan to other land sector agencies.

5.5 Acquisition of Business Operating Permit

Who can apply?

Any individual or registered entity organization wishing to operate a business within the District.

How to Apply

- a) Purchase application form from the Revenue Office at the main office or download from the Assembly's website.
- b) Submit the completed application form to the Budget Unit at the Assembly's main office.

Requirements

- a) Must have registered with the Registrar General's Department and have been issued with certificate of Incorporation/Certificate to commence Business.
- b) Registration and permit(s) from Government Agencies/Recognized Association(s) as may be applicable.

Processing Procedure

- a) An inspection team made up of members from Budget Unit, Environmental and Public Health Unit and Works Department inspects the premises of the applicant within 5 working days of submission of application.

- b) The team makes appropriate recommendations to the District Budget Analyst within 2 working days from the day of inspection.
- c) Upon recommendation by the inspection team, permit is issued after five (5) working days of submission of application at an approved fee.
- d) Business Operating Permit is valid for one (1) year and subject to renewal.

Please Note:

- Downloaded forms should be submitted with the appropriate payment receipt/slip
- Fee charged depends on the Business type, size and location, Fees are subject to change and regulated by the Fee Fixing Resolution adopted by General Assembly annually.
- The process for acquiring license/permit for some category of businesses may differ from what has been provided above.

5.6 Acquisition of Food Vendors/Handlers Certificate

The Suaman District Assembly By-law 2000, requires any person wishing to operate a Restaurant or eating house or anyone who is engaged in the preparation, handling or serving prepared food in any restaurant or eating house to be medically certified as free from any communicable disease and renew such certification as directed by appropriate medical authority.

Who can apply?

All individuals or organizations wishing to operate, handle, serve or sell food within the District.

How to apply

- a) Purchase a medical form from Revenue Office at main office Dadieso,
- b) Submit the medical form to any health facility for medical examination
- c) Return form with results and two (2) passport size pictures to the Dadieso Environmental and Public Health Officer at the Assembly's main office Dadieso.
- d) When found to be medically fit to handle, prepare, serve or sell food, the certificate is issued the same day upon payment of approved fee.

Please Note:

- Fee charged by the Assembly for issuance of Food Vendors/Handlers Certificate subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.

5.7 Licensing of Hospitality Facility/Premises

Owners, managers or operators of Hotel, Motel, Guest House, Hostel, Restaurant and Eating-houses are required to acquire environmental sanitation certificate from the Assembly on the suitability of their facility or premises for the intended purpose and renew same annually.

Who can apply?

- a) Purchase application form from the Revenue Office at the main office.
- b) Submit the completed application form to the District Environmental and Public Health Officer at the main office.

Requirements

- a) Must have registered with the Registrar General's Department and have been issued with Certificate of Incorporation/Certificate to commence Business.
- b) Introductory letter from Ghana Tourist Authority
- c) Evidence of medically certified attendants to operate in the hospitality industry.

Processing Procedure

- a) Officers from Environmental and Public Health Unit inspect Applicant's premises and submit report on findings within three (3) working days of submission of application form.
- b) District Environmental and Public Health Officer issues a Certificate of suitability to the applicant through Ghana Tourist Authority within ten (10) working days after the inspection.
- c) The Applicant is informed to contact Ghana Tourism Authority (GTA) for his/her license within fifteen (15) working days of submission of application form.
- d) The District Environmental and Public Health Officer upon approval by Ghana Tourism Authority recommends the Applicant to the Assembly for registration and issuance of Business Operating Permit (BOP) at an approved fee.

Please Note:

- Fee charged by the Assembly depends on the type, size and location of the business, Fees are subject to change and regulated by fee fixing resolution adopted by the Assembly annually.

5.8 Registration of Marriages

Who can apply?

A man and a woman who have consented to marry

How to Apply

- a) Ordinance Marriage, Either or both couple submit a formal application to the Registrar of Marriages for the purpose of registering the marriage.

Processing Procedure

a) Ordinance Procedure

- i. Applicant files Notice of Marriage with the Registry (for 21 days) by providing personal data plus photo identity cards.
- ii. Applicant submit a Statutory Declaration, verifying fulfilment with statutory requirements in the Marriage Act, 1884.1985 (CAP 127)
- iii. The Registrar's Certificate is issued to the applicant after twenty-one (21) days (in the absence of a caveat/objection)
- iv. Therefore, the Marriage may be celebrated within 3 months from the date of Notice of Marriage.

b) Customary Marriage

- i. Apply to the Registrar of Marriages in the District in which the marriage was celebrated
- ii. Statutory Declaration by Applicant and parents of couple
- iii. Marriage is duly Registered
- iv. Notice of Registration of the Marriage is published on the Notice Board within twenty-Eight (28) days from the date of registration.

5.9 Customary Divorce

- a) Apply to the Registrar of Marriages in the District in which the marriage was dissolved.
- b) Statutory Declaration by Applicant
- c) Dissolution of Marriage is then duly registered

5.10 Licensing of Church Premises for Celebration of Marriages

- a) Apply to the District Chief Executive, with a copy to the Registrar for Marriages
- b) Attach copies of Ordination Certificate, Church Registration Certificate, Building Permit
- c) A technical team of officers from the Assembly inspects the church premises (with particular reference to sanitary facilities, parking lot, firefighting equipment, (etc)
- d) Church premises is then duly licensed/denied within one month of submission of application

5.11 Waste Management Services.

The Environmental Health Unit (EHU) is responsible for storage, collection, transportation and safe disposal of waste.

5.11.1 Liquid Waste Services

- a) Prospective customer to call personally at EHU or contact any of the accredited Private Companies to book a date for dislodging.
- b) Pay the appropriate fee as specified in the Assembly's fee fixing resolution.
- c) The officer in-charge of liquid waste at the EHU will ensure the service is delivered within ten (10) working days.

5.11.2 Solid Waste (Door to Door) Services

- a) Register with the Assembly's authorized Private Waste Collection Company operating within the area where the service is required.

- b) Timetable for collection of waste would be made available to the customer upon registration.
- c) The Customer is responsible for the provision of appropriate refuse container(s) for storage of his/her waster
- d) The Customer is to pay a monthly fee to the Waste Collection Company as specified in the Assembly's fee fixing resolution

5.12 Taxi/Commercial Vehicle License

Who can apply?

Motor vehicles to be used as a taxi or commercial vehicles within the District.

How to Apply

Purchase Taxi/Commercial Vehicle License application form from Revenue Office at the main office.

Requirements

The vehicle must have been licensed by Driver and Vehicle Licensing Authority to be used as a taxi or commercial vehicle with valid road worthy certificate and insurance

Submission

Submit the completed form with photocopies of vehicle's valid road worthy certificate and insurance to the Revenue Office at the main office, Dadieso.

Processing Procedure

- a) The Head of Revenue or any person(s) authorized by him receives the application and examine the vehicle with the applicant within two (2) working days of submission of application.
- b) The relevant license in respect of the vehicle is then approved/denied within five (5) working days of submission of application.
- c) Pay approved fee at the Revenue office and collect the appropriate sticker.

Please Note:

- Taxi/Commercial Vehicle License is valid for one year from the date of issue subject to its subsequent renewal.
- Fees charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly Annually.

5.13 Outdoor Advertising Permit

How to apply

Apply through a letter to the District Chief Executive and copy same to the District Works Engineer with the size, quantity and location(s) of the sign(s) and purchase a registration form from Revenue office.

Processing Procedure

- a) Submit the completed application form to the Outdoor Advertising Unit (Works Department) Dadieso.
- b) Officer from the Outdoor Advertising Unit inspects the site with the Applicant within two (2) working days of receipt of registration form, to confirm the site as indicated in the application letter and its suitability for mounting/displaying the signage.
- c) Pay approved fee at the Revenue office and proceed to amount the signage within ten (10) working days of submission of application letter.

Please Note:

- Applicant would have to mount the signage/structure (Advert) under strict supervision of an Officer of the Works Department of any officer assigned, based on the details provided in the application letter and registration form. Outdoor Advertising Permits are renewable annually and late renewal attracts a 50% fine.

5.14 Non-Governmental Organization (NGO) Registration

How to Apply

Apply through a letter (letterhead) to District Director, Department of Social Welfare.

Requirements

Attach to the application letter;

- a) Registrar General's
 - i. Certificate of Incorporation
 - ii. Certification to Commerce Business
 - iii. Regulation
- b) Constitution of the Organization
- c) Profile of the Organization
- d) Any Brochure/Publication

Processing Procedure

- a) The District Social Welfare office prepares social investigation report and submit to District Chief Executive.
- b) The application and the report are forwarded to National Director, Department of Social Welfare for certificate through the Regional office.
- c) Certificate is issue after one (1) month of submission of application subject to proper and timely submission of requirements.

5.15 Application to operate Day Care Centre

How to Apply

Apply through a letter (on letterhead) to District Director of Social Welfare

Processing Procedure

- a) Officers from Department of Social Welfare inspect the facility/structure for proposed day-care centre with emphasis on;
 - i. Building/Development Permit
 - ii. Location of structure/facility
 - iii. Space for car parking
 - iv. Sanitation facilities
 - v. Availability of manpower etc.
- b) If the application meets the required standard, it is forwarded to National Director, Department of Social Welfare for certification through the Regional Office.

Certificate is issued after one (1) month of submission of application subject to timely fulfilment of all requirements.

SERVICE STANDARDS:

We shall issue certificates and provide the services below within the following time frames:

SERVICE – WORKS / PLANNING	TIME FRAME (MONTHS/DAYS)
• Issuance of building permits	• Within two (2) months
• Preparation and approval of planning schemes/layouts	• within six (6) months / one (1) year depending on the size of the settlement
• Issuance of Business Operating Licenses (BOP)	• Within three (3) working days
• Issuance of Birth Certificate	• Under 1 year (1 day) • Above 1 year (2 weeks)
• Issuance of Death certificate	• French death (1 day) • Already buried (3 weeks)
• Waste management (door-to-door collection)	• Two (2) times weekly collection
• Issuance of food vendors certificate	• Within eight (8) working days
• Public education on hygiene practices	• Monthly
• Carries out maintenance works on ass. Projects	• Quarterly
• Carries out regular inspection on Development Projects	• Monthly
• Prepares/submits progress reports on projects	• Quarterly
• Gives technical assistance to area councils	• Quarterly
• Preparation of project evaluation report /estimates	• Weekly
• Preparation of project estimates	• Two working days
• Preparation of projects Bill of Quantities	• Five days (5)
• Supervises project undertaking by all Area Council	• Monthly
• Assists in the Monitoring of project of District Assembly	• Quarterly
• Helps in setting out all project profiles to commence work	• 48 Hours
• Inspect and brings up reports on all proposed private development project	• Monthly
• Bring up all land issues and submit reports to the statutory planning committee	• 1 Month
• Inspect, recommends and helps to site all directional sign post and bill boards	• Monthly
• Ensures supply of required materials at various construction sites	• Two Days (2)
• Assessment of reported cases of defects on District Assembly project	• Two Days
• Processing all buildings permits for developers	• 1 Monthly
• SERVICES - SANITATION	• TIME FRAME
• Food hygiene inspection work @ eating, drinking establishments and Slaughter houses	• Weekly
• Environmental Sanitation Education	• Monthly
• Cleansing of designated areas and facilities as streets, drains, market and lorry parks	• Daily –through Zoomlion
• Supervision of contractors	• Daily

• Control of insect infestation	• Quarterly
• Sanitary Inspection and law enforcement @ premises • Public/open spaces	• Daily
• Abatement of Nuisance and allocation of grave sites	• 48 hours
• Control of Stray animals • Release of stray animals from pounds	• Monthly

• SERVICES - WATER	• TIME FRAME
• Point sources – Boreholes	• Quarterly
• Sanitation Household latrines Institutional latrines	• Quarterly
• Small Towns PRC Systems	• Quarterly
• Hygiene Promotion	• Monthly

• SERVICES – FINANCE	• TIME FRAME
• Payment of repairs, fuel bought, refunds etc	• One day or 24 hours
• Issuance of business operating licences	• 24 hours
• Settlement of Bills on goods	• Within 48 working days or two months
• Release of funds for programme in support to departments, sponsorships and donations	• 24 hours or one day after funds has been received
• Release of project funds e.g. CWSA, EU, UNICEF	• 48 working days after funds are released
• Payment to contractors on District Assembly projects	• 24 hours after the funds are released
• Personal emoluments e.g. non-availability, claims, allowances to staff and Assembly members	• One day or 24 hours
• Salary related problems e.g. pensions, wages, preparations of inputs to correct anomalies in staff salaries	• 48 working days or two days
• Mobilisation of revenue issues of, non-performance of collectors, Indiscipline on the part of collectors	• 48 working days or two months
• Processing of Payment Certificates for contractors	• 72 Hours
• Processing of applications for employment, scholarships, sponsorship etc.	• Within five working days

THE MAIN ADMINISTRATION OFFICE

The Assembly is opposite to the uncompleted District Court building along the Suaman Dadieso - Enchi Road.

CONTACTS:

SUAMAN DISTRICT ASSEMBLY

P. O. BOX 23,

DADIESO,

WESTERN NORTH REGION

TEL: 0506008752 - GENERAL OFFICE

GPS ADDRESS:

WU-00022-6392

OFFICERS' CONTACTS:

<u>Designation</u>		<u>Contact Lines</u>
1. District Chief Executive	-	0243487483
2. District Coordinating Director	-	0208298905
3. District Finance Officer	-	0240221377
4. District Planning Officer	-	0244984984
5. District Internal Auditor	-	0249332827
6. District Works Engineer	-	0208586788
7. Transport Officer	-	0243907081
8. District physical Planning Officer	-	0242033965
9. Social Welfare and Community Development	-	0246085365
11. District Information Officer	-	0596337221
12. District Environmental Health Officer	-	-0547965689
13. District Budget Analyst	-	- 0244998059
14. Human Resource Manager	-	- 0246199890
15. Procurement Officer	-	0546016358
16. District Director of Agric.	-	- 0542316487

Hotline for Vulnerability and Social Welfare Issues

Contacts 0240749464
0246640193
0550132350

Hotline for Business Advice and LED Support Services

Head, BAC 0248442768
Development Planning Unit 0542824010

We welcome complaints, comments and suggestions from our clients and the public on our performance and service procedures for improvement.

You can be assured that your complaints and suggestions will be taken seriously. We respond to complaints, comments and/or suggestions within ten (10) working days of receipt. If this is not possible, we will inform you when to expect a response.

All feedback should be channelled to:

Client Services Officer

Suaman District Assembly (SDA)

P.O Box 23, Dadieso

Website: suada.gov.gh

