

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 inter-censal 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 co-ordinating 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**

CHEREPONI DISTRICT ASSEMBLY

CLIENT SERVICE UNIT (CSU)

WORK PLAN AND ANNUAL REPORT

PART A: CLIENT SERVICE UNIT WORK PLAN (ANNUAL)

1.0 INTRODUCTION

The Client Service Unit (CSU) of the Chereponi District Assembly was established in line with the Local Governance Act, 2016 (Act 936) and the guidelines of the Office of the Head of Civil Service (OHCS). The Unit serves as the first point of contact between the Assembly and the general public, ensuring effective service delivery, client satisfaction, and responsiveness to public concerns.

This work plan outlines the key activities to be undertaken by the Client Service Unit to improve service delivery, promote transparency, and enhance public confidence in the Assembly.

2.0 MANDATE OF THE CLIENT SERVICE UNIT

- Receive, record, and resolve complaints and enquiries from the public
- Provide accurate information on Assembly services and procedures
- Facilitate feedback mechanisms between the Assembly and citizens
- Promote courtesy, professionalism, and efficiency in service delivery
- Support the implementation of the Assembly's Client Service Charter

3.0 VISION

To become an efficient, responsive, and citizen-centered service unit that enhances public trust in the Chereponi District Assembly.

4.0 MISSION

To deliver timely, courteous, and effective client services through professionalism, accountability, and continuous improvement.

5.0 OBJECTIVES

- Improve public access to information on Assembly services
- Reduce response time to complaints and enquiries
- Enhance client satisfaction and public confidence
- Strengthen feedback and complaint resolution mechanisms
- Build staff capacity in customer care and service delivery

6.0 KEY ACTIVITIES AND IMPLEMENTATION PLAN

No.	Activity	Time Frame	Responsible Officer	Expected Output
1	Orientation and training of CSU staff on customer care	Q1	CSU Head / HR Unit	Improved staff competence
2	Update and display Client Service Charter	Q1	CSU	Charter visibly displayed
3	Establish and maintain complaints register	Continuous	CSU	Proper documentation of complaints

4	Public education on Assembly services	Quarterly	CSU / PRO	Increased public awareness
5	Periodic review meetings with departments	Bi-annual	CSU Head	Improved inter-departmental coordination
6	Client satisfaction survey	Q3	CSU / Planning Unit	Feedback report
7	Annual performance review of CSU	Q4	CSU / DCD	Performance improvement plan

7.0 EXPECTED CHALLENGES

- Inadequate logistics and office space
- Limited public awareness of CSU functions
- Delays in feedback from some departments

8.0 MITIGATION MEASURES

- Advocate for logistical support in the Assembly's budget
- Intensify public sensitization efforts
- Strengthen coordination and reporting timelines

PART B: CLIENT SERVICE UNIT ANNUAL REPORT

1.0 INTRODUCTION

This annual report presents the activities, achievements, challenges, and recommendations of the Client Service Unit of the Chereponi District Assembly for the year under review. The report highlights the Unit's contribution to improved service delivery and citizen engagement.

2.0 STAFF STRENGTH

The Client Service Unit is staffed with:

- Head of Client Service Unit – 1
- Client Service Officers – 2

3.0 SUMMARY OF ACTIVITIES

During the year under review, the Client Service Unit undertook the following activities:

- Received and attended to public enquiries and complaints
- Provided information on Assembly procedures and services
- Maintained complaints and suggestion registers
- Liaised with departments for complaint resolution
- Educated clients on service timelines and requirements

4.0 COMPLAINTS AND ENQUIRIES HANDLED

Type	Number Received	Number Resolved	Pending
Enquiries	70	70	0
Complaints	25	20	5

Common issues included delays in service delivery, land-related concerns, and requests for information on social interventions.

5.0 ACHIEVEMENTS

- Improved response time to client complaints
- Enhanced public awareness of Assembly services
- Strengthened coordination between CSU and departments
- Improved record-keeping and documentation

6.0 CHALLENGES

- Inadequate office equipment and furniture
- Limited staff capacity due to workload
- Delays in resolving complaints requiring external agencies

7.0 LESSONS LEARNT

- Timely inter-departmental collaboration improves complaint resolution
- Public education reduces repeated complaints and misinformation


8.0 RECOMMENDATIONS

- Increase staffing and logistical support for the CSU
- Regular customer care training for staff
- Strengthen monitoring and evaluation of service delivery timelines

9.0 CONCLUSION

The Client Service Unit of the Chereponi District Assembly remains committed to improving service delivery and ensuring client satisfaction. With adequate support and continuous improvement, the Unit will further enhance its contribution to effective local governance.

Prepared by:


Abdul-Latif Aminu
Client Service Officer
Chereponi District Assembly

CLIENT COMPLAINT FORM

Name of Institution: <u>CMA</u>		Date/Time: <u>24/05/25</u>	
Name of Complainant / Institution: <u>Don. Akar K. Jaisi Patanwa</u>		Client (or Proxy) Contact Details (Address/Tel. no./Location/email/Community): <u>0248772283</u>	
Age Bracket:	Below 18 <input type="checkbox"/>	Mode of Complaint (walk-in/phone call/social media/official website etc.):	Gender: <u>M</u>
	18-40 <input type="checkbox"/>		Disability: <u>NO</u>
41-60 <input type="checkbox"/>			
Above 60 <input type="checkbox"/>			

BRIEF OF COMPLAINT

The Hon. Assembly Member for Nadun Electoral Area and the PTA Chairman complained that a wine form has taken off the Nadun primary office and that the case is not taken, the entire office will be removed.

Written by:	<input type="checkbox"/>	Client Sign/Thumb print:	<u>[Signature]</u>	CSU Officer Sign:	<u>[Signature]</u>
Complainant	<input type="checkbox"/>				
CSU	<input type="checkbox"/>				
Other staff	<input type="checkbox"/>				

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Instruction by Administrative Head (CD/ACD/MA/DCD)	<u>Works Engineer</u> <u>pls go and study the structure and service management.</u>
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Date:	<u>24/05/25</u>	Sign:	<u>[Signature]</u>
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Acknowledgement by Action Officer(s)

Name & Signature of Officer/Date:	<u>Arum Bala R.</u>	Position/Grade:	<u>works Engineer</u>
Name & Signature of Officer/Date:		Position/Grade:	

Referral CLIENT COMPLAINT FORM

24/06/25

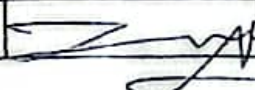
Name of Institution: CNA		Date/Time: 24/06/25	
Name of Complainant/Institution: Am. Akor K. W. M. F. A. W. D. H.		Client (or Proxy) Contact Details (Address/st. no./Accommodation/Community): 0248772283	
Age Bracket:	Below 18 <input type="checkbox"/> 18-40 <input type="checkbox"/> 41-60 <input type="checkbox"/> Above 60 <input type="checkbox"/>	Mode of Complaint (walk-in/phone call/social media/official website etc.):	Gender: M Disability: NO

BRIEF OF COMPLAINT

The Am. Assembly Member for Madum Electoral Area and the PTA Chairman complained that a wine form has taken off the Madum primary school and that the case is not taken, the entire copying will be remove.

Written by: Complainant <input type="checkbox"/> CSU <input type="checkbox"/> Other staff <input type="checkbox"/>	Client Sign/Thumb print: 	CSU Officer Sign: 
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Instruction by Administrative Head (C/M/CD/AM/DCD):	WORKS ENGINEER PLS GO AND STUDY THE STRUCTURE AND SERVICE MANAGEMENT.
Date: 24/06/25	Sign: 

Acknowledgment by Action Officer(s)

Name & Signature of Officer/Date:	Arman Bala R.	Position/Grade:	WORKS ENGINEER
Name & Signature of Officer/Date:		Position/Grade:	

COMPLAINTS/ENQUIRIES UPDATE/REPORT FORM

Name of Institution: CAIA

Date:

Name of Client: <u>Amir Kishor Patwari</u>	Client (or Proxy) Contact Details (Address/Tel no./Location/Email/Community):	0278772283
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ACTIONS TAKEN

The works engineer went and study the structure and provide bills of quantities for management to release funds for the maintenance.

Sign:



Comments/Notes by Head of CSU

Sign:



Comments/Notes by Administrative Head (CD/RCD/M/DCD)

Date:

Sign:

CLIENT COMPLAINT FORM

Name of Institution: CSA

Date/Time: 14/04/25

Name of Complainant / Institution: <u>Gandaa Kingy</u>		Client (or Proxy) Contact Details (Address/Cell no./Location/email/Community): <u>0249059800</u>	
Age Bracket:	Below 18 <input type="checkbox"/>	Mode of Complaint (talk-in/phone call/social media/official website etc.): <u>Walk in</u>	Gender: <u>M</u>
	18-40 <input type="checkbox"/>		Disability: <u>NO</u>
	41-60 <input checked="" type="checkbox"/>		
	Above 60 <input type="checkbox"/>		

BRIEF OF COMPLAINT

Mr. Gandaa complained to me Client service unit that some one is putting up a container stores in front of his bungalow

Written by:	<input checked="" type="checkbox"/> Complainant	Client Sign/Thumb print: <u>[Signature]</u>	CSU Officer Sign: <u>[Signature]</u>
	<input type="checkbox"/> CSU		
	<input type="checkbox"/> Other staff		

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Instruction by Administrative Head (CD/MCD/AMDCD)	<u>physical planning officer pls look for that person and invite him for a meeting.</u>
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Date: <u>14/04/25</u>	Sign: <u>[Signature]</u>
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Acknowledgement by Action Officer(s)

Name & Signature of Officer/Date:	<u>[Signature]</u>	Position/Grade:	<u>RPO</u>
Name & Signature of Officer/Date:		Position/Grade:	

Referral
CLIENT COMPLAINT FORM

Name of Institution: <i>CISRA</i>		Date/Time: <i>14/04/20</i>	
Name of Complainant/Institution: <i>Gandaa Jungs</i>		Client (or Proxy) Contact Details (Admin/Str. no./Location/Phone/Email/Address): <i>0247059800</i>	
Age Bracket:	Below 18 <input type="checkbox"/>	Mode of Complaint (walk in/phone call/social media/official website etc.): <i>walk in</i>	Gender: <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female
	18-40 <input type="checkbox"/>		Disability: <i>NB</i>
41-60 <input type="checkbox"/>	Above 60 <input type="checkbox"/>		

BRIEF OF COMPLAINT

Mr. Gandaa complained to me (CSU) service unit that some one is putting up a container in front of his bungalow

Written by:	<input checked="" type="checkbox"/> Complainant <input type="checkbox"/> CSU <input type="checkbox"/> Other staff	Client Sign/Thumb print: <i>[Signature]</i>	CSU Officer Sign: <i>[Signature]</i>
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Instruction by Administrative Head (CS, TCO, AWD, CO):	<i>physical manging officer pls look for that person and invite him for a meeting.</i>
Date: <i>14/04/20</i>	Sign: <i>[Signature]</i>

Acknowledgement by Action Officers(s)

Name & Signature of Officer/Date:	<i>[Signature]</i>	Position/Grade:	<i>AP/O</i>
Name & Signature of Officer/Date:		Position/Grade:	

COMPLAINTS/ENQUIRIES UPDATE/REPORT FORM

Name of Institution:

Date: 14/04/25

Name of Client:	Gandee Kingstly	Client (or Proxy) Contact Details (Address/Tel. no./Location/area/Community):	0249059800
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ACTIONS TAKEN

The complainer owner was invited for a meeting and he was asked to take it away from where he is putting.

Sign:



Comments/Notes by Head of CSU

Sign:

Comments/Notes by Administrative Head (CD/RCD/MMDCD)

Date:

Sign:


CLIENT COMPLAINT FORM

Name of Institution: Chereponi District Assembly Date: 23/04/2025

Name of Client/Institution:	<u>Kasim Masamu</u>	Contact Details (Address/Tel.no/Location/e-mail/Community)	<u>0244460442</u>
Age Bracket:	Below 18 <input type="checkbox"/>	Mode of Complaint (walk-in/phone call/social media/official website etc.)	Gender: <u>M</u>
	18-40 <input checked="" type="checkbox"/>		
	41-60 <input type="checkbox"/>		
	Above 60 <input type="checkbox"/>		


BRIEF OF COMPLAINT

Mr. Kassim complained that his divorce wife has taken away their son and he wants her to bring back the child.

Written by:	<input type="checkbox"/>	Client Sign/Thumbprint:		CSU Officer Sign	
Complaint	<input checked="" type="checkbox"/>				
CSU	<input type="checkbox"/>				
Other staff	<input type="checkbox"/>				

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Instruction by Administrative Head (CD/RCD/MMDCD)	<u>Social Welfare Officer</u> <u>pls, study carefully and resolve.</u>
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Date: <u>23/04/2025</u>	Sign: 
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Acknowledgement by Action Officer(s)

Name & Signature of Officer/Date:	<u>Muhammed Anwar</u>	Position/Grade:	<u>DCU</u>
Name & Signature of Officer/Date:	<u>Ash-Laty Ann</u>	Position/Grade:	<u>CSU</u>
Name & Signature of Officer/Date:	<u>Ganika Nantaka</u>	Position/Grade:	<u>CSU</u>

Referral
CLIENT COMPLAINT FORM

Name of Institution: *Chereponi District Assembly* Date: *23/04/2025*

Name of Client/Institution:	<i>KASIM MASAMU</i>		Contact Details (Address/Tel.no/Location/e-mail/Community)	<i>0244460442</i>	
Age Bracket:	Below 18 <input type="checkbox"/>	Mode of Complaint (walk-in/phone call/social media/official website etc.)	<i>Walk-in</i>	Gender:	<i>M</i>
	18-40 <input checked="" type="checkbox"/>			Disability:	<i>NO</i>
	41-60 <input type="checkbox"/>				
	Above 60 <input type="checkbox"/>				

BRIEF OF COMPLAINT

Mr. Kassim complained that his divorce wife has taken away their son and he want her to bring back the child.

Written by:	<input type="checkbox"/>	Client Sign/Thumbprint:	CSU Officer Sign	<i>[Signature]</i>
Complaint	<input checked="" type="checkbox"/>			
CSU	<input type="checkbox"/>			
Other staff	<input type="checkbox"/>			

For Official Use Only

Instruction by Administrative Head (CD/RCD/MMDCD)	<i>Social Welfare Officer</i> <i>pls, study carefully and resolve.</i>
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Date:	<i>23/04/2025</i>	Sign:	<i>[Signature]</i>
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Acknowledgement by Action Officers

Name & Signature of Officer/Date:	<i>Mohammed Amin</i>	Position/Grade:	<i>DCU</i>
Name & Signature of Officer/Date:	<i>Abdul-Latif Amin</i>	Position/Grade:	<i>CSU</i>
Name & Signature of Officer/Date:	<i>Ganika Nuteh</i>	Position/Grade:	<i>CDASUO</i>

COMPLAINTS/ENQUIRIES UPDATE/REPORT FORM

Name of Institution:

Date:

Name of Client	Kasim M. Samad	Client (or Proxy) Contact Details (Address/Tel. no./Location/Group/Community):	02-44460442
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ACTIONS TAKEN

The head of social welfare was tasked to engage both parties for amicable resolution

Sign: 

Comments/Notes by Head of CSU

Sign: 

Comments/Notes by Administrative Head (CD/RCD/M/DCO)

Date: Sign: