

# THE SERVICE DELIVERY CHARTER UPPER MANYA KROBO DISTRICT ASSEMBLY

## **INTRODUCTION**

We are the Upper Manya Krobo District Assembly (UMKDA) under the Ministry of Local Government and Rural Development (MLGRD).

## **VISION**

The UMKDA is to become a Model District through the creation of an enabling environment for effective public private partnership for the rapid socio-economic development of the District.

## **MISSION STATEMENT**

The Upper Manya Krobo District Assembly exists to facilitate the improvement of the quality of life of the people within the Assembly's jurisdiction through equitable provision and distribution of services for the total development of the district within the context of good governance.

## **GOALS & FUNCTIONS:**

Generally, the district aims at reducing the incidence of poverty through the provision of economic and infrastructural support and basic services and amenities.

- **GOALS:** The goals of the District includes the following :
  1. Improving income generation and prudent management of resources in the district.
  2. Improving the delivery of basic services and amenities to the people (education, health, water and sanitation) at a reasonably minimum cost.
  3. Increasing productivity in all sectors of the local economy.

● **AIMS AND OBJECTIVES OF THE DISTRICT ASSEMBLY:**

To be able to fulfill its mission statement, the Upper Manya Krobo District Assembly is pursuing the under listed objectives as a way of addressing the poverty in the District:

1. To provide basic-socio economic infrastructure in the District.
2. To ensure efficient and effective revenue mobilization and management.
3. To ensure clean, safe and healthy environment in the District.
4. To promote economic activities in the district, especially for the vulnerable and the excluded.

5. To improve upon the logistics and human resources of the District Assembly.
6. To enhance good governance by strengthening the administrative set up of the Assembly.
7. To promote effective private sector and NGO's participation in the development of the District.
8. To facilitate the development of information, communication and technology base of the District.

#### **FUNCTIONS:**

- Responsible for the overall development of the district through the preparation and effective implementation of District Medium Term Plans and Budget.
- Formulate programmes and strategies for effective mobilization and utilization of human, material, financial and other resources in the district.
- Initiate programmes for the development of basic infrastructure such as building of clinics, schools, rural electrification, market structures among others.
- Maintenance of security and public safety within our jurisdiction.

- The development, improvement, and management of human settlement and the environment.
- The promotion and support of productive and social development in the district.
- Creation of an enabling environment and supporting the private sector to improve local economic development.
- Offering scholarship, carry out such studies as may be necessary for the discharge of any functions conferred by law.

## **WE ARE RESPONSIBLE FOR**

- Registration of Businesses
- Operational Permit for Local Vehicles/Businesses
- Management of Sanitation
- Building Permit
- Registration of Marriages
- Educational Sponsorship
- Support for Social Services
- Food Vendors Health Certificate

## OUR SERVICE STANDARDS

ACTIVITY/SERVICE	STANDARD
Operational permit for local vehicles	Within five(5) days
Building Permit	Within three(3) months
Registration of Marriages	After twenty-one(21) days of notice
Tractor Service (Ploughing)	Within three(3) days
Grader Services	Within three(3) days
Registration of Business	One (1) day

### WE STRIVE FOR

- Continuous improvement in our service delivery
- Provision of information in an open, supportive and transparent manner
- Effective collaboration with the decentralized departments and other agencies to improve upon the time frame for the discharge of service.

### INFORMATION TRANSPARENCY AND CONVENIENCE

- The UMKDA will endeavour to provide its clients/customers with all the information they may need to access our services.

- A suggestion box will be placed at our clients/customers unit to facilitate feed back on the quality of our service  
We will provide a clean, healthy and friendly reception area.
- Friendly and courteous staff will be at hand to serve you  
All office doors will be clearly marked to facilitate easy identification.
- Customers/Clients will not have to wait in a line for longer than thirty (30) minutes for most transactions  
Accurate and reliable information shall be provided by our staff.

### **WHAT WE EXPECT FROM THE PUBLIC**

To enable the UMKDA perform its duties expeditiously, we expect the following from the public;

- Adhere strictly to the procedures for lodging of documents and secure official receipts for our services
- Be courteous and polite to our staff and demand the same from them
- Reply to our letters and enquiries expeditiously.

## **COLLABORATIVE AGENCIES**

- Security Agencies
- Community Members
- Other MMDAs
- Donor Agencies/NGOs
- Judicial Service
- Ministries, Departments and Agencies

## **COMPLAINTS**

You may address your comments and complaints to

THE OFFICER IN-CHARGE

PUBLIC RELATION & COMPLAINTS COMMITTEE

P. O. BOX 52, ASESEWA

TELEPHONE: 024 3239234 E-MAIL: [info@uppermanyadistrict.com](mailto:info@uppermanyadistrict.com)

When you are still not satisfied with the way your complaints were handled, you may write, phone or call personally

THE DISTRICT CHIEF EXECUTIVE

UPPER MANYA KROBO DISTRICT ASSEMBLY

P. O. BOX 52, ASESEWA

TELEPHONE: 024 4481310 E-MAIL: [umkda@uppermanyadistrict.com](mailto:umkda@uppermanyadistrict.com)

Or you may appeal to;

THE REGIONAL MINISTER

EASTERN REGIONAL COORDINATING COUNCIL

P. O. BOX 303

KOFOIDUA

TELEPHONE NO: 0342-022371/2