

THE CLIENT SERVICE CHARTER

DORMAA WEST DISTRICT ASSEMBLY

Contact No: 0352291438 / 0556503728

INTRODUCTION

GENERAL PROFILE

The DORMAA WEST DISTRICT was carved out of the Dormaa Central Municipal Assembly in 2012. It was created under the Legislative Instrument (LI) 2094 and was subsequently inaugurated on 28th June, 2012 with the District capital being Nkrankwanta. Since its establishment, the Assembly has proudly taken its rightful place among the Districts in the Country and is regarded as one of the best.

ADMINISTRATIVE BOUNDARIES

The Dormaa West District is located at the western part of the Brong Ahafo Region. It is bound in the north by the Dormaa Central Municipality, in the east by Asunafo North Municipality, in the west by La Cote d'Ivoire and in the south west by Bia East District. The district capital is Nkrankwanta, located about 125 kilometres away from the regional capital, Sunyani.

It has 96 settlements, one traditional authority and one constituency; Dormaa West. The proximity of the district to La Cote D'Ivoire promotes international trade and positive socio-cultural exchanges. The district has a total land area of 381.00360 square kilometres.

VISION

The vision of the Dormaa West District is "improved standard of living for all the Citizenry".

MISSION

The Dormaa West District Assembly exists to improve upon the living standard of the people through effective co-ordination of the Municipality's socio-economic activities and the creation of an enabling environment for Private-Sector development in relation to effective management of all available resources.

FUNCTIONS

Based on the Local Government Act 936 of 2016, the Assembly is responsible for:

- Overall development of the Municipality
- Collaborating with national and local security agencies to maintain safety
- Formulating and executing plans and strategies for development
- Promoting and supporting productive activity and social development
- Ensuring ready access to courts to promote justice
- Initiating basic infrastructure development and municipal services

WE ARE RESPONSIBLE FOR:

- Formulation and implementation of Health programmes
- Development of District Medium Term Development Plan
- Issuance of Building Permits
- Birth and death registration
- Issuance of Business Operating Licenses
- Approval of Planning Schemes layouts
- Waste management
- Revenue mobilization
- Ensuring good Governance and citizen participation
- Fixing of rates
- Provision of socio-economic infrastructure (schools, markets, roads)
- Facilitating water provision
- Maintenance of peace and security
- Sports development

SERVICE STANDARDS

SERVICE	TIME FRAME
Issuance of building permit	Within 1 1/2 months / 45 days
Preparation and approval of planning schemes/layouts	Within four (4) months
Issuance of Business operating licenses	Within four (4) working days
Issuance of birth certificate (Under 1 year)	1 day
Issuance of birth certificate (Above 1 year)	3 weeks
Issuance of certified true copy (Death register - Fresh)	1 day
Issuance of certified true copy (Already buried)	4 weeks
Waste management (Door-to-door)	3 times a week
Registration of Marriages and Divorce	Within one week
Registration of NGOs and CBOs	Within two (2) days
Respond to community request for action	Two weeks

WHAT WE EXPECT FROM THE PUBLIC

- Engage in activities that promote peace and security
- Businesses should be duly registered with the Registrar General's Department
- Honour tax obligations
- Be courteous to public servants
- Provide registered indenture and architectural drawings for permits
- Comply with Assembly bye-laws
- Provide duly signed cause of death certificate for death certificates

COMPLAINTS

Comments and complaints should be addressed to:

THE CLIENT SERVICE UNIT
DORMAA WEST DISTRICT ASSEMBLY
POST OFFICE BOX 4
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