

THE CHARTER



DORMAA WEST DISTRICT ASSEMBLY

Contact No: 0352291438

THE NEW CHARTER

DORMAA WEST DISTRICT ASSEMBLY

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 between the district in particular and La Cote D'Ivoire. The district has a total land area of 381.00360 square kilometres.

VISION

The vision of the Dormaa West District ity 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

The function of the Assembly as given in the Local Government act 462, 1993 repealed by Act 936 of 2016 are as follows

1. Be responsible for the overall development of the Municipality
2. Collaborate with the relevant national and local security agencies to maintain security and public safety
3. Formulate and execute plans, programmes and strategies for the overall development of the district
4. Promote and support productive activity and social development in the District and remove any obstacles to initiative and development
5. Promote justice by ensuring ready access to courts
6. Initiate programme for the development of basic infrastructure and provide municipal works and services in the district.

WE ARE RESPONSIBLE FOR :

A Formulation and implementation of Health programmes and projects

1. Development of District Medium Term Development Plan
2. Issuance of Building Permits
3. Birth and death registration
4. Insurance of Business operating Licenses
5. Approval of Planning Schemes layouts
6. Waste management
7. Revenue mobilization
8. Insuring good Governance and citizens participation in Local Government
9. Fixing of rates
10. Provision of basic socio-economic infrastructure, including schools, markets, lorry parks institutional toilets and roads
11. Facilitate the provision of water
12. Maintenance of peace and security
13. Sports development

SERVICE STANDARDS

We shall issue certificate and provide other service within the following time frames:

SERVICE STANDARDS	TIME FRAME (MONTHS/DAYS)
Issuance of building permit	Within 1 1/2month/45days
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 on (1) year (1 day) Above 1year (3weeks)
Issuance of certify true copy in death register	Fresh death (1day) Already buried (4 weeks)
Waste management (door-to-door collection)	3 times in a week
Issuance of vendors certificate	One week
Public education on hygiene practices	Weekly
Registration of Marriages and Divorce	Within one week
Registration of NGOs and CBOs	Within two (2) days
Registration of Consultant and Contractors	Within two (2) days
Monitoring approved layouts	Monthly
Respond to community request for action	Two weeks
Prosecution of Tax defaulters	Two weeks
Revenue mobilization	Four (4) days in a week
Preparation of annual action plans and budget	Every October
Preparation submission of administrative and financial report	Two (2) weeks
Preparation of procurement plans for approval	Every December
Education of Citizens on Government policies and programmes	November-December and January-April
Offer scholarships to brilliant but needy students	Yearly
Support for vulnerable and excluded	Quarterly
Sports development	Yearly
Hold three mandatory meeting preceded by Executive Committee and sub-committee meetings	Quarterly

WE STRIVE FOR

Collection and analysis of socio-economic data that will be accessible to the public

1. Be responsible for development, improvement and management of human settlement and the environment in the Municipality
2. Empowerment of women and other vulnerable group to participate in governance
3. and Assembly's development agenda
4. The protection and promotion of public health and the prevention of disease
5. Provision of information in an open and transparent manner
6. Creation of a conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness

COURTESY AND COOPERATION:

1. Courteous revenue collectors will go round daily to collect various rates
2. Assembly staff with clear identification are also available to provide information and other support service
3. A well trained development control task force will visit various construction site to ensure adherence to building regulations
4. Developers are entreated to produce valid development permits
5. All office doors are marked to facilitate easy identification
6. Friendly client service officers will be on hand to provide various service

INFORMATION TRANSPARENCY AND CONVENIENCE

1. A Library will be available for easy assessment of information
2. Notice Boards will be made available at our offices and sub-district officers
3. The Dormaa West District Assembly will provide its clients with all the necessary information they need to access its services
4. Information will also be made available at our revenue points throughout the Municipality
5. Suggestion boxes will be put at vantage points including sub-municipal offices to solicit public views on our service delivery
6. Newsletters and brochures
7. Clean friendly environment

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;

- a. The public should volunteer information on criminals and miscreants.
 1. Engage in activities that will promote peace order and security in the Municipality
 2. Business should be duly registered with the Registrar General's Department
 3. Encourage the public to honour tax obligations
 4. The public should be courteous to the public servants
 5. Business address and location including street names and numbers should be made available
 6. Provide registered indenture (Land title certificate) and four (4) copies of Architectural drawings for the issuance of building/development permits
 7. The bye-laws of the Assembly will be complied with to ensure effective administration of the Municipality
 8. Education programmes on sanitation, hygiene, revenue collection and others

9. To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided

OTHER COLLABORATING AGENCIES

The Dormaa West District Assembly shall collaborate with the following Departments Agencies.

1. Ghana Immigration Service
2. Survey Department
3. The Value Added Tax Office
4. Information Service
5. Land Valuation Board
6. Environmental Protection Agency
7. The Internal Audit Agency
8. Electricity Company of Ghana
9. Ghana Education Service
10. Ghana Health Service
11. NGOs
12. Ghana Water Company
13. Ghana Aids Commission
14. Community Water and Sanitation Agency
15. All Decentralized Agencies
16. All Financial Institutions
17. Ghana Police Service
18. Ghana Revenue Authority
19. Ghana National Fire Service

COMPLAINTS

Dormaa West District Assembly welcomes comments and complaints from the public, its valued clients and customers. Such issues should be addressed to:

**HEAD OF CUSTOMER SERVICE UNIT ACCRA
MUNICIPAL CHIEF EXECUTIVE
THE OFFICE OF THE PRESIDING MEMBER
DORMAA WEST DISTRICT ASSEMBLY
POST OFFICE BOX 63
DORMAA AHENKRO
TEL:+233-03523-22020**