WA EAST DISTRICT ASSEMBLY



REPUBLIC OF GHANA

SERVICE CHARTER
2022

INTRODUCTION:

We are the Wa East District Assembly (WEDA) under the Ministry of Local Government and Rural Development (MLGRD) of the Republic of Ghana. The District was carved out of the erstwhile Wa District Assembly and established by Legislative Instrument (L.I.) 1746 in 2004, with Funsi designated as its capital. The District has twenty-five electoral Area 25 with a 2020 projected population of Eighty-five Thousand, Three Hundred and Eight (85,308.00), consisting of Forty-Three Thousand, and Eight-One (43,081) Males and Forty-Two Thousand, Two Hundred and Twenty-Eight Females(42,228) according to the Ghana Statistical Report(2010), which provides an inter census population growth rate of 1.7%. The District has the male population representing 50.5 percent while that of the female makes up 49.5 percent.

The Wa East District is located between latitudes9 55N and 1 10W and 2 5E, at the south eastern corner of the Upper West Region. It covers an area of 3.196sq km and occupies 17.3% of the landmass of the region. It shares boundaries to the south-west with the Wa Municipality, to the North-east with the Daffiama/Bussie/Issa District, to the North-west with the Mamprugu-Morgduri District in the North East Region, to the South-east with the West Gonja District also in the Savannah Region and to the north with Sissala East Municipal. Agriculture is the mainstay of the District economy employing about 88% of the active labour force in the District. Environmental degradation resulting from illegal mining (Galamsey), perennial bush burning and illegal logging of Rosewood constitute a major challenge in the District with a potential of negatively affecting food security, human settlement and sources of livelihood.

The Client Service Charter has been developed and managed according to the guidelines provided by Local Government Service Delivery Standards and according to the best international practices in local governance, taking into consideration the needs of our numerous and diverse clients. Our Charter lets you know what you can expect in your dealings with us or when you contact us, including our service standards, and outlines how you can help us continue to meet your expectations in our delivery of service standards.

VISION

A District in which men, women and children whether physically challenged or not are treated equally in the participation of governance of the District and have equal Access to economic and social services.

MISSION

To mobilize material, human and financial resources to develop economic and social services to the people of the district in a timely and affordable manner and create enabling environment for men, women, children and the physically challenged to realize their potentials in most appropriate manner.

CORE VALUES

In the quest towards our strategic vision and the achievement of our mission, we shall always be guided by our shared values: Accountability, Client-oriented, Diligence, Discipline, Equity, Integrity, Innovativeness, Team Work, Timeliness and Transparency

FUNCTION

WE ARE RESPONSIBLE FOR:

- Controlling, regulating, inspecting, supervising, licensing of premises upon which any profession, occupation, trade, or business is carried on.
- Issuance of Building permits.
- Birth & Death registration.

- Issuance 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, water, Institutional Toilets and Roads.
- Levying and collecting taxes, rates, duties and fees.
- 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 justices by ensuring ready access to the Law Courts.

SERVICE STANDARDS:

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

SERVICE	**TIME FRAME (MONTHS/DAY)**
Issuance of Building permits	Within two (2) Months or 48 Working days
Preparation and approval of planning schemes/layout.	Within six (6) Months or one year depending on the size of the settlement
Issuance of business Operating Licenses	Within Two (2) hours

Issuance of Birth Certificate	Under 1year (1 Day) Above 1 year (1 Month)
Issuance of Death Certificate	Newly deceased (1 Day) Already buried (1 Month)
Waste management	Once weekly collection
Issuance of food vendors certificate	Instant Service
Feedback on Complaints Lodged	Within Ten (10) working days upon receipt
Feedback on Correspondences	Within Seven (7) working days upon receipt

PROCESSES IN OBTAINING SERVICES FROM DEPARTMENTS:

Stages/Steps of Getting a Birth & Death Certificate

DEPARTMENT	CATEGORY	TIME FRAME	SERVICES
Birth Certificate	Under one (1) Year	One (1) day	• Produce Weighing Card • Fill a Form • Enter in the Birth Register Book. • Issuing of Birth Certificate
	Above one (1) year	One (1) Month	• Fill a Form • Send to Wa for vetting • To Accra for signing and printing of Certificate
Death	Newly deceased	(1 Day)	• Fill a form • Enter them in Death Register • Issuing of Burial Permit and Death Certificate
	Already buried	(1 Month)	• Fill a Form • Enter them in Death Register • Issuing of Burial Permit and Death Certificate

Stages/steps of getting a building permit:

1. Get your site plan from the land owner (5 sets)
2. Get a Title from the Lands Commission or Lands Title Registry (where applicable).
3. Get an Architect/Draughtsman to draw up your Building Plan or consult Town and Country Planning (TCP) Unit.
4. Buy forms at TCP and Building Permit Application Jacket from the Finance Department.
5. Fill the form with the help of District Town Planning Office or Works Department.
6. You will be told of the required Processing Fees.
7. A day will be set for site inspection.
8. The Technical Sub-Committee will visit the site and request for changes where applicable.
9. Final form is submitted by applicant with the architectural drawings and other documents
10. Permit will be granted after the meetings of the Works Sub-Committee and the Spatial Planning Committee respectively
11. The process takes about 2-3 months after submission of application

WE STRIVE FOR:

- Continuous improvement in our service delivery
- The creation of an enabling environment for socio-economic development
- Empowerment of women and other vulnerable groups to participate in governance and the 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 database 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 compliance 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.

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;

- Business should be duly registered with the Registrar General's Department and the District Assembly.
- Business address and location including street names and numbers should be made available
- Provide registered indenture (Land Title Certificate)
- Provide four (4) copies of Architectural Drawings for the issuance of Building/Development Permits

- Ensure that a child has a weighing card in the case of persons above one (1) year or Baptismal Certificate and ID card for the other category.
- 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.
- The by-laws of the Assembly will be complied with to ensure effective administration of the District.

DEALING WITH ENQUIRIES, COMPLAINTS AND GRIEVANCES

- You can lodge your enquiry or complaints at our Clients Service Center or by contacting our hotline on 0599925926
- We aim to acknowledge and respond to your written communication within Ten (10) working days.
- Our suggestion box has been placed at a conspicuous location to take your suggestions on a daily basis and we commit to providing feedback within Ten (10) working days upon receipt.
- If we cannot fully provide an answer to your query within that specified time, we will provide you an interim response and advise you as to when a final response can be expected.
- If you are unhappy with the service you have received or if you feel that we have not met the standards in this charter, then:
- We aim to investigate your complaint, provide you with the proposed action to solve it, and seek your feedback about the proposed action within seven working days of receiving your complaint.
- We aim to follow up with you on the executed actions, make sure it has been executed within the specified period, and seeking feedback about the final result.
- If you are not satisfied with the proposed action, we will provide you with the right to raise a grievance to the office of the Presiding Member.

CONTACT ADDRESS OR CONTACT PERSONS

Wa East District Assembly

P.O. BOX 1

FUNSI

Tel: 0246242547/0208407702

Fax:

Website: https://www.wedagh.com

1. HON. DISTRICT CHIEF EXECUTIVE: 0249838732/0507700830
2. DISTRICT COORDINATING DIRECTOR: 0246242547/0208407702
3. CLIENT SERVICE CENTRE: 0599925926
4. HOTLINE: 0240501003/0544533525