

TALENSI DISTRICT ASSEMBLY



CLIENT SERVICE CHARTER

APPROVED IN DECEMBER 2021

INTRODUCTION

Talensi District was carved out of the then Talensi-Nabdam District and inaugurated on 28th June, 2012.

VISION

The District envisages being a district where all resources are harnessed and sustainably managed in collaboration with all partner to ensure food security, equitable access to health and education, gainful employment, peace and security for a high standard of living for its.

MISSION

The Talensi District Assembly exists to ensure sustainable improvements in the quality of life and capabilities of its people by providing equitable, efficient and quality socio-economic facilities and other services by mobilizing all available resources in a cost effective and transparent manner.

FUNCTIONS

As stated in section 12 of the Local Governance Act, 2016 (Act 936), the functions of the Talensi District Assembly are as follows:

- (a) Be responsible for the overall development of the district and shall ensure the preparation and submission through the Regional Co-ordinating Council for approval of the development plan to the NDPC and budget to the Ministry of Finance for the district;**
- (b) Formulate and execute plans, programme and strategies for the effective mobilization of the resources necessary for the overall developments of in the.**
- (c) Promote and support productive activities and social developments in the district and remove obstacles to initiative and development;**
- (d) Initiate programmes for the development of basic infrastructure and provide municipal works and service in the district.**
- (e) Be responsible for the developments, improvements, and management of human settlements and the environment in the district;**

- (f) In co-operation with appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;**
- (g) Ensure ready access to courts and public tribunals in the district for the promotion of justice;**
- (h) Initiate, sponsor or carry out studies as may be necessary for the discharge of any of the functions conferred by the Act or any other enactment; and**
- (i) Perform such functions as may be provided under any enactment.**

OUR RESPONSIBILITIES

As an Assembly, we are responsible for:

- Initiating plans and programmes for policy formation and ensure the execution of such policies, plans and programmes;**
- Co-ordinates and monitor the activities of the departments within the Assembly and departments of the district Assembly, public boards and**
- corporation, CBOs and NGOs;**

- **Ensures the efficient and effective management/administration of the resources of the Assembly;**
- **Controls the finances and financial transactions of the Assembly**

OUR SERVICES STANDARDS

We promised to maintain the standard in the table below:

S/NO.	SERVICE	TYPE	TIME
1.	<ul style="list-style-type: none"> • Handing of Letters • Response to Letters 	<ul style="list-style-type: none"> • Confidential Letters • Ordinary Mails • Memos 	<p>24hrs.</p> <p>2 days</p> <p>24hrs.</p>
2.	<ul style="list-style-type: none"> • Sub-committee meetings • Executive Committee Meeting • Assembly Meetings • Departmental Meetings • DPCU Meetings • Budget Committee meetings • Audit Committee Meeting • Procurement Committee Meeting • HOD/ Management Meeting • DISEC Meeting • Spatial Planning Committee Meeting • District Health Committee Meetings • District Education Oversight Committee 	<ul style="list-style-type: none"> • Minutes Compilations • Minutes Compilation • Minutes Dissemination • Minutes compilation • Minutes compilation • Minutes compilation • Minutes compilation • Minutes compilation • Minutes compilation • Minutes compilation • Minutes/Report Compilation • Minutes/Report Compilation • Minutes/Report Compilation • Minutes/Report Compilation 	<p>2 weeks</p> <p>2 weeks</p> <p>1 month</p> <p>2 weeks</p> <p>2 weeks</p> <p>2 weeks</p> <p>2 weeks</p> <p>2 weeks</p> <p>2 weeks</p> <p>2 weeks</p> <p>1 week</p> <p>1 week</p> <p>2 weeks</p> <p>2 weeks</p>
3.	<p style="text-align: center;">Statutory / Mandatory Meetings</p>	<ul style="list-style-type: none"> • Sub-committee meetings • Executive Committee Meeting • Assembly Meetings • Departmental Meetings • DPCU Meetings 	<p>3 times a yr</p> <p>3 times a yr</p> <p>3 times a yr</p> <p>Quarterly</p> <p>Quarterly</p>

		<ul style="list-style-type: none"> • Budget Committee meetings • Audit Committee Meeting • Procurement Committee Meeting • HOD/ Management Meeting • DISEC Meeting • Spatial Planning Committee Meeting • District Health Committee Meetings • District Education committee meeting 	<p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p> <p>Quarterly</p>
4.	<ul style="list-style-type: none"> • Monitoring and Supervision • Project Monitoring • Sub-Structures • Meeting Revenue Targets • Review Meetings 	<ul style="list-style-type: none"> ▪ Project inspection/ supervision ▪ Projects monitoring ▪ Monitoring of Area Councils • Revenue generation • Plan and Budget Implementati 	<p>Routine</p> <p>Quarterly</p> <p>Routine</p> <p>Routine</p> <p>Mid-year</p>
5.	<ul style="list-style-type: none"> • Capacity Building • Secretarial/Executive • Financial Management • Management/Executive 	<ul style="list-style-type: none"> • Junior • Middle Level • Senior Level 	<p>1 Week</p> <p>2 Weeks</p> <p>1 Week</p>
6.	Environment and Sanitation:	<ul style="list-style-type: none"> • Disposal of solid and liquid 	

	Waste Management System Household Latrines Afforestation	Waste <ul style="list-style-type: none"> • Household Inspection • Tree Planting 	Quarterly Monthly Yearly
7.	<ul style="list-style-type: none"> • Planning and Budgeting • Physical Budgeting • Financial Budgeting • Data Collection 	<ul style="list-style-type: none"> • Projecting identification & distribution • Resources allocation • Review & assessment 	
8.	<ul style="list-style-type: none"> • Financial management • Revenue Generation • Stores Management • Public Expenditure Tracking/Auditing 	<ul style="list-style-type: none"> • Preparation and submission financial returns including trial balance (internal audit) • Payment of certificate to contractors and workers • Tax administration (licenses, fees & fines) 	Quarterly 24hrs. Weekly
9.	<ul style="list-style-type: none"> • Physical Planning 	<ul style="list-style-type: none"> • Land demarcation • Drawing of site plans • Consultancy on land issues • Approval of building permits 	1 Week 1 Week Daily Within 30 days
10	<ul style="list-style-type: none"> • Human Resource Department 	<ul style="list-style-type: none"> • Validation of staff salary • Performance Management • Training & Management 	Monthly Quarterly Quarterly
11	<ul style="list-style-type: none"> • Finance Unit 	<ul style="list-style-type: none"> • Book keeping and reporting • Auditing & reporting 	Quarterly Quarterly

COMPOSITION OF TALENSI DISTRICT ASSEMBLY

DEPARTMENTS

S/NO.	DEPARTMENT	CONSTITUENTS
1.	Education	<ol style="list-style-type: none"> 1. Office the District Education Directorate 2. Ghana Library Board 3. Youth and sports
2.	Social Welfare & Community Development	<ol style="list-style-type: none"> 1. Social Welfare 2. Community Development
3	Works	<ol style="list-style-type: none"> 1. Public Works Dept. 2. Dept. of Feeder Roads 3. Rural Housing 4. Building Inspectorate Unit
4	Physical Planning	<ol style="list-style-type: none"> 1. Dept. Town Planning 2. Dept. of Parks & Gardens
5	Finance	<ol style="list-style-type: none"> 1. Controller & Accountant General 2. Internal Unit
6	Health	<ol style="list-style-type: none"> 1. Office of the District Health Directorate 2. Births & Deaths
7	Central Administration	<ol style="list-style-type: none"> 1. Central Administration 2. DPCU 3. Planning Unit 4. Budget Unit

		5. Environmental Health
8	Trade & Industry	1. Trade 2. Cottage Industry 3. Co-operatives
9	Disaster Prevention	1. Fire Service Dept. 2. NADMO
10	Department of Agriculture	1. Animal Health & Production 2. Fisheries 3. Extension Services Division 4. Crops Services 5. I Engineering 6. veterinary Division
11	Human Resource Department	1.
12	Department of Forestry, Game and Wildlife	2. Forestry protection of wildlife

COURTESY AND CO-OPERATION

- **Friendly and courteous staff will be on hand to serve you**
- **Accurate and reliable information will be provided by staff**
- **ID cards be provided when necessary**
- **Hotline available for all**

WHAT WE EXPECT FROM THE PUBLIC

Ensure the documents submitted are well prepared, complaints are factual and can be verified

INFORMATION ON TRANSPARENCY AND CONVENIENCE

The Assembly will endeavour to provide its clients/customers with all the information they need to access its services

The Clients service Unit of the Assembly will assist clients/ customers

COMPLAINTS AND COMMENTS

If you have any complaints or comments, you may submit it to

Postal Address: P O BOX 1, Talensi District Assembly

Telephone: (+0242665238/0244229324

Email: talensidistrict100@gmail.com.

Website: www.talda.gov.gh

Or if you are not satisfied, you may then complain to:

THE DCE/DCD

P O Box 1, Talensi District Assembly

(+0242665238/0244229324/

As a resort you may appeal to

THE DISTRICT CHIEF EXECUTIVE

Talensi District Assembly

P. O. Box 1

Tongo – UE/R

COLLABORATING AGENCIES/NGOS

The Assembly works closely with a number of development partners and agencies. These include:

S/NO	AGENCY/NGO	AREA OF ACTIVITY
1	UNICEF	Child Protection, Reproductive Health
2	World Vision International	Child Welfare, Education, Water and Sanitation
3	JICA	Health, Agriculture, Water & Sanitation
4	CWSA	Water and Sanitation
5	GPSNP	Climate Change, dug-outs construction and feeder roads
6	CRS	WASH in schools, WASH Health Facilities WASH in communities
7	Information Services Development	Information Dissemination and public sensitization on matters of public interest
8	Ghana Police Service	Maintenance of security, law and order
9	VRA and CWSA	Provision of Electricity and Water services