

OFFICE OF THE BIA WEST DISTRICT ASSEMBLY



CLIENT SERVICE CHARTER

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1.0 FOREWORD

The Bia West District Assembly, as part of the institutions under the Local Government Service, exists to promote local governance and ensure the overall development of the district. In line with our mandate specified in the Local Governance Act 2016, (Act 936), we are responsible for the formulation and implementation of policies, programmes, and projects that improve the living standards of our people. We coordinate development efforts, provide essential public services, and create an enabling environment for economic growth and social inclusion within the district.

This Client Service Charter has been developed to clearly outline our commitment to delivering quality, timely, and accessible services to all stakeholders. It sets out the standards you can expect from us, the procedures involved in accessing our services, and the responsibilities we share as service providers and clients. The Charter is intended to promote transparency, accountability, and responsiveness in our operations, while strengthening the trust and confidence between the Assembly and the public we serve.

We recognise that, effective service delivery is central to local governance. As such, this Charter serves as a practical guide to improving our interactions with clients and ensuring that all client engagements are handled promptly, fairly, and professionally.

We therefore encourage all our clients to make use of this document and actively engage with our Client Service Unit, to support our collective effort to enhance service delivery in the Bia West District.

We remain committed to continuous improvement and to upholding the highest standards of professionalism in all our endeavours.



CLIFFORD BABA ATANGA
DISTRICT CO-ORDINATING DIRECTOR
BIA WEST DISTRICT ASSEMBLY

2.1 VISION

The Bia West District Assembly envisages a society, with reduced incidence of household poverty, reduced illiteracy levels, increased communal access to potable water, reduced levels of diseases and involvement of the citizenry and marginalised groups in all levels of decision making.

2.2 MISSION

The mission of the Bia West District Assembly is to mobilize resources for accelerated and equitable development to ensure the betterment of its citizenry with respect to poverty related issues, diseases, potable water, education, as well as in involvement of the citizenry and marginalised groups in the decision-making process.

2.3 OUR CORE VALUES

The core values of the Bia West District Assembly centres on professionalism, integrity, accountability, meritocracy and customer-sensitivity. Specifically, BWDA aspires to:

1. Provide equal opportunity and fair treatment in a transparent and timely manner to all clients
2. Publish information on rules, procedures and service delivery standards
3. Take responsibility for all decisions actions and inactions
4. Respond appropriately to issues that impact on our core businesses
5. Exhibit honesty, neutrality and professionalism in dealing with our clients

3.0 OUR CORE FUNCTIONS

The core functions of the Bia West District Assembly are outlined below:

1. **Political & Administrative Authority:** Exercise political and administrative authority across the district, including deliberative, legislative, and executive functions.
2. **Economic & Social Development:** Promote productive activity, support social development, and remove obstacles that hinder local initiative and growth.
3. **Infrastructure & Municipal Services:** Initiate programmes for the development of basic infrastructure and deliver municipal works and services throughout the district.
4. **Human Settlements & Environment:** Oversee the development, improvement, and management of human settlements and the environment within the district.
5. **Education & Manpower Development:** Sponsor students from the district to address local manpower needs, particularly in education and health, ensuring gender equity in such sponsorships.
6. **Security & Public Safety:** Work with national and local security agencies to maintain security and public safety across the district.

7. **Justice & Cultural Heritage:** Ensure accessible justice through the courts and actively preserve and promote the district's cultural heritage.
8. **Development Plan Execution & Coordination:** Execute approved development plans, guide sub-district structures, encourage joint participation, and coordinate programmes with government agencies, public corporations, and NGOs.
9. **Monitoring & Evaluation:** Monitor the progress of development projects, assess their impact on the district, and evaluate outcomes in line with government policy.
10. **Regulatory Enforcement:** Serve as the authority to enforce specific legislation within the district, including the Auction Sales Act, the Liquor Licensing Act, and the Control and Prevention of Bushfires Act.
11. **Public Health & Environmental Compliance:** Enforce provisions of the Criminal Offences Act relating to street sanitation and stray cattle, and work in consultation with the police on all regulatory matters.
12. **Overall District Development:** Take full responsibility for the general development of the district and formulate plans, programmes, and strategies to mobilise resources toward that goal.

4.0 OUR SERVICES

NO.	SERVICE	DEPARTMENT / UNIT / SECTOR
1	Planning, Monitoring & Evaluation, and planning advisory services	District Planning and Coordinating Unit
2	Public relations and management of all client engagements (visits, enquiries, complaints, requests, feedbacks) on phone, online, or in person	Client Service Unit (CSU)
3	Correspondence management (receipt, filing, dispatch, retrieval) and registration of businesses, groups & marriages	Records Management Unit
4	General administration, coordination & correspondence	Administration Unit
5	Sanitation enforcement, inspections, public health education & food vendor licensing	Environmental Health & Sanitation Unit
6	Budget, rating, dissemination, revenue improvement, financial management	Budget Unit
7	Auditing, compliance, financial management, monitoring and advisory services	Internal Audit Unit
8	Tendering, contract management & supplier registration	Procurement Unit
9	ICT support services, data protection/management and IT training services	MIS Unit
10	Recruitment, validation, and staff management	Human Resource Department
11	Social & gender protection (children, PWD, vulnerable); community, youth & gender development and advisory/advocacy services	Social Welfare & Community Development / Gender Desk Unit
12	Revenue collection, tax administration, financial management services	Finance Department
13	Agricultural extension services, farmer training & support services	Department of Agriculture
14	Disaster response, relief services & disaster prevention	NADMO & Fire Service
15	Registration of births & deaths and issuance of certificates	Department of Births & Deaths
16	Business advisory services, local economic development, trade promotion, SMEs development & industrial support services	Department of Trade and Industry (BAC & Co-operatives)
17	Development permits, land use planning, development control & planning advisory	Physical Planning Department
18	Building inspection, technical services, development control, infrastructure maintenance & project supervision	Works Department
19	Data collection & information management, research, statistical technical advisory services	Department of Statistics
20	Educational support services, school infrastructure coordination & stakeholder engagement	Education, Youth and Sports
21	Primary healthcare coordination, public health programmes & health promotion	Department of Health
22	Forest resource management, wildlife conservation & environmental protection services	Forestry, Game and Wildlife)
A	Revenue collection, local administration & community-level services	Area Councils (sub-district structures)

5.0 SERVICE STANDARDS

In furtherance of the above, we commit ourselves and subscribe to the following service standards:

SN	DEPARTMENT / UNIT	SERVICE	TIMELINE	PROCESS / PROCEDURE	CLIENT REQUIREMENTS	FEES (GH¢) / PAYMENT POINT	SERVICE DELIVERY STANDARDS
1	Client Service Unit (CSU)	Appointments/Visits/ Feedbacks	5 – 30 minutes	Walk-in/phone call/online → acknowledgement → response	Accurate basic client details, courtesy	Free	Client Focus, Professionalism, Effective & Efficient Use of Resources
		Enquiries / Complaints	1–5 days for initial response	Lodge complaint/Enquiry (Walk-in/phone/online) → process → track → feedback	Accurate complaint/enquiry details/evidence, patience & courtesy	Free	Accountability, Transparency, Client Focus
		Requests / follow-ups	1–5 days for initial response	Submit request (walk-in/phone/online) → process → track → feedback	Completed request document/reference (if follow-up)	Free	Client Focus, Transparency
2	Records Management Unit	Receipt & Dispatch of Correspondence	1 – 3 days	Submit document → classify & file → forward to action officer	Accurate details of client	Free	Professionalism, Efficiency, Accountability
		Tracking / Retrieval of Official Records	1 – 3 days	Request lodged → file search → retrieval → access provided	Reference number or document details	Free	Client Focus, Efficiency
		Registration of Businesses, Associations & Groups	3–10 working days	Application → verification → approval → registration → record entry → certificate issued	Completed forms, ID, business/group details, constitution, other basic details	Fees apply	Transparency, Accountability, Participation
		Marriage Registration	5–10 working days	Application → paste notice → certificate issued afterwards	ID, consent, completed forms, witnesses, others	Fees apply	Professionalism, Transparency, Accountability
3	Physical Planning Department	Building/Development Permit	10–30 working days	Application → vetting → site inspection → SPC/TSC approval → permit issued	Drawings, site plan, land docs, forms	Fees apply	Transparency, Accountability, Professionalism

		Rezoning / Change of Use	15–30 working days	Apply → technical review → stakeholder consultation → approval	Land documents, justification	Fees apply	Participation, Transparency
		Planning Advisory services	3–7 days	Request → review → advisory issued	Site/location details	Fees may apply	Professionalism, Client Focus
		Development control (unauthorised structures)	Inspection within 7 days; enforcement daily	Monitoring/report → inspection → notice → enforcement	Location details	Demolition / other fees may apply	Accountability, Transparency
4	Works Department	Building inspection	3–10 days	Request → schedule → inspect → report	Approved permit, access, basic info	Fees may apply	Professionalism, Accountability
		Structural integrity assessment	7–14 days	Request → technical assessment → report	Written request, access, basic info	Fees may apply	Professionalism, Efficiency
		Maintenance of public infrastructure	7–30 days	Report → assess → schedule → execute works	Complaint details	Free	Efficient Use of Resources, Accountability
		Technical advisory services	3–7 days	Request → review → advice issued	Project details	Free	Professionalism, Client Focus
5	Environmental Health & Sanitation Unit	Sanitation complaints	24–72 hours inspection	Submit complaint → verify → inspect → abatement notice → enforcement	Location, client, and nuisance details	Fees may apply	Client Focus, Accountability
		Food vendor screening & certification	5–15 days	Announcement → inspection → screening → certification	Applicant details, biospecimen sample	Fees Apply	Client Focus, Professionalism, Accountability
		Public health education & enforcement	Ongoing	Community outreach	N/A	Free	Participation, Client Focus
6	Social Welfare & Community Development	Child protection services	Immediate – 48 hours	Report → assess → schedule → intervene → Report → Follow-up	Accurate case details (supporting evidence)	Free	Client Focus, Accountability
		PWDA/LEAP support services	7–14 days	Apply → verify/vet → provide support	Physical/Medical evidence/Application	Free	Participation, Client Focus
		Community/gender development	Ongoing	Engagement programmes	N/A	Free	Participation

7	Finance Department	Fee/rate payments & receipts	1 day	Assessment → payment → receipt	Billing details	Statutory fees	Accountability, Transparency
		Revenue complaints/disputes	1–5 days	Lodge complaint → review → feedback	Proof of payment	Free	Accountability, Client Focus
8	Procurement Unit	Tendering processes	14–30 days	Advert → bid → evaluate → award	Company documents	Tender fees apply	Transparency, Accountability
		Supplier registration	7–14 days	Apply → vet → approve	Company documents	Free	Professionalism, Efficiency
9	Human Resource Department	Recruitment services	14–30 days	Advertise → apply → vet → feedback	CV, application	Free	Professionalism, Transparency
10	Agriculture Department	Extension services & Farm inputs	1–7 days	Request → field visit → advise → disburse	Farmer and farm details	Free	Client Focus, Transparency, Effective Use of Resources,
		Farmer training programmes	Seasonal	Schedule → training → reporting	Registration details	Free	Participation, Client Focus
11	NADMO & Fire Service	Disaster response services	1 – 3 days	Report → assess → respond	Incident details	Free	Efficient & Effective Use of Resources, Client Focus
12	Department of Statistics	Provision of Statistical Data, Information and Decision-Making Support	1–7 working days	Formal request → data verification → info released	Formal request stating type of data & purpose	Fees determined by GSS may apply	Professionalism, Transparency
		Survey, Research, Monitoring and Statistical Technical Advisory Services	5–15 working days	Formal request → review of methodology/tools → monitoring/research → technical advice / feedback / report	Survey concept note, proposal, survey details and methodology	Fees may apply	Professionalism, Quality Assurance, Transparency, Compliance
		Statistical Literacy and Public Education	1–4 Weeks	Review of request → programme scheduled → sensitization/education	Formal request from institution or community	Free	Participation, Efficient & Effective Use of Resources
13	Births & Deaths Registry	Birth registration	1 – 30 days	Submit application → wait for certificate/response	Forms, birth evidence	Statutory fees	Professionalism, Client Focus

		Death registration	1 – 15 days	Submit application → wait for certificate/response	Medical report/forms	Fees apply	Professionalism
14	Business Advisory Centre (BAC)	Business advisory services	3–7 days	Request → advisory → follow-up →	Business information	Free	Client Focus, Professionalism
		GEA Business Registration	5–15 days	Apply → vet → wait for certificate/response	Application, premises	Fees apply	Transparency, Accountability
A	Area Councils	Revenue collection & local admin. services	Immediate – 7 days	Payment/request → service	Relevant details	Approved D.A rates	Accountability, Client Focus

5.1 INTERNAL SERVICE DELIVERY PROCEDURES

SERVICES	TIMELINE	PROCEDURE	SDS INDICATOR
GENERAL ADMINISTRATION	Quarterly	Organise statutory Meetings: General Assembly Meetings, Executive Committee Meetings, Sub-Committee Meeting and Heads of Departments Meetings	Professionalism
	Quarterly	Public Relations and Complaints Committee: Receive complaints (from CSU), Organise vital meetings and take actions on all complaints and recommendations	Professionalism
	Quarterly, Daily	Clients Focus: Report on Client Service activities. Receive client complaints, enquiries and requests through e-mails, phone calls and in-person, and provide feedback after addressing them appropriately	Transparency, Accountability and Participation
	Quarterly	Town Hall Meetings/Community Engagements: Organise Town Hall Meetings and engagements with communities to record Client complaints, requests, and address grievances.	Accountability, Transparency and Participation
PLANNING AND SUSTAINABLE DEVELOPMENT	Quarterly	Spatial Planning and Entity Tender Committees: organise spatial planning committee meetings, field visitations, permitting approval/disapproval, street and property naming, participatory M&E	Professionalism
	Annually	Community Needs Assessment & Action Plan: Prepare Annual Action Plan and Medium-Term Development Plans with stakeholders and disseminate after planning	Professionalism and Participation
FINANCIAL MANAGEMENT AND AUDITING	Annually	Procurement plan: Preparation and approval of Annual Procurement Plans and review of the APP	Professionalism
	Daily, Annually	Annual Audit Work Plan: Prepare Annual Audit Work Plan, conduct and report on Internal Audit activities, organise Audit Committee meetings and report on it. Monitoring: Conduct monitoring exercises on quarterly and on a need's basis	Professionalism
	Monthly	Monthly Financial Reports: Prepare and submit monthly financial reports	Professionalism
	Annually	Annual Budget: Preparation and approval of annual Budget work plan	Participation, Accountability
	Biannually	Preparation of Biannual composite promotion schedule with established vacancies for all grade levels by the end of January & mid July 2024, and the 2025 retirement schedule prepared by 31 st December 2024 for onward submission to the RCC	Professionalism Transparency
	Biannually	Departments of the Assembly, non-decentralized Departments, SOEs and Public Corporations etc. undertake joint stakeholder mid- year review sessions <i>for the year 2024</i> and plan <i>for the year 2025</i> to ensure a co-ordinated approach to development and management of the district's affairs	Participation Professionalism Transparency Accountability
	At least Annually	At least one sensitization forum organized for staff on Local Governance Act, 2016 (Act 936), Local Government Service Protocols, MMDA bye-laws and all other relevant enactments by the end of the year	Professionalism Transparency
SANITATION SERVICES	Weekly, Monthly, Quarterly, Annually	Sanitation enforcement, inspections, fumigations, waste management, public health education & food vendor licensing	E&E Use of Resources, Client Focus, Accountability

6.0 WHAT WE ASK OF YOU

The quality of service we can provide to you depends on the input and co-operation we receive from you. Accordingly, we expect you to:

- Schedule appointments
- Identify yourself by name, and if necessary, organisation and grade/title
- Provide the required information in an honest and timely manner
- Comply with our rules, guidelines and regulations
- Accord our staff the utmost respect and exercise patience
- Inform us if you are not satisfied with our services through the CSU

6.1 When Registering a Complaint

When contacting us if you are dissatisfied with a service from BWDA, we would like you to;

- Identify yourself
- Be clear on why you are not satisfied
- Indicate what you expect from the Assembly
- Keep a record of events
- Follow up with the Client Service Unit if feedback delays

7.0 WHAT TO EXPECT FROM US

In writing, we will:

- Reply to all letters (in person and online) within five (5) working days upon receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone or e-mail when to expect a full reply.
- Treat faxes and e-mails which are duly signed as official documents.

By telephone/online, we will:

- Answer the telephone between one (1) to three (3) rings for calls, and five (5) to fifteen (15) minutes for e-mails and social media application.
- Identify ourselves by organisation, name and position.
- Inform you when you may expect a full reply, in case we are unable to respond to your enquiry and complaints immediately.
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence

On appointment, we will:

- See you within ten minutes of the agreed time.
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect a response from us.

8.0 REGISTERING FEEDBACKS

The Bia West District Assembly is committed to improving its service delivery at all times. We would like to hear from you during or after accessing our services, through any of the following channels.

NO	FEEDBACK CHANNEL	DETAILS / HOW TO USE
1	Client Service Unit (CSU)	Visit the Assembly's Client Service Unit to provide feedback, make enquiries, or lodge complaints in person.
2	Suggestion / Complaint Box	Drop written feedback or complaint in designated boxes at the Assembly's premises
3	Telephone (Calls)	Call the Assembly's official contact number to make enquiries, requests, or register complaints or feedbacks
4	Mobile / WhatsApp Line	Send complaints, or enquiries via official mobile/WhatsApp numbers
5	Email (info@bwdas.gov.gh)	Send formal feedback, complaints, or requests via the Assembly's official email address
6	Official Website / Online Portal (https://bwdas.gov.gh)	Submit feedback clear written feedbacks/complaints through online forms (where available)
7	Postal / Mailing Address (PMB, Essam-Debiso)	Send clear and respectable written feedbacks/complaints through official postal address
8	Social Media Platforms (Facebook and WhatsApp)	Send us a direct message on our official social media platforms Facebook and WhatsApp)
9	All Community Engagement Platforms	Provide feedback during town hall meetings, durbars, and stakeholder consultations in a clear and respectable manner
10	Area Councils	Lodge complaints or feedback at Area Council offices closer to your community

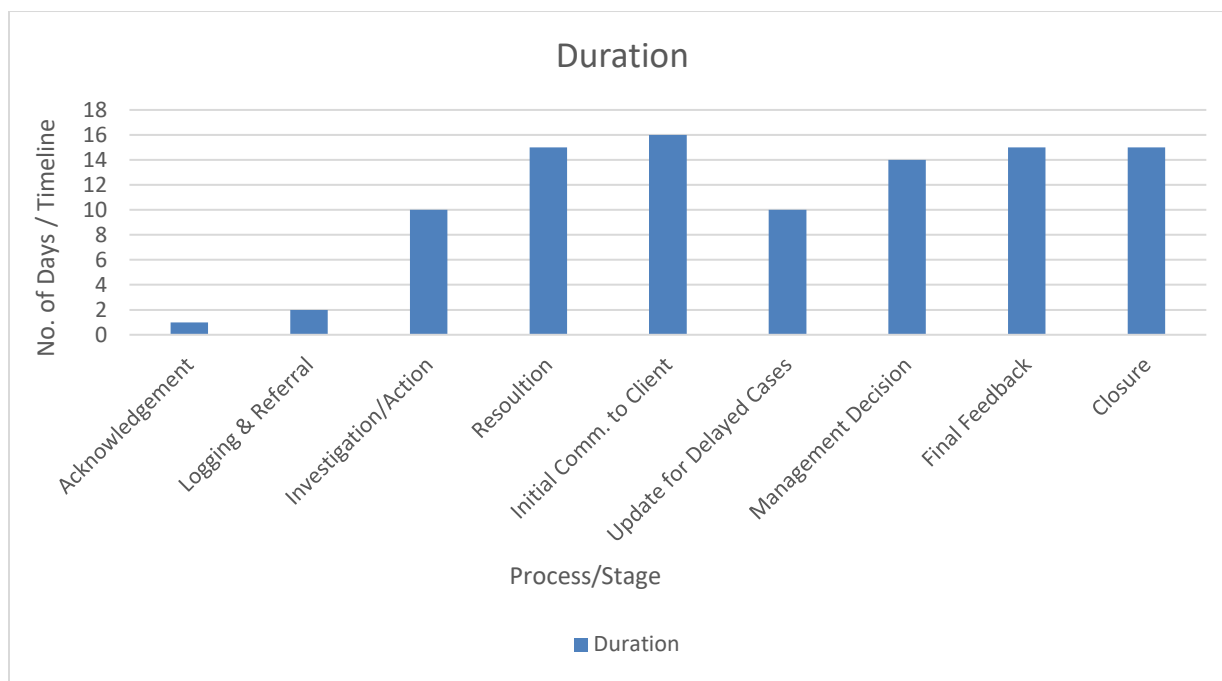
9.0 INTERNAL COMPLAINT HANDLING MECHANISM

The channel of communication in dealing with BWDA shall be as follows:

- From Serving Officer to the Client Service Officer and District Coordinating Director.
- From a Non-Civil Servant/general public to the Client Service Officer and District Coordinating Director.
- From retired officers, through the head of the organisation where they last served/worked OR through the Human Resource Manager, BWDA OR CLOGSAG Chairperson, to the Client Service Officer and District Coordinating Director.

The table below depicts the timelines for resolving and communicating feedbacks to our clients.

NO.	PROCESS / STAGE	TIMELINE
1	Acknowledgement of complaint	Within 24 hours
2	Logging and referral to action officer (s) / department	Within 2 working days
3	Investigation and action on complaint	3-10 working days (depending on complexity)
4	Resolution of complaint	Within 3-15 working days
5	Communication of initial feedback to client	Immediately upon resolution or within 1-2 working days
6	Interim update (for delayed/complex cases)	Every 5-10 working days until resolved
7	Escalation to Management (if unresolved)	After 10-15 working days
8	Communication of final feedback to client	Within 5-15 working days (depending on complexity)
9	Final closure and documentation	Within 1-2 working days after resolution



Where you are not satisfied with the outcome of your complaint, you may further address it to the **Client Service Officer** for onward submission to:

**THE CHAIRMAN
PUBLIC RELATIONS AND COMPLAINTS COMMITTEE
BIA WEST DISTRICT ASSEMBLY
PMB, ESSAM-DEBISO**

10.0 EXTERNAL COMPLAINT HANDLING MECHANISM

Where you are still not satisfied with the outcome, you may address your comments/complaint to the following institution:

**THE DISTRICT OFFICER
COMMISSION ON HUMAN RIGHTS AND ADMINISTRATIVE JUSTICE (CHRAJ)
ESSAM**

OR ANY OTHER APPROPRIATE REVIEW/APPELLATE BODY

11.0 WHERE TO FIND US

11.1 Physical Location

The Bia West District Assembly is located to your right on the Adjoafua-Oseikojokrom road after the Essam Customs check point.

11.2 Office Address

Sefwi Essam, on the Adjoafua-Oseikojokrom road,
Near the GES Building
Digital Address: WD-0144-5470

The **Client Service Unit** is located at the main hall, Room 33, located at your right-hand side from the entrance of the office complex building.

11.3 Our Contacts

You may address all your requests, enquiries, feedbacks and complaints to any of the following:

E-mail: info@bwdas.gov.gh

Telephone No.: 0256071291

Mobile No. (CSO): 0548184615

Website: <https://bwdas.gov.gh>

WhatsApp: 0256071291

Facebook: Bia West District Assembly

POST OFFICE BOX:

BIA WEST DISTRICT ASSEMBLY

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