

Courtesy and Co-Operation

1. All office doors are marked to facilitate easy identification
2. Friendly client services officers will be on hand to provide various services.
3. Assembly staff will also be available to provide information and other support service.
4. All trained development control task force will visit various construction sites to ensure adherence to build regulation.
5. Developers are entreated to produce valid development permits.
6. Revenue collectors will go around daily to collect various rates in the most courteous manner.
7. Rate payers are entreated to pay approved amount and collect covering payment accordingly.

What We Expect from the Public

The assembly expects full co-operation and compliance with its rules, regulation and procedures to ensure smooth services delivery. To access any of the services, we expect that;

1. Business should be dully registered with Registrar General's Department.
2. Business address and location including street names and numbers should be made available.
3. Registered indenture {Land Title Certificate} and four (4) copies of architectural drawings for the insurance of building/development permits
4. A child has weighing card and in the case of persons above one (1) year, provision of baptismal certificate and ID card are requirement.
5. To obtain a death certificate, it is expected that, a duly signed cause of death certificate affidavit is provided.
6. The public will participate in the various community level education programs on sanitation, hygiene, revenue collection and others.
7. The by-laws of Assembly will be compiled to ensure effective administration of the District.

Other Collaborating Agencies

Dormaa East District Assembly shall collaborate with the following departments and Agencies among several others.

1. Internal revenue service
2. The value Added Tax Office
3. The Internal Audit Agency
4. The Ghana Police Service
5. Electricity Company of Ghana
6. Land Commission
7. Land Valuation Board
8. Community Water and Sanitation Agency
9. Ghana Aids Commission
10. The Private Sector is also a major collaborating agent that we cherish most and are always welcome to do business with us.

Composition of DEDA Electoral Areas

The table below shows the towns and communities under the electoral areas in the Dormaa East District.

No.	Name of Electoral Area	Communities
1.	Kontire	Akontanim
2.	New Town	Akontanim
3.	Ahenboboano	Kyeremasu
4.	Nana Tawiah	Kyeremasu
5.	Attanofi	Kyeremasu
6.	Ahenboboano	Wamanafo
7.	New Town Sabinkrom	Wamanafo
8.	Amanfi	Ampenkro
9.	Mewerenfiwuo	Ampenkro
10.	Wamfie East	Wamfie
11.	Wamfie West	Wamfie
12.	Ahenbrunum	Wamfie
13.	Bronikrom Beposo	Wamfie
14.	Kofi Nti Shed	Wamfie
15.	Danyame	Wamfie
16.	Salam	Asuotiano
17.	New Town	Asuotiano
18.	Asuhyiaye	Nsesresu
19.	Dome Agogo	D Akwamu
20.	Asante Akim/New Town	D Akwamu
21.	Takoradi / Nyabikyire	D Akwamu

COMPLAINTS

DEDA welcomes complaints from the public, client and customers. Complaint against the assembly as an institution, assembly members and staff should be addressed to:

**THE CHAIRMAN
PUBLIC RELATIONS AND COMPLAINTS
COMMITTEE (PRCC)
DORMAA EAST DISTRICT ASSEMBLY
WAMFIE**

In case you are not satisfied, you can visit the Head Office of the assembly at Dormaa East District Assembly or write to:

**CO-ORDINATING DIRECTOR
DORMAA EAST DISTRICT ASSEMBLY
P.O.BOX 5 – WAMFIE**

TEL: 0243389575/0204333777

COMPILED BY: THE PUBLIC RELATION UNIT



DEDA

DORMAA EAST DISTRICT

Assembly

SERVICE DELIVERY

CHARTER



UNITY, PROSPERITY AND PROGRES

DISTRICT PROFILE

1. HISTORICAL BACKGROUND

Wamfie is the traditional home of the people of Mansen (now majority lives at Wamfie). The original name “Mansen” has over the years been changed to Wamfie.

2. LOCATION AND SIZE

The District has a total land area of 456 square kilometers. It shares boundaries with Dormaa Municipal to the west, Berekum to the North, Sunyani to the East, and to the South by Asunafo North Municipal and Asutifi South District respectively.

3. POPULATION

The District has a total population of 58,172 according to the 2010 Population and Housing Census which represents about 2.1% growth rate per annum.

4. GOVERNANCE IN DEDA

The Dormaa East District Assembly was established under a Legislative Instrument (LI 1851) in 2007. It was created out of the then Dormaa District Assembly, now Dormaa Municipal Assembly and was inaugurated on 29th February, 2008 with Wamfie as the administrative capital. The Dormaa East Assembly is therefore the main authority that ensures the perpetration. Approval and implementation of Development Plans with in the District.

5. ADMINISTRATION

The decentralization policy of the Government has given rise to the establishment of the District Assembly Concept. The present Dormaa East District Assembly (DEDA) is a 31-member Assembly, 21 elected, 9 appointed 1 member of parliament. It is the highest political and administrative authority. It is composed of:

- The District Chief Executive
- Hon. Assembly members of which two-thirds are directly elected by universal adult suffrage and one-third approval by the President of the Republic of Ghana in consultation with Chiefs and other interested groups in the District.
- The Hon. member of Parliament is an ex-officio Member.
- The Assembly has a Presiding Member who presides over the General Assembly Meetings. The District Co-ordinating Director who is a Career Civil Servant is the Secretary to the Assembly and performs administrative functions and policies which are implemented by the District Authority.

The District Assembly has Five (5) statutory Sub-Committee and one Adhoc sub- Committee which are responsible for collating and deliberating on issues relevant to its deliberative, Executive and legislative functions. they submit their recommendations to the District Assembly for consideration which are later ratified by the General Assembly.

- The Assembly has a Public Relations and complaints committee chaired by the Presiding Member.

MISSION STATEMENT

The Dormaa East District Assembly exists to attain high living standards for the inhabitants of the District through collaboration, provision of quality social services and promotion of good governance through strengthening of the District sub-structures.

VISION STATEMENT

The vision of the District Assembly is to achieve sustainable and equitable economic growth and development as well as perfect service delivery within a participatory and peaceful environment.

OBJECTIVES

1. To provide socio-economic infrastructure and service in the district.
2. To provide effective and efficient revenue mobilization management.
3. To ensure clean, safe and healthy environment.
4. To promote socio economic activities in the District especially for the vulnerable and excluded.
5. To improve upon the logistics and human resource of the District
6. To enhance good governance and civic responsibility by strengthening the Administrative set up.
7. To promote effective private sector participation in the development of the District.
8. To facilitate the development and application of information and communication technology (ICT) based in the District.

Functions / Responsibilities of Dormaa East District Assembly

1. The overall development of the Assembly and ensuring the preparation and submission of the Development Plans and Budget for the District to government for approval.
2. Formulation of programs and strategies for the effective mobilization and utilization of human, physical, financial and other resources in the District.
3. Initiating programs for the development of basic infrastructure and provision of District work and services.
4. The development, improvement and management of human settlements and the environment.
5. The maintenance of security and public safety, in collaboration with the appropriate national and local security agencies.
6. Ensuring access to the Court and public tribunals in the District for the promotion of justice.
7. Initiating, sponsoring or carrying out such duties as may be necessary for the discharge of any functions conferred by this law or any other enactment.
8. Performing such other functions as may be referred to it by Government.

No.	Services	Time Frame /Month/Days
1.	Issuance of Building Permit	1-90 days depending on the submission of all relevant document
2.	Preparation and approval of planning schemes/layouts	Three (3) Months
3.	Issuance of Business Operating permit (DOP)	Within One Working Day
4.	Issuance of Birth Certificate	Under 1yr (1day) Above 1yr (2weeks)
5.	Issuance of Death Certificate	Same Day of Death Already Buried (3weeks)
6.	Waste Management	Twice Weekly Collection
7.	Issuance of food vendors certificate	Three (3) Months
8.	Public Education on Hygiene practices	Daily

Information Transparency and Convenience

1. We have a District Information Department that will generate positive Publicity for the assembly and enhance our reputation.
2. The public will be duly informed about the activities of Government and the Assembly in addition to drafting press releases and contact people in the media who will print or broadcast Assembly’s programs and activities regularly.
3. Lock and key notice boards will be made available at our office and Zonal Council Offices.
4. Clients of the District Assembly will be provided with all necessary information they need to access our services.
5. Town Hall meetings for the public will be organized by the Assembly to keep the public informed about developmental projects undertaken in the district.
6. Client Service Desk has been provided at the Assembly as the first point of call for our clients who visit our offices
7. Suggestion box will be created at vantage points to solicit public views on our service delivery.

We Strive For

1. Continuous improvement in our service delivery.
2. The creation of an enabling environment for socio-economic development.
3. Empowerment of women and other vulnerable groups to participate in Government and Assembly’s development agenda.
4. The protection and promotion of health and the prevention of diseases.
5. Provision of information in an open and transparent manner.
6. Creation of conducive environment for public private partnership {PPP} in our delivery to ensure efficiency and effectiveness.
7. Compilation of a comprehensive socio-economic data base that will be accessible to the public.