



**KASSENA NANKANA WEST
DISTRICT ASSEMBLY**

CLIENT SERVICE CHARTER

DECEMBER 2025

FOREWORD

This Client Service Charter has been prepared to monitor efficient service delivery and serve as the plan for the Assembly. This will help to further facilitate the standardization of the services delivered and to communicate to the public the exact services the Assembly delivers. It details the service standards that the Assembly is committed to delivering to our stakeholders and outlines a complaints procedure for our esteemed stakeholders who may have challenges with our services.

Through this document, the Assembly will be able to communicate to stakeholders vital information about what the Assembly commits to do, how to contact the Assembly, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It will enhance the participation of civil society and interest

groups in the management of core mandate as well as provide transparent mechanisms for contact, accessibility and complaints.

Another fundamental reason for the development of this Charter is to ensure that the activities of the Assembly cover all categories of user groups ranging from other Departments and Agencies, civil society groups, contractors and the general public without any bias.

It is our expectation that stakeholders who engage the Assembly are served in line with our values of being professional, ethical, efficient and responsive. Our commitment as an Assembly is to ensure that we provide the highest standards of excellence in client service delivery.

We welcome your feedback as we work together to create a customer-centric culture.

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INTRODUCTION

The Kassena Nankana West District Assembly (KNWDA), hereinafter referred to as the “ASSEMBLY”, under the Ministry of Local Government, Chieftaincy and Religious Affairs, was carved out of Kassena Nankana Municipal Assembly under the Legislative Instrument (LI) 1895 of 2004 in 2007.

1.1 Mission Statement

To improve the quality of life of the people by sustaining an appropriate enabling environment, food security, a well-educated, motivated and healthy population through effective and efficient resource mobilization and management in collaboration with Development Partners and Community Participation.

1.2 Vision Statement

To ensure a stable, peaceful, well balanced and integrated developed district in the Upper East Region and Ghana.

1.3 Values

- To ensure that all departments of the assembly and agencies perform their duties effectively and efficiently in the district.
- To ensure high sense of discipline and punctuality to work by staff of the Assembly.
- Implement government policies and programmes efficiently in the district.

1.4 Goal

Effective mobilization, co-ordinating and utilization of both human and material resources for the general wellbeing of the people, through the provision of basic services in a participatory manner.

1.5 Functions of the District Assembly

The functions of the Assembly are deliberative, legislative and executive; Section 12 (1) of the Local Government Act, 2016, Act 936, lists the functions of Assemblies to include the following:

- i. 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 Minister of Finance for the district.
- ii. Formulate and execute plans, programmes and strategies for the effective mobilization of the resource necessary for the overall development of the district.
- iii. Promote and support productive activity and social development in the district and remove any obstacles that imitate against development.
- iv. Initiate Programmes for the development of basic infrastructure and provide municipal works and services in the district.
- v. Be responsible to the development, improvement and management of human settlement and the environment in the district.
- vi. co-operation with appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district.
- vii. Ensure ready access to the courts and public tribunals in the district for the promotion of justice.
- viii. Initiate, sponsor or carry out such studies as may be necessary for the discharges of any of the functions and conferred by the Act or any other enactment and perform such other functions as may be provided under any other enactment.

1.6 Location and Size

It is located approximately at latitude 10°97 ' N and longitude 001°10 ' W. It occupies a land mass of about 1658 km². The district shares boundaries with Burkina Faso, Bolgatanga Municipal, Kassena Nankana Municipal, Builsa and Sissala East to the North, Northeast, East, South, Southwest, and West, respectively.

COMPOSITION OF MEMBERS OF THE ASSEMBLY

The District Chief Executive (DCE) is appointed by the President and confirmed by not less than two-thirds (2/3) majority of the Assembly Members present and voting.

The Assembly has sixty-six (66) Assembly Members, forty-six (46) elected, twenty (20) appointed, one (1) M.P and one (1) District Chief Executive.

2.1 Electoral Areas in the District

The District is divided into forty-six (46) electoral areas, with each being represented by an Assembly member elected by Universal Adult Suffrage in accordance with regulations made for the purpose by the Electoral Commission.

2.2 Functions of the Assembly

The functions of the District Assembly are derived from sections 12 and 73 of the Local Governance Act of 2016, Act 936. Below is a summary of the functions of the District Assembly.

- General Administration of the District for the maintenance of security, law and order as well as public safety.
- Monitoring, co-ordinating and evaluating the performance of Staff, Departments and Agencies for the promotion of District Development and, for that matter, national development.
- Monitoring, Co-coordinating and ensuring security, orderliness and peace in the District.
- Co-ordinating and harmonizing the effective administration of all staff, Departments and Agencies within the District.
- Ensuring the smooth operation of the entire Government Machinery in the District and efficient and effective service delivery to maximize good governance and public welfare.
- Formulating comprehensive development framework for the District to guide the efforts of the Development, other agencies, NGO's and all other development partners.

Facilitating and coordinating the formulation of Medium Term Development Plans (MTDPS) by the Assembly and harmonizing them for presentation to the National Development Planning Commission.

- Coordinating, monitoring and evaluating the activities of decentralized, Departments and Agencies.
- Ensuring the equitable allocation of resources, including funds for the smooth administration of the District and the prudent utilization of resources allocated.

The District Assembly shall, in the discharge of its functions

- a. Be subject to the general guidance and direction of the President on the matters of national policy.
- b. Act in co-operation with the appropriate public corporation, statutory body or nongovernmental organization. In the event of conflict between the District Assembly and an agency of the central government, public corporation, statutory body, non-government organization or individual over the performance of its functions, the matter shall be referred to the Regional Co-ordinating Council (RCC) for resolution.

2.3 Responsibilities

Subject to the provisions of the Local Government Act 936 (2016), and without prejudice to the functions enumerated, the District Assembly shall be responsible for

- Issuance of development and building permits
- Issuance of business operation permit (B.O.P)
- Registration of births and Deaths
- Approval of planning scheme layouts/zoning
- Prohibit construction of any new building unless and until the plans have been approved by the assembly
- Undertake the demolition of unauthorized I dangerous buildings and structures in the municipality
- Development control / orderly physical development of settlements
- Waste management and sanitation

Revenue mobilization for development

- Fixing of rates
- Provision of basic socio-economic infrastructure including schools, markets, lorry parks, public places of convenience, health facilities etc.
- Facilitates the provision of water and other public utilities in consultation with providers in the district
- Maintenance of law and order
- Development of sports and recreational facilities
- Construction, repair and maintenance
- Regulate trade of business of which may noxious, injurious to public safety, or in the public safety, or in the public interest
- Abate nuisance in the district
- Inspect/regulate the production of all meat, pork, vegetables ,foodstuffs or liquor intended for human consumption
- Provide, maintain and supervise slaughter houses.
- Provide deal with outbreaks of disease-causing vectors
- Control, regulate, inspect, supervise, licensing, Social, dance, entertainment hall, lodging and eating house premises upon which any profession, occupation, trade or business is carried out
- Divert or alter the course of streets
- Street electrification
- Prescribe conditions for erecting, constructing, demolishing, re-erection and reconstruction/conversion etc. of public and private buildings and structures □
- Control and regulate the siting of billboard adverts in the district
- Building, equipping, opening, closing and maintaining markets, prohibit erection of stores in places other than designed markets
- Build, equip and maintain public primary, junior or high and special schools
- Administration of public schools and approval of the opening of private and junior high schools
- Provide facilities for arts and crafts, recreation and sports.
- Community development programmes

- Disaster risk and relief services
Improve agriculture and control animal husbandry
- Plant trees and regulate planting and cutting of trees along the streets etc.
- Establish and regulate teenage community-based industries.
- Prohibit and restrict the driving or use of vehicles on any specified road or direction
- Regulate routes of public vehicles
- License taxicabs, bicycles and motor bicycles and prescribe fees payable
- Disease risk and relief services
- Establish, maintain and control parks and other vehicles
- Prevent and control undesirable fires in collaboration with appropriate institutions.

OUR CLIENTELE

The Clientele of the Assembly includes all the institutions and organizations listed under schedules 1.2.3 in the Local Governance Act of 207G (Act, 936).

3.1 Service Delivery Time Frame

The specific services provided by all commissions, and the expected time frame for delivery, are presented in Table 1 below;

No.	SERVICE	TIME FRAME (MONTHS/DAYS)
1	Issuance of Building permit	Within three (3) months or 60 working days from the date of receipt of application
2	Preparation and approval of planning schemes	From six (6) months to one year from the date of receipt of application depending on the size.
3	Issuance of business operating permits (B.O.P)	Within three (3) working days from the date of receipt of application
4	Issuance of birth certificate	Under one (1) year one year above (10 years) - two (2) weeks from the date of application
5	Issuance of death certificate	Newly deceased- one (1) day already buried.
6	Issuance of vendor certificate	Within eight (8) working days from the receipt of the application
7	Waste management (door-to-door collection.	Twice
8	Public education on hygiene	periodicaly
9	Issuance of permit for the erection of billboards	Fourteen (14) working days from the date of receipt of correspondence.

10	Response to correspondence	Ten (10) working days from the date of receipt of correspondence.
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3.2 What We Strive for

- Continuous improvements in its 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 valuable information in an open and transparent manner
- Creation of a conducive environment for public-private partnership (PPP) in its service delivery
- Compilation of comprehensive socio-economic database accessible to the general public.
- Maintenance of an open and transparent administration that enlists the active participation and support of civic society organizations and the public at large for ensuring good governance and high standard of public welfare.
- Promoting the endowment and potential of the district for the attraction of investors to improve the standard of living.

3.3 What the Assembly Expects 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 provided by the Assembly;

- Businesses should be duly registered with the Registrar-General's Department
- Business address and location, including street names, should be made available to the Assembly immediately

- Provide registered indenture (Land title certificate and four (4) copies of architectural drawings for the issuance of building/development permits.
- The public will participate in communal level education programmes on sanitation, hygiene, revenue collection and other programmes of the assembly.
- The by-laws of the assembly will be fully complied with to ensure effective administration and a cohesive society.
- The public will collaborate with the assembly and enforcement agencies in ensuring security in the district.

3.4 Other Collaborating Agencies

The Kassena Nankana West District Assembly (KNWDA) collaborates with the following departments, agencies and institutions to ensure effective administration and an orderly society

- Ghana Revenue Authority (GRA)
- District Health Service
- District Education Service
- District Port Health
- The Ghana Police Service
- Northern Electricity Company (NEDCo)
- Ghana Water Company Limited
- Land Valuation Board
- Community Water And Sanitation Agency
- Ghana Aids Commission
- Ghana National Fire Service
- National Commission on Civic Education Statistical Service
- The Ghana Armed Forces
- The Youth Employment Agency
- The Lands Commission

- NGO's, Community Based Organization (CBO'S) and Faith Based Organizations (FBOs)
- National Commission for Civic Education
- National Disaster Management Organization
- Traditional Authorities
- Other Relevant Institutions

3.5 Access to Information and Transparency

- Information about KNWDA is made available on notice boards and other official documents of the KNWDA at the Assembly and sub- district offices.
- KNWDA provides its clients with all necessary information needed to access its services.
- Information can also be accessed at the Client Service Office and other departments of the District Assembly or through the official phone number (0200883354)
- The website of KNWDA (info@knwda.gov.gh) is regularly updated to provide relevant information on KNWDA to the general public.

3.6 Courtesy and Co-Operation

- Friendly client services officer always standing by to provide various services
- A well-trained development control task force will visit construction sites to enforce adherence to building regulations
- Developers are entreated to produce valid development and building permits for inspection
- Courteous revenue collectors shall go round daily to collect various rates
- Ratepayers are entreated to pay approved sums and collect receipts covering amounts paid.

COMPLAINTS TO THE ASSEMBLY

The Kassena Nankana West District Assembly (KNWDA) welcomes comments and complaints from its valued clients, and the general public always endeavours to respond promptly and satisfactorily. For prompt response to complaints, the public is advised to address their complaints to the appropriate unit.

KASSENA NANKANA WEST DISTRICT ASSEMBLY (KNWDA)

In the event that the complainant is not satisfied with the decision of the Public Relations and Complaints Committee, he or she may seek the audience and assistance of the;

Kassena Nankana West District Assembly P.O.
Box 1, Paga.

Website: www.knwda.gov.gh

Email: info@knwda.gov.gh or at the DCD's
Office, KNWDA, directly.

Better still, a complainant not satisfied with the treatment of his/her complaints may resort to the District Chief's Executive Office, KNWDA.

A complainant who is still not satisfied with the treatment of his/her complaints may further resort to the Upper East Regional Coordinating Council (UERCC) for hearing.