

KARAGA DISTRICT ASSEMBLY

2020

CLIENT SERVICE CHARTER

KDA, KARAGA

KDA



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DISTRICT PROFILE

HISTORICAL BACKGROUND

The historical development of the Karaga District started within the Gushegu-Karaga District. Karaga District was carved out of the then Gushegu-Karaga District in August 2004 following the Legislative Instrument (L.I. 1787).

LOCATION AND SIZE

The Karaga District is one of the Sixteen (16) administrative districts in the newly created Northern Region and located in the North-Eastern part of the Northern Region, between latitudes 19⁰ 30⁰ South and 10⁰ 30⁰ North and longitudes 0⁰ East and 45⁰ West. It has a total land area of 3,119.3 kilometer square. It shares boundaries with four Districts in the Northern Region, West and East Mamprusi to the North, Savelugu Nanton District to the West and Gushegu Municipal to the South and East. The District capital is Karaga which is 24km from Gushegu and 94km from Tamale, the Regional Capital

The District had a total population of 114,225 in the 2021 Population and Housing Census, with males constituting 55,677 and 58,548 females. The Karaga District in total has 169 settlements.

GOVERNANCE AND ADMINISTRATION

The Decentralization Policy gave rise to the establishment of the District Assembly system. Politically, Karaga District is made up of one (1) Town and four (4) Area Councils with 75 Unit Committee members in all the councils. The Town Council is Karaga while the Area Councils are Pishigu, Bagli/Zandua, Kuduli, and Sakulo/Namburugu.

The Karaga District Assembly has a total of 48 Assembly members made up of 33 elected members, 15 appointed members, a District Chief Executive, and a Member of Parliament. The District has just one (1) Constituency.

The District Assembly is the highest political and administrative authority in the district. It consists of:

- The District Chief Executive
- The 48 Hon. Assembly members and
- The Member of Parliament

- The Assembly has a Presiding Member who presides over General Assembly meetings. The District Coordinating Director who is a career civil servant is the secretary to the assembly and performs administrative functions and policies which are implemented by the Assembly. The Assembly authority has Seven (7) sub-committee's which are responsible for collating and deliberating on issues relevant to its deliberative, executive and legislative functions. They submit their recommendations to the Executive Committee for consideration which are later ratified by the General Assembly
- The Assembly has Public Relation and Complaints Committee chaired by the Presiding Member.
- The Assembly has a Client Service Unit with a designated officer.

MISSION STATEMENT

To improve upon the quality of life of the people through harnessing Human and Material Resources and Effective Coordination for the provision of Basic Infrastructure, Economic and Social Services to the people.

VISSION STATEMENT

A District where there is Improved Socio- Economic Conditions through Quality Education, Healthy Lifestyles, Food Security and Income on a sustainable Basis and above all participate in decision-making process

OBJECTIVE

To provide sustainable economic growth and improve the living standard of the people.

CORE VALUES

Our core values include;

1. Transparency
2. Team Work
3. Efficiency
4. Accountability
5. Participation
6. Impartially and Timely service delivery

FUCTIONS/RESPONSIBILITIES OF KARAGA DISTRICT ASSEMBLY

- a. It is responsible for the overall development and ensures the preparation and submission through the Regional Coordinating Council development plans of the District to the commission for approved plans to the minister for approval.
- b. Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the District
- c. Promote and supports productive activity and social development in the district and remove any obstacle to initiative development.
- d. Initiates programmes for the development of basic infrastructure and provides works and services in the District.
- e. It is responsible for the development, improvement and management of human settlements and the environment in the District.
- f. Incorporates the appropriate national and local security and public safety in the district
- g. Ensures ready access to courts in the District for the promotion of Justice
- h. Initiates sponsor or carries out such studies as may be necessary for the discharge of any functions conferred by Act or any other enactment.
- i. It guides, encourages and supports sub-district local government bodies, public agencies and local communities to perform their roles in the execution of approved development.

Our Service Standards include but not limited to;

No.	Service/Activity	Time frame (month/days)
1.	Organize Assembly meetings	Quarterly
2.	Issuance of building permit	1-90 days pending on submission of all relevant documents
3.	Preparation and approval of planning schemes/layouts	Three (3) months
4	Issuance of business operating permit (BOP)	Within one working day
5	Prompt attendance to correspondence	Daily
6	Public interface with D/A officials (Town Hall Meetings)	Twice in a year
7	Response to complaints and petitions from the citizenry (Public)	One week
8	Issuance of food venders' certificates	Three (3months)
9	Public education on hygiene practice	Daily
10	Preparation of Medium Term Development Plans	Once every four years
11	Monitor all development programs or projects	Quarterly
12	Prepare annual and supplementary budgets	Annually

INFORMATION TRANSPARANCY AND CONVENIENCE

The Karaga District Assembly will ensure information transparency and convenience by:

1. Providing brochures and handbills detailing the roles and responsibilities of the office which shall be made available at our reception, for public consumption;
2. Placement of a suggestion box at the reception to collect and collate public suggestions, complaints and views;
3. Creating an information desk for the provision of information on all issues especially pertaining to investment and development in the district;
4. Adequately publicizing the agenda and achievement of the district to ensure public participation in the district through information flow.

We Strive For

1. conducting operations in an open and transparent administration by actively engaging the Civil Society, the general public in participatory manner to ensure good governance in terms of being accountable.
2. using the media to promote the huge development potentials of the district in the tourism sector to local and foreign investors.
3. Continuous improvement on our service delivery.
4. The creation of an enabling environment for socio-economic development.
5. Empowerment of women and other venerable groups to participate in government and assembly's development agenda.
6. Protection and promotion of health and prevention of diseases.
7. Creation of conducive environment for Public Private Partnerships (PPP) in our delivery to ensure efficiency and effectiveness.

Courtesy and Co-operation

The Karaga District Assembly shall ensure that;

- a. the reception is always opened to clients and all others within working hours.
- b. a customer service front desk officer shall attend to all reasonable needs of clients/visitors by courteously directing them to relevant schedule officers/offices and the offices shall be appropriately labelled to ensure easy identification and location.
- c. all clients/visitors shall be treated with utmost care, love and attend to their needs with dispatch and professionalism.
- d. adequate and reliable information is provided to all clients on demand after going through due process.

What We Expect from the Public:

The Karaga District Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery.

Other Collaborating Agencies

The District Assembly shall collaborate with the following departments and agencies including;

1. The Security Services
2. VRA/NEDCO
3. Lands Commission
4. Community Water and Sanitation Agency
5. Ghana Aids Commission
6. Development Partners
7. The Traditional Authority
8. Other Public Agencies

COMPLAINTS

KDA welcomes complaints from the public, clients and customers. Complaint against the Assembly as an Institution, Assembly members and staff should be addressed to:

The Client Service Officer
Client Service Unit
Karaga District Assembly
Karaga

You can also pick a **complaint form** at the client service unit to register your complaint or you can call our customer care line on **0372097190** to register your complaint, concern, comment or enquiry.

In case you are not satisfied, you can visit the Head Office of the Assembly in Karaga or write to:

The District Chief Executive
Karaga District Assembly
P. O. Box KA 1
Karaga

As a final resort, you may appeal to:

The New Charter Office
C/O Office of the President
Ministry of Public Sector Reform
PMB Stadium Post Office
Tel: 021-684-086/ 671-359/67233
Fax: 021-671-358

**COMPILED BY:
THE CLIENT SERVICE UNIT**