OFFICE OF THE KRACHI WEST DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER

MARCH, 2019
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LIST OF ACRONYMS

1. CA----------------Central Administration
2. WD---------------Works Department
3. DoA---------------Department of Agriculture
4. SW&CD----------Department of Social Welfare and Community Development
5. PP--------------Department of Physical Planning
6. HRD-----------Human Resource Department
7. DoF------------Department of Finance
8. DHD------------District Health Directorate
9. DED----------District Education Directorate
10. EHD----------Environmental Health Department
11. NADMO--------National Disaster Management Organization
12. CWSA---------Community Water & Sanitation Agency
13. PU-----------Planning Unit
14. PU-----------Procurement Unit
15. BU-----------Budget Unit
16. IAU----------Internal Audit Unit
17. NHIS---------National Health Insurance Scheme
18. GPRTU--------Ghana Private Road Transport Union
19. GCB---------Ghana Commercial Bank, GCB, Bank Limited, Kete-Krachi
20. KRBL---------Kaakyi Rural Bank Limited, Kete-Krachi
21. GBC---------Ghana Broadcasting Co-operation, GBC, Kaakyi Radio
22. NR----------Nyewase Radio
23. YEA----------Youth Employment Agency
24. GNFS--------Ghana National Fire Service
25. GPS---------Ghana Prisons Service
26. GPS---------Ghana Police Service
27. Navy
28. BNI-----------Beau National Investigation
29. OGG-----------Operation Gongo Gongo
30. CNC-----------Center for National Culture
31. CHRAJ--------Commission of Human Right and Administrative Justices
32. ZL-----------Zoom Lion, Kete-Krachi
33. NAS-----------National Ambulance Service
34. IS-----------Information Service
35. IAS-----------Internal Audit Service
36. WV-----------World Vision, Kete-Krachi Cluster
37. TC-----------Traditional Council
38. PACODEP------Partners of Community Development
39. VLTU---------Volta Lake Transport Union
40. ECG----------Electricity Company of Ghana
1.0 INTRODUCTION
The Office of the Krachi West District Assembly is one of the Central Management Agencies (CMAs) operating within the Government Machinery in the Local Level. The Office of the Krachi West District Assembly is made up of officers and the District Chief Executive is serving as the Political Head. The District Co-coordinating Director is the Administrative Head of the Assembly as well as the spending officer of the Assembly. They see to the smooth running of the district. The Assembly is tasked to ensure that Civil Service organizations as well as Government Agencies are optimally structured and adequately provide appropriate policy advice to the Electorates and to transform local policies and programmes so as to ensure its implementation. Krachi West District is one of the Districts within the Oti Region. Formally, the Krachi West District is made of Krachi Nchumuru District, Jasikan District and Krachi East Municipal Assembly. Those three District was curve out of Krachi District, now Krachi West District.

COMPOSITION OF KRACHI WEST DISTRICT ELECTORAL AREAS

<table>
<thead>
<tr>
<th>NO.</th>
<th>NAME OF ASSEMBLY MEMBER</th>
<th>ELECTORAL AREA</th>
<th>TEL. NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FRANCIS ODENKE NTEM</td>
<td>KANTANKOFRI</td>
<td>0541 099466</td>
</tr>
<tr>
<td>2</td>
<td>ALI KWABENA</td>
<td>SOFOLINE</td>
<td>0549 119564</td>
</tr>
<tr>
<td>3</td>
<td>MUMUNI SURAJU</td>
<td>EHIAMANKYENE</td>
<td>0248 691717</td>
</tr>
<tr>
<td>4</td>
<td>MACHA SAMUEL</td>
<td>BLEYIKOPE</td>
<td>0541 858249</td>
</tr>
<tr>
<td>5</td>
<td>ACHEM KOFI TAMAKLO</td>
<td>CHANTAI</td>
<td>0245 410526</td>
</tr>
<tr>
<td>6</td>
<td>BOYOR THOMAS</td>
<td>BOMMODEN/KPOLO</td>
<td>0545 130043</td>
</tr>
<tr>
<td>7</td>
<td>KASINI ELIJAH MABOLBE</td>
<td>NKYENKEYENE</td>
<td>0541 296467</td>
</tr>
<tr>
<td>8</td>
<td>NTOSO ALEXANDER</td>
<td>KPATCHU/YABORAE</td>
<td>0201 789975</td>
</tr>
<tr>
<td>9</td>
<td>HUKASH MUNTARI</td>
<td>SOLDIER CAMP</td>
<td>0547 302234</td>
</tr>
<tr>
<td>10</td>
<td>SULEMANA IBN KASSIM</td>
<td>NSUTA</td>
<td>0546 503592</td>
</tr>
<tr>
<td>11</td>
<td>NUHU INUSAH</td>
<td>KRACHIKROM</td>
<td>0240460946</td>
</tr>
<tr>
<td>12</td>
<td>OBIMPE ALBERT AGBEMAHIA</td>
<td>DENTEH</td>
<td>0241 336130</td>
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<tr>
<td>13</td>
<td>DONKOR PHILIP</td>
<td>NTEWUSAE</td>
<td>0543 447991</td>
</tr>
<tr>
<td>14</td>
<td>BADAGBOR SAMUEL</td>
<td>TOKPO</td>
<td>0554 050286</td>
</tr>
<tr>
<td>15</td>
<td>NDEMEYONFRE ALEXANDER</td>
<td>ABUJURO/DADEKRO</td>
<td>0241 316646</td>
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<td></td>
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<td>0200 608663</td>
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<tr>
<td></td>
<td>Name</td>
<td>Location</td>
<td>Phone Numbers</td>
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<tr>
<td>---</td>
<td>-------------------------------</td>
<td>-------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>16</td>
<td>KINGSLEY SEMEFA AYITEY</td>
<td>AMEWOYIKOPE</td>
<td>0246 606154/0200 146455</td>
</tr>
<tr>
<td>17</td>
<td>SANGYA PETER KWAME</td>
<td>MONKRA</td>
<td>0542 112722</td>
</tr>
<tr>
<td>18</td>
<td>DEVINE SEBBIE</td>
<td>AGLAKOPE</td>
<td>0541 715288</td>
</tr>
<tr>
<td>19</td>
<td>SIAW KWADWO</td>
<td>OSRAMANAE</td>
<td>0246 564220</td>
</tr>
<tr>
<td>20</td>
<td>AGBESI SIMON</td>
<td>DZILAKOPE</td>
<td>0246 407146/0200 765059</td>
</tr>
<tr>
<td>21</td>
<td>NYAMAH MICHAEL</td>
<td>ADANKPA/KADENTWE</td>
<td>0246 539713</td>
</tr>
<tr>
<td>22</td>
<td>PETER OKUTU</td>
<td>YABEN</td>
<td>054 7297252</td>
</tr>
<tr>
<td>23</td>
<td>NTOSO STELLA</td>
<td>GOV’T APPOINTEE</td>
<td>0547 300571</td>
</tr>
<tr>
<td>24</td>
<td>OGYIFASE ANTO</td>
<td>GOV’T APPOINTEE</td>
<td>0242 827577</td>
</tr>
<tr>
<td>25</td>
<td>DAPAA RICHMOND KWASI</td>
<td>GOV’T APPOINTEE</td>
<td>0242 232330</td>
</tr>
<tr>
<td>26</td>
<td>ABUNYA MACDALENE ABENA ATROBEA</td>
<td>GOV’T APPOINTEE</td>
<td>0207 818672</td>
</tr>
<tr>
<td>27</td>
<td>AGYEMANG SAMUEL</td>
<td>GOV’T APPOINTEE</td>
<td>0542 734385</td>
</tr>
<tr>
<td>28</td>
<td>AWURAYI KUDJO EDWARD</td>
<td>GOV’T APPOINTEE</td>
<td>0544 099608</td>
</tr>
<tr>
<td>29</td>
<td>MOHAMMED RABIO BIO</td>
<td>GOV’T APPOINTEE</td>
<td>0242 038676</td>
</tr>
<tr>
<td>30</td>
<td>NYENTUMI BERNARD</td>
<td>GOV’T APPOINTEE</td>
<td>0542 581102</td>
</tr>
<tr>
<td>31</td>
<td>DONKOR THERESA KYEREWAA</td>
<td>GOV’T APPOINTEE</td>
<td>0243 554077</td>
</tr>
<tr>
<td>32</td>
<td>GYINAE PETERKING</td>
<td>GOV’T APPOINTEE</td>
<td>0249 932360</td>
</tr>
<tr>
<td>33</td>
<td>NAKOJA JOHN KWASI</td>
<td>GOV’T APPOINTEE</td>
<td>0545 328853</td>
</tr>
</tbody>
</table>
KRACHI WEST DISTRICT ASSEMBLY Organogram
1.0.1 Departments/Directorates/Agencies/Divisions/Units under Krachi West District Assembly

The Krachi West District Assembly is made up of Decentralized Department, Directorates, Agencies, Divisions and Units. They include;

1. Central Administration (CA)
2. Works Department (WD)
3. Department of Agriculture (DoA)
4. Department of Social Welfare and Community Development (SW&CD)
5. Department of Physical Planning (PP)
6. Human Resource Department (HRD)
7. Department of Finance (DF)
8. District Health Directorate (DHD)
9. District Education Directorate (DED)
10. Environmental Health Department (EHD)
11. National Disaster Management Organization (NADMO)
12. Community Water & Sanitation Agency (CWSA)
13. Planning Unit (PU)
14. Procurement Unit (PU)
15. Budget Unit (BU)
16. Internal Audit Unit (IAU)
17. National Health Insurance Scheme (NHIS)
18. Ghana Private Road Transport Union (GPRTU)
19. GCB, Bank Limited, Kete-Krachi
20. Kaakyi Rural Bank Limited, Kete-Krachi
21. GBC, Kaakyi Radio
22. Nyewase Radio
23. Youth Employment Agency (YEA)
24. Ghana National Fire Service (GNFS)
25. Ghana Prisons Service (GPS)
26. Ghana Police Service (GPS)
27. Navy
28. Beau National Investigation (BNI)
29. Operation Gongo Gongo (OGG)
30. Center for National Culture (CNC)
31. Commission of Human Right and Administrative Justices (CHRAJ)
32. Zoom Lion, Kete-Krachi
33. Ambulance Service (AS)
34. Information Service (IS)
35. Internal Audit Service (IAS)
36. World Vision, Kete-Krachi Cluster
37. Traditional Council (TC)
38. PACODEP
39. Volta Lake Transport Union (VLTU)
40. Electricity Company of Ghana (ECG)
2.0 VISION OF KRACHI WEST DISTRICT ASSEMBLY
The vision statement of the Krachi West District Assembly is to create a conducive environment to attract the best caliber of human resource and promote investment drive of the district through private sector participation.

3.0 MISSION STATEMENT OF KRACHI WEST DISTRICT ASSEMBLY
The mission statement of the Krachi West District Assembly is to ensure efficient mobilization and utilization of financial and human resource for the overall development of the district and working in partnership with the private sector in the provision of basic socio-economic infrastructure to improve the wellbeing of the people.

This mandate is realized through the:

- Development of appropriate policy guidelines;
- Use of Information, Communication Technology (ICT)
- Well-trained, highly motivated staff.
- Empowering women in the District
- Stakeholders participation in decision making
- Well-functioning of all the sub-structures in the Assembly
- Proper security network in the District.

4.0 VALUES OF KRACHI WEST DISTRICT ASSEMBLY
The core values of the krachi West District Assembly are centered on professionalism, integrity, accountability, meritocracy and customer-sensitivity.

Specifically, the Krachi West District Assembly aspires to:

a. Provide equal opportunity and fair treatment in a transparent and timely manner to all clients

b. Publish information on rules, procedures and performance standards

c. Take responsibility for all decisions actions and inactions

d. Respond appropriately to issues that impact on our core businesses
e. Exhibit honesty, neutrality and professionalism in dealing with our clients

f. Provide cost effective and client focused services

g. Treat clients with utmost respect.

5.0 RESPONSIBILITIES OF KRACHI WEST DISTRICT ASSEMBLY

The 1992 constitution of the Republic of Ghana, in Article 240, tasks the Local Government Authorities (Metropolitan, Municipal and District Assemblies-MMDAs) to plan, initiate, coordinate, manage and execute policies in respect of all matters affecting the people within their areas. In view of that mandate, the Local Government Act, 1993-Act 462 defines the functions for the MMDAs.

To achieve the above objectives, the KWDA:

a. Develops, administers and implements relevant laws and regulations to manage and enhance the efficiency and effectiveness of the Service.

b. Formulates, interprets, monitors, evaluates and reviews human resource policies on recruitment, appointment, promotion, discipline and exiting from the Service.

c. Undertakes management reviews for the organizational development of the Civil Service.

d. Ensures the availability of professional and competent staff in the Civil Service.

e. Ensures the establishment and implementation of By-Laws in the District.

f. Promote economic activities in the District which geared towards national development.

g. Continue to support education and other social activities in the District.

h. Ensure gender equality in the District through the office of the Social Welfare and Community Development.

i. Exercise political and administrative authority in the district, provide guidance, give direction to, and supervise the other of administrative authorities in the District.

J. Performs deliberative, legislative and executive functions.
K. Responsible for the development, improvement and management of human settlements and the environment in the District.

I. Is responsible in co-operation with the appropriate national and local security agencies, for the maintenance of security and public safety in the district;

6.0 Description of Activities of each Directorates, Departments, Units/Divisions in Krachi West District Assembly

<table>
<thead>
<tr>
<th>Directorate/Department</th>
<th>Responsibilities/Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Administration</td>
<td>(1) The Central Administration Department is the Secretariat of the District Assembly and shall be responsible for the provision of support&quot; services, effective and efficient general administration and organization of the District Assembly</td>
</tr>
<tr>
<td></td>
<td>(2) The Department shall manage all sections of the assembly including: (i) Records (ii) Works (iii) Transport (iv) Logistics and Procurement (v) Accounts (vi) Stores (vii) Security (viii) Human Resources Management etc.</td>
</tr>
<tr>
<td></td>
<td>(3) The Department shall also coordinate the (a) General administrative functions (b) Development planning and management functions (c) Budgeting functions (d) Rating functions (e) Statistics and information services generally, and (f) Human Resource Planning and Development of the District Assembly.</td>
</tr>
</tbody>
</table>
| **Works Department** | 1. The Department of Works of the District Assembly is a merger of the Public Works Department, Department of Feeder Roads and District Water and Sanitation Unit, Department of Rural Housing and the Works Unit of the Assembly.  
2. The Works Department shall  
   (a) assist the Assembly to formulate policies on works within the framework of national policies;  
   (b) assist to establish and specify the programmes of action necessary for the implementation of physical plans;  
   (c) facilitate the implementation of policies on works and report to the Assembly;  
   (d) advise the Assembly on matters relating to works in the district;  
   (e) assist to prepare tender documents for all civil works projects to be undertaken by the Assembly through contracts or community initiated projects;  
   (f) facilitate the construction, repair and maintenance of;  
3. Public roads including feeder roads, and (ii) drains along any streets in the major settlements in the district;  
4. Advise on the construction, repair, maintenance and diversion or alteration of the course of any street; |
| 5. encourage and facilitate maintenance of Public buildings and facilities in the district; |
| 6. assist to build, equip, close and maintain markets and prohibit the erection of stalls in places other than the markets; |
| 7. assist to peg and demarcate all physical developments prepared for all major settlements in the district; |
| 8. facilitate the provision of adequate and wholesome supply of potable water for the entire district; |
| 9. assist to inspect projects undertaken by the District Assembly with relevant Departments of the Assembly |

| Department of Agriculture |
| 1. participate in provision of extension services in the areas of natural resources management, and rural infrastructural and small scale irrigation in the district; |
| 2. assist in the formulation and implementation of agricultural policy for the District Assembly within the framework of national policies; |
| 3. submit report on the implementation of policies and programmes to the District Assembly; |
| 4. advise the District Assembly on matters related to agricultural development in the district; |
| 5. promote extension services to farmers; |
| 6. assist and participate in on-farm adaptive research; |
| 7. lead the collection of data for analysis on cost effective farming enterprises; |
| 8. participate in the education and enforcement of legislation on fisheries; |
9. Promote the formation of viable fishermen associations and assist in fish farming;
10. promote soil and water conservation measures by the appropriate agricultural technology;
11. disseminate and adopt improved soil and water conservation methods;
12. promote agro-forestry development to reduce the incidence of bush fires;
13. promote an effective and integrated water management;
14. assist and facilitate sustained pasture and forage production and act as out grower to farmers;
15. assist development of animal health services infrastructure;
16. facilitate the development, operation and maintenance of livestock water supplies;
17. assist in developing forage production, ranges and farmlands;
18. encourage improvement in livestock breeds;
19. Assist in developing early warning systems on animals’ diseases;
20. facilitate and encourage vaccination and immunization of livestock and control of animal diseases;
21. advise and encourage crop development through nursery propagation;
22. assist in the development, rehabilitation and maintenance of small scale irrigation schemes;
<table>
<thead>
<tr>
<th>Department of Social Welfare and Community Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) The Social Welfare and Community Development Department shall assist the Assembly to formulate and implement social welfare and community development policies within the framework of national policy.</td>
</tr>
<tr>
<td>(2) The Department shall</td>
</tr>
<tr>
<td>(a) facilitate community-based rehabilitation of persons with disabilities;</td>
</tr>
<tr>
<td>(b) assist and facilitate provision of community care services including:</td>
</tr>
<tr>
<td>(i) registration of persons with disabilities;</td>
</tr>
<tr>
<td>(ii) assistance to the aged;</td>
</tr>
<tr>
<td>(iii) Personal social welfare services;</td>
</tr>
<tr>
<td>(iv) hospital welfare services;</td>
</tr>
<tr>
<td>(v) assistance to street children, child survival and development; and</td>
</tr>
<tr>
<td>(vi) socio-economic and emotional stability in families;</td>
</tr>
<tr>
<td>(c) assist to maintain specialized residential services in the districts;</td>
</tr>
<tr>
<td>(d) facilitate the registration and supervision of non-governmental organizations and their activities in the district;</td>
</tr>
<tr>
<td>(e) assist to organize community development programmes to improve and enrich rural life through:</td>
</tr>
</tbody>
</table>
(i) Literacy and adult education classes;

(ii) Voluntary contribution and communal labour for the provision of facilities and services such as water, schools, library, community centres and public places of convenience or;

(iii) teaching deprived or rural women in home management and child care

<table>
<thead>
<tr>
<th>Department of Physical Planning</th>
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</thead>
<tbody>
<tr>
<td>(1) The Department of Physical Planning at the District level shall manage the activities of the Department of Town and Country Planning and the Department of Parks and Gardens.</td>
</tr>
<tr>
<td>(2) The Department shall</td>
</tr>
<tr>
<td>(a) advise the District Assembly on national policies on physical planning, land use and development;</td>
</tr>
<tr>
<td>(b) co-ordinate activities and projects of departments and other agencies including Non-Governmental Organizations to ensure compliance with planning standards;</td>
</tr>
<tr>
<td>(c) assist in preparation of physical plans as a guide for the formulation of development policies and decisions and to design projects in the district;</td>
</tr>
<tr>
<td>(d) assist to identify problems concerning the development of land and its social, environmental and economic implications;</td>
</tr>
<tr>
<td>(e) advise on setting out approved plans for future development of land at the district level;</td>
</tr>
</tbody>
</table>
(g) advise on preparation of structures for towns and villages within the district;

(h) collaborate with the Survey Unit in the performance of its functions;

(i) facilitate and participate in research into planning in the District;

(j) assist to offer professional advice to aggrieved persons on appeals and petitions on decisions made on their building;

(k) facilitate consultation, co-ordination and harmonization of developmental decisions into a physical development plan;

(l) assist to prepare a District Land-Use Plan to guide activities in the district;

(m) advise on the conditions for the construction of public and private buildings and structures;

(n) assist to provide the layout for buildings for improved housing layout and settlement;

(o) ensure the prohibition of the construction of new buildings unless building plans submitted have been approved by the Assembly;

(p) advise and facilitate the demolition of dilapidated buildings and recovery of expenses incurred in connection with the demolition;

(q) ensure the prohibition of the use of inflammable materials in the construction or repair of buildings in defined areas;
(r) advise the Assembly on the siting of billboards, masts and ensure compliance with the decisions of the Assembly;

(s) advise on the acquisition of landed property in the public interest; and

(t) Undertake street naming, numbering of house and related issues.

| Human Resource Department | The Human Resource Department is responsible for the following:
|---------------------------|------------------------------------------------------
|                           | (1) Human resource planning                           |
|                           | (2) Recruitment and selection process                 |
|                           | (3) Performance management                           |
|                           | (4) Learning and development                          |
|                           | (5) Career planning                                  |
|                           | (6) Function evaluation                              |
|                           | (7) Rewards                                          |
|                           | (8) Industrial relations                             |
|                           | (9) Employee participation and communication.        |
|                           | (10) Conversion and Upgrading of staff               |
|                           | (11) Transfer (Movement of Staff from one Public Service into the Civil Service or vice versa) |
|                           | (12) Posting (Movement of Staff from one MDA to another within the Service on the same Grade) |
(13) Secondment (Movement of Staff from one MDA to another institution outside the Civil Service)

(14) Condonation of Break in Service (harmonization of service to make it continuous for pension purposes)

(15) Study Leave with Pay, Study Leave without Pay and Leave of Absence (break in service on grounds other than studies)

(16) Processing of applications relating to promotions

(17) Processing of Reinstatement

**Department of Finance**

(1) The Finance Department is responsible for the sound financial management of the District Assembly's resources.

(2) The Finance Department shall

(a) ensure access at all reasonable times to files, documents and other records of the District Assembly;

(b) keep, render and publish statements on Public Accounts;

(c) keep receipts and custody of all public and trust monies payable into the Consolidated Fund;
(d) facilitate the disbursement of legitimate and authorized funds;
(e) prepare financial reports at specific periods for the Assembly;
(f) prepare payment vouchers and financial encumbrances;
(g) undertake revenue mobilization activities of the Assembly, and
(h) make provision for financial services to all departments in the District.

| National Disaster Management Organization (NADMO) | The National Disaster Management Organization is the government agency that is responsible for the management of disaster as well as other emergencies in Ghana. NADMO is responsible for:

1.) Rehabilitation services for victims of disaster
2.) Mobilization of people at various levels of society to support government programmes.
3.) Coordinating the activities of various government agencies in the Assemblies and Municipalities in the management of disasters. |

| District Health Directorate | The District Health Directorate is responsible for: |
(a) advise on the construction and rehabilitation of clinics and health centers or facilities;

(b) assist in the operation and maintenance of all health facilities under the jurisdiction of the regional and district coordinating council;

(c) assist to undertake health education and family immunization and nutrition programmes;

(d) coordinate works of health centers or posts or community based health workers;

(e) facilitate collection and analysis of data on health;

(f) promote and encourage good health and sanitation;

(g) facilitate diseases control and prevention;

(h) advise on management of the sick;

(i) assist to formulate, plan and implement district health policies within the framework of national health policies and guidelines provided by the Minister of Health;

(j) provide reports on the implementation of policies and programmes relating to health in the District Assembly;

(k) advise the Assembly on all matters relating to health including diseases in the district;
(l) advise on the:

(i) appointment, discipline, posting and transfer of health personnel within the district,

(ii) formulation and appointment of District Health management Committee, Advisory Boards, Committee of District Hospital, Polyclinics and Health Centers,

(iii) supervision and control of all District health Institutions, and

(iv) collection of health statistical data and other relevant information,

(m) advise on the licensing and regulation of provision of medical care services by the private sector in the district;

(n) facilitate activities relating to mass immunization and screening for diseases treatment in the district.

(o) assist to educate and inform residents of the district on sanitation and personal hygiene;

(p) facilitate and assist in regular inspection of the district for detection of nuisance of any condition likely to be offensive or injurious to human health;

(q) assist in efficient management of clinical care, community health care and environmental health service in the district infrastructure, to clean the District hospital, polyclinics, health posts and dressing stations;
(r) assist to establish, install, build and control public latrines, lavatories, urinals and wash places;

(s) assist the Assemblies in the licensing of persons to build and operate public latrines, lavatories, urinals, washhouses and related services in the District;

(t) monitor the activities of the operators and report to the District Assembly;

(u) assist to establish, maintain and carry out services for the removal and treatment of liquid waste;

(v) advise on the regulation and provision of services for removal and treatment of liquid waste by the private sector, persons authorized.

(w) assist to establish, maintain and carry out the removal and disposal of refuse, filth and carcasses of dead animals from any public place;

(x) assist in the disposal of dead bodies found in the district.

(y) advise on the regulation and provision of services by the private sector licensed by the District Assembly for the removal, disposal and processing of refuse, filth and carcasses of animals;

(z) assist to regulate any trade or business which may be harmful or injurious to public health or a
source of danger to the public or which otherwise is in the public interest to regulate;

(aa) assist to provide for the inspection of meat, fish, vegetables and other foodstuff and liquids of whatever kind or nature, whether intended for sale or not and to seize, destroy and otherwise deal with such foodstuff or liquids as are unfit for human consumption;

(bb) facilitate supervision and control of the manufacture of foodstuffs and liquids of whatever kind or nature intended for human consumption;

(cc) assist to provide, maintain, supervise and control slaughter houses and pounds and all such matters and things as may be necessary for the convenient use of such slaughter houses;

(dd) advise on licensing of persons and regulation of the provision of slaughter houses and related services;

(ee) facilitate the prevention and dealing with the outbreak and prevalence of any diseases;

(ff) advise on the prevention of the spreading and extermination of tsetse fly, mosquitoes, rats, bugs and other vermin in the district;

(gg) advise on the establishment and maintenance of cemeteries and crematoria; or

(hh) advise and encourage the keeping of animals in the district including horses, cattle, sheep and goats, domestic pets and poultry; and
<table>
<thead>
<tr>
<th><strong>District Education Directorate</strong></th>
<th>(ii) Assist in the control of noise, odour, dust and smoke pollution.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a) The District Education Directorate is responsible for the interpretation and facilitation of development of educational legislation in the District.</td>
</tr>
<tr>
<td></td>
<td>b) The Directorate developed from the need to exercise leadership through both local government and the legislative and executive branches of state government and from the need to encourage positive improvement by uniting the educational forces within each District.</td>
</tr>
<tr>
<td></td>
<td>c) Krachi West District Education Directorate manages the District Education office through monitoring and supervision of staff to ensure that the objectives of the District are met.</td>
</tr>
<tr>
<td></td>
<td>d) The Directorate provides general supervision of instructions to the various schools within the District by visiting each school at least once a month.</td>
</tr>
<tr>
<td></td>
<td>e) Evaluating and reporting the work of teaching and non-teaching staff on the progress of teaching of the subject and other activities.</td>
</tr>
</tbody>
</table>
f) Ensuring staff training in order to acquire skills and knowledge on their various endeavors.

g) Evaluating and ensuring the quality and standards of teaching in the District.

h) Training of school-based as well as Regional and District Guidance and Counseling.

i) Ensuring excellent levels of Management and accountability.

j) Provision of scholarship for brilliant but needy students in the District in order to enhance the enrollment of students.

| Environmental Health Department | The Environmental Health Department perform the following responsibilities:

|   | (a) service toilets and dispose of human waste collected from public and private sanitary facilities; |

|   | (b) provide technical support to the District Assemblies on the operation and maintenance of public toilets under private management |

|   | (c) supervise and control the operation of cesspool emptiers and allied equipment; |

|   | (d) receive and provide adequate treatment and effective disposal of both solid and liquid waste; |

|   | (e) treat and dispose of solid waste and provide compost manure; |
(f) supervise the cleansing of drains, streets, markets, car parks and weeding of road sides and open spaces;

(g) inspect and maintain sanitary facilities in the metropolis; or

(h) Advise the Assembly on recycling and other uses of waste materials.

<table>
<thead>
<tr>
<th>Partnership in Community Development Programme (PACODEP)</th>
<th>PACODEP was established in 2003 in Kete-Krachi, Ghana. The functions of PACODEP includes;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Rescues children. This partnership is responsible for rescuing children who are under slavery or sexual abuse by some bad people in our societies.</td>
</tr>
<tr>
<td></td>
<td>• Provides children with formal education.</td>
</tr>
<tr>
<td></td>
<td>• Provides medical screening to the children in order to ensure that they are in good health.</td>
</tr>
<tr>
<td></td>
<td>• Provides counselling and shelter to children as well as trace their families.</td>
</tr>
<tr>
<td></td>
<td>• Elimination of child or human Trafficking in Ghana</td>
</tr>
<tr>
<td></td>
<td>• Analytical study on Child Labour in Volta Lake fishing in Ghana</td>
</tr>
<tr>
<td></td>
<td>• Freeing the child slaves of Lake Volta</td>
</tr>
</tbody>
</table>
Responsibilities of the Agency:

1) The Scheme insured individuals and families and protect them against the financial hardships that may result from health care expenses.

2) It provides minimum yearly premium payment that is affordable to cover medical care services to the insured and their families throughout the year.

3) Yearly out of pocket payment of healthcare expenses.

4) Schools, Universities, colleges require proof of National Health Insurance coverage before enrollment or admission of students.

5) It offers the subscriber or the insured the opportunity to avoid self-treatment and other disastrous means of seeking healthcare.

Details of Activities:

Out Patient Services

- Registration of members
- Issuing of membership cards
- Renewing of membership cards

The NHIS membership card covers the following:

- Malaria, acute respiratory tract infection, diarrhoeal disease, skin disease and ulcers,
hypertension, acute eye infection, rheumatism, anaemia, intestinal worms disorders, acute ear infection, typhoid fever, dental caries, diabetes mellitus, STIs, asthma and others (general and specialist)

- Investigations, including laboratory investigations, x-rays
- Ultrasound scans for general and specialist out-patient services.
- HIV/AIDS symptomatic treatment for opportunistic infections.
- Out-patient/day surgical operations, including hernia repairs, incision and drainage of abscesses, and excision of lumps and haemorrhoidectomy.
- Out-patient physiotherapy.
- Medication, namely, prescription medicines on the National Health Insurance Scheme Medicines List, traditional medicines approved by the Food and Drugs Board (FDB) and prescribed by accredited medical and traditional medicine practitioners.
- Any other services approved by the Minister of Health (MoH).

- General and specialist in-patient care.
- Investigations including laboratory investigations, x-rays and ultrasound scans for in-patient care.
- Diagnosis and complications from other cancers, e.g. anaemia or obstruction
- Surgical operations, including appendicectomy (removal of the appendix).
- In-patient physiotherapy.
- Accommodation in general ward.
- Feeding (where available).
- Medication, namely, prescription medicines on the National Health Insurance Scheme Medicines List, traditional medicines approved by the Food and Drugs Board and prescribed by accredited medical and traditional medicines practitioners.

(Processing for) blood and blood products

<table>
<thead>
<tr>
<th>Youth Employment Agency (YEA)</th>
<th>Responsibilities of the Agency:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Youth Employment Agency is responsible for the provision of temporal job employment to the youth.</td>
</tr>
<tr>
<td></td>
<td>The centre is strategically position to serves as a one-stop shop to provide skills and connect job seekers to employers aimed at addressing the unemployment situations in the country</td>
</tr>
</tbody>
</table>

Details of Activities:
The detailed activities of Youth Employment Agency are
- Skills development and training
- Programs to foster entrepreneurship
<table>
<thead>
<tr>
<th>Community Water &amp; Sanitation Agency (CW&amp;SA)</th>
<th><strong>Responsibilities of the Agency:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth employment services including provision of labor market, general employment counseling and so forth.</td>
<td>- Charge reasonable fees for service for services provided.</td>
</tr>
<tr>
<td>Provision of direct employment</td>
<td>- Prescribe standards and guide lines for safe water supply and provision of related sanitation services in rural communities</td>
</tr>
<tr>
<td>Apprenticeship</td>
<td>- Assist and co-ordinate with Non-Governmental Organizations (NGOs) engaged in the development of water and related sanitation and hygiene education in the rural communities and small towns.</td>
</tr>
<tr>
<td>Recruitment of new members</td>
<td>- Promote the sustainability of safe drinking water supply and related sanitation services in rural communities and small towns.</td>
</tr>
<tr>
<td></td>
<td>- Enable the Assemblies to encourage the active involvement of the communities especially women in the design, planning, construction and community management of water and sanitation projects.</td>
</tr>
<tr>
<td></td>
<td>- Encourage private sector participation in the provision of safe drinking water supply and related sanitation service</td>
</tr>
</tbody>
</table>
**Details of Activities:**
- Daily provision of clean water to the community.
- Daily pumping of water from pump houses to distribution tank.
- Survey of pipe lines to identify burst for repair works.
- Reading of water meter numbers.
- Addressing of customer complains.

**National Disaster Management Organisation (NADMO)**

**Responsibilities of the Agency:**
The National Disaster Management Organization is the government agency that is responsible for the management of disaster as well as other emergencies in Ghana. NADMO is responsible for:

- Rehabilitation services for victims of disaster
- Mobilization of people at various levels of society to support government programmes.

Coordinating the activities of various government agencies in the Assemblies and Municipalities in the management of disasters.

**Details of Activities:**
- Yearly world civil defense day
- World Humanitarian Day
- International Day For Disaster Reduction
**Zoom Lion, Ghana**

**Responsibilities of the Agency:**
- Zoom Lion is responsible for the waste management in all the communities across the country
- Zoom Lion create dumping place for companies and individuals.
- They are environmentally friendly

**Details of Activities:**
- Accessing waste collection through tricycle
- Initiate waste management programs in Ghana
- Septic tank emptier in the urban areas

**District Security Council (The Police Service, Prison Service, Armed Forces, BNI, Fire Service)**

**The functions of the council include:**
- Considering and taking appropriate measures to safeguard the internal and external security of Ghana
- Ensuring the collection of information relating to the security of Ghana and the integration of the domestic, foreign and security policies.
- Provides security to the people in the local areas.
- Ensure peace and stability in the district
- Maintain peace and order during district and national elections.
• Guide borders and boundaries linking the districts to other districts or country.
• Control foreign invaders tourism in the country

7.0 WHAT WE ASK FROM 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:

1. Identify yourself by name, and if necessary, organisation and grade.
2. Provide the required information in an honest and timely manner
3. Comply with our rules, guidelines and regulations
4. Accord our staff the utmost respect
5. Inform us if you are not satisfied with our services

8.0 WHAT TO EXPECT FROM US
In writing, we will:

1. Reply to all letters within five (5) working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone when to expect a full reply
2. Treat faxes and e-mails which are duly signed as official documents. By telephone, we will:
3. Answer the telephone between two (2) to three (3) rings.
4. Identify ourselves by organization, name and grade.
5. Inform you when you may expect a full reply, in case we are unable to answer your enquiry immediately.
6. Redirect you to the appropriate quarters if the matter in question is not in our area of competence on appointment, we will:

7. See you within ten minutes of the agreed time.

8. Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

9.0 WHERE TO FIND US:
The Office of the Krachi West District Assembly is located at the Western part of the Oti Region. It is located near World Vision, Kete-Krachi Cluster.

9.0.1 OUR MAILING ADDRESS;
KRACHI WEST DISTRICT ASSEMBLY

POST OFFICE BOX 1
KETE-KRACHI.

TEL: 0549735412

WEBSITE:
WEBSITE: www.kwda.gov.gh

9.0.2 SOME IMPORTANT CONTACTS

<table>
<thead>
<tr>
<th>NO.</th>
<th>CONTACT PERSON</th>
<th>TELEPHONE NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>District Chief Executive (DCE)</td>
<td>0208937757/0248988339</td>
</tr>
<tr>
<td>2</td>
<td>District Co-coordinating Director (DCD)</td>
<td>0549735412</td>
</tr>
<tr>
<td>3</td>
<td>District Human Resource Manager (HRM)</td>
<td>0247772449</td>
</tr>
<tr>
<td>4</td>
<td>District Information Officer</td>
<td>0556824842</td>
</tr>
<tr>
<td>5</td>
<td>Public Relations and Complaints Unit</td>
<td>0246415128</td>
</tr>
<tr>
<td>6</td>
<td>Reception</td>
<td>0245569982</td>
</tr>
<tr>
<td>7</td>
<td>Client Service Unit</td>
<td>0247772449</td>
</tr>
</tbody>
</table>
10.0 COMPLAINTS AND COMMENTS

10.0.1 WHEN REGISTERING A COMPLAINT
When contacting us if you are dissatisfied with a service from the Office of the Krachi West District Assembly, we would like you to:

1. Identify yourself
2. Be clear why you are not satisfied
3. Indicate what you expect the OKWDA to do
4. Keep a record of events
5. Follow up with the relevant staff member, if possible

11.0 WHERE TO ADDRESS YOUR COMPLAINTS
You may address your comments and complaints to:

Office of the Krachi West District Assembly
Post Office Box 1
Kete-Krachi
Tel: 0549735412

12.0 Channel of Communication in Krachi West District Assembly
- The aggrieved party officially write to the Head of Department/Unit if the party is a staff. If the aggrieved party is not a staff of the Assembly, he/she may write to the Assembly/Client Service Unit Officer stating the problem or complaint.
- From the Head of Department/Client Service Unit, the complaint may move to the District Co-coordinating or to the PRCC. PRCC may carried the case to the general house or settle it at their level.
- However, if the aggrieved party is not satisfied with the result of the complaint, he/she may contact the District Chief Executive
- The District Chief Executive may refer the complaint to Management and from Management to EXECO.
• EXECO may also refer the case to the General House for discussion and settlement if necessary.
• Finally, if the party is not satisfied, the Assembly may refer the case to Head of Service through the Regional Co-coordinating Council.

13.0 YOUR VIEWS COUNT
If something goes wrong, we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this we need to know what kind of service you need and how this compares with the service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you. Where you are still not satisfied with the outcome, you may address your comment/complaints to:

THE OFFICER INCHARGE
CLIENT SERVICE UNIT
KRACHI WEST DISTRICT ASSEMBLY
P. O. BOX 1
KETE-KRACHI

PREPARED BY
MR. BRIGHT AKOMPIM
(HUMAN RESOURCE MANAGER)

COMPiled BY
MR. CLETUS CHEVURE
(DIST. CO-ORD. DIRECTOR)

WITNESS BY
HON. SIMON AGBESI
(PRESIDING MEMBER)