

# CLIENT SERVICE CHARTER

SOUTH TONGU DISTRICT ASSEMBLY

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**Our Vision is to be one of the best managed District Assemblies in Ghana**

## BRIEF PROFILE OF THE ASSEMBLY

South Tongu District was established by Legislative Instrument (L.I.) 1466 of 1989 with Sogakope as the District Capital. The district has four Area Councils, namely, Sogakope Area Council, Dabala Area Council, Larve Area Council and Agave Afedume Area Council. It covers a total land area of 643.57 square kilometers representing 3.1 percent of the land size of the Volta Region. South Tongu District is in the southern part of the Lower Volta Basin and bounded to the north by Central and North Tongu Districts, to the east by Akatsi South District, to the west by the Ada East District and to the south by Anloga District.

According to the 2010 PHC, the total population of the district was 87,950 representing 4.1 percent of the total population of Volta Region. At a growth rate of 2.5 percent per annum, the population of South Tongu District is expected to reach 111,997 by 2020. Females constitute 54.5 percent of the population while males represent 45.5 percent.

The district is generally agrarian with agriculture employing about 46.7 percent of the economically active population. Key agricultural sub-sectors include primary crop production, animal husbandry and fishery/aquaculture.

Other sectors of the district economy include the services and industrial sectors.

The South District Assembly has forty elected Assembly Members, eighteen Government Appointees, one elected Member of Parliament and one District Chief Executive. The General Assembly is chaired by the Presiding Member and assisted by the District Co-ordinating Director as secretary.

The Assembly is the highest political and administrative authority in the district. The General Assembly has two main committees: Executive Committee and Public Relations and Complaints Committee.

Executive Committee is made up of Chairpersons of its statutory sub-committees, namely:

1. Finance and Administration sub-committee
2. Social Services sub-committee
3. Justice and Security sub-committee
4. Work sub-committee, and
5. Development planning sub-committee

The Executive committee is chaired by the District Chief Executive.

Public Relations and Complaints Committee is the second committee of the General Assembly, which is chaired by the Presiding Member of the Assembly.

## **FUNCTIONS**

### **OUR CORE FUNCTIONS INCLUDE THE FOLLOWING:**

1. Formulate and execute plans, programmes, and strategies for the effective mobilization of the resources necessary for the overall development of the district.
2. Promote local economic development in the district.
3. Initiate programmes for the development of basic infrastructure and provide district works and services in the district.
4. Maintenance of security and public safety
5. Development, improvement and management of human settlements and the environment in the district
6. Promote Justice by ensuring ready access to courts
7. Execute approved development plans for the district
8. Guide, encourage and support sub-district local structures, public agencies, and local communities to perform their functions in the execution of approved development plans
9. Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the district and national economy in accordance with government policy
10. Co-ordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the district and other development sectors.

## **OUR MISSION**

**Our Mission is to improve the quality of life of the people through effective mobilization of human, material, and financial resources for accelerated socio-economic development and creation of enabling environment for private sector**

## **OUR MOTTO**

**PEACE, UNITY AND DEVELOPMENT**

## **OUR CLIENTS**

### **OUR CLIENTS ARE**

**ALL THE PEOPLE WE DEAL WITH DURING OUR WORK.**

**THEY ARE PEOPLE WHO LIVE IN, WORK IN OR VISIT OUR DISTRICT AND WHO DO BUSINESS WITH US.**

**WE ARE COMMITTED TO SERVE OUR CLIENTS' NEEDS.**

**ATTENTION WILL BE GIVEN TO EACH INDIVIDUAL CASE AND IT WILL BE HANDLED IN THE BEST POSSIBLE WAY.**

## **COMMENTS AND COMPLAINTS**

The South Tongu District Assembly welcomes comments and complaints from the public, its valued clients, and customers. Comments should be addressed to:

**THE CLIENT SERVICE OFFICER  
SOUTH TONGU DISTRICT ASSEMBLY  
P. O. BOX SK 15, SOGAKOPE**

Where you are unsatisfied, complaints should be sent to:

**THE CHAIRMAN  
PUBLIC RELATIONS AND COMPLAINTS COMMITTEE  
STDA  
P.O. BOX SK 15, SOGAKOPE  
0249257646**

## OUR PROJECTS AND PROGRAMMES

The South Tongu District Assembly works to deliver projects and programmes to all sectors of the district.

Some of the projects include construction of classrooms blocks, construction of CHPS compounds, construction of Nurses quarters, construction of Police stations and Police quarters, construction of public toilets, construction of boreholes and other water storage systems, construction of market sheds, fencing of markets, pavement of market floors, construction of doctors' bungalow, construction and renovation of staff bungalows, construction/renovation of roads, etc.

Other programmes and activities supported by the assembly include:

Public health programmes, gender empowerment programmes, public education programmes, official celebrations, justice delivery and legal services, manpower and skills development, supervision and inspection of education delivery, youth, sports and culture programmes, malaria prevention and HIV programmes, environmental sanitation services, solid and liquid waste management, agricultural extensions, street naming and property addressing, social intervention programmes, child rights promotion and protection, natural resource conservation, disaster prevention and management programmes, etc.



CHPS Compound at Dalive Torzikipota



A Commissioning of 6-unit classroom block at Sogakope

4 Unit teachers quarters at Sukladzi



4 Unit Classroom Block for Dabala SHTS



B Doctors' Bungalow at Richard Novati Catholic Hospital



C Town hall meeting at Larve

## MANAGEMENT AND DEPARTMENTS

The South Tongu District Assembly is headed by a District Chief Executive (DCE) who is appointed by the President of the Republic.

The District Chief Executive is the Political and Administrative head of the District Assembly. The DCE chairs the District Security Committee (DISEC) and the Executive Committee of the General Assembly.

The District Co-ordinating Director (DCD), who serves as technical advisor to the DCE, also sees to the day-to-day smooth running of the Assembly. The DCD supervises the Heads of Departments and Units of the Assembly and serves as the secretary to the General Assembly meeting.

The South Tongu District Assembly has thirteen departments namely, Central Administration, Finance, Education, Health, Social Welfare and Community Development, Agriculture, Physical Planning, Works, Trade and Industry, Natural Resources Conservation, Disaster Prevention, Human Resources and Statistics. The Central Administration Department host the Planning Unit, Budget Unit, Transport and Records Units as well as the Records Management and Procurement Units.

## WHAT WE EXPECT FROM YOUR AS A CLIENT

**The Assembly expects full cooperation and compliance with its rules, regulations, and procedures to ensure smooth service delivery in accessing any of the services we render as follows:**

1. Provide registered indenture and four (4) copies of architectural drawings for the issuance of building/development permits
2. Participate in various community level educational programmes on sanitation, hygiene, revenue collection, social accountability among, project monitoring and others
3. Comply with the byelaws of the Assembly to ensure effective administration of the district
4. Provide registered business address (with street names) for issuance of business operating permits



*Donation of Medical Equipment to Health facilities*



*Commissioning of 6-unit classroom block 1*

**OUR SERVICE DELIVERY STANDARDS**

**Participation:** Involvement of relevant stakeholders including civil society groups, media, NGOs, private sector, and community members in the planning, implementation, monitoring and evaluation of service delivery.

**Professionalism:** Demonstration of requisite skills and competencies, and the ability to adapt best practices in the delivery of services to the satisfaction of the client while adhering to ethical standards.

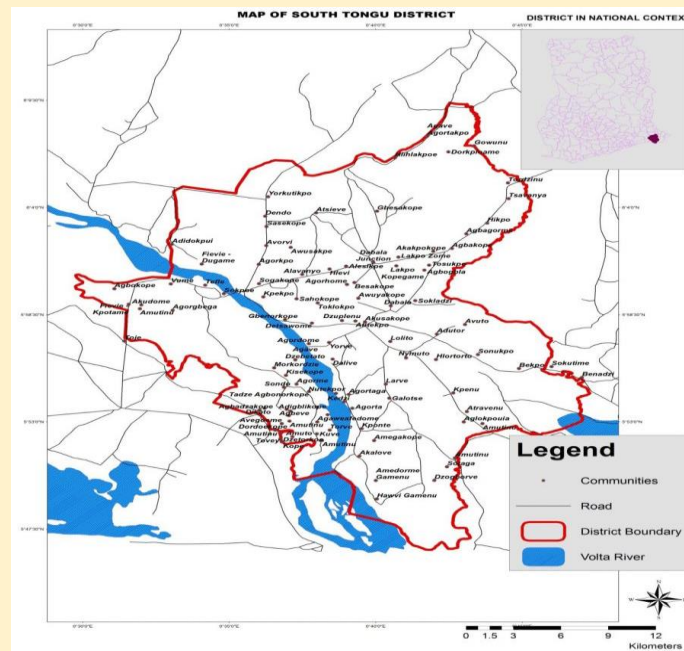
**Client Focus:** Using client’s requirements to prioritize and consistently develop affordable and accessible services in a timely manner.

**Transparency:** Providing all stakeholders with the understanding of how the Assembly operates and furnishing them with easy access to adequate and timely information regarding decisions and actions taken by the Assembly.

**Efficient and Effective use of resources:** The optimal use of resources (including time, human resources, natural resources, financial resources, etc.) to provide services and products that satisfy the requirements of users in a timely manner

**Accountability:** Taking responsibility for the Assembly’s actions and/or in-actions in rendering services and informing citizens on the use of public resources.

**DISTRICT MAP**



*STDA LOGO 1*

**CONTACT US**

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