

THE NEW CHARTER
BAWKU WEST DISTRICT ASSEMBLY

INTRODUCTION

The Bawku West District Assembly is one of the nine Assemblies in the Upper East Region. It was established by LI.1442 of 1988 and shares boundaries with Bawku Municipal to the East, Talensi Nabdam District to the West, West Mamprusi District to the South and the Republic of Burkina Faso to the North.

VISION

To become a highly professional local governance institution that creates opportunities for effective participation in the decision-making process and human resource development in partnership with other public sector organizations and the private sector.

MISSION

To mobilize all human and material resources for an overall development of the people in the district in an environment of effective, efficient and participatory local government structure.

FUNCTIONS

The functions of the Bawku West District Assembly as given in the

- Local Government Act 936

Be responsible for the overall development of district

- Formulate and execute plans, programmes and strategies for the effective mobilisation of resources necessary for the overall development of the district
- Coordination of all private and public sector organizations in the district
- Promote and support productive activity and social development in the district and remove any obstacles to initiative and development
- Initiate programme for the development of basic infrastructure and provide municipal works and services in the district
- Be responsible for the development, improvement and management of human settlements and the environment in the district
- Collaborate with the relevant national and local security agencies to maintain security and public safety
- Promote justice by ensuring ready access to courts

WE ARE RESPONSIBLE FOR:

- Issuance of building permits
- Birth and death registration
- Issuance of Marriage certificates
- Issuance of business operating licenses
- Approval of planning schemes layouts
- Development control/orderly physical development of settlements
- Waste Management
- Revenue mobilization
- Fixing of rates
- Provision of basic socio-economic infrastructure, including schools, clinics, markets, lorry parks and roads
- Facilitate the provision of water and sanitation facilities
- Maintenance of peace and security
- Sports development
- Provision of library services

SERVICE STANDARDS

We shall issue certificates and provide other services within the following time frames:

SERVICE	TIME FRAME (MONTHS/DAYS)
issuance of building permits	Within two (2) months or 48 days
preparation and approval of planning schemes/layouts	within six (6) months one (1) year depending on the size of the settlement
issuance of business operating licenses (BOP)	within two (2) working days
Issuance of Birth Certificate	under 1 year (1day) above 1 year (2 weeks)
Issuance of Death Certificate	fresh death (1 day) already buried (3 weeks)
Waste Management (door-to-door)	Twice weekly collection (yet to start)
Issuance of food vendors certificate	within ten (10) working days
public education on hygiene practices	daily

INFORMATION TRANSPARENCY ACCOUNTABILITY AND CONVENIENCE

- Notice Boards have been made available at our offices and sub-district offices
- The Bawku West District Assembly will provide its clients with all the necessary information they need to access its services

- Information will also be made available at our venue points throughout the district and through the use of information van
- Suggestion boxes will be put at vantage points including sub-district offices to solicit public views on our service delivery
- The Assembly shall hold community durbars annually to interact with the citizenry (“Meet the People”)
- The Assembly shall hold biannual review meetings with NGOs and the Town/Area Councils to review activities and share concerns

WE STRIVE FOR:

- Effective integration decentralized departments into assembly system
- Continuous improvement in our service delivery
- The creation of an enabling environment for socio-economic development
- Empowerment of women and other vulnerable groups to participate in governance and assembly’s development agenda
- The protection and promotion of public health and the prevention of diseases

- Provision of information in an open and transparent manner
- Creation of a conducive environment for Public Private Partnership (PPP) in our service delivery to ensure efficiency and effectiveness
- Compilation of a comprehensive socio-economic data base that will be accessible to the public
- Effective participation in decision-making
- Community participation in community development especially through self-help

COURTESY AND COOPERATION:

- All office doors are marked to facilitate easy identification
- Friendly client service officers will be on hand to provide various services
- Assembly staff with clear identification are also available to provide information and other support service
- A well trained development control task force will visit various construction sites to ensure adherence building regulations
- Developers are entreated to produce valid development permits

- Courteous revenue collectors will go round daily to collect various rates
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid

- Our staff are accorded respect for the services they provide
- That the public would objectively give us feedback of our services

WHAT WE EXPECT 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 we provide, we require as follows:

- That the public acknowledges that the Assembly exists for the good people of the district
- Business should be duly registered with the Registrar General's Department
- Business address and location including street names and numbers should be made available
- Provide registered indenture (Land title certificate) and four (4) copies of Architectural drawings for the issuance of building/development permits
- To obtain a death certificate it is expected that a duly signed cause of death certificate/affidavit is provided
- The public will participate in the various community level education programmes on sanitation, hygiene, revenue collection and other
- The bye-laws of the Assembly will be complied with to ensure effective administration of the district

OTHER COLLABORATING AGENCIES

- Water Resources Commission
- Internal Revenue Service
- The Value Added Tax Office
- The Internal Audit Agency
- The Ghana Police Service
- Electricity Company Of Ghana
- Minerals Commission
- Ghana Tourist Board
- Ghana Water Company
- Lands Commission
- Land Valuation Board
- Community Water And Sanitation Agency
- Ghana Aids Commission
- Environmental Protection Agency

NON-GOVERNMENT ORGANISATION OPERATING IN THE DISTRICT

- Action Aid Ghana
- Technoserve
- Word Vision International
- Centre For Community Development Initiatives (CODI)
- Water-Aid
- Rural Aid
- Bawku East Women Development Centre (BEWDA)
- Anglican Development and Relief Organisation (ADRO)
- Ghana Association for the Blind
- African Turning Point Foundation
- Ibis West Africa
- Global Action Against Poverty (GAAP)
- Ghana Red Cross Society
- Agaow Kopella Development Project (AGAWKODEP)

WHAT IS THE DISTRICT NOTED FOR

- Abundant Peace and tranquility
- Centre of participatory local governance
- Abundance of guinea fowls
- Production of Dry Season Onion
- Production of Water Melon
- Cow Peas

POTENTIALS OF THE DISTRICT

- Democratic consciousness people
- Water Resources (tributaries of Black and White Volta and Aquatic Water table)
- Deposits of minerals resources (gold and clay)

OTHER ACTS

- Passage of the whistle blower Act 2006 (Act 720)
- Passage of the PFM Act 2016 (Act 921)
- Establishment of the office of the Special Prosecutor Act 959
- Passage of PFM Regulations, 2019 (LI 2378)
- Passage of the wright to information Act 2019 (Act 921)

COMPLAINTS

Bawku West District Assembly welcomes comments
Complaints from the public, its valued clients and customers.

Such issues should be addressed to:

THE CHAIRMAN

PUBLIC COMPLAINTS COMMITTEE

BAWKU WEST DISTRICT ASSEMBLY

POST OFFICE BOX 1, ZEBILLA

In case you are still not satisfied, you may seek further assistance from:

THE DISTRICT CHIEF EXECUTIVE

BAWKU WEST DISTRICT ASSEMBLY

POST OFFICE BOX 1, ZEBILLA U/E TEL: 072-24686



**His Excellency John Dramani Mahama
President of the Republic of Ghana**

You may appeal to the address below as a final resort;

The new charter office

C/O OFFICE OF THE PRESIDENT

MINISTRY OF PUBLIC SECTOR REFORM

PMB STADIUM POST OFFICE ACCRA

TEL: 021-684086/671359/67333 FAX 671358

OR

THE HON. REGIONAL MINISTER

UPPER EAST REGIONAL COORDINATING COUNCIL

POST OFFICE BOX 50 UPPER EAST REGION

BOLGATANGA

To access our service, you can locate our offices in the following towns and locations:

BAWKU WEST DISTRICT ASSEMBLY,

POST OFFICE BOX 1, ZEBILLA

UPPER EAST OR ANY OF SUB-DISTRICT OFFICES AT:

(a) ZEBILLA

(b) BINABA

(c) GBANTONGO

(d) TILLI-WIDNABA

(e) SAPELLIGA

(f) TANGA

(g) ZONGOYIRE