

# ADA EAST DISTRICT ASSEMBLY

## SERVICE DELIVERY CHARTER

### INTRODUCTION

The Ada East District Assembly was formerly known as the Dangme East District Assembly and created in 1989. However, in June, 2012, a new District (Ada West) was carved out of Dangme East District Assembly thus establishing the older District with a new name termed as Ada East District Assembly. The District Assembly was established by the Legal Instrument (L.I. 2130) which replaced the older Legal Instrument, L.I. 1491.

The Ada East District is situated in the Eastern part of the Greater Accra Region. The District shares common boundaries with the Central Tongu District to the North, South Tongu District and Ada West to the East and West respectively. It is bounded to the south by the Gulf of Guinea, which stretches over 18 kilometers from Kewunor to Totope. It is also bounded by the Volta River South-Eastwards extending to the Gulf of Guinea southwards thereby forming an Estuary at Kewunor, about 2 kilometers away from the District Capital, Ada-Foah. The total land area of the District is 289.73 (square km) with twenty-seven electoral areas.

### OUR MISSION STATEMENT

The Ada East District Assembly exists to improve upon the livelihood of people in the Assembly's area of jurisdiction through equitable provision of services for a total development of the District within the context of good governance.

### OUR VISION

To be a leading institution ensuring a satisfactory service delivery to encourage investor friendliness.

### OUR FUNCTIONS

The functions of the Assembly as stated in the Local Government Act 2016, Act 936 and the 1992 Constitution of the Republic of Ghana are as stated below:

- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the District.
- Levy and collection of taxes, rates, and duties
- Promote and support productive activity and social development in the District and remove any obstacles to initiative and development.
- Initiate programmes for the development of basic infrastructure.
- Be responsible for the development, improvement and management of 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.

### OUR DEPARTMENTS ARE:

- Central Administration
- Human Resource
- Physical Planning
- Statistics
- Disaster Management
- Natural Resource & Conservation
- Social Welfare and Community Development
- Finance
- Works
- Agriculture
- Education
- Health

### WE ARE RESPONSIBLE FOR:

- Approval of Planning Schemes and Layouts
- Issuance of Building / temporal structural permit
- Issuance of Business Operating Licences
- Environmental Health & Sanitation
- Revenue Mobilisation
- Development control-orderly Physical development of settlements
- Fixing of rates
- Maintenance of peace and security
- Provision of basic socio-economic infrastructure
- Local Economic Development

### INFORMATION, TRANSPARENCY AND CONVENIENCE

- Notice boards will be made available at our office and sub-district offices
- The Assembly will provide its clients with all the necessary information they need to access its services.
- Information will also be made available at our revenue points throughout the District
- Suggestion boxes will be put at vantage points including sub-district offices to solicit for public views on our service delivery
- Website available to access important information and activities of the Assembly

### OUR SERVICE STANDARDS

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

SERVICE	TIME FRAME (MONTH/DAYS)
Issuance of building / temporal structural permit	Within two (2) months or 60days
Preparation and approval of planning schemes/layouts	Within six (6) months-one year (1) depending on the size of the settlement.
Issuance of business operation licences	Within three (3) working days
Issuance of food vendors certificate	Once yearly
Public education on hygiene practice	Daily basis at the community levels
Agriculture extension services	Within eight (8) working days
Registration of companies, NGO's, Day centre	Within a day

## WE STRIVE FOR

- 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.
- Assembly staff with clear identification will also be available to provide information and other support service
- A well-trained development control taskforce will visit various construction sites to ensure adherence to building regulations
- Courteous revenue collectors will go round daily to collect various rates
- Rates payers are entreated to pay approved sums and collect receipt covering amounts paid.

## 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 the following:

- 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 is certificate) and four (4) copies of Architectural drawings for the issuance of building/ development permits
- The public will participate in the various community level education programmes on sanitation, hygiene, revenue collection and others
- The bye-laws of the Assembly will be complied with to ensure effective administration of the District.

## OTHER COLLABORATION AGENCIES

The Ada East District Assembly shall collaborate with the following Departments and Agencies:

1. Ghana Revenue Authority
2. The Ghana Police Service
3. Utility Service providers- (ECG, GWCL, CWSA)
4. The Traditional Authority
5. Ghana Audit Service
6. Ghana Tourist Authority
7. VRA
8. Ghana Highway
9. Ghana Navy
10. Ghana National Fire Service
11. Water Resource Commission

*OTHER PUBLIC AGENCIES-  
(CHRAJ, NCCE, NADMO, NGO'S, CIVIL SOCIETIES, RELIGIOUS BODIES)*

## COMPLAINTS

The Ada East District Assembly welcomes comments and complaints from the public, its valued clients and customers. Such issues should be addressed to:

**THE CLIENT SERVICE UNIT  
ADA EAST DISTRICT ASSEMBLY  
P.O. BOX AF 20,  
ADA FOAH, GREATER ACCRA REGION**

**Website address: [aeda.gov.gh](http://aeda.gov.gh)  
Telephone number: 0591454270  
Email address: [info@aeda.gov.gh](mailto:info@aeda.gov.gh)  
Digital address: GY-0165-1072**

**ADA EAST**

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