



REPUBLIC OF GHANA

**AHAFO
REGIONAL CO-ORDINATING
COUNCIL**

CLIENT SERVICE CHARTER

AhRCC CSU

[Abstract](#)

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CLIENT SERVICE CHARTER

1. INTRODUCTION

The Ahafo Regional Co-ordinating Council, hereinafter referred to as the “Council” or “AhRCC”, was established pursuant to the Constitution of the Republic of Ghana and the Local Governance Act, 2016 (Act 936) to co-ordinate, harmonize, monitor and supervise the activities of Metropolitan, Municipal and District Assemblies (MMDAs) and decentralized departments within the Ahafo Region.

The Client Service Charter sets out the standards of service that clients and stakeholders can expect from the Council. It serves as a guide to promote transparency, accountability, efficiency and quality service delivery in line with public service values and good governance principles.

2. LOCATION

The Ahafo Regional Co-ordinating Council is located in the Ahafo Region of Ghana, with its Regional Capital at Goaso.

The Council provides administrative and co-ordinating oversight to all Metropolitan, Municipal and District Assemblies (MMDAs) within the Region and collaborates with Ministries, Departments and Agencies (MDAs), Development Partners, Traditional Authorities, Civil Society Organizations and the general public to facilitate sustainable regional development.

3. MISSION STATEMENT

The Ahafo Regional Coordinating Council exist to s8ecure the overall development of Ahafo Region through effective coordination, Harmonization, monitoring and evaluation, of policies, programmes and plans of its constituent District Assemblies, Departments and Agencies and Non-Governmental Organizations.

4. VISION

To make Ahafo Region the most preferred choice for investment, work and habitation in Ghana where people are inspired to be the best they can be.

5. CORE VALUES

The core values of the Council include:

- Diligence
- Accountability
- Transparency

- Integrity
- Client Oriented
- Timeliness
- Discipline
- Equity and Inclusiveness
- Innovation and Excellence
- Creativity

The standards of conduct of the Council are embedded in:

- Professionalism
- Participation
- Accountability
- Transparency
- Effective and Efficient use of resources
- Client Focus

6. COMPOSITION OF THE COUNCIL

The Ahafo Regional Co-ordinating Council consists of:

- The Regional Minister as Chairperson
- All Municipal and District Chief Executives in the Region
- Presiding Members of all Municipal and District Assemblies in the Region
- Two Chiefs from the Regional House of Chiefs
- The Regional Co-ordinating Director as Secretary to the Council
- Heads of decentralized departments and agencies as ex-officio members.

7. FUNCTIONS OF THE COUNCIL

The functions of the Council are derived from the Constitution of Ghana and the Local Governance Act, 2016 (Act 936).

The Council performs the following key functions

- Co-ordinating the plans, programmes and activities of MMDAs within the Region
- Monitoring, evaluating and harmonizing district development projects and programmes
- Ensuring effective implementation of Government policies within the Region
- Providing technical backstopping and administrative support to Municipal and District Assemblies.
- Facilitating capacity building for decentralized departments and local authorities
- Promoting peace, security and public safety in collaboration with security agencies
- Approval of bye-laws of the Municipal/District Assemblies in the region subject to the consistency with national legislation.

- Co-ordination of disaster prevention, management and relief services
- Monitoring the utilization of public resources and ensuring accountability
- Facilitating investment promotion and socio-economic development initiatives
- Reviewing and approving composite budgets and development plans of Municipal and District Assemblies.
- Promoting good governance, transparency and citizen participation
- Co-ordinating the activities of decentralized departments and agencies within the Region
- Facilitating inter-district collaboration and conflict resolution

8. RESPONSIBILITIES OF THE COUNCIL

The Ahafo Regional Co-ordinating Council shall be responsible for:

- Regional policy co-ordination and monitoring
- Monitoring and evaluation of development projects
- Co-ordination of decentralized governance systems
- Harmonization of district development plans and budgets
- Regional security co-ordination
- Disaster preparedness and emergency response co-ordination
- Performance monitoring of Municipal and District Assemblies.
- Administrative and technical support services to Municipal and District Assemblies
- Regional stakeholder engagement and public education
- Co-ordination of government flagship programmes
- Facilitation of donor-funded and development partner programmes
- Promotion of environmental sustainability and climate resilience
- Facilitation of public-private partnerships for regional development.

9. OUR CLIENTELE

The clientele of the Council includes:

- Municipal and District Assemblies
- Ministries, Departments and Agencies
- Traditional Authorities
- Development Partners
- Civil Society Organizations (CSOs)
- Community-Based Organizations (CBOs)
- Faith-Based Organizations (FBOs)
- Private Sector Organizations
- Educational and Research Institutions
- The Media
- The General Public

10. PURPOSE OF THIS CLIENT SERVICE CHARTER

This Charter has been developed to:

- Inform clients and stakeholders about services provided by the Council
- Outline standards and timelines for service delivery
- Promote accountability and transparency in service provision
- Improve communication and engagement with stakeholders
- Ensure effective and efficient public service delivery
- Provide a basis for assessing the Council's performance
- Promote client satisfaction and confidence in the Council's operations

11. SERVICE DELIVERY TIME FRAME

No.	Service	Time Frame	
1	Response to official correspondence	Within ten (10) working days	
2	Processing of requests for information	Within five (5) working days	
3	Facilitation and co-ordination of meetings	As scheduled	
4	Processing of monitoring and evaluation reports	Within fifteen (15) working days	
5	Submission of approved reports to relevant authorities	Within five (5) working days after approval	
6	Processing of complaints and petitions	Within fifteen (15) working days	
7	Public education and stakeholder engagement programmes	Periodically	
8	Facilitation of capacity building programmes	As scheduled	
9	Response to public enquiries	Within three (3) working days	
10	Acknowledgement of receipt of documents	Within twenty-four (24) hours	
11	Provision of technical backstopping support	Periodically	
12	Conflict Resolution	Minimum (10) Working Days/Maximum (12) Months (One (1) Year)	
13	Approval of reports, documents and transactions	Minimum (5) Working Days/ Maximum 20 Working Days (One (1) Month)	

12. THE COUNCIL STRIVES TO:

- Promote good governance and accountability
- Improve socio-economic development in the Region
- Strengthen decentralized governance
- Promote transparency and citizen participation
- Enhance inter-agency collaboration and co-ordination
- Support effective monitoring and evaluation systems
- Facilitate inclusive and sustainable development
- Promote peace, security and social cohesion
- Build institutional capacity for improved service delivery

13. WHAT THE COUNCIL EXPECTS FROM THE PUBLIC

The Council expects the public and stakeholders to:

- Provide accurate and complete information
- Comply with established procedures and regulations
- Treat staff with respect and courtesy
- Participate in stakeholder consultations and public engagements
- Submit complaints and suggestions through appropriate channels
- Support the implementation of government policies and programmes
- Collaborate with the Council in maintaining peace, security and development

14. COLLABORATING AGENCIES

The Council collaborates with:

- Metropolitan, Municipal and District Assemblies (MMDAs)
- Security Agencies
- National Disaster Management Organization (NADMO)
- Ghana Health Service
- Ghana Education Service
- Environmental Protection Agency (EPA)
- National Commission for Civic Education (NCCE)
- Ghana Statistical Service
- Development Partners
- Traditional Authorities
- Civil Society Organizations
- Private Sector Institutions
- Other relevant Ministries, Departments and Agencies

15. ACCESS TO INFORMATION AND TRANSPARENCY

The Council shall ensure that:

- Relevant information is made available to the public through official communication channels
- Notices and announcements are displayed on notice boards and official platforms
- Clients receive adequate information to access services
- Suggestion boxes are provided to solicit feedback from the public
- Public enquiries are promptly attended to
- Transparency and accountability are maintained in all operations

16. COURTESY AND CO-OPERATION

The Council is committed to:

- Providing friendly and professional client service
- Ensuring staff are properly identified
- Providing a conducive environment for clients and stakeholders
- Delivering services fairly and without discrimination
- Promoting effective communication and stakeholder engagement

Clients are encouraged to:

- Respect office procedures and staff
- Provide the necessary documentation for services requested
- Observe appointment schedules where applicable

17. CONCLUSION

The Ahafo Regional Co-ordinating Council remains committed to delivering efficient, transparent and client-focused services in partnership with stakeholders to ensure sustainable development and improved quality of life for the people of the Ahafo Region.

18. COMPLAINTS AND GRIEVANCE REDRESS

The Ahafo Regional Co-ordinating Council welcomes comments, suggestions and complaints from clients and stakeholders.

Complaints may be directed to:

The Regional Minister
Ahafo Regional Co-ordinating Council
P.O. Box — **GS 171**,
Goaso, Ahafo Region. Ghana

Digital Address: HA – 0159 – 6135

Tel: 0553830233

Email: info@ahrccc.gov.gh

Website: www.ahrcc.gov.gh

Complaints may also be submitted through the Client Service Unit or other official communication channels of the Council.

Email: clientservice992@gmail.com

Toll Free: 0800-344-368

The Council shall acknowledge complaints promptly and ensure fair and timely resolution.

Where a complainant is dissatisfied with the outcome of a complaint, the matter may be referred to the Office of the Regional Minister or the Regional Co-ordinating Director for further review.

As a final resort you may appeal to:

THE HEAD OF SERVICE

OFFICE OF THE HEAD OF THE LOCAL GOVERNMENT SERVICE

MINISTRIES, ACCRA

Tel:0302677929

[fax: 0302663799](tel:0302663799)

WHERE YOU CAN LOCATE US:

AHAFO REGIONAL CO-ORDINATING COUNCIL

(OFF THE GOASO-KUKUOM ROAD)

GOASO-DECHEM.