



REPUBLIC OF GHANA

ASHANTI  
REGIONAL CO-ORDINATING  
COUNCIL

**CLIENT SERVICE CHARTER**

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## **LIST OF ACRONYMS**

1. HOD	Head of Department
2. HR	Human Resource
3. ICT	Information and Communication Technology
4. IPPD	Integrated Payroll and Personnel Database
5. MDAs	Ministries, Departments and Agencies
6. MMDAs	Metropolitan, Municipal and District Assemblies
7. OHLGS	Office of the Head of the Local Government Service
8. RPCU	Regional Planning Coordinating Unit
9. REGSEC	Regional Security Council
10. RMU	Records Management Unit
11. HRM	Human Resource Management
12. MIS	Management Information System
13. RCC	Regional Coordinating Council
14. ARCC	Ashanti Regional Coordinating Council

## **1.0 INTRODUCTION**

The Ashanti Regional Coordinating Council (ARCC) was established in accordance with Article 255 of the 1992 Constitution of Ghana.

This Charter is to ensure effective management of client's needs and expectations as well as the promotion of the image of the ARCC in line with the best practices and national standards. It is also to inform the general public about the services that we (ARCC) provide, how our clients can access these services and the standards to expect.

## **2.0 PROFILE OF THE ARCC**

Ashanti Region is one of the sixteen (16) administrative Regions in Ghana. The Region is in the middle belt of Ghana and shares boundaries with Bono, Ahafo, and Bono East to the North, Eastern to the South-East and Central to the South, Western-North Region to the South-West. It lies between longitudes  $0.15^{\circ}\text{W}$  and  $2.25^{\circ}\text{W}$ , and latitudes  $5.50^{\circ}\text{N}$  and  $7.46^{\circ}\text{N}$ . The Region occupies a total land surface area of  $24,389 \text{ Km}^2$  constituting 10.2% of the total land surface of Ghana.

Administratively, Ashanti Region is divided into Forty-Three (43) Metropolitan, Municipal and District Assemblies and has Kumasi as its capital. The Region is politically headed by the Regional Minister who is the President's representative of the Regional Co-ordinating Council and who also chairs the Region's Security Council.

The Ashanti Region is one of the sixteen (16) administrative Regions in Ghana. The Region has forty-three (43) Districts of which one is a Metropolis, nineteen (19) Municipals with twenty-three (23) as Districts as shown in Table 1.1. It has Kumasi Metropolis as the Regional capital. The governance of Ashanti Region is administered at two separate but complementary levels namely, the traditional authority and political administration.

According to the Local Governance Act, 2016, Act 936, the Ashanti Regional Coordinating Council is an administrative and coordinating rather than political or policy-making body. The head of the political administration, like the other regions, is a Regional Minister who heads a Regional Coordinating Council (RCC), which coordinates the

activities of the Metropolitan, Municipal and District Assemblies (MMDAs), the lower block of the political administration, and implementer of developmental activities. The head of a District Assembly is the District Chief Executive.

The Region has 47 constituencies, and each constituency elects a Member of Parliament, and the Region has the largest representation (17.1%) in the current 275-member Parliament. Again, for the 28,921 Polling Stations / Electoral Areas in the country, Ashanti Region has 5,182 polling stations / Electoral Areas.

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## 2.1 LIST OF MMDAs

Metropolita	Municipals	Districts
1. Kumasi Metropolitan Assembly	2. Ahafo Ano North Municipal Assembly 3. Asante Akim Central Municipal Assembly 4. Asante Akim North District Assembly 5. Asante Akim South Municipal Assembly 6. Asokore Mampong Municipal Assembly 7. Asokwa Municipal Assembly 8. Atwima Nwabiagya Municipal Assembly 9. Bekwai Municipal Assembly 10. Ejisu Municipal Assembly 11. Ejura Sekyedumasi Assembly 12. Juaben Municipal Assembly 13. Kwabre East Municipal Assembly 14. Kwadaso Municipal Assembly 15. Mampong Municipal Assembly 16. Obuasi Municipal Assembly 17. Offinso Municipal Assembly 18. Oforikrom Municipal Assembly 19. Old Tafo Municipal Assembly 20. Suame Municipal Assembly	21. Adansi Asokwa District Assembly 22. Adansi North District Assembly 23. Adansi South District Assembly 24. Afigya Kwabre South District Assembly 25. Afigya Kwabre North District Assembly 26. Ahafo Ano South West District Assembly 27. Ahafo Ano South East District Assembly 28. Akrofuom District Assembly 29. Amansie Central District Assembly 30. Amansie South District Assembly 31. Amansie West District Assembly 32. Atwima Kwanwoma District Assembly 33. Atwima Mponua District Assembly 34. Atwima Nwabiagya North District Assembly 35. Bosome Freho District Assembly 36. Bosomtwe District Assembly 37. Obuasi East District Assembly 38. Offinso North District Assembly 39. Sekyere Afram Plains District Assembly 40. Sekyere Central District Assembly 41. Sekyere East District Assembly 42. Sekyere Kumawu District Assembly 43. Sekyere South District Assembly

## 3.0 STRATEGIC DIRECTION

### 3.1 MISSION STATEMENT

To ensure total development of the Region through the improvement of human and natural resources and the effective co-ordination, monitoring, and evaluation of plans, programmes and activities of the District Assemblies, Departments and Agencies and Non-Government Organization.

### **3.2 OUR VISION**

To develop Ashanti Region into a peaceful, progressive, and developed region with high standards of living for the people and attainment of their aspirations.

This mandate is realized through the:

- Development of appropriate policy guidelines;
- Use of Information, Communication Technology (ICT)
- Well-trained, highly motivated staff

### **3.3 CORE VALUES/PRINCIPLES OF ARCC**

Accountability, Client-orientation, Creativity, Diligence, Discipline, Equity, Integrity, Innovativeness, Loyalty, Commitment, Anonymity, Impartiality, Permanence, Timeliness and Transparency

- 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.

### **4.0 SERVICE DELIVERY STANDARDS**

The following are the standards by which our service must be measured, and we shall endeavor to:

- I. Provide our clients with astute professionalism.
- II. Allow for participation of our clients in all our decision-making processes that may affect them.
- III. Be effective and efficient with the resources at our disposal.
- IV. Be client oriented thus making our clients our focus in our service delivery by treating them with fairness and impartiality irrespective of their diverse background.
- V. Be accountable by rendering our stewardship to our clients and the state.
- VI. Exhibit transparency to always earn our client's trust.



## **5.0 FUNCTIONS OF THE ARCC**

The Local Governance Act 2016, Act 936 provides that Regional Co-ordinating Council shall:

- (a) monitor, co-ordinate and evaluate the performance of the District Assemblies in the region; (b) monitor the use of moneys
- (i) mobilized by the District Assemblies; or
- (ii) allocated and released to the District Assemblies by any agency of central Government;
- and
- (c) review and co-ordinate public services generally in the region.

## **6.0 RESPONSIBILITIES OF THE ARCC**

The Regional Co-ordinating Council according to Local Governance Act 936 is responsible for the following functions:

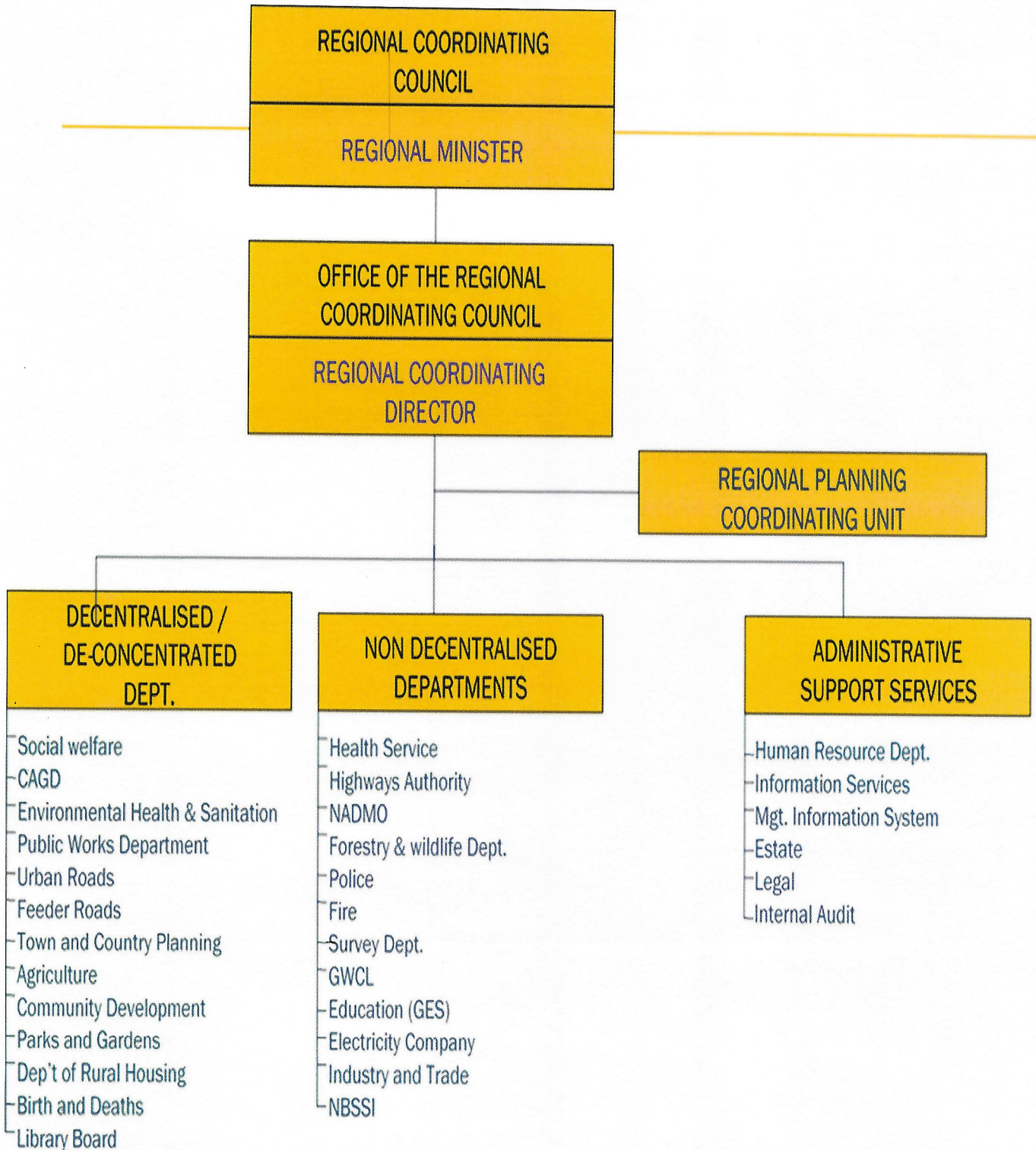
- A. The approval of the by-laws of the District Assemblies in the region subject to their consistency with national legislation.
- B. The provision of back-stopping support for the performance of any function assigned to the District Assemblies in the region in respect of which a particular District Assembly is deficient in terms of skills and workforce.
- C. The resolution of any conflicts between a District Assembly in the region and any agency of the central Government public corporation, statutory body, non-governmental organisation or individual.
- D. The oversight responsibility for second-cycle educational institutions and regional hospitals in the region on behalf of the Ministries of Education and Health.
- E. The performance of any other functions assigned to it by or under an enactment.

## **7.0 PURPOSE OF THE CLIENT SERVICE CHARTER**

The client service charter has been prepared to meet the service delivery standards of Local Government Service, taking into consideration, the various diverse needs of our clients.

In conformity with our mandate and in line with our service principles, this charter informs the public on what to expect when dealing with the Regional Coordinating Council, what to expect from us in accordance with the service standards to meet their expectations to ensure smooth, efficient services.

## 8.0 THE ORGANIZATIONAL STRUCTURE



## **9.0 OUR CLIENTELE**

The clients of the ARCC includes all the Forty-Three Metropolitan, Municipal and District Assemblies in the Ashanti Region, all Public Service Organisations within the Region, the Private sector, Traditional Authorities, Non-Governmental Organisations (NGOs) and the general public.

## **10 DESCRIPTION OF ACTIVITIES OF THE VARIOUS DEPARTMENTS**

<b>Department/Unit</b>	<b>Mandate/ Responsibilities</b>
<b>Administration</b>	<ol style="list-style-type: none"><li>i. The Central Administration Serves as the Secretariat of the Regional Co-ordinating Council and provides general administrative support for effective operations of the Council.</li><li>ii. The department Coordinates and manages activities of the under listed units.<ul style="list-style-type: none"><li>• Records</li><li>• Transport</li><li>• Security</li><li>• Management and Information system (MIS)</li></ul></li><li>iii. The Central Administration undertakes administrative duties including Speech and Minutes writing and compilation of reports.</li><li>iv. Ensure organization of the following statutory meetings<ul style="list-style-type: none"><li>• Regional Co-ordinating Council</li><li>• Audit Committee</li><li>• Spatial Planning</li><li>• Regional Security</li></ul></li></ol>
<b>Development Planning</b>	<ol style="list-style-type: none"><li>i. Facilitates development of Regional Integrated Plans.</li><li>ii. Coordinates the preparation of Annual Action Plans.</li><li>iii. Facilitates the preparation of Annual Reports in consonance with Action Plans.</li><li>iv. Liaises with stakeholders for data collection and analysis.</li><li>v. Coordinates programmes and projects implementation for consistency and efficient use of resources.</li></ol>

	<ul style="list-style-type: none"> <li>vi. Undertakes/promotes monitoring and evaluation of programmes and projects.</li> <li>vii. Facilitates meetings related to planning, coordination, monitoring, and evaluation.</li> <li>viii. Facilitates and promotes delivery of Public Services or basic infrastructural services.</li> <li>ix. Advises the Regional Tender Review Committee.</li> <li>x. Appraises staff direct reports.</li> </ul>
<b>Human Resource</b>	<ul style="list-style-type: none"> <li>i. The HR department coordinates all human resources programs and organize trainings at the ARCC and the Region.</li> <li>ii. The HR Department undertake postings (inter and intra) for all staff in the Region.</li> <li>iii. The HR Department co-ordinates promotions every quarter for staff in the Region with approval from the OHLGS.</li> <li>iv. The HR Department process completed IPPD input forms (New Entrant, Promotion, Change of Management unit, Change of bank, Change of name.</li> <li>v. The HR Department updates the records of staff on regular basis as well as ensuring the inter and intra departmental collaboration to facilitate staff performance and development</li> <li>vi. The HR department reports on human resource related activities and put in measures to upgrade the capabilities, skills and knowledge of staff.</li> <li>vii. The department also performs other roles such as seeing to the general welfare of staff and appraising direct reports.</li> </ul>
<b>Budget</b>	<ul style="list-style-type: none"> <li>i. Co-ordinate the formulation and preparation of the Annual Budget performance report</li> <li>ii. Prepares Periodic report on budget transactions including reports on the status of budgetary accounts.</li> <li>iii. Control and verification of funds availability.</li> <li>iv. Monitors the implementation of budgets.</li> <li>v. Plans and develops the budgetary programmes of the RCC.</li> </ul>

	<ul style="list-style-type: none"> <li>vi. Analyses data and reports for budget preparation</li> <li>vii. Collaborates with the Accountant in the preparation and submission of comprehensive expenditure returns every month.</li> <li>viii. Ensures the efficient analysis of data collated for budgetary purposes.</li> <li>ix. Analyses data collated for budgetary purposes</li> </ul>
<b>MIS</b>	<ul style="list-style-type: none"> <li>i. Advices on the provision and maintenance of computers and accessories;</li> <li>ii. Contributes to addressing IT/IM problems and issues.</li> <li>iii. Provides leadership in the design and implementation of security measures to protect the IT/IM installations, infrastructure, and systems.</li> <li>iv. Ensures the development of the capabilities, skills and knowledge of staff.</li> <li>v. Conduct diagnosis test on computer and makes recommendations.</li> <li>vi. Monitors the functioning of computer and writes reports with appropriate recommendations on their statuses.</li> <li>vii. Advises on the required computer software packages for Supervises and regulates safety codes regarding computer usage within the IT policy.</li> <li>viii. Ensures up-to-date stories/news on the official website installations.</li> </ul>
<b>Records Management Unit</b>	<ul style="list-style-type: none"> <li>i. The RMU receives correspondence on a daily basis and register them for onward submission to the Regional Minister's Secretariat within twenty-four (24) hours.</li> <li>ii. When correspondence returns from the Minister's secretariat, it is now documented, filed, and taken to respective action officers within forty-eight (48) hours.</li> <li>iii. RMU dispatch all letters to its intended recipients within one (1) to two (2) working days.</li> <li>iv. Records and Identify letters.</li> <li>v. Classifies documents.</li> <li>vi. Undertakes filing for easy referencing and retrieval.</li> <li>vii. Undertakes retention of records</li> </ul>

	<ul style="list-style-type: none"> <li>viii. Ensure safe storage of records and maintain records of evidence.</li> <li>ix. Takes inventory of Records</li> <li>x. Writes monthly reports of RMU activities in the office.</li> <li>xi. Daily input of incoming and outgoing letters in RMU database</li> <li>xii. Maintains security and integrity of RMU database</li> </ul>
<b>Local Government Inspectorate</b>	<ul style="list-style-type: none"> <li>i. Analyzes monthly Financial Statement of the MMDAs and identifies any short coming and advice Management accordingly.</li> <li>ii. Ensures fair distribution of revenue staff in the MMDAs.</li> <li>iii. Monitors and evaluates the financial performance of MMDAs and advice Management.</li> <li>iv. Ensures the proper functioning of the MMDAs and their sub-structures in accordance with the LI establishing them.</li> <li>v. Advises the Assemblies to forestall taken ultra-vires decisions.</li> <li>vi. Monitors the functionality of MMDAs Byelaws.</li> <li>v. Ensures that the financial activities of MMDAs comply with laws policies, plans, standards, and procedures.</li> </ul>
<b>Protocol</b>	<ul style="list-style-type: none"> <li>i. Event Management: Assist in the organization and management of regional meetings, events and conferences involving political representatives which includes planning and post-event evaluation and coordinate logistics for events and meetings which includes arrangement of transportation, accommodations, and meals for attendees as well as manages the schedule and agenda for the event.</li> <li>ii. Liaison and Regional Co-ordination: foster and maintain strong liaison with MMDAs to facilitate administrative and political engagement and co-operation in the Region.</li> <li>iii. Official visit co-ordination: Co-ordinate and support official visits by regional officials, including the president of the Republic, Ministers&amp; regional ministers. This co-ordination includes logistical arrangements and protocol considerations.</li> </ul>

	<p>iv. Manages catering services; ensures quality catering services by conducting quality checks on meals for official visitors or events and again monitors the purchasing of food stuff from hygienic sources to ensure quality products and meals.</p>
<b>Internal Audit Unit</b>	<p>i. Submits, at least annually, to Management and the Audit Committee a risk-based internal audit plan for review and approval.</p> <p>ii. Communicates to Management and the Audit Committee the impact of resource limitations on the internal audit plan.</p> <p>iii. Reviews and adjust the internal audit plan, as necessary, in response to changes in the Organization's business, risks, operations, programs, systems, and controls.</p> <p>iv. Communicates to Management and the Audit Committee any significant interim changes to the internal audit plan.</p> <p>v. Ensures each engagement of the internal audit plan is executed, including the establishment of objectives and scope, the assignment of appropriate and adequately supervised resources, the documentation of work programs and testing results, and the communication of engagement results with applicable conclusions and recommendations to appropriate parties.</p> <p>vi. Follows up on engagement findings and corrective actions, and report periodically to Management and the Audit Committee any corrective actions not effectively implemented.</p> <p>vii. Ensures the principles of integrity, objectivity, confidentiality, and competency are applied and upheld.</p> <p>viii. Ensures that the Internal Audit Units in the Metropolitan, Municipal and District Assemblies are managed effectively, while following up on reports and other concerns raised by these Internal Audit Units.</p>
<b>Procurement Unit</b>	<p>i. Prepares Procurement Plan for the year.</p> <p>ii. Receives procurement requests from originating officers, checking that the proposed procurement is within the approved procurement plan, and that budgeted funds are available prior to commencement of procurement proceedings.</p>

	<ul style="list-style-type: none"> <li>iii. Co-ordinate the preparation of specifications, terms of reference, bills of quantities, drawings, short-lists or advertisement, and prequalification, tender or request for quotation documents. Where so required by the Tender Committee, submission of documentation for review and approval by the Tender Committee prior to issue.</li> <li>iv. Co-ordinate the process of opening of tenders and quotations and ensuring the preparation of formal records of tender pr quotation opening.</li> <li>v. Participates in evaluation activities of the Tender Evaluation Panel where necessary and assisting in preparation of formal Evaluation Reports.</li> <li>vi. Prepares submissions for approval of award by the appropriate authority in accordance with the threshold values.</li> <li>vii. Maintains and updating the database of suppliers, contractors and consultants.</li> <li>viii. Participates in negotiations with consultants where necessary or other tenderers where expressly permitted in the Act or Regulations.</li> <li>ix. Assists with the inspection and acceptance of goods, works, and services.</li> <li>x. Maintains procurement records in accordance.</li> </ul>



## **11 PROCESSES INVOLVED IN OBTAINING SERVICES FROM THE DEPARTMENTS AND TIMELINES**

### **11.1 THE CLIENT SERVICE UNIT**

The RCC being a Public Service entity, has in place official mechanisms by which we render our services. As much as possible we encourage our clients to make all enquiries through our Client Service office which is easily accessible at the entrance of the office.

The objective of this unit is to respond timeously to clients' requests for information, assistance and complaints related to the services provided by the RCC.

Our professional Client Service staff are always available to receive visitors and direct them to the appropriate offices.

Official written correspondence is our preferred channel of communication therefore our Records Management Unit is designed to receive letters and act on them in a timely manner for effective communication.

### **11.2 THE PROCESSES**

- i. The RMU receives correspondence daily and registers them for onward submission to the Regional Minister's Secretariat within twenty-four (24) hours on receipt of correspondence.
- ii. When correspondence returns from the Minister's secretariat, it is documented, filed, and taken to respective action officers within forty-eight (48) hours.
- iii. RMU dispatches all letters to its intended recipients within one (1) to two (2) working days.<sup>13</sup>
- iv. We endeavour to respond to our correspondence at least seventy-two (72) hours after receipt of same by the schedule officer.

## **12 WHAT OUR CLIENTS SHOULD EXPECT FROM US**

### **a) We shall endeavour to:**

- i. Provide our clients with timely, credible and reliable services;
- ii. Disseminate relevant policies, regulations, guidelines and circulars for the efficient and effective administration and management of the region;
- iii. Demonstrate honesty, respect, humility and integrity towards clients;
- iv. Show our preparedness to listen to our clients;
- v. Demonstrate commitment to the provision of reliable and accurate information in a timely manner;

- vi. Acknowledge diversity;
- vii. Acknowledge clients' rights;
- viii. Ensure easy identification of our office;
- ix. Provide mechanisms for effective feedback for our clients;
- x. Provide friendly and efficient environment for our clients.

### **13 WHAT THE RCC EXPECTS FROM OUR CLIENTS**

- a) Submission of timely and accurate information
- b) Clear communication
- c) Close collaboration
- d) Cordial relations
- e) Collegiality
- f) Respect
- g) Candour
- h) Trust
- i) Understanding
- j) Reliability
- k) Feedback

### **14 RESPONSE TO COMPLAINTS**

Complaints will be responded to within seventy-two (72) hours upon receipt.

A client who is not satisfied with the response may complain to the Regional Coordinating Director (Chief Director) through the address below:

The Regional Coordinating Director

Regional Coordinating Council

P.O. Box 38

Kumasi – Ashanti

e-mail [info@arcc.gov.gh](mailto:info@arcc.gov.gh)

### **15 WHEN YOU CAN FIND US**

During normal working hours at 0800 – 1700 hours (8am – 5pm)

Mondays to Fridays

## **16 OUR ADDRESS**

The Regional Minister  
Regional Coordinating Council  
P.O Box 38  
Kumasi – Ashanti

Digital address: Ak 133-0118

e-mail: [info@arcc.gov.gh](mailto:info@arcc.gov.gh)

website: [arcc.gov.gh](http://arcc.gov.gh)

## **17 OUR COLLABORATING ORGANISATIONS**

1. National Communications Authority
2. National Disaster Management Organisation
3. Ghana Export Promotion Authority
4. Community Water and Sanitation Agency
5. Birth & Deaths Registry
6. Food & Drugs Authority
7. Environmental Protection Agency
8. Ministry of Trade and Industry
9. Ghana Library Authority
10. National Population Council
11. Office of the Administrator of Stool Lands
12. Public Procurement Authority
13. Ghana TVET Service
14. Department of Gender
15. Complementary Education Agency
16. Ghana Education Service
17. Public Records and Archives Administration Department
18. Rent Control Division
19. Center for National Culture
20. Ghana Meteorological Agency
21. Department of Children
22. Information Service Department
23. Electricity Company, Ghana
24. Land Use & Spatial Planning Authority
25. Ghana Standard Authority
26. Ghana AIDS Commission
27. Electoral Commission
28. Regional Peace Council

29. National Youth Authority
30. Nat. Identification Auth.
31. Ghana Health Service
32. Narcotics Control Commission
33. Ghana Highways Authority
34. Department of Urban Roads
35. Registrar General's Department
36. Lands Commission
37. Dept. of Cooperatives
38. National Signals Bureau
39. Labour Department
40. Comm. Water & Sanit Agency
41. Cont. & Acct. Generals Dept
42. Youth Employment Agency
43. Ghana Statistical Service