

# **NORTH TONGU DISTRICT ASSEMBLY**

## **CLIENT SERVICE CHARTER**



**OCTOBER, 2020**

## Table of Contents

ABBREVIATIONS .....	4
1.0 INTRODUCTION .....	6
1.1 District Population .....	<b>Error! Bookmark not defined.</b>
1.2 Location .....	<b>Error! Bookmark not defined.</b>
1.3 Land .....	<b>Error! Bookmark not defined.</b>
1.4 Main Economic Activities .....	<b>Error! Bookmark not defined.</b>
1.5 Climate and Vegetation .....	<b>Error! Bookmark not defined.</b>
1.6 Topography .....	<b>Error! Bookmark not defined.</b>
1.7 Drainage .....	<b>Error! Bookmark not defined.</b>
1.8 Soils .....	<b>Error! Bookmark not defined.</b>
1.9 Festivals .....	<b>Error! Bookmark not defined.</b>
2.0 MANDATE OF THE ASSEMBLY .....	6
2.1 Vision of the Assembly .....	6
2.2 Mission of the Assembly .....	6
2.3 Core Values of the Assembly .....	7
2.4 Functions of the Assembly .....	7
2.5 Local Government Service .....	8
3.0 KEY STAFF OF THE ASSEMBLY .....	8
4.0 DISTRICT DEPARTMENTS AND AGENCIES .....	9
4.1 District Departments and Agencies .....	9
4.2 Other agencies in the District are .....	9
5.0 SUBVENTED AGENCIES .....	9
5.1 Subvented Agencies .....	9
6.0 BOARDS, STATUTORY COMMITTEES AND COUNCILS .....	10
7.0 KEY STAKEHOLDERS .....	11
8.0 DISTRICT STRATEGIC PLAN .....	12
9.0 HIGH LEVEL ACTIVITIES OF THE ASSEMBLY .....	13
10.0 SERVICE STANDARDS OF THE NORTH TONGU DISTRICT ASSEMBLY .....	15
10.1 SUBVENTED AGENCIES SERVICE STANDARDS OF THE NORTH TONGU DISTRICT ASSEMBLY .....	20
11.0 WHAT WE ASK FROM YOU .....	21
12.0 WHAT TO EXPECT FROM US .....	21

13.0 OUR MAILING ADDRESSES ARE:.....21  
13.1 b. E-MAIL: ntda.vr.g@gmail.com .....21  
13.2 c. WEBSITE: **www.ntda.gov.gh** .....21  
14.0 SOME IMPORTANT TELEPHONE NUMBERS .....22  
15.0 COMPLAINTS AND COMMENTS .....22  
**15.1 When registering a complaint** .....22  
16.0 WHERE TO ADDRESS YOUR COMPLAINTS .....23  
17.0 YOUR VIEWS COUNT .....23

## ABBREVIATIONS

AEA	-	Agriculture Extension Agent
DCD	-	District Coordinating Director
AIDS	-	Acquired Immune Deficiency Syndrome
ANC	-	Antenatal Care
APR	-	Annual Progress Report
BAC	-	Business Advisory Centre
CAHW	-	Community Animal Health Workers
CBO	-	Community Based Organization
CHMC	-	Community Health Management Committee
CHPS	-	Community Base Health Service
CLTS	-	Community Led Total Sanitation
CSOs	-	Civil Society Organization
CSU	-	Client Service Units
DACF	-	District Assemblies Common Fund
DAOs	-	District Agriculture Officer
DCE	-	District Chief Executive
DDA	-	District Director of Agriculture
DDF	-	District Development Facility
DEMC	-	District Environmental Management Committee
DESSAP	-	District Environmental Sanitation Strategy Action Plan
DFR	-	Department of Feeder Roads
DISEC	-	District Security Council
DPCU	-	District Planning Coordinating Unit
DRH	-	Department of Rural Housing
EA	-	Environmental Assessment
F&A	-	Finance and Administration
FBOs	-	Farmer Based Organization
GAP	-	Good Agriculture practice
GHIPSS	-	Ghana Interbank Payment System
GIS	-	Geographical Information System
GOG	-	Government of Ghana
GSEFP	-	Ghana School Feeding Programme
GSGDA	-	Ghana Shared Growth Development Agenda
HA	-	Hector
HIV	-	Human Immune Virus
HRM	-	Human Resource Management
HRMIS	-	Human Resource Management Information Systems
IG	-	Intellectual Disability
IGF	-	Internally Generated Fund

IT	-	Information Technology
KVIP	-	Kumasi Ventilated Improved Pit
LEAP	-	Livelihood Empowerment Against Poverty
MAG	-	Modernizing Agriculture in Ghana
MLGRD	-	Ministry of Local Gov't & Rural Development
MMDAs	-	Metropolitan, Municipal and District Assemblies
MoF	-	Ministry of Finance
MoFA	-	Ministry of Food and Agriculture
MoFAD	-	Ministry of Fisheries and Aquaculture Development
MP	-	Member of Parliament
MSHAP	-	Multi-Sectoral HIV/AIDS Programme
MT	-	Metric Tons
MTDP	-	Medium Term Development Plan
NADMO	-	National Disaster Management Organization
NCCE	-	National Commission for Civic Education
NDPC	-	National Development Planning Commission
NGO	-	Non-Governmental Organization
NYA	-	National Youth Authority
PMS	-	Performance Management Systems
PRCC	-	Public Relations Complaints Committee
DAC	-	District AIDS Committee
RCC	-	Regional Coordinating Council
REGSEC	-	Regional Security Council
REP	-	Rural Enterprise Programme
RTA	-	Road Traffic Accident
SPC	-	Spatial Planning Committee
TAs	-	Traditional Authorities
TBAs	-	Traditional Birth Attendance
VRCC	-	Volta Regional Co-ordinating Council

## **1.0 INTRODUCTION**

The North Tongu District is one of the District Assemblies created in 2012 with its administrative capital at Battor-Dugame. Carved out from the then North Tongu District which is now Central Tongu with its capital at Adidome, by Legislative Instrument (L.I 2081), the North Tongu District Assembly was inaugurated and started operation in July 2012. The district abounds in natural resource such as huge arable land for rice production, water bodies/river for dry season farming, fish and water transport. It has the potential of becoming one of the productive and vibrant districts in the Volta Region and Ghana as a whole with the necessary measures put in place to harness its full potential.

Client service is one of the main focuses of the Local Government Service and has also become the key feature at the District Assembly level. Moreover, it promotes quality relationship between the clients and the staffs of the District Assembly. The Client Service Unit received and addressed complaints from clients. The district reception/client service unit remains open to all clients within official working days from Monday to Friday at 8:00am to 5:00pm.

The client service representative attends to the needs of all visitors by directing them promptly to relevant schedule officers whose offices are clearly labeled with names and numbers.

## **1.0 MANDATE OF THE ASSEMBLY**

The North Tongu District Assembly is mandated among other things to Exercise political and administrative authority in the District, Promote local economic development, Provide guidance, give direction to and supervise other administrative authorities in the District as may be prescribed by law The District Assembly also exercise deliberative, legislative and executive functions.

The mandate of the Assembly is in consonance with the Legislative Instrument (L.I. 2081) and the Local Governance Act, 2016 (Act 936)

### **1.1 Vision of the Assembly**

The vision of the North Tongu District Assembly is to be a leading entity that provides training and knowledge as well as ensuring the betterment of the life of its inhabitants.

### **1.2 Mission of the Assembly**

The mission of the North Tongu District is to improve the quality of life of the inhabitants through effective participation of communities in the mobilization of the needed resources, provision of social services and the creation of an enabling environment for private sector development.

### **1.3 Core Values of the Assembly**

The core values guiding the mandate, actions and inactions of the workers of North Tongu District are: -Professionalism, Transparency and Accountability, Client oriented, Creativity, Diligence, Discipline, Equity, Integrity, Innovation and Timeliness.

### **1.4 Functions of the Assembly**

According to section 12 of the Local Governance Act, 2016 Act 936, A District Assembly shall (a) exercise political and administrative authority in the district; (b) promote local economic development; and (c) provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.

A District Assembly shall exercise deliberative, legislative and executive functions. The District Assembly shall (a) be responsible for the overall development of the district; (b) formulate and execute plans, programmes and strategies for the effective mobilisation of the resources necessary for the overall development of the district; (c) promote and support productive activity and social development in the district and remove any obstacles to initiative and development; (d) sponsor the education of students from the district to fill particular manpower needs of the district especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students; (e) initiate programmes for the development of basic infrastructure and provide municipal works and services in the district; (f) be responsible for the development, improvement and management of human settlements and the environment in the district; (g) in co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district; (h) ensure ready access to courts in the district for the promotion of justice; (i) act to preserve and promote the cultural heritage within the district; (j) initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and (k) perform any other functions that may be provided under another enactment.

The District Assembly in the discharge of its duties shall (a) be subject to the general guidance and direction of the President on matters of national policy; and (b) act in co-operation with the appropriate public corporation, statutory body or non-governmental organisation.

The District Assembly shall take the steps and measures that are necessary and expedient to (a) execute approved development plans for the district; (b) guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans; (c) initiate and encourage joint participation with other persons or bodies to execute approved development plans; (d) promote or encourage other persons or bodies to undertake projects under approved development plans; and (e) 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.

The District Assembly shall co-ordinate, integrate and harmonizes the execution of programmes and projects under approved development plans for the district and other development programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non-governmental organisations in the district.

The District Assembly in the discharge of its duties shall (a) be subject to the general guidance and direction of the President on matters of national policy; and (b) act in co-operation with the appropriate public corporation, statutory body or non-governmental organisation.

### **1.5 Local Government Service**

The government's directive on the implementation of the decentralization policy in the Local Government Service (LGS) of the various departments of the District Assembly (as per Act 1961) caused certain departments to cease to exist while other departments came into existence. The lists of decentralized departments that are functioning in the North Tongu District Assembly are as follows:

- i. Central Administration**
- ii. Finance Department**
- iii. Agriculture Department**
- iv. Social Welfare & Community Development**
- v. Works Department**
- vi. Health Department**
- vii. Education Department**
- viii. Human Resource Department**
- ix. Physical Planning Department**
- x. Statistics Department**
- xi. Disaster Prevention Department**

### **3.0 KEY STAFF OF THE ASSEMBLY**

The key staff of the North Tongu District Assembly are the District Chief Executive, the District Coordinating Director, the Heads of Decentralized Departments/Units. the District Coordinating Director is the Administrative Head of the Assembly that assists the District Chief Executive in the performance of his duties. as indicated above, all the Heads of the Decentralized Departments and Unit Heads are answerable to District Coordinating Director in the performance of their duties.



## **2.0 DISTRICT DEPARTMENTS AND AGENCIES**

### **2.1 District Departments and Agencies**

The following Departments and Agencies exist in the District

- i. Central Administration
- ii. Agriculture Department
- iii. Works Department
- iv. Finance Department
- v. Human Resource Department
- vi. Social Welfare & Community Development
- vii. Statistics Department
- viii. Physical Planning Department
- ix. Education Department
- x. Health Department
- xi. Trade and Industry (Business Advisory Centre)

### **2.2 Other agencies in the District are**

- a. Birth and Deaths
- b. NCCE
- c. Ghana National Fire service
- d. NADMO

## **3.0 SUBVENTED AGENCIES**

### **3.1 Subvented Agencies**

The following Subvented Agencies exist in the District.

- i. Volta River Authority
- ii. Ghana Police Service
- iii. Ghana Ambulance Service
- iv. The Electoral Commission

## **4.0 BOARDS, STATUTORY COMMITTEES AND COUNCILS**

According to section 3(2) of the Local Governance Act, 2016. Act 936, the District Assembly constitute the highest political authority in the District. The main committees under the District Assembly are the Executive Committee and the Public Relation Complaints Committee.

There are functional mandatory Sub-Committees of the Executive Committee. These are:

- I. Development Planning Sub-Committee
- II. Finance and Administration Sub-Committee
- III. Social Services Sub-Committee
- IV. Works Sub-Committee
- V. Justice and Security Sub-Committee

Another Sub-Committee of the Executive Committee in the District is the Agric Sub-Committee.

Other functional statutory Committees and Councils in the District are:

- i. Spatial Planning Committee
- ii. District Security Council
- iii. Audit Committee
- iv. Entity Tender Committee
- v. District Planning Coordinating Unit
- vi. Budget Committee
- vii. District Health Committee
- viii. District Education Oversight Committee

## **5.0 KEY STAKEHOLDERS**

The key stakeholders of the North Tongu District Assembly include the following: -

- ✓ Volta Regional Coordinating Council
- ✓ Office of the Head of the Local Government Service (OHLGS)
- ✓ Ministry of Local Government and Rural Development (MLGRD)/Other Ministries
- ✓ NDPC
- ✓ Plan Parenthood Association of Ghana, (PPAG)
- ✓ Federation of Disables
- ✓ Zoomlion Ghana Limited
- ✓ Catholic Hospital, Battor
- ✓ USAID
- ✓ Traditional Authorities
- ✓ Pencil of Promise

## 6.0 DISTRICT STRATEGIC PLAN

NO.	STRATEGIC OBJECTIVES	KEY ISSUES/RISKS	HOW TO ADDRESS CHALLENGES
1	Pursue flagship industrial development initiatives	Severe poverty and underdevelopment among peri-urban and rural communities.	Implement One District, one factory initiative
2	Support Entrepreneurship and SME Development	Limited access to credit for SMEs	Mobilise resources from existing financial and technical sources to support MSMEs
3	Strengthen fiscal decentralization	Limited capacity and opportunities for revenue mobilisation	Enhance revenue mobilisation capacity and capability of MMDAs
4	Improve popular participation at regional and district levels	Weak involvement and participation of citizenry in planning and budgeting	Promote effective stakeholder involvement in development planning process, local democracy and accountability
5	Ensure affordable, equitable, easily accessible and Universal Health Coverage (UHC)	Gaps in physical access to quality health care	Accelerate implementation of Community-based Health Planning and Services (CHPS) policy to ensure equity in access to quality healthcare
6	Ensure sustainable development and management of aquaculture	Inadequate and consistent extension services	Provide consistent and quality extension service delivery
7	Deepen political and administrative decentralization	Poor linkage between planning and budgeting at national, regional and district levels	Strengthen sub-district structures

## 7.0 HIGH LEVEL ACTIVITIES OF THE ASSEMBLY

NO.	TITLE OF REPORTS/MINUTES	BRIEF NARRATIVE PURPOSE/SIGNIFICANCE	START DATE	ACTION REQUIRED	TIME FRAME
1	Executive Committee Report	Detailed report on all decisions taken at sub-committee meetings and a follow up on activities to be addressed at General Assembly	Every quarter	Discussions of sub-committee recommendations	January-December
2	Minutes of General Assembly	Activities carried out within the district and the various interventions to be put in place to achieve goals. Presentation and Approval of Annual Action Plan. Presentation and Approval of Composite Budget.	Every quarter	Hold quarterly meetings to discuss issues concerning the development of the district and also to address complaints of committee members.	January-December
3	District Security Council	It seeks to address security issue and correspondence in the district.	January	Resolve all security threat issues in the district	January-December
4	Quarterly Progress Report	Progress of physical and non-physical projects and activities in the district under funding by DACF, DDF are captured in this report. The Report provides	Every quarter	-	January-December

		contract details for all stakeholder, monitors the projects/activities and ensure that what is planned is implemented.			
5	Quarterly Administrative and Performance Report	The Report provides details for all department projects and activities in the district under funding by DACF, DDF captured projects/activities to ensure that what is planned is implemented.		-	January-December
6.	Annually Administrative and Performance Report		January	-	January-December

## **8.0 SERVICE STANDARDS OF THE NORTH TONGU DISTRICT ASSEMBLY**

In furtherance of the above, we commit ourselves and subscribe to the following service standards.

<b>A: DEPARTMENTS</b>					
<b>NO</b>	<b>NAME DEPARTMENT</b>	<b>MANDATE</b>	<b>OFFICE LOCATION AREA: FLOOR: ROOM:</b>	<b>NAME OF HEADS OF DEPARTMENT</b>	<b>CONTACT AND EMAIL ADDRESS:</b>
1	Central Administration	To oversee strategic management and supervision of all support services and activities to enable departments, units and agencies provide reliable services at the LGSS, RCCs and MMDAs.	Office Room 3	Emmanuel Laryea Tetteh	0507264203 0244862317 enllaryea@gmail.com
2	Food & Agriculture	The Department of Food and Agriculture has the mandate to develop and execute policies, programmes and strategies for the agricultural sector within the context of a coordinated national socio-economic growth and development agenda. It is the lead	Battor, Opposite Agepet Filing Station	Peter Heh	0244168657 peterhekwasi@ yahoo.com

		government agency and focal point for the agricultural sector.			
3	District Works Department	The District Works Department (DWD) is charged with the responsibility of constructing roads and buildings as well as their maintenance.	Office Room 10	Ebenezer Yao Adegah	0243546512 eyadega@gmail.com
4	Finance Department	The mandate of Finance Department is to review, approve and manage the financial resources of the government.	Office Room 2	Mohammed-Kelani Suleman	0242818740 Kelani12@yahoo.co.uk
5	Human Resource Department	The mandate of the department is to manage, develop capabilities and competencies of each staff as well as coordinating human resources management programmes to efficiently deliver public services Local Government Service (LGS).	Office Room 4	Florence Twiaku	0246742777 Adjoanyame@gmail.com
6	Social Welfare & Community Development	The mandate of the department is to lead in the integration of the disadvantaged, the vulnerable, and persons with disability into mainstream society.	Office Room 9	Albert Komla Henyo	0243713172 <a href="mailto:alberthenyo85@mail.com">alberthenyo85@mail.com</a>



		<p>The role and functions of the Department of Social Welfare are guided by the following statutes and ordinances:</p> <p>Local Ordinance Order No. 66.  The 1992 Constitution of Ghana  Local Government Act. 1993 (Act 462). Civil Service Act (Act 600) and PNDC Law 327. Local Government Service Act 2003 (Act 636) and Legislative Instrument (LI 1961). The children’s Act 560 of 1998. The Juvenile Justice Act 653 of 2003. Persons with Disability Act, 2006 (Act 715) International Protocols and conventions – UN Conventions on Rights of the child, Hague Convention on Adoption. The Department of Community Development exists to promote and ensure improvement in the living standard of people in the rural areas and disadvantaged sections of urban communities through their own initiatives and their active participation in a</p>			
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		decentralized system of administration.			
7	Statistics	The mandate of Statistics is to reinforce the coordination of statistics generation, compilation, analysis, storage, archiving and dissemination across MMDAs.	Office Room 12	Lomo Stephen Adjetey	0244913122 Stephen.lomo@ntda.gov.gh
8	Physical Planning Department	The mandate of the department is to assist in the monitoring and evaluation of infrastructural development in the MMDAs.	Office Room 11	David Lormkor Akuinor	
9	Education, Youth & Sports Department	The mandate of the department is to supervise education activities in the district.	Mepe	Isabella Regina Ayimey	0243115776
10	Health Department	The mandate of the department is to supervise health activities and response to health issues in the district.	Battor, Opposite Agepet Filing Station	Roland Glover	0244854220
11	Business Advisory Center (BAC) & Rural Enterprise	The BAC was established to contribute to the creation of an enabling environment for Micro and small enterprises (MSEs) development.	Assembly Premises	Atsu Edith Edinam	0242185633 deyede6@gmail.com

<b>OTHER AGENCIES</b>					
1	Disaster Prevention Department	The mandate of NADMO stipulates that it offers relief support in times of emergencies in any location in the district.	Office Room 7	Mac-Anthony Todjo	0243285020 <a href="mailto:afanyotodjo@gmail.com">afanyotodjo@gmail.com</a>
2	Birth and Death	To register all births and deaths occurring- (ACT 301) 1905	Battor Catholic Hospital Premise	Godwin Akpakudzo-Fumey	0243147481
3	National Commission for Civic Education	Educated the public on civic duties	Assembly Premises	Daniel Glikpo	0243649350
4	Ghana National Fire Service	Educate the public on fire safety measures and render other duties to the public	Adjacent the market	ASO.I Gbekor A Alormenu	0245305169

**9.0 SUBVENTED AGENCIES SERVICE STANDARDS OF THE NORTH  
TONGU DISTRICT ASSEMBLY**

<b>NO.</b>	<b>NAME AGENCY</b>	<b>MANDATE</b>	<b>OFFICE LOCATION AREA: FLOOR: ROOM</b>	<b>HEAD OF SUBVENTED AGENCY</b>	<b>CONTACT CELL/MOBILE: OFFICE DIRECT LINE: EMAIL:</b>
1	Ghana Police Service	The mandate of the Police service is to ensure law and order.	AVEYIME/MEPE/JUAPONG	Supt George Aboagye	0244704556
2	NADMO	The mandate of NADMO stipulates that it offers relief support in times of emergencies in any location in the district.	ASSEMBLY PREMISES, OFFICE ROOM 7	Mac-Anthony Todjo	0243285020 afanyotodjo@gmail.com

## **10.0 WHAT WE ASK FROM YOU**

The quality of service we can provide to you depends on the input and co-operation we receive from you. Accordingly, we expect you to:

- Identify yourself by name, and if necessary, organization and grade.
- Provide the required information in an honest and timely manner
- Comply with our rules, guidelines and regulations
- Accord our staff the utmost respect
- Inform us if you are not satisfied with our services

## **11.0 WHAT TO EXPECT FROM US**

### ***11.1 In writing, we will:***

- Reply to all letters within five (5) working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone when to expect a full reply.
- Treat faxes and e-mails which are duly signed as official documents.

### ***11.2 By telephone, we will:***

- Answer the telephone between two (2) to three (3) rings.
- Identify ourselves by organization, name and grade.
- Inform you when you may expect a full reply, in case we are unable to answer your enquiry immediately.
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence

### ***11.3 On appointment, we will:***

- See you within ten minutes of the agreed time.
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

## **12.0 OUR MAILING ADDRESSES ARE:**

12.1 a. E-MAIL: [ntda.vr.g@gmail.com](mailto:ntda.vr.g@gmail.com)

12.2 b. WEBSITE: [www.ntda.gov.gh](http://www.ntda.gov.gh)

## 14.0 SOME IMPORTANT TELEPHONE NUMBERS

NO.	NAME	CONTACT PERSON	PHONE NUMBER(S)
1	HON. OSBORN FENU KWADZO	DISTRICT CHIEF EXECUTIVE	0242089189
2	EMMANUEL LARYEH TETTEH	DISTRICT CO-ORD. DIRECTOR	0507264203 0244862317
3	HON. TOGBE KORSI HOTTOR	PRESIDING MEMBER	0244687371
4	MOHAMMED-KELANI BABA SULEMAN	DISTRICT FINANCE OFFICER	0242818740
5	ROLAND GLOVER	DISTRICT DIRECTOR, HEALTH	0244854220
6	ISABELLA REGINA AYIMEY	DISTRICT DIRECTOR, GES	0243115776
7	EBENEZER ADEGAH	DISTRICT ENGINEER	0243546512
8	NUNEKPEKU JACOB	DISTRICT PLANNING OFFICER	0246543115
9	RUBBY BESAGAH	DISTRICT INTERNAL AUDITOR	0243277673
10	THOMAS HAMELO	DISTRICT BUDGET ANALYST	0546677810
11	FLORENCE TWIAKU	ASST. HUMAN RESOURCE MANAGER	0246742777
12	ALBERT HENYO	HEAD OF SOCIAL WELFARE/COMMUNITY DEVELOPMENT	0243713172
13	PETER HEH	DISTRICT DIR. OF AGRICULTURE	0244168657
14	GAWUGA PHILIP	DISTRICT ENV. HEALTH OFFICER	0268403776

## 15.0 COMPLAINTS AND COMMENTS

### 15.1 When registering a complaint

When contacting us if you are dissatisfied with a service from the Assembly or other Agencies from the District, we would like you to:

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect the Assembly to do
- Keep a record of events
- Follow up with the relevant staff member, if possible

## **16.0 WHERE TO ADDRESS YOUR COMPLAINTS**

*You may address your comments and complaints to:*

- a. **HON. DISTRICT CHIEF EXECUTIVE  
NORTH TONGU DISTRICT ASSEMBLY  
P. O. BOX 15  
BATTOR**
- b. **E-MAIL:  
ntda.vr.g@gmail.com**
- c. **Hotline Services  
0362291118**
- d. The Client Service Unit is the first contact of the main Assembly building.

### **NOTE:**

The channel of communication in dealing with the Assembly shall be as follows:

- a. From Serving Officer through Departmental Head to District Co-ord. Director and to District Chief Executive.
- b. From a non-Civil Servant/general public to the District Chief Executive.
- c. From retired officers, through the head of the organization where they last served/worked OR through the District Chief Executive OR CLOGSAG.

## **17.0 YOUR VIEWS COUNT**

If something goes wrong, we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this we need to know what kind of service you need and how this compares with the service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you.

Where you are still not satisfied with the outcome, you may address your comment/complaints to:

**HON. DISTRICT CHIEF EXECUTIVE  
NORTH TONGU DISTRICT ASSEMBLY  
P. O. BOX 15  
BATTOR**

