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## 1.0 INTRODUCTION

This Client Service Charter is the commitment of the Wassa Amenfi East Municipal Assembly (WAEMA) to provide unparalleled level of service to the people in the Municipality and beyond. The document serves as a guide to staff and Clients or Customers on standards of services rendered by the Assembly with the aim to improve transparency and accountability. Ultimately this Charter is aimed to inform and educate our clients on the types and requirements of services we render to the general public.

We commit ourselves to the deliverables outlined in the Charter to be carried out by employees and service providers contracted by the Assembly. We recognized however that sometimes there will be circumstances beyond our control which may hamper the normal standards of service we provide. In such circumstances, the service levels set out in this Charter will not apply, although every effort will be made to maintain normal services or to reduce the inconvenience to customers.

At such times service delivered is below the standard defined by this Charter, remedial actions will be taken without undue delay and communicate to the complainant action(s) taken to address the complaint.

## 2.0 ABOUT US

### 2.1 Who we are

The Wassa Amenfi East Municipal was first established and inaugurated on 27<sup>th</sup> August, 2004 under, L.I. 1788 under the Local Government Act 1993, (Act 462). The Assembly was elevated to a Municipal status by Legislative Instrument (L.I) 2289, of 2017. The Municipality was formerly inaugurated on 15<sup>th</sup> March, 2018.

The Municipality is located in the northern part of the Western Region of Ghana. It is bounded to the West by the Wassa Amenfi West Municipality and Wassa Amenfi Central District, to the East

by Wassa East District, to the South by the Prestea Huni Valley Municipality and to the North by Upper Denkyira West and East Districts.

The Wassa Amenfi East Municipality has a total population of approximately 83,478 people consisting of 42,896 males and 40,582 females. The Municipality covers a total land area of 1,558 square kilometers. (2010 Population and Housing Census).

## 2.2 Our Mission

The Municipal Assembly's mission is to ensure effective and efficient delivery of socio-economics services in collaboration with stakeholders through planning, implementation, monitoring and evaluation of development policies and programmes

## 2.3 Our Vision

The vision of the Wassa Amenfi East Municipal Assembly for development is to become “a progressive District that efficiently serves its people through strategic partnership with businesses and stakeholders”.

## 3.0 OUR PLEDGE

- a) We undertake to make our services equitably available to

all Citizens including those from disadvantaged homes, families or communities.

- b) We commit ourselves to treat every customer with respect by showing friendliness and care when serving a customer.
- c) We endeavor to engage our stakeholders in preparation of our Annual Fee Fixing Resolution and publish the approved document for public information.
- d) We aim to review this charter regularly to match with emerging trend of development with regard to effectiveness and efficiency in our service delivery.

## 4.0 WHAT WE EXPECT FROM YOU

- a) Ensure your application form is properly completed and attached with all necessary documents/requirements before submission.

- b) Adhere strictly to the procedures for completing and submitting application forms/letters.
- c) Endeavor to source valid General Counterfoil Receipt (GCR) for all payments of application and processing fees.
- d) Be courteous and polite to our staff and demand same from them.

## 5.0 OUR SERVICE STANDARDS

### 5.1 Acquisition of Building/Development Permit

**Who can apply?**

Any person or organization who has legal title to immobile property or plot of land and intends to develop, redevelop/renovate or change its use.

### **How to Apply**

Purchase the Building Permit Application Form (BPA) and TCP Form 1 from Revenue office and Works Department's main office respectively.

### **Requirements**

The prospective developer must have the following:

- a) Clearance letter after official search on status of land from Lands Commission/Land Title Registry upon issuance of a search letter by the Development Control Unit.
- b) Three (3) sets of working drawings with the following requirements;
  - i. Site Plan (scale 1:1:250 or 1:2, 500)
  - ii. Building, Fence, and Block Plans (scale not less than 1:20 or 1:40 or metric equivalent 1:1000 & 1:2000).
- c) Building Permit Application Form and Physical Planning Department Form 1.
- d) Ensure that the underlisted professionals sign the various plans to be attached to the Building Permit Application.
  - i. Professional Town Planner to sign the Block Plan
  - ii. Architect or Licensed draughtsman for Architectural plans
  - iii. Civil or Structural Engineer for structural drawings for Three (3) storey and above.

### **Please Note:**

You may have to provide the following reports if your development is a multi-storey structure or complex: Environmental Impact Assessment Report, Structural Report, Fire Service report, Hydro Report, geological Report or Traffic Management Report.

### **Submission**

- a) Submit completed forms with all other requirements as specified in the Building Permit Application and TCP 1 Forms to the officer in charge at the Works Department.
- b) On submission, applicant is informed of corrections to be made or additions if any; the processing fee and date for inspection of site (if necessary).

### **Procession Procedure**

- a) Team of officers from Physical Planning and Works Departments inspects the site with the Developer within two (2) weeks of receipt of application to confirm the site as shown on the Site Plan and its suitability for the proposed development.
- b) The Statutory Planning Committee Secretary (Metropolitan Physical Planning Officer) process the application within two (2) weeks after inspection of site.
- c) Technical Committee meets to evaluate the application, visits site and makes recommendation to the Statutory Planning Committee (SPC) within four (4) weeks after inspection of site.
- d) Statutory Planning Committee considers the Development

Applications within fourteen (14) working days after the Technical Committee meeting.

- e) The Statutory Planning Committee Secretary submits approved plans to the Metro Works Department for issuing of development permit within five (5) working days.

### Collection of Permit

Pay approved building permit fee at the revenue office of the assembly and collect your development permit from the Works Engineer's office three (3) months after submission of application.

### Please Note:

- Receipt issued as payment for processing fee is **NOT** a Building Permit.
- Permit can be obtained within the stipulated three (3) month subject to proper title to land and standard drawings,

- Building Permit is valid for five (5) years. Applicants who do not start or complete their project within five (5) years must apply for renewal of Permit.
- Development must conform to the approved Planning Scheme.
- Fees charge are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
- Do not make any false declaration on your application else your application shall be rejected.

## 5.2 Acquisition of Temporal Structure Development Permit

### Who can apply?

Any person or organization who intends to develop a Temporal Structure on reservation, public open space or acquired land.

### How to Apply

Write to the Municipal Chief Executive with details of the applicant's name, mailing address, telephone contact(s) and intended use of the structure.

### Requirements

- a) Three (3) sets of working drawings with Site Plan (Scale 1:1, 250 or 1:2, 500)
- b) Evidence of ownership or letter of consent from landowner or relevant state institution as may be applicable.

### Processing Procedure

- a) Application is forwarded to Municipal Physical Planning Officer for processing within five (5) working days of submission of application.
- b) Officers from Physical Planning and Works Departments will inspect the site with the developer to confirm the site as shown on the site plan and its suitability for the proposed development within ten (10) working days of submission of application.
- c) The inspection team makes appropriate recommendations to approve or reject the application within five (5) working days of site inspection.
- d) Pay approved temporal structure permit fee at the Revenue office and submit the receipt to Development Control Officer.

- e) Approved application is forwarded to the following officers for their signature;
  - i. Municipal Physical Planning Officer
  - ii. Municipal Environmental and Public Health Officer
  - iii. Municipal Works Engineer

### Collection of Permit

Collect your Development Permit from the Works Engineer's office **one (1) month** after submission of application.

#### Please Note

Temporal Structure Permit is valid for six (6) months and subject to renewal. In some cases, validity is twelve calendar month (1) year.

Development must conform to the approved temporal structure permit

### 5.3 Preparation of Land Use Plan

- a) Apply to the Municipal Chief Executive with a base map from Survey Department.
- b) Application is forwarded to Physical Planning Department for designing within five (5) working days of submission.
- c) The initial design is subjected to public consultation for further inputs, recommendation and/or corrections within fourteen (14) months of submission.
- d) Technical committee meets to evaluate the application and makes recommendation to the statutory Planning Committee (SPC) within fifteen (15) working days after public consultation.
- e) Statutory Planning Committee meets to approve/deny the application within ten (10) working days after the

Technical Committee meeting.

- f) Pay the appropriate fee and collect your approved Land use Plan from the Physical Planning Department sixteen (16) months after submission of application.
- g) The Physical Planning Department then distribute the approved Land use Plan to other land sector agencies.

### 5.4 Assessment of Rezoning Status

- a) Apply to the Municipal Chief Executive with a copy of the Land Use Plan
- b) An officer from Physical Planning Department is detailed to inspect the site with the Applicant within five (5) working days of submission of application.
- c) The application is presented at Technical Committee for consideration within ten (10) days after the inspection.

- d) Statutory Planning Committee approve/deny the application within five (5) working days after the Technical Committee meeting.
- e) Pay the appropriate fee and collect your Rezone Land Use Plan from the Physical Planning Department one (1) month after submission of application
- f) The Physical Planning Department then distribute the approved Rezone Land use Plan to other land agencies.

### 5.5 Acquisition of Business Operating Permit

#### Who can apply?

Any individual or registered entity/organization wishing to operate a business within the Municipality.

#### How to Apply

- a) Purchase application form from the Revenue Office at the main office or download from the Assembly's website.
- b) Submit the completed application form to the Budget and rating Officer at the Assembly's main office.

**Requirements**

- a) Must have registered with the Registrar General's Department and have been issued with Certificate of Incorporation/Certificate to commence Business
- b) Registration and permit(s) from Government Agencies/Recognized Association(s) as may be applicable.

**Processing Procedure**

- a) An inspection team made up of members from Budget and Rating Department, Environmental and Public Health Unit and Works Department inspect the premises of the applicant within five (5) business days of submission of application.
- b) The team makes appropriate recommendations to the Municipal Budget Analyst within two (2) business days from the day of their inspection.
- c) Upon recommendation by the inspection team, permit is issued after five (5) working days of submission of application at approved fee.
- d) Business Operating Permit is valid for one (1) year and subject to renewal

**Please Note**

- o Downloaded forms should be submitted with the appropriate payment receipt/slip
- o Fees charge depends on the Business type, size and location. Fees are subject to change and regulated by fee Fixing Resolution adopted by the General Assembly annually.
- o The process for acquiring license/permit for some category of businesses may differ from what has been provided above.

**5.6 Acquisition of Food Vendors/Handlers Certificate**

The Wassa Amenfi East Municipal Assembly By-law 2020, requires any person wishing to operate a Restaurant or Eating House or anyone who is engaged in the preparation, handling or

serving prepared food in any Restaurant or Eating House to be medically certified as free from any communicable disease and renew such certification as directed by appropriate medical authority.

**Who can apply?**

All individual or organization wishing to operate, handle, serve or sell food within the Municipality.

**How to Apply**

- a) Purchase a medical from Revenue Office at main office Wassa Akropong, or download from the Assembly's website.
- b) Submit the medical from to any health facility for medical examination.

- c) Return form with results and two (2) passport size pictures to the Municipal Environmental and Public Health Officer at the Assembly's main office.
- d) When found to be medically fit to handle, prepare, serve or sell food, the certificate is issued the same day upon payment of approved fee.

**Please Note**

- Downloaded forms should be submitted with the appropriate payment receipt/slip
- Fee charge by Assembly for issuance of Food Vendors/Handlers Certificate are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.

**5.7 Licensing of Hospitality Facility/Premises**

Owners, managers, or operators of Hotel, Motel, Guest House, Hostel, Restaurant and Eating-Houses are required to acquire environmental sanitation certification from the Assembly on the suitability of their facility or premises intended purpose and renew same annually.

**Who can apply?**

All individuals and organizations wishing to operate a hotel, Motel, Guest House, Hostel, Restaurant or Eating-House within the Municipal.

**How to apply**

- a) Purchase application form from Revenue Office at main office (Room 36) or download from the

Assembly's website.

- b) Submit the completed application form to the Metropolitan Environmental and Public Health Officer at the main office (Room 45), Sekondi

**Requirements**

- a) Must have registered with the Registrar General's Department and have been issued with Certificate of Incorporation/Certificate to commence Business.
- b) Introductory letter from Ghana Tourist Authority.
- c) Evidence of medically certified attendants to operate in the hospitality industry.

**Process Procedure**

- a) Officers from Environmental and Public Health Unit Inspect Applicant's premises and submit report on findings within three (3) working days of submission of application form.
- b) Municipal Environmental and Public Health Officer issues a Certificate of suitability to the applicant through Ghana Tourist Authority within two (2) working days after the inspection.
- c) The Applicant is informed to contact Ghana Tourist Authority(GTA) for his/her license within seven (7) working days of submission of application form.
- d) The Municipal Environmental Health and Public Health Officer upon approval by Ghana Tourism Authority recommends the Applicant to the Assembly

for registration and issuance of Business Operating Permit (BOP) at an approved fee.

### **Please Note**

- Downloaded forms should be submitted with the appropriate payment receipts/slips.
- Fee charged by the Assembly depends on the type of, size and location of the business. Fees are subject to change and regulated by fee fixing resolution adopted by the Assembly annually.

## **5.8 Registration of Marriages**

### **Who can apply?**

A man and a woman who has consented to marry.

### **How to apply**

- a) Ordinance Marriage; Either or both couple to the intended marriage files a notice at the Registry.
- b) Customary Marriage; Either or both couple submits a formal application to the Registrar of Marriages for the purpose of registering the marriage.

### **Process Procedure**

- a) Ordinance Marriage
  - i. Applicants files Notice of Marriage with the Registry (for 21 days) by providing personal data plus photo identity cards.
  - ii. Applicants submits a statutory Declaration, verifying fulfilment with specified statutory

requirements in the Marriages Act, 1884-1985 (CAP 127).

- iii. The Registrar's Certificate is issued to the applicant after twenty-one (21) days (in the absence of a caveat/objection).
- iv. Thereafter, the Marriage may be celebrated within 3 months from the date of the Notice of Marriage.

### **b) Customary Marriage**

- i. Apply to the Registrar of Marriages in the District in which the marriage was celebrated.
- ii. Statutory Declaration by Applicant and parents of couple.

- iii. Marriage is duly Registered.
- iv. Notice of Registration of the Marriage is published on the Notice Board within Twenty-Eight (28) days from the date of registration.

## **5.9 Customary Divorce**

- a) Apply to the Registrar of Marriages in the District in which the marriage was dissolved.
- b) Statutory Declaration by Applicant.
- c) Dissolution of Marriage is then duly Registered.

## **5.10 Licensing of Church Premises for celebration of Marriages**



- a) Apply to the Municipal Chief Executive, with a copy to the Registrar of Marriages.
- b) Attach copies of Ordination Certificate, Church Registration Certificate, Building Permit.
- c) A technical team of officers from the Assembly inspects the Church Premises (with particular reference to sanitary facilities, parking lot, firefighting equipment, etc).
- d) Church Premises is then duly licensed/denied within one month of submission of application.

### 5.11 Waste Management Services

The Waste Management Department (WMD) is responsible for storage, collection, transportation and safe disposal of waste.0

#### 5.11.1 Liquid Waste Services

- a) Prospective customer to call personally at WMD or contact any of the accredited Private Companies to book a date for dislodging.
- b) Pay the appropriate fee as specified in the Assembly's fee fixing resolution.
- c) The Officer in-charge of liquid waste at the WMD will ensure the service is delivered within five (5) working days.

#### 5.11.2 Solid Waste (Door-to-Door) Services

- a) Register with the Assembly's authorized Private Waste

- Collection Company operating within the area where the services(s) required.
- b) Timetable for collection of waste would be made available to the customer upon registration.
- c) The customer is responsible for the provision of appropriate refuse containers(s) for storage of his/her waste.
- d) The customer is to pay a monthly fee to the Waste Collection Company as specified in the Assembly's fee fixing resolution.

#### 5.11.3 Disposal of Industrial/Commercial Waste

- a) Apply in writing in writing to the Municipal Chief Executive and copy the Director of WMD with the following details;
  - i. Type of waste material
  - ii. Location of the waste material
  - iii. Tonnage/quantity of the waste material
  - iv. Frequency of dumping/generation

- b) Officers from WMD will be detailed to inspect and recommend the appropriate process to collect, transport and dispose the material(s).
- c) A bill is prepared based on the type, tonnage/quantity and the distance from the location to the final disposal site.
- d) Evacuation commence to the final disposal site after five (5) working days of submission of application subject to payment of the approved fee.

