MPOHOR DISTRICT ASSEMBLY

UPDATED

CUSTOMER SERVICE CHARTER

JANUARY, 2022

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1.0 INTRODUCTION

This Service Charter is the commitment of Mpohor District Assembly (MDA) to provide unparalleled level of service to the people in the District and beyond. The document serves as a guide to staff and 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 customers on the types and requirements of services we render to the 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

Mpohor District Assembly (MDA) is established by law under LI 2019. Mpohor District is located at the southeastern part of the Western Region covering a land size of 524.534 Square Kilometers with a total population of 42, 923 (GSS, 2010 PHC).

It is bounded on the North by Tarkwa- Nsueam Municipal Assembly, North East by Wassa East District, south-west by Ahanta West District, South by Sekondi- Takoradi Metropolitan Assembly, and South-East by Shama District Assembly. The District capital is Mpohor, which is 19 km off the Takoradi-Agona Nkwanta main road.

There are ten departments and eight units in the district. The Ghana Immigration Service is also in our building of which services are rendered to the people.

2.2 Our Mission

The vision of the Mpohor District Assembly is to be a District with people of an improved lives and high standard of living in the country.

2.3 Our Vision

The Mpohor District Assembly exists to collaborate effectively and efficiently with all stakeholders to mobilize adequate financial, human and capital resources to improve the standard of living of its people in the District through the provision of infrastructure and Socio-economic services.

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 Handling of Clients

Who is a Client of the Local Government Institution?

A client is a person, group of persons, or organization who accesses the services of or interacts with a local government institution. A client can either be internal (i.e. from within the local government institution) or external. These include those who come to make enquiries, complaints and give feedback.

Client Service management is the act of managing the clients and their expectations in a professional and timely manner within a conducive environment to enhance service delivery. Managing clients' expectation should be done within the mandate of the Local Government Institution.

We receive complaints, enquiries and requests.

Response to complaints takes about two weeks.

<u>QUALITY ASSURANCE QUESTIONS WE ASK CLIENTS</u>

- Are you satisfied?
- Are you okay with the way we handled it?

5.2 Acquisition of Building/Development Permit

Who can apply?

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

How to Apply

Purchase the Building Permit Application Form (BPA) and TCP Form 1 from the Revenue office (Room 36) and Development Control Unit (Room 47) at 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 under listed 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) story and above.

Please Note:

You may have to provide the following reports if your development is a multi-story structure or complex: Environmental Impact Assessment Report, Structural Report, and 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 Development control office Room 47.

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.

5.3 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 Metropolitan 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 Metropolitan Physical Planning officer for processing within five (5) working days of Submission of application.

b) Officers from Metro Physical Planning and Works Department Inspect the site with th 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. Metropolitan Physical Planning Officer
ii. Metropolitan Environmental and Public Health Officer
iii. Metropolitan 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 e.g. ATM sites.

- Development must conform to the approved temporal structure permit

5.4 Preparation of Land Use Plan

a) Apply to the Metropolitan 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.

5.5 Assessment of Rezoning Status

a) Apply to the Metropolitan 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.

5.6 Acquisition of Business Operating Permit

Who can apply?

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

How to Apply

a) Purchase application form from the Revenue Office Room 36 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 Room 19, Mpohor.

Requirements

a) Must have registered with the Registrar General's Department and have been issued with Certificate of Incorporation/
Certificate to commence Business

a) 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 Metropolitan 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

- Downloaded forms should be submitted with the appropriate payment receipt/slip
- 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.
- The process for acquiring license/permit for some category of businesses may differ from what has been provided above.

6.0 Acquisition of Food Vendors/Handlers Certificate

The Mpohor District Assembly (Control of Restaurant and Eating-Houses) By-law 2000, 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.

6.1 Who can apply?

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

6.2 How to Apply

a) Purchase a medical from Revenue Office at main office (Room 36) Mpohor, 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 Metro Environmental and Public Health Officer at the Assembly's main office Room 45, Mpohor.

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.

7.0 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.

7.1 Who can apply?

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

7.2 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), Mpohor

7.3 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.

7.4 Processing 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) Metro 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 Metropolitan 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.

8.0 Registration of Marriages

8.1 Who can apply?

A man and a woman who has consented to marry.

8.2 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.

8.3 Processing 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 require3ments 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.

8.4 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.

8.5 Licensing of Church Premises for celebration of Marriages

a) Apply to the Metro. 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.

9.0 Waste Management Services

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

9.1 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.

9.2 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.

9.3 Disposal of Industrial/Commercial Waste

a) Apply in writing in writing to the Metro 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.

10.0 OUTDOOR ADVERTISING PERMIT

10.1 How to Apply

Apply through a letter to the Metro Chief Executive and copy same to the Metro Works Engineer with the size, quantity and location(s) of the sign(s).

Upon receipt of response to the written application, purchase a registration form from Revenue Office (Room 36) or download from the Assembly's website.

10.2 Processing Procedure

a) Submit the completed application form to the Outdoor Advertising Unit (Room 21), Mpohor.

b) Officer from the Outdoor Advertising Unit inspect the site with applicant within two (2) working days of receipt of registration form, to confirm the site as indicated in the application letter and its suitability for mounting/display the signage.

c) Pay approved fee at the Revenue office and proceed to mount the signage within ten working days' submission of application letter.

Please Note:

- Applicant would have to mount the signage/structure (Advert) under strict supervision of an Officer of the Works Department or any officer assigned based on the details provided in the application letter and registration form. Outdoor Advertising Permits are renewable annually and late renewal attracts a 50% fine.

- Downloaded forms should be submitted with the appropriate payment receipt/slip.

11.0 NON-GOVERNMENTAL ORGANIZATION (NGO) REGISTRATION

11.1 **How to Apply**

Apply through a letter (on a letterhead) to the Metropolitan Director of Social Welfare.

11.2 Requirements

Attach to the application letter;

a) Registrar General's
   i. Certificate of Incorporation
   ii. Certificate to Commerce Business
   iii. Regulation

b) Construction of the Organization

c) Profile of the Organization

d) Any Business/Publication

11.3 Processing Procedure

a) The Metropolitan Social Welfare office prepares social investigation report and submit to Metropolitan Chief Executive.

b) The application and the report are forwarded to National Director of Social Welfare Department for certification through the Regional office.

c) Certificate if issued after one (1) month of submission of application subject to proper and timely submission of requirements.

12.0 APPLICATION TO OPERATE DAY CARE CENTRE

12.1 How to Apply

Apply through a letter (on a letterhead) to Metropolitan Director of Social Welfare.

12.2 Processing Procedure

a) Officers from Department of Social Welfare inspect the facility/structure for proposed day care center with emphasis on;
   i. Building/Development Permit
   ii. Location of structure/facility
   iii. Space for Car parking
   iv. Sanitation facilities
   v. Availability of manpower etc.

b) If applicant meets the required standard, the application is forwarded to Nation Director of Social Welfare Department of certification through the Regional office.

c) Certificate is issued after one (1) month of submission of application subject to timely fulfillment of all requirement.

13.0 BIRTH REGISTRATION

a) Particulars of child
   a) Full name of child
   b) Sex
   c) Date of birth
   d) Detailed address of place of delivery (hospital, clinic, maternity home, house, others specify)

b) Particulars of mother
   i. Full name of mother
   ii. Age at birth
   iii. Nationality
   iv. Place and address of usual residence
   v. Occupation

c) Particulars of father
   i. Full name of father
   ii. Occupation
   iii. Religion

d) Particulars of informant (where applicable)
   i. Full name
   ii. Relationship
   iii. Residential address

14.0 DEATH REGISTRATION

a) Particulars of deceased person:
   i. Full name
   ii. Sex
   iii. Age
   iv. Hometown
   v. Nationality
   vi. Marital status
   vii. Level of formal education attained
   viii. Occupation
   ix. Place and address of usual residence

b) Death Identification particulars
   i. Date of death
   ii. Detailed address of place of death (hospital, clinic maternity home, house, others) specify

c) Cause of death
   i. Death certified by full name and qualification of medical doctor with contact address

d) Coroner's order issued by
   a) Full name of coroner
   b) Address of court
   c) Place of burial
   d) Cemetery
   e) Cemetery town/city etc.

e) Particulars of mother and father (to be completed if decease age is below 15 years)
   i. Full name of mother and father
   ii. Age
   iii. Nationality
   iv. Level of formal education attained
   v. Occupation

f) Particular of informant (where applicable)
   i. Full name
   ii. Relationship
   iii. Residential address

Please Note:
Downloaded forms should be submitted with the appropriate payment receipt/slip

15.0 TABLE OF OUR SERVICES

NO.	SERVICE		TIME FRAME	RESPONSIBLE DEPARTMENT
1	Handling of Complaints		2 weeks	Central Administration
1	Issuance of Building/Development Permit		1 months/ 30 days	Physical Planning/ Works Dept.
2	Issuance of Temporal Structure Development Permit		1 month	
3	Preparation of Land Use Plan (layouts)		16 months	Physical Planning Dept.
4	Assessment of Rezoning Status		1 month	
5	Issuance of Business Operating Permit		5 working days	Budget & Rating/Finance Dept.
6	Issuance of Food Vendors/Handlers Certificate		5 working days	Environmental Health and Sanitation Unit
7	Licensing of Hospitality Facility/ Premises		7 working days	
8	Registration of Marriages	Ordinance	21 days	Marriage Registry
		Customarily	28 days	
9	Issuance of Customary Divorce Certificate		5 working days	
10	Licensing of Church Premises for Celebration of Marriages		1 months	
11	Waste Management Services	Liquid Waste	5 working days	Waste Management Department
		Solid Waste	Twice weekly	
		Industrial and Commercial waste	5 working days	
12	Issuance of Taxi Driving License		1 month	Metro Guards Unit
13	Issuance of Taxi/Commercial Vehicle License		5 working days	
14	Outdoor Advertising Permit		10 working days	Works Department
15	Registration of Non-Governmental Organization (NGO)		1 month	Social Welfare Department
16	Licensing to Operate Day Care Centre		1 month	
17	Training of Day Care Attendants		6 months	
18	Birth Registration		Under 1yr-1week above 1yr-4 weeks	Birth and Death Registry
19	Death Registration		4 weeks	
20	Response to complaints from the public		2 weeks	Public Relations Unit

16.0 FEEDBACK

We welcome complaints, comments and suggestion from our clients and the public on our performance and service procedures for improvement.

Our website, online complaint platform (SMARTSOL), Toll Free numbers and suggestion boxes are available to facilitate feedback on the quality of our services. You can be assured that your and suggestions will be taken seriously.

We website, online complaints, comments and/or suggestions within ten (10) working days of receipts. If this is not possible, we will inform you when to expect response.

All feedback should be channeled to:

Client Services Officer

Mpohor District Assembly (MDA)

P. O. Box TD 50 Takoradi

E-mail:Mpohorda@yahoo.com

Mpohorda@gmail.com

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