

# **WASSA EAST DISTRICT ASSEMBLY**

## **CLIENT SERVICE CHARTER**



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**LIST OF ACRONYMS**

- |         |   |
|---------|---|
| 1. DA   | District Assembly                         |
| 2. HOD  | Head of Department                        |
| 3. HR   | Human Resource                            |
| 4. ICT  | Information, Communication Technology     |
| 5. IPPD | Integrated Payroll And Personnel Database |

**1.0 INTRODUCTION**

The Office of the Wassa East District Assembly is one of the District Assembly (DA) empowered by the Constitution to see to the overall development of District. There are eleven (11) decentralised departments under the office of the Assembly. The activities of the District Assembly is coordinated by the District Coordinating Director. The Wassa East is located at the South-Eastern end of the Western Region. It is bounded to the North East by Twifo Hemang Lower Denkyira, Twifo Ati-Morkwa and Komenda Edina Eguafo Abrem (EEA) Districts, all in the Central Region respectively. The District is again bounded on the North West by the Prestea-Huni Valley District. In the South, it is bounded by Mpohor and Shama Districts.

**2.0 MANDATE OF THE WASSA EAST DISTRICT ASSEMBLY**

The Assembly, like all others, was established under the authority of the local Government Act, 2016, Act 936, and in the District Assembly (establishment) instrument, LI 1918 as the fulcrum of administrative and development decision making body in the District and the basic unit of government administration with the mandated to:

- a. Ensure political and administrative authority in the District
- b. Promote local economic development
- c. Provide guidance, give direction to and supervise other administrative authorities in the District as may be prescribed by law
- d. Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the District.
- e. Promote and support productive activity and social development in the District and remove any obstacles to initiate and development.
- f. Be responsible for the development, improvement and management of human settlements and the environment in the District.
- g. Act to preserve and promote the culture heritage within the District

## **2.1 VISION OF THE ASSEMBLY**

Is to be model prosperous agro-industrial District in Ghana known for our Socio-Economic intervention that create Special Opportunities for our people

## **2.2 MISSION STATEMENT**

The Wassa East District exists to mobilize financial, human and material resources to pursue policies, programmes and projects with honesty, diligence and commitment in order improve the quality of life of the people in the District.

## **3.0 CORE VALUES**

In order to achieve the goals and objectives of the Wassa East District Assembly, the service delivery standards of the Local Government Service have been adopted as the core values of the Assembly to serve as guiding principles in the performance of its functions. These service delivery standards are;

- a. Participation :the involvement of relevant stakeholders including Civil Society Groups, Media, NGOs, Private Sector and Community Members in planning, implementation, monitoring and evaluation of service delivery at the District Assembly

- b. Professionalism : the demonstration of requisite skills and competencies, and the ability to adopt best practices in the delivery of services to the satisfaction of the client whilst adhering to ethical standards
- c. Client Focus : using client requirements to prioritize and consistently develop affordable and accessible service in timely manner
- d. Transparency : providing all stakeholders with the understanding of how the District Assembly operates, and furnishing them with easy access to adequate and timely information regarding decisions and actions taken by the Assembly
- e. Efficient and Effective use of resources : the optimal use of resources (including time, human resource, natural resource, financial resources etc) to provide services and products that satisfy the requirements of users in timely manner

#### 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 (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 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 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).

**Proccession 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 (District 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 District 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 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 District Physical Planning Officer for processing within five (5) working days of submission of application.
- b) Officers from District Physical Planning and Works Departments 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. District Physical Planning Officer
  - ii. District Environmental and Public Health Officer
  - iii. District 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

### **5.3 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.

### **5.4 Assessment of Rezoning Status**

- a) Apply to the District 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 District.

### How to Apply

- a) Purchase application form from the Revenue Office Room1 Annex B 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 2 Annex A, Daboase

### 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 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.

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

The Wassa East District Assembly (Control of Restaurant and Eating-Houses) By-law 2019, 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 District.

**How to Apply**

- a) Purchase a medical from Revenue Office at main office (Room1 Annex A) Daboase or download from the Assembly's website.
- b) Submit the medical form to any health facility for medical examination.
- c) Return form with results and two (2) passport size pictures to the District Environmental and Public Health Officer at the Assembly's main office Room 4 Annex C, Daboase.
- 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 organisations wishing to operate a hotel, Motel, Guest House, Hostel, Restaurant or Eating-House within the District.

### **How to apply**

- a) Purchase application form from Revenue Office at main office (Room 1) Annex A or download from the Assembly's website.
- b) Submit the completed application form to the District Environmental and Public Health Officer at the main office (Room 4), Daboa

### **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) 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 District 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 Marria
- 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 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.

## **5.11 Waste Management Services**

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

### **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 Disposal of Industrial/Commercial Waste**

- a) Apply in writing in writing to the District 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 commences to the final disposal site after five (5) working days of submission of application subject to payment of the approved fee.

### **5.13 Acquisition of Taxi Driving License**

#### **Who can apply?**

Any person who drives taxi to ply hiring or conveying goods or passengers within the Metropolis

#### **How to apply**

Purchase a taxi Driving License application form from revenue Office at the main office (Room 1Annex A) or download from the Assembly's website.

## **7.0 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, organisation 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

## **8.0 WHAT TO EXPECT FROM US**

#### ***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.

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

- ✓ Answer the telephone between two (2) to three (3) rings.
- ✓ Identify ourselves by organisation, 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

***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.

## **9.0 WHERE TO FIND US:**

### **9.1 PHYSICAL LOCATION**

The District Capital is Daboose which is 6.7km off the Cape Coast- Takoradi road. It occupies an area of 1334km with 196 settlements of varying sizes.

### **9.2 OUR MAILING ADDRESSES ARE:**

**a. POST BOX:**

THE DISTRICT COORDINATING DIRECTOR  
POST OFFICE BOX MC 1008  
TAKORADI.  
TEL: 0542721191,

**b. E-MAIL:**

[wassaeastdistrict1990@gmail.com](mailto:wassaeastdistrict1990@gmail.com)

**c. WEBSITE:**

[www.wassaeastdistrict.gov.gh](http://www.wassaeastdistrict.gov.gh)

### **9.3 SOME IMPORTANT TELEPHONE NUMBERS**

<b>NO.</b>	<b>CONTACT PERSON</b>	<b>PHONE NUMBER(S)</b>
<b>1.</b>	District Chief Executive	0240902550
<b>2.</b>	District Coordinating Director	0242054455



3.	District Finance Officer	0240960465
4.	District Human Resource Manager	0248224564
5.	Director, Department of Agric	0242267898
6.	Director, Ghana Education Service	0204902550
7.	Director, Ghana Health Service	0502957008
8.	District Environmental Health Officer	0242542181
9.	Reception	0542721191
10.	District Planning Officer	0246822478
11.	District Budget Analyst	0242262758
12.	Director, NADMO	0248032862
13	District Works Engineer	0244956500
14	District Officer, Bussiness Advisory Center	0243504844
14	Client Service Unit	0542721191

## 10.0 COMPLAINTS AND COMMENTS

### 10.1 WHEN REGISTERING A COMPLAINT

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

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

### 10.2 WHERE TO ADDRESS YOUR COMPLAINTS

*You may address your comments and complaints to:*

a. THE DISTRICT CHIEF EXECUTIVE P. O. BOX MC 1008, TAKORADI

TEL: 0542721191

b. E-MAIL:

[www.wassaeastdistrict.com](http://www.wassaeastdistrict.com)

- c. The Client Service Unit is located in room **No. 4** at the main building of the District Assembly.

**NOTE:**

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

- a. From Serving Officer through Departmental Head to District Coordinating Director.
- b. From the general public to the District Coordinating Director, WEDA.

**10.3 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:

**THE DISTRICT CHIEF EXECUTIVE  
P. O. BOX MC 1008  
TAKORADI**