



**KETU SOUTH MUNICIPAL ASSEMBLY**

## **CLIENT SERVICE CHARTER**

**January 2018**

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## **1.0 INTRODUCTION**

This Client Charter is the commitment of Ketu South Municipal Assembly (KSMA) to provide unparalleled level of service to the people in the Municipality 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, the Charter aims at informing and educating our customers 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 acknowledge however the fact that circumstances may occur beyond our control which will likely affect the normal standards of service we provide. In such cases, the service levels set out in this Charter will not necessarily apply, although every effort would be made to maintain acceptable normal services or minimise inconveniences to customers while urgent remedial actions are being taken to restore set standards.

## **2.0 ABOUT US**

### **2.1 Who We Are**

The Ketu South Municipal Assembly established by LI 2155, 2012 is one of the Twenty-Five (25) Municipal/District Assemblies in the Volta Region of Ghana mandated to perform mainly Administrative, Planning, Budgeting, and Resource Mobilisation functions. The Municipality covers approximately a total land area of 770sq. km and shares boundaries with the Republic of Togo in the east, Gulf of Guinea in the south, Keta Municipal and Akatsi South District in the west, and Ketu North Municipal in the north. Its population, according to the 2010 PHC, stood at 160,756 representing 53% females and 47% males. The population is projected to increase to 193,549 by the end of 2018. The Municipality is made up of over 250 communities clustered into five (5) Zonal Councils namely Aflao, Some Wego, Some Fugo, Aflao Wego and Klikor.

### **2.2 Our Mission**

Our mission is to make a positive change in the Ketu South Municipality by mobilizing available fiscal, material and human resources for an efficient and effective delivery of social, economic, political and cultural services through the application of science and technology and transformational leadership.

### **2.3 Our Vision**

The Ketu South Municipal Assembly envisions to be the best managed and decentralized Assembly delivering superior client oriented services.

### **2.4 Our Core Values**

The values of the Assembly are embedded in Hard Work, Discipline, Integrity, Transparency, Professionalism, Client Focus, Accountability, Equity, Honesty, Participation, Trust and Good Governance.

We regard good governance and public-private partnership as essential to holistic development. We are also committed to the sustenance of our traditional institutions and the natural environment.

### 3.0 OUR PLEDGE

1. We undertake to make our services equitably available to all Citizens, including the disadvantaged and vulnerable.
2. We commit ourselves to treat every customer with respect.
3. We endeavour to engage stakeholders in preparation of our annual Fee Fixing Resolution and publish the approved document for public information.
4. We aim at reviewing the Charter periodically to match up with emerging trends of development and service delivery.

### 4.0 WHAT WE EXPECT FROM YOU

- I. Ensure your application form for any applied service is properly completed and enclosed with all necessary documents/requirements before submission.
- II. Adhere strictly to the procedures for completing and submitting service application forms/letters.
- III. Endeavour to demand for valid General Counterfoil Receipt (GCR) for all payments during the application process.
- IV. Be courteous and polite to our staff and demand same from them.
- V. Endeavour to honour your tax obligation(s) to the Assembly timely.

### 5.0 OUR SERVICE STANDARDS

#### 5.1 Acquisition of Building/Development Permit

##### **What is a building/development permit?**

A building/development permit is a written notice/permit issued by the local Authority (The Municipal Assembly) to a developer in a prescribed form before carrying out any physical development on, under or above land. This includes building permit and other physical development permit. This permit is important because the local Governance Act, 2016 (Act 936) Section 106, sub-section 1 states that, a person shall obtain a building permit from a District Planning Authority before undertaking the construction of a building or other structure or undertaking any other work. This among others is to promote proper planning management of orderly and harmonious development of human settlement.

##### **When is a building permit required?**

It is required when a person or organisation wants to put up a building, transform an existing building or demolish an existing structure.

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

Any person or organization that 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 (BPA) Form and TCP Form 1 from the Finance Department of the Assembly.

#### **Requirements**

##### **Stage 1**

##### **A. New Structures/Developers who have Never Secured a Development Permit:**

- i. One completed copy each of BPA Form and TCP Form 1
- ii. Building permit application form(s) duly completed
- iii. Land Title Certificate or a Deed Certificate duly signed by appropriate authority (ie Lands Commission or Land Title Registry)
- iv. Four (4) sets of architectural drawings duly signed by appropriate authority (4 copies of block plan on the scale of 1:20 or 1:40)
- v. Four copies of site plan on the scale of 1:1250 or 1:2500
- vi. Four (4) sets of structural drawings of the building at appropriate scale and duly signed by appropriate authority
- vii. Any other document(s) as may be necessary

**B. Multi-user and Multi-level Development:**

- i. All requirements listed in 'A' above
- ii. Fire Report and appropriate fire engineering drawing duly vetted and approved by Ghana National Fire Service
- iii. Geo-technical (soil investigation) Report
- iv. Structural Integrity Report, where vertical extensions are proposed on existing building
- v. Environmental Impact Assessment Report by EPA
- vi. Traffic Management Report by DUR

**C. Applicants Requiring Permission in Principle:**

- i. Four (4) sets of sketch drawings
- ii. Four (4) copies of brief outline of the project covering the location and design
- iii. Activities and operational characteristics
- iv. Evidence of neighbourhood consultation and comments

**D. Change of Use of Existing Permit:**

- i. Previous permit on existing building
- ii. Proposed amendments to drawing if relevant (see details listed under A&B)
- iii. Evidence of neighbourhood consultation and comments for the new use of premises

**E. Extension of Time:**

- i. Previous permit
- ii. Three (3) copies each of block and site plan to a scale of 1:20 or 1:40 and 1:2500 respectively showing the position of the building and other works on site duly signed where there is no change in design
- iii. Where there is change in design full submission shall be made (see A&B above)

**Stage 2: How to apply;****Purchase of Forms**

Purchase the Building Permit Application (BPA) Form and TCP Form 1 from the Finance Department of the Assembly.

**Stage 3: Completion of Forms**

Complete In full, both the Building Permit Application Form and TCP Form 1. Where you have difficulty in completing the forms, contact the Physical Planning Department or Works Department offices for advice and assistance.

**Stage 4: Submission**

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

**Stage 5: Processing Procedure**

- a) The Secretariat (Physical Planning Department) processes the application **within two (2) weeks** of receipt of application
- b) Technical Sub-Committee meets to evaluate the application, visits the site and makes recommendation to the Statutory Planning Committee (SPC) **within three (3) weeks** after inspection of site.
- c) Statutory Planning Committee considers the Development Applications **within nine (9) working days** after the Technical Committee

**Stage 6: Collection of Permit**

- a) Pay approved building permit fee at the Finance Department of the Assembly upon receipt of information on approval
- b) Collect building permit from the Municipal Physical Planning Department (**i.e. within one month after submission of your development application**)

Applicants may seek further instruction(s) for commencement of their building projects from the Works Department of the Assembly.

**Please Note:**

- ❖ Receipt issued as payment for processing/submission fee is NOT a Building Permit. Fees vary from one district assembly to another
- ❖ Processing fees are not refundable and neither synonymous to building permit fees
- ❖ Validity of a building permit issued in accordance with the above process is five (5) years. Developers are therefore required to seek renewal of development/building permit if development is not completed within the permitted period
- ❖ Building becomes illegal if it does not conform to what is on the approved plans
- ❖ Fees charge are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
- ❖ Any applicant who makes false declaration does so at his or her own risk
- ❖ Applicants are warned that there are no middlemen involved in development permit processes

**5.2 Acquisition of Temporal Structure Development Permit****Who can apply?**

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

**How to apply**

Apply officially to the Municipal Chief Executive with details of your name, address, telephone contact(s), intended use of the structure, and the following required attachments:

- a) Three (3) sets of working drawings with Site Plan (Scale 1:1250 or 1:2500)
- 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 Department for processing within five (5) working days of submission of application
- b) Officers from the Physical Planning and Works Departments would 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 recommendation for approval or rejection of application within five (5) working days after site inspection
- d) Upon approval, applicants are required to pay temporal structure permit fee at the Finance Department
- e) The approved application is then forwarded to the Municipal Physical Planning Officer, Municipal Works Engineer and Municipal Environmental Health Officer respectively for endorsement

**Collection of Permit**

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

**Please Note:**

- Temporal Structure Development Permit is valid twelve (12) calendar months, and subject to renewal
- Development must conform to the approved temporal structural permit
- Fees charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually

**5.3 Preparation of Land Use Plan****Processing Procedure**

- a. Apply officially to the Municipal Chief Executive with a base map from Survey Division of the Lands Commission
- b. Application is forwarded to Physical Planning Department for designing within five (5) working days of submission of application
- c. The initial inputs, recommendation and / or corrections within fourteen (14) months of submission of application

- 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 approved/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 distributes the approved Land Use Plan to other land sector agencies

## **5.4 Assessment of Rezoning Status**

### **Processing Procedure**

- a. Apply officially 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 to Technical Committee for consideration within ten (10) days after the inspection
- d. Statutory Planning Committee approves/denies the application within five (5) working days after the Technical Committee meeting
- e. Pay the appropriate fee and collect your approved Rezone Land Use Plan from the Physical Planning Department one (1) month after submission of application
- f. The Physical Planning Department then distributes the approved Rezone Land Use Plan to other land sector agencies

## **5.5 Acquisition of Business Operating Permit**

### **Who can apply?**

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

### **How to apply**

- a) Apply officially to the Municipal Chief Executive
- b) Application is forwarded to Revenue Unit of the Finance Department for action within five (5) working days of submission of application
- c) Purchase the Form/Certificate at the Revenue Office

### **Requirements**

- a) Applicant must register business with the Registrar General's Department and have been issued with Certificate of Incorporation and Certificate to Commence Business
- b) Registration and permit(s) from relevant Government Agencies or Recognized Association(s) as may be applicable

### **Processing Procedure**

- a) An inspection team inspects the premises of the applicant within ten (10) business days of submission of application
- b) The team makes appropriate recommendation to the Municipal Finance Officer within two (2) business days from the day of inspection
- c) Upon favourable recommendation by the inspection team, permit is issued after thirteen (13) working days of submission of application at an approved fee

### **Please Note:**

- a) Fee(s) charged depends on the Business Type, Size and Location.
- b) Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
- c) Business Operating Permit is valid for one (1) year, and subject to renewal

## **5.6 Services Provided by the Department Urban Roads**

### **5.6.1 Acquisition of Road(s) Block Permit**

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

Any family, individual, or registered entity/organization wishing to conduct funeral, wedding, festival and any other occasions within the Municipality.

#### **How to apply**

Apply officially to the Municipal Urban Roads Director through the Municipal Chief Executive with details of applicant's name, address, telephone number(s), name of the road(s) to be blocked and details of the functions to be performed on the road(s).

#### **Requirements**

No Requirement is needed

#### **Processing Procedure**

- a) Applicant is invited to the Urban Roads Department of the Municipal Assembly immediately after submission of the request for road block permit by telephone for inspection of the road(s) intended to be blocked or closed.
- b) At the inspection of the site of the intended road(s) to be blocked, the Inspection Team decides on the suitability of the intended road(s) to be closed or otherwise.
- c) Upon approval of the application, is approved by the Municipal Urban Roads Department, the applicant is requested to pay for the number of approved days at the Finance Department within 24 hours.
- d) The applicant submits the receipt to the Road Maintenance Engineer immediately for the issuance of the Road Block permit within a working day.

#### **Please Note:**

- Fee charge depends on the number of days approved
- Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually

### **5.6.2 Acquisition of Road Crossing Permits**

#### **What is a Road Crossing Permit?**

It is a written notice/permit issued by the Municipal Assembly to an individual, a developer and organizations (e.g. Ghana Water Company Limited, Electricity Company of Ghana and Telecommunication Companies) in a prescribed format before carrying out road cutting activities on the road surface and thrust-boring activities under the road surface. This permit includes;

- Permit to cut the road surface
- Permit to carrying out thrust-boring under the road surface
- Permit to reinstate road crossing activities stated above

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

Any individual/developer or organization who intends to carry out road crossing activities.

#### **How to apply**

Apply officially to the Municipal Urban Roads Department through the Municipal Chief Executive with details of applicant's or organization's name, address, telephone number(s), name of the road to be cut or thrust-bored, location of the road and road surface type.

#### **Requirements**

- a) Collect Municipal Urban Roads Department Road Crossing and Reinstatement Application Form from the Urban Roads Department and fill with details stated on the form.
- b) Applicant must provide line diagram of installations in the area of the intended road crossing activity.



### **Processing Procedure**

- a) The applicant is invited to the Urban Roads Department of the Municipal Assembly immediately after submission of the request by telephone for inspection of the road(s) intended to be cut or thrust-bored.
- b) The Technical Inspection Team visits the site to determine the type of road to be cut or thrust-bored (e.g. asphaltic surface road, bituminous surface road, gravelled surface road), and suitability of the request or otherwise.
- c) The Team makes recommendations to the Municipal Urban Roads Director for approval or otherwise two (2) days after inspection exercise.
- d) Upon approval, the Urban Roads Department determines the fees to be paid by the applicant within one (1) working day.
- e) Applicant then pays at the Finance Department.
- f) Upon submission of all payment receipts at the Municipal Urban Roads Department, the permit is issued that very day.

### **Who should carry out the road crossing activities?**

Road crossings and reinstatement must to be undertaken by a qualified and classified road contractor, registered with Ministry of Roads and Highways.

#### **Note:**

- A mandatory duct shall be placed at road crossing points (thrust-bored or otherwise)
- Trench shall not be less than 1m in depth
- Trench shall not be left open for a period of more than two (2) days. Open trenches have to be protected using the necessary safety devices
- Backfilling of trenches have to be done using approved materials and compacted appropriately in layers not exceeding 150mm depth.

#### **Please Note Again:**

- Road crossing permit fee charged depends on the type of road surface.
- Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
- Fees charged for reinstatement of road to be cut or thrust-bored and its supervision depends on the type of road surface
- Reinstatement fees charged are subject to change due material and labour costs and not regulated by Fee Fixing Resolution adopted by the General Assembly annually.

### **5.6.3 Acquisition of Road Reservation Trenching Permit**

#### **What is a Road Reservation Trenching Permit?**

It is a written notice/permit issued by the Municipal Assembly to utility organizations (e.g. Ghana Water Company Limited, Electricity Company of Ghana and Telecommunication Companies) in a prescribed format before carrying out road reservation trenching intended for service lines. This permit includes;

- Permit to trench along an engineered pedestrian walk way
- Permit to trench along an unengineered pedestrian walkway
- Permit to trench along the road reservation without the carriage way and the pedestrian walkway

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

Any utility organization who intends to carry out road reservation trenching activities for installation of service lines.

#### **How to apply**

Apply officially to the Municipal Urban Roads Department through the Municipal Chief Executive with details of the organization's name, address, telephone number(s) and name of the road reservation which is to be trenched.

#### **Requirements**

- a) Collect Municipal Urban Roads Department Road Reservation Trenching Application Form from the Urban Roads Department and fill it with details state on the form.
- b) The applicant must provide the area service lines installation layout of the intended road reservation to be trenched.

### **Processing Procedures**

- a) The applicant is invited to the Urban Roads Department of the Municipal Assembly immediately after submission of the request by telephone for inspection of the road(s) intended to be cut or thrust-bored.
- b) The Technical Inspection Team visits the site to determine the type of road to be cut or thrust-bored (e.g. asphaltic surface road, bituminous surface road, gravelled surface road), and suitability of the request or otherwise.
- c) The Team makes recommendations to the Municipal Urban Roads Director for approval or otherwise two (2) days after inspection exercise.
- d) Upon approval, the Urban Roads Department determines the fees to be paid by the applicant within one (1) working day.
- e) Applicant then pays at the Finance Department.
- f) Upon submission of all payment receipts at the Municipal Urban Roads Department, the permit is issued that very day.

### **Who should carry out the road reservation trenching activities and reinstatement?**

The road reservation trenching activities and reinstatement must be undertaken by the utility companies under the supervision of the Municipal Urban Roads Department.

#### **Note:**

- Trench shall not be less than 1.5m in depth
- Trench shall not be left open for a period of more than two (2) days. Open trenches have to be protected using the necessary safety devices.
- Backfilling of trenches have to be done using fill materials and compacted appropriately in layers not exceeding 200 mm depth.

#### **Please Note Again:**

- Road reservation trenching permit fee charged depends on the type of road reservation (e.g. engineered pedestrian walkway, unengineered pedestrian walkway and road reservation without the carriageway and the pedestrian walkway)
- Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually
- Fees charged for reinstatement of road to be trenched and its supervision depends on the type of road reservation surface and not regulated by Fee Fixing Resolution adopted by the General Assembly annually.

## **5.7 Services Provided by the Environmental Health Division of the Health Department**

### **Mandate of the Environmental Health Division**

Enforcement of environmental health standards as enshrine in all public Health Laws and Bye-laws within the jurisdiction of the Ketu South Municipality.

### **Specific Responsibilities of Environmental Health Division**

#### **i. Create Data Base**

Create and maintain database on all premises of environmental health importance in the Municipality.

#### **ii. Inspect all Premises**

Inspect all premises to identify their state of sanitation and public health e.g. residence, healthcare facilities, industries, hospitality industries, schools, shops, solid waste management companies etc to ascertain their state of sanitation & hygiene and take all necessary actions, if necessary.

#### **iii. Monitor the Health Environment**

- ✓ Monitor environmental Sanitation facilities and activities.
- ✓ Compilation and reporting of problems requiring inter-sectorial collaboration.
- ✓ Management of environmental sanitation complaints.
- ✓ Provide health education and promotion on appropriate environmental health issues.
- ✓ Educate the public on safe and hygienic waste disposal methods, practices and technologies

#### **iv. Food Hygiene**

- Chop bar/Restaurant inspection
- Meat inspection
- Inspection of drinking bars
- Inspection of purified water producing factories
- Regular inspection of the slaughter house to ensure meat is handled under hygienic conditions in the market
- Regular meat inspection to ensure the public consumes wholesome meat
- Inspection of food/drink premise to ensure food/drink for public consumption is prepared and sold under hygienic condition.

#### **v. Market Inspection**

- Conduct regular market inspection to ensure good sanitation and personal/ food hygiene is practice in the market.
- Ensure all food vendors operating in the market are medically screened

#### **vi. Sanitary Complaints from the Public**

- ❖ All complaints by the public shall be registered with the particulars of the complainant well document.
- ❖ All complaints shall be attended to within 24 hours
- ❖ Identity of complainant shall be protected.

### **5.8 Acquisition of Food Vendors/Handlers Certificate**

The Ketu South Municipal Assembly (Control of Restaurant and Eating Houses) By-laws, requires any person wishing to operate a restaurant or eating house or anyone who engage in the preparation, handling or serving prepared food in any restaurant or eating-house should be medically certified as free from any communicable disease and renew such certificate as directed by appropriate medical authority.

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

All individuals or organizations wishing to operate, handle, serve or sell food within the Municipality.

#### **How to apply**

- a) Purchase a medical form from the Municipal Environmental Health Division at the Assembly premises.
- b) Submit the medical form with two (2) passport sized pictures to a medical laboratory facility to be determined by the Environmental Health Unit for medical examination the same day. The form will be given back to you with the result after the examination.
- c) When found to be medically fit to handle, prepare, serve or sell food, the certificate is issued without delay.

#### **Please Note:**

Fee charged by the Assembly for issuance of Food Vendors/Handlers Certificate is subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.

### **5.9 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/premises for the intended purpose and renew same annually.

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

All individuals or organizations wishing to operate a Hotel, Motel, Guest House, Restaurant or Eating-house within the Municipality.

#### **How to Apply**

- a) Purchase application form from Finance Department
- b) Submit the completed application form to the Municipal Environmental Health Unit at

**Requirements**

- a) Applicant must have registered with the Registrar General's Department and have been issued with Certificate of Incorporation and Certificate to Commence Business
- b) Introductory letter from Ghana Tourist Authority
- c) Evidence of medically certified attendants to operate the hospitality facility.

**Processing Procedure**

- a) Officers from Environmental and Health Unit inspect Applicant's premises and submit report on findings within three (3) working days of submissions of application form.
- b) Municipal Environmental 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 Officer upon approval by Ghana Tourist Authority recommends the Applicant to the Assembly for registration and issuance of Business Operating Permit (BOP) at an approval fee.

**Please Note:**

Fees charged by the Assembly depend on the type, size and location of the business. Fees are subject to change and regulated by fee fixing resolution adopted by the Assembly annually.

**5.10 Waste Management Services**

The Assembly in collaboration with Zoomlion Co. Ltd. is in-charge of managing waste generation at all private and public places in the Municipality.

**Solid Waste (Door-to-Door) Services****Application Procedure**

- a) Register in person with the Assembly at the Environmental Health Unit.
- b) The Assembly in collaboration with Zoomlion Co. Ltd. would provide appropriate refuse container(s) for storage of solid waste and timetable for collection of waste within five (5) working days to the customer upon registration.
- c) The customer is expected pay a monthly fee to Zoomlion Co. Ltd. as specified in the Assembly's Fee Fixing Resolution.

**Solid Waste (Skip Bins) Community Services**

- a) Skip bins shall be provided by the Assembly/Zoomlion Co. Ltd. at designated points in the community.
- b) The bins shall be lifted on regular basis by Zoomlion Co. Ltd. to avoid spillage
- c) Skip bins shall be properly covered to avoid spread of refuse in the community

**Additional Responsibility of Zoomlion Company Limited**

- a) Sweep all streets daily in the Municipality.
- b) Desilt all drains in the Municipality.
- c) Carry out spraying (fumigation) of all mosquitoes and fly breeding places at least once every three (3) months.
- d) Regular spraying (fumigation) of the final solid waste disposal site every month.
- e) Grade and cover with sand/gavel final solid waste disposal site(s) at least once every three (3) months.

## 5.11 Disability Fund

### What is disability fund?

It is a fund allocated from the District Assemblies Common Fund (2%) to Persons with Disability (PWD) in the Municipality.

For effective utilization of the fund, a Municipal Fund Management Committee is put in place to oversee the disbursement and utilization of the fund to the PWDs.

### Who qualifies to access the Fund?

- i. Visually impaired
- ii. Hearing and speed impaired
- iii. Physically challenged
- iv. Multiple disabled person

### How to access the Fund

- i. Person with disability applies to the Municipal Chief Executive stating all necessary details.
- ii. The applications are referred to the Fund Management Committee.
- iii. The Committee meets and sorts the applicants within seven (7) working days from receipt of applications.
- iv. Applicants are interviewed within fourteen (14) working days from receipt of applications.
- v. After satisfaction with the authenticity of applicants as person with disability, the applications are reviewed and approved.
- vi. A report is written by the committee stating the names, type of disability, applicants profession, amount requested, the urgency of the applicant's need, age and sex of applicant.
- vii. The reports are submitted to the Municipal Chief Executive and the Internal Audit Unit and upon satisfaction, a Pay Voucher is prepared with the names of approved individuals.
- viii. Beneficiaries are invited to the Assembly by the Committee within one month for payment with their identification cards.

### Please Note:

- ❖ Balance of unpaid sums is kept with the Assembly for continuous payment to those beneficiaries who could not make it earlier.
- ❖ The Management Committee from time to time checks on the payment.
- ❖ All payments are made in cash.

## 5.12 Registration of Marriages

### a) Customary Marriage

### Who can apply?

Any couple (man and woman) who have consented to get married, and of sound mind.

### Processing Procedure

- a) Obtain a statutory/legal declaration of marriage consent from the Court or Commissioner of Oaths.
- b) Contact the Officer in-charge at Assembly main office with official application addressed to the Municipal Chief Executive including a copy of the document in 'a' above.
- c) Pay an approved fee as required in the Fee Fixing Resolution by the General Assembly annually.
- d) Marriage is duly registered and Certificate issued within five (5) working days of submission of application.
- e) Notice of Registration of the Marriage is published on the Notice Board within Twenty-Eight (28) days from the date of registration

## **b) Customary Divorce**

### **Processing Procedure**

- a) Obtain a statutory/legal declaration of divorce consent from the Court or Commissioner of Oaths.
- b) Contact the Officer in-charge at Assembly main office with official application addressed to the Municipal Chief Executive including a copy of the document in 'a' above.
- c) Pay an approved fee (far higher) as required in the Fee Fixing Resolution by the General Assembly annually.
- d) Dissolution of Marriage is then duly registered within five (5) working days of submission of application.

## **5.13 Licensing of Church Premises for Celebration of Marriages**

### **How to apply**

- 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.

### **Processing Procedure**

- A Technical Team of officers from the Assembly inspects the Church premises (with particular reference to sanitary facilities, parking lot, fire-fighting equipment, etc.) within five (5) working days of submission of application
- Upon favourable recommendation by the Team, the appropriate fee is paid at the Finance Department
- Church premise is then duly licensed within one month of submission of application

## **5.14 Hiring of Industrial/Commercial Vehicle Services**

The Ketu South Municipal Assembly operates Industrial/Commercial Vehicle Services (Tipper Truck, Grader, and Cesspool-emptier) at subsidized rates.

### **How to apply**

- a) Contact the Works Department of the Assembly for site inspection.
- b) The site is inspected within twenty four (24) hours of contact.
- c) Pick a form with all conditions guiding hiring of Assembly's commercial vehicles at the works unit, if satisfied with the inspection.
- d) Fill and submit the form stating the number of trips you wish to engage the vehicle (Tipper Truck, Cesspool-emptier and Grader) as well as the number of days you wish to engage the equipment.
- e) Your fee will be given to you, as per the Fee Fixing Resolution, by the Municipal Works Engineer base on the number of trips or days you wish to engage the vehicle and payment made at the Finance Office of the Assembly.

### **Please Note:**

Fuelling of the vehicle is the sole responsibility of the applicant.

## **5.15 Acquisition of Taxi/Commercial Driving License**

### **Who can apply?**

Any person who owns a taxi or any other commercial vehicle in the Municipality.

### **How to Apply?**

Purchase Taxi Driving License Application Form from the Revenue Office at the Assembly.

### **Requirements**

- a) Applicant must be above the age of 18 years
- b) Completed Taxi Driving License Application Form
- c) Valid professional Driving License of the taxi driver issued by the Driver and Vehicle Licensing Authority
- d) Valid road worthy certificate and insurance cover
- e) Driving experience of one (1) year and above
- f) Sufficient knowledge on locations of the Municipality

- g) Two (2) passport sized photographs

### **Submission**

Submit the completed form with two (2) passport size photographs and a photocopy of a valid professional driving license issued by the Driver and Vehicle Licensing Authority to the Chief Driver at the Assembly main office.

### **Processing Procedure**

- a) The Chief Driver receives the application and forwards to the Licensing Committee.
- b) A date is booked for the Applicant to be interviewed by the Licensing Committee within five (5) working days of submission.
- c) The Licensing Committee approves/denied the application within ten (10) working days of submission.
- d) Pay approved fee at the Finance Office and collect your Taxi Driving License

### **Please Note:**

- 1. Taxi/Commercial Driving License is valid for one (1) year from the date of issue and subject to subsequent renewal.
- 2. Fees charge are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.

## **5.16 Outdoor Advertising Permit**

### **How to Apply**

Apply through a letter to the Municipal Chief Executive and copy same to the Municipal works Engineer with the size, quantity and location(s) of the signage(s).

Upon receipt of favourable response to the written application, purchase a registration form from the Revenue Office of the Assembly.

### **Processing Procedure**

- a) Submit the completed application form to the Works Department.
- b) A Technical Team will inspect the site with the Applicant within two (2) working days of receipt of application form, to confirm site as indicated in the application letter and its suitability for mounting/displaying the signage.
- c) Pay approved fee at the Finance Office and collect your Permit instantly within ten (10) working days of submission of application. You may proceed to mount the signage under the strict supervision of an Assembly's Technician Engineers.

### **Please Note:**

Outdoor Adverting Permits are renewable annually and in default renewal attracts a 50% of the annual fee fine.

## **5.17 Non-Governmental/Community-Based Organizations (NGO/CBO) Registration**

### **How to apply**

Apply through a letter (on letterhead) to the Municipal Chief Executive.

### **Requirements**

Attach the following to the application letter;

- a) Registrar General's
  - i. Certificate of Incorporation
  - ii. Certificate to Commerce Business
  - iii. Regulation
- b) Constitution of the Organization
- c) Profile of the Organization
- d) Any Brochure/Publication, if available

### **Processing Procedure**

- a) Application is forwarded to the Municipal Social Welfare Officer to prepare social investigation report for submission to Municipal Chief Executive.
- b) The application and the report are forwarded to the National Director of Social Welfare for certification through the Regional Social Welfare Department.
- c) Pay approved fee at the Finance Office when notified that your application has been endorsed.
- d) Certificate is issued after one (1) month of submission of application.

**Please Note:**

An uninterrupted processing procedure is subject to proper and timely submission of requirements.

**5.18 Application to Operate Day Care Centre****How to apply**

Apply officially (on letterhead) to Municipal Chief Executive.

**Processing Procedure**

- a. Application is forwarded to Department of Social Welfare & Community Development for inspection of the proposed facility/structure, with emphasis on the following;
  - i. Building/Development Permit
  - ii. Location of structure/facility
  - iii. Space for parking cars
  - iv. Sanitation facilities
  - v. Availability of manpower etc.
- b. If the applicant meets the required standard, it is forwarded to National Director of Social Welfare for certification through the Regional Social Welfare Department.
- c. Pay approved fee at the Finance Office when notified that your application has been endorsed.
- d. Certificate is issued after one (1) month of submission of application.

**Please Note:**

An uninterrupted processing procedure is subject to proper and timely submission of requirements.