



SOUTH TONGU DISTRICT ASSEMBLY (STDA)

CLIENT SERVICE CHARTER

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1.0 INTRODUCTION

This Service Charter is the commitment of South Tongu District Assembly (STDA) 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 at informing and educating 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 BRIEF PROFILE OF THE ASSEMBLY

2.1 Who We Are

South Tongu District Assembly was established by Legislative Instrument (L.I.) 1466 of 1986 with Sogakope as the District Capital. The district has four area councils, namely Dabala Area Council, Sogakope Area Council, Larve Area council, and Agave Afedume Area Council. It covers a total land area of 643.57 square kilometers representing 3.1 percent of the land size of the Volta Region. South Tongu District is in the southern part of Lower Volta Basin and bounded to the north by Central and North Tongu Districts, to the east by Akatsi South District, to the west by the Ada East District and to the south by Anloga District.

According to the 2021 PHC, the total population of the district was 113,114 representing 6.8 percent of the total population of Volta Region. At a growth rate of 2.7 percent per annum. Females constitute 53.6 percent of the population while males represent 46.4 percent.

The District generally agrarian with agriculture employing about 46.7 percent of the economically active population. Key agricultural sub-sectors include primary crop production, animal husbandry and fishery/aquaculture.

Other sectors of the district economy include the services and industrial sectors.

The South Tongu District Assembly has forty elected Assembly Members, eighteen Government Appointees, one elected Member of Parliament and One District Chief Executive. The General Assembly is chaired by the Presiding Member and Assisted by the District Coordinating Director as the Secretary.

2.2 Our Mission

“Improve the quality of life of people in the district through effective mobilization of human, material and financial resources for accelerated socio-economic development and an enabling environment for private sector participation”. South Tongu District Assembly envisions a well-planned and managed district, where its inhabitants enjoy effective and efficient service delivery.

2.3 Our Vision

The South Tongu District Assembly aspires to be one of the most effective and effectcient District Assemblies in Volta Region and Ghana

2.4 Our Motto

Peace, Unity and Development.

2.5 Our Core Functions

- a) Formulate and execute plans, programmes, and strategies for the effective mobilization of the resources necessary for the overall development of the district.
- b) Promote local economic development in the district.
- c) Initiate programmes for the development of basic infrastructure and provide district works and services in the district.
- d) Maintenance of security public safety.
- e) Development, improvement and management of human settlements and the environment in the district.
- f) Promote Justice by ensuring ready access to court.
- g) Execute approval development plans to the district.

- h) Guide, encourage and support sub-district local structure, public agencies, and local communities to perform their functions in the execution of approved development plans.
- i) Monitor the execution of projects under approved development plans and access and evaluate their impact on the development of the district and national economy in accordance with government policy.
- j) Co-ordinate, integrate and harmonize the execution of programmes and projects under approved development plans for the district and other sectors.

3.0 OUR CLIENTS

- a) Our clients are all the people we deal with during our work. They are the people who live in, work in or visit our district and who do business with us.
- b) We commit ourselves to treat every customer with respect by showing friendliness, Openness and care when serving a customer.
- c) Attention will be given to each individual case and it will be handled in the best possible way.
- d) We aim to review this charter regularly to match with emerging trends 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 produce 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
- e) Endeavor to honour your tax obligation to the Assembly timely.

OUR PROJECTS AND PROGRAMMES

The South Tongu District Assembly works to deliver projects and programmes to all sectors of the district.

Some of the projects include construction of classroom blocks, construction of CHPS compounds, construction of Nurses quarters, construction Police stations and Police quarters, construction of Public toilets, construction of boreholes and other water storage systems, construction of market sheds, fencing of market, pavement so market floors, construction of doctor's bungalow, construction and renovation of staff bungalows, construction/renovation of roads, etc.

The other programmes and activities supported by the assembly include:

Public health programmes, gender empowerment programmes, public education programmes, official celebrations, justice delivery and legal services, manpower and skills development, supervision and inspection of education delivery, youth, sport and culture programmes, malaria prevention and HIV programmes, environmental sanitation services, solid liquid waste management, agricultural extension, street naming and property addressing, social intervention programmes, child rights promotion and protection, natural resource conservation, disaster prevention and management programmes, etc.

OUR MANAGEMENT AND DEPARTMENTS

The South Tongu District Assembly is headed by a District Chief Executive (DCE) who is appointed by the President of the Republic.

The District

Chief Executive is the Political and Administrative head of the District Assembly. The DCE chairs the District Security Committee (DISEC) and Executive Committee of the General Assembly.

The District Co-ordinating Director (DCD), who serves as technical advisor to the DCE, also sees to the day-to-day smooth running of the Assembly. The DCD supervises the heads of departments and Unit of the Assembly and serves as the secretary to the General Assembly.

The South Tongu District Assembly has thirteen departments namely, Central Administration, Finance, Education, Health, Social Welfare and Community Development, Agriculture Physical Planning, Works, Trade and Industry, Natural Resources Conservation, Disaster Prevention, Human Resources Management and Statistics. The Central Administration Department host the Planning Unit, Budget Unit, Transport and Records Units as well as the Records Management and Procurement Units.

5.0 OUR SERVICES

5.1 Acquisition of Building/Development Permit

What is a building/development permit?

Ans. A building/development permit is a written notice/permit issued by the Local Authority (The district 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 permits.

This permit is important because the Local Governance Act, 2016 (ACT 936) Section 91. States that, a person shall not carry out a physical development in a district except with the prior written approval in the form of a written permit issued by the District Planning Authority. These among others are to this among others is to promote proper planning management of orderly and harmonious development of human settlements.

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) from the Revenue office and present it to the Physical Planning Department of the Assembly.

Requirements

The prospective developer must have the following:

- a) Clearance letter after official search on status of land from Lands Commission/Land Title Registry.
- B) Clearance from the physical planning dept. with respect to land use type.
- c) Copy of title deed to the land.
- d) Four (4) 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) storeys and above.

Please Note:

You may have to provide the following reports if your development is a multi-storey structure or complex, filling station, guest house, gas service station, ware house and mosque/church: Environmental Impact Assessment Report, Structural Report, Fire Service Report, Hydro Report, Geological Report and 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 Town and Country Planning Department, which is the secretariat for SPC (Spatial Planning Committee)
- 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).

Processing Procedure

- a) Team of officers from Physical Planning and Works Departments and any other relevant technical dependent/unit 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 Spatial 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 Spatial Planning Committee (SPC) within four (4) weeks after inspection of site.
- d) Spatial Planning Committee considers the Development Applications within fourteen (14) working days after the Technical Committee meeting. (i.e.) The Spatial Planning Committee Secretary submits approved plans to the Municipal Works Department for issuance of development permit within five (5) working days after approval.

Collection of Permit

Pay approved building permit fee at the Revenue office of the Assembly and collect your Development Permit from the Secretariat- Physical Planning Department (Town and Counting Planning Dept.) 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 Temporary Structure Development Permit

Who can apply?

Any person or organization who intends to develop a Temporary Structure on the side of roads, road reservation, public open space or acquired land.

How to Apply

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

Requirements

- a) Four (4) 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.

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 Building inspector
 - iii. District Works Engineer

Collection of Permit

Collect your Development Permit from the secretariat- Physical Planning Department one (3) month after submission of application.

Please Note:

- Temporary Structure Permit is valid for six (6) months and subject to renewal. In some cases, validity is twelve calendar months (a year) e.g. ATM sites.
- Development must conform to the approved temporary structure permit.
- Temporary structure permit can be obtained within the stipulated time subject to suitability of location for intended purpose, proper title to land and standard drawings.
- 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/Local plan/Planning scheme/ Lay out.

- a) Apply to the District 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 Spatial Planning Committee (SPC) within fifteen (15) working days after public consultation.
- e) Spatial 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 / (site 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 approved 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 sector 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) Pay for the form and provide necessary information for filling of the form
- b) Take Certificate at the Revenue Office at the main office.

Requirements

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

- b) Registration and permit(s) from Government Agencies/Recognized Association(s) as may be applicable.

Processing Procedure

- c) An inspection team made up of members from Physical Planning Department Budget and Rating Department, Environmental and Public Health Unit and Works Department inspect the premises of the applicant within 5 business days of submission of application.
- b) The team makes appropriate recommendations to the District Budget Analyst within 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:

- Fee charged 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 Services Provided by the Feeder Roads Department

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 South Tongu District.

How to Apply

Write to the District Feeder Roads Director/ Engineer's office with details of applicant's name, mailing address, telephone number(s), the name of the road(s) to be blocked and the details of the functions to be performed on the road(s)

Requirements

No Requirement is needed

Processing Procedure

- (a) The applicant is invited to the Feeder Roads Department of the District Assembly the following working day after the submission of the request for road block permit by telephone call or applicant making himself available for the 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 Road Maintenance Engineer and his inspection team decide on the suitability of the intended road(s) to be closed or otherwise
- (c) If the intended road(s) to be blocked is suitable for the occasion, then the Road Maintenance Engineer recommends to the District Feeder Roads Director for approval. And if the intended road(s) to be blocked is not suitable for the occasion due to traffic circulation and other traffic management issues in the corridor after the inspection, the application is turned down or rejected
- (d) When the application is approved by the District Feeder Roads Director, the applicant is requested to go to the Revenue section of the South Tongu District Assembly to pay for the number of the approved days within 24 hours
- (e) 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 charged 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 Reservation Trenching Permit

What is a Road Reservation Trenching Permit?

Answer: A Road Reservation Trenching Permit is a written notice / permit issued by District Feeder Roads Department of the South Tongu District Assembly to utility organizations (e.g. Ghana Water Company Limited-GWCL, Electricity Company of Ghana-ECG and Telecommunication Companies such as Vodafone, MTN, Airtel,

Tigo, etc.) in a prescribed format before carrying out road reservation trenching activities along the roads for installation of service lines. This permit includes

- Permit to trench along an engineered pedestrian walkway
- Permit to trench along an un engineered pedestrian walkway
- Permit to trench along the road reservation without the carriageway 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

Write to the District Feeder Roads Director with details of the organization's name, mailing address, telephone number(s), and the name of the road reservation which is to be trenched.

Requirements

- (a) Collect District Feeder Roads Department road reservation trenching application form from the unit and fill it with details stated on the form
- (b) The applicant must therefore provide the area service lines installation layout of the intended road reservation to be trenched

Processing Procedures

- The applicant is invited to the Feeder Roads Department of the South Tongu District Assembly the following working day after the submission of the request for road reservation trenching permit by telephone call for the inspection of the road(s) reservation intended to be trenched
- The Road Maintenance Engineer and his inspection team will visit the site to determine the type of road reservation to be trenched. E.g. engineered pedestrian walkway, un engineered pedestrian walkway and road reservation without the carriageway and the pedestrian walkway

- The Road Maintenance Engineer and his inspection team will take measurements immediately of the intended area of the road reservation to be trenched if the road reservation for trenching is suitable for the service lines installation
- The Maintenance Road Engineer after the site inspection and measurements taking recommends to the District Feeder Roads Director for approval the same day
- After the approval, the
- District Feeder Roads Director refers the completed application form and the measurements to both Maintenance Road Engineer and the Contract Manager for the determination of fees within one working day to be paid by the applicant
- The applicant is supposed to pay **road reservation trenching permit fee** to the Revenue section of the South Tongu District Assembly and the reinstatement of the road reservation trench and the supervision fees to be paid to the District Feeder Roads Department's/ Revenue section.
- Upon submission of all payment receipts to the District Feeder Roads Director, the road reservation trenching permit is issued immediately for the applicant to carry away that very day

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

The road reservation trenching activities and reinstatement have to be undertaken by the utility companies under the supervision of the District Feeder Roads Department of South Tongu District Assembly

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 200mm depth

PLEASE NOTE AGAIN:

- Road reservation trenching permit fee charged depends on the type of road reservation (**e.g.** engineered pedestrian walkway, un engineered 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 (e.g. engineered pedestrian walkway, un engineered pedestrian walkway and road reservation without the carriageway and the pedestrian walkway) and **not regulated** by Fee Fixing Resolution adopted by the General Assembly annually.

5.7 Services Provided by the Environmental Health and Sanitation Management Unit

5.7.1 Frontline Officers of the Department

i. The frontline officers of the Environmental Health and Sanitation Management Unit (EHSMU) are ***ENVIRONMENTAL HEALTH OFFICERS***; they are responsible for enforcing environmental health standards and statutes as enshrine in all Public Health Laws and Bye-laws within the jurisdiction of the South Tongu District.

(b). THE SPECIFIC RESPONSIBILITIES OF THE ENVIRONMENTAL HEALTH OFFICERS ARE AS FOLLOWS:

i. Create Data Base

Creating and maintaining a database on all premises and facilities of environmental importance in the district.

ii. Inspect All Premises

Inspect all premises to identify their state of sanitation and public health e.g. Domiciliary, Health care, Industries, Hospitality facilities, Schools, Shops etc. to

ascertain as to their state of sanitation & hygiene and take all necessary actions for their remedy.

iii. *Monitor the 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
- Educate the public on safe keeping animals and control the straying of domestic animals.

iv. *Food Hygiene*

- Cop 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 conditions.

v. *Premises Inspection*

- Inspection of Private premises
- Guest Houses / Hostel premises inspection
- Inspection of factories
- Prevent mosquito and houseflies breeding as well as vectors of public health importance.
- Supervise work by solid waste management companies in the District.

vi. *Market Inspection*

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

vii. *Sanitary Complaints from the Public*

- All complaints by the public shall be registered with the particulars of the complainant well documented.
- All complaints shall be attended to within 24 hours to 5 Working days.
- Identity of complainant shall be protected.

5.8 *Acquisition of Food Vendors/Handlers Certificate*

The South Tongu District 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 to be medically certified as free from any communicable disease and renew such certification as directed by appropriate medical authority.

Who can apply? All individuals or organizations wishing to operate, handle, serve or sell food within the District.

How to apply

- a) Purchase a medical form from the Environmental Health Officer at the Assembly's Old Site.
- b) Submit the medical form to a medical laboratory facility assigned for that matter for medical examination the same day.
- c) The form will be given to you with the result and two (2) passport size pictures to the District Environmental Health Officer.
- d) When found to be medically fit to handle, prepare, serve or sell food, the certificate is issued accordingly.

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 Motel, Guest House, Hostel, Restaurant and Eating-houses are required to acquire Environmental Sanitation Inspection Certification from the Assembly on the suitability of their facility or premises for the intended purpose and renew same annually.

Who can apply?

All individuals or organizations operating or wishing to operate a Hotel, Motel, Hostel, Restaurant or Eating-House within the District.

How to Apply

- a) Purchase application form from Revenue Office at main office.
- b) Submit the completed application form to the District Environmental Health Officer at the old assembly site

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 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) District Environmental and Public Health Officer issues a certificate of suitability to the applicant for the attention of the Ghana Tourism Authority within ten (10) working days after the inspection.
- c) The applicant is informed to contact Ghana Tourism Authority (GTA) for his/her license after the issuance of the Health Inspection Certificate.

- d) The District Environmental 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:

Fee charged by the Assembly depends 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 Service

5.10.1. Zoomlion

Zoomlion Ghana Limited is in charge of managing solid waste at all public places in the District.

5.10.2 Solid Waste (Door- to- Door) Services

- a) Register with Zoomlion company Limited
- b) Timetable for collection of waste would be made within five (5) working days to the customer upon registration.
- c) The company is responsible for the provision of appropriate refuse container(s) for storage of solid waste.
- d) The customer is to pay a monthly fee to the Waste Collection Company as may be determined

5.10.3 Solid Waste (Roll on bins and Skip Bins) Community Services

- a) Skip bins shall be provided by the Zoomlion company at designated point in the community determined by the Assembly.
- b) The bins shall be lifted on regular basis to avoid spillage
- c) No container shall be allowed to spill over for a day without lifting it and the place cleared of all refuse.
- d) Every skip bin shall be properly covered to avoid spread of the refuse in the community and along the road when in transit to the final disposal site.

5.10.4 Additional Responsibility of Zoomlion Company limited.

- a) Sweep all the streets daily in the Sogakope Township and collect all refuse on streets for proper disposal.
- b) Desilt all drains in the Sogakope township
- c) Carry out spraying of all mosquito and fly breeding places at least once a month.
- d) Regular spraying of the final solid waste disposal site,
- e) Grade and cover with sand/gavel the final solid waste disposal site every quarter.
- f) Regular spraying of all sanitary site including public latrines and refuse dumps in the communities within the District.

5.11 Disability Fund

What is disability fund?

This is two percent (2%) of the District Assemblies Common Fund (DACF) allocated to Persons with Disability in the District.

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

Who qualifies to access the disability fund?

- i. Visually impaired
- ii. Hearing and speech impaired
- iii. Physically challenged
- iv. Multiple Disabled person

How to access the fund?

- i. Person with disability applies to the District 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
- iv. Applicants are interviewed or talked to within fourteen (14) working days
- 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, applicant's profession, amount requested, the urgency of the applicant's need, age and sex of applicant.

The reports are submitted to the District Chief Executive and the Internal Audit Unit and upon satisfaction; a P.V. is prepared with the names of approved individual.

Beneficiaries are invited to the Assembly by the committee within one month for payment with their identification cards.

Balance of unpaid sums are 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 payees.

All payments are made in cash.

5.12 Registration of Marriages Who can apply?

A man and a woman who have 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

Processing Procedure

- a) Ordinance Marriage
 - i. Applicant files Notice of Marriage with the Registry (for 21 days) by providing personal data plus photo identity cards
 - ii. Applicant submits a Statutory Declaration, verifying fulfillment with specified statutory requirements in the Marriages Act, 1884-1985 (CAP 127)
 - iii. The Registrar's Certificate is issued to the applicant after twenty-one (21) days (in the absence of a caveat/objection)

- iv. Thereafter, the Marriage may be celebrated within 3 months from the date of the Notice of Marriage

b) Customary Marriage

- i. Apply to the Registrar of Marriages in the District in which the marriage was celebrated
- ii. Statutory Declaration by Applicant and parents of couple
- iii. Marriage is duly registered
- iv. Notice of Registration of the Marriage is published on the Notice Board within Twenty-Eight (28) days from the date of registration

5.13 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

5.14 Licensing of Church Premises for Celebration of Marriages

- a) Apply to the District 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

5.15 Hiring of Assembly's Industrial/Commercial Vehicles.

The South Tongu District Assembly operates industrial/commercial vehicle services (Tipper truck, Grader, and Bulldozer) at subsidized rates.

HOW TO APPLY.

- a) Contact the Transport Officer of the Assembly for site inspection
- b) The site is inspected by the Transport Officer or any person(s) authorized by him within twenty-four hours
- c) You pick a form with all conditions guiding hiring of Assembly's commercial vehicle at the transport unit/ Account Office 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 the Water Tanker) as well as the number of days you wish to engage the Grader and the Bulldozer.
- e) Your fee will be given to you by the Transport Officer/Account Office based on the number of trips or days you wish to engage the vehicle and payment made at the Revenue office/ Account Office of the Assembly. Note: Hiring fee (Refer to fee-fixing resolution of the Assembly)
- f) Fueling of the vehicle is the responsibility of the applicant.

For any enquiries on the hiring of Assembly's Commercial vehicle, one can contact the Transport Officer/**Client** or **Customer Service** on; 0541830195/0243027171 or Come to Account Office for details.

5.16 Acquisition of Taxi Driving License

Who can apply?

Any person who drives taxi or ply hiring or conveyance goods or passengers within the District

How to Apply

Purchase Taxi Driving License application form from Revenue Office at the main office

Requirements

- a) Applicant must be above the age of 18 years
- b) Completed Taxi Driving License application form
- c) Valid professional driving license issued by the Driver and Vehicle Licensing Authority
- d) Driving experience of two (2) years and above

- e) Sufficient knowledge of the Municipality
- f) Two (2) Passport size 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 District Local Government Inspector or the Revenue superintendent at the Assembly's main office

Processing Procedure

- a) The authorized officers receive the application and process for 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 approved/denied the application within one month of submission.
- d) Pay approved fee at the Revenue office and collect your Taxi Driving License

Please Note:

- Taxi Driving License is valid for one year from the date of issue subject to its subsequent renewal.
- Fees charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually.

5.17 Taxi/Commercial Vehicle License

Who can apply?

Motor vehicles to be used as a taxi or commercial vehicle within the District

How to Apply

Purchase Taxi/Commercial Vehicle License application form Revenue Office at the main office

Requirements

The vehicle must have been licensed by Driver and Vehicle Licensing Authority to be used as a taxi or commercial vehicle with valid road worthy certificate and insurance

Submission

Submit the completed form with photocopies of valid vehicle's road worthy certificate and insurance to the Revenue superintendent or Local Government Inspector at the Assembly's main office

Processing Procedure

- a) The authorized person(s) receives the application and examine the vehicle with the applicant within two (2) working days of submission of application.
- b) The relevant license in respect of the vehicle is approved/denied within five (5) working days of submission of application
- c) Pay approved fee at the Revenue office and collect the appropriate sticker.

Please Note:

- Taxi/Commercial Vehicle License is valid for one year from the date of issue subject to its subsequent renewal.
- Fees charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually.

5.18 Outdoor Advertising Permit

How to Apply

Apply through a letter to the District Chief Executive and copy same to the District 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.

Processing Procedure

- a) Submit the completed application form to the Budget office.

- b) A team will inspect the site with the 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/displaying the signage.
- c) Pay approved fee at the Revenue office and proceed to mount the signage within ten (10) working days of 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.

5.19 Non-Governmental Organization (NGO) Registration

How to Apply

Apply through a letter (on letterhead) to District Director of Department of Social Welfare and Community development.

Requirements

Attach 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

Processing Procedure

- a) The District Director of Department of Social Welfare and Community Development prepares Social Investigation Report and submits to District 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 is issued after one (1) month of submission of application subject to proper and timely submission of requirements.

5.20 Application to operate Day Care Centre

How to Apply

Apply through a letter (on letterhead) to District Director of Social Welfare and county Development.

Processing Procedure

- a) Officers from Department of Social Development 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.

- a) If the applicant meets the required standard, the application is forwarded to National Director of Social Welfare Department for certification through the Regional office
- b) Certificate is issued after one (1) month of submission of application subject to timely fulfillment of all requirements.

5.21 Birth Registration

a. Particulars of child

i. Full name of child

ii. Sex

iii. Date of birth

iv. Detailed address of place of delivery (hospital, clinic, maternity home, house, other 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 Occupation
- ii. Religion

d) Particulars of informant (where applicable)

- i. Full name
- iii. Relationship
- iv. Residential address

5.22 Death Registration

a. Particulars of deceased person:

- i. Full name
- ii. Sex
- iii. Age
- iv. Hometown
- v. Nationality
- vi. Married 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, other) specify

c) Cause of death:

- i. Death certified by full name and qualification of medical doctor with contact address

- d) Coroners order issued by
- i. Full name of coroner
 - ii. Address of court
 - iii. Place of burial
 - iv. Cemetery name
 - v. 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) Particulars 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

6.0 TABLE OF OUR SERVICES

NO	SERVICE	TIMEFRAME	RESPONSIBLE DEPARTMENT
1.	Issuance of Building/Development Permit	3month/90 days	Physical Planning /Works Dept.
2.	Issuance of Temporal Structure Development Permit	3 Month/90 days	
3.	Preparation of land use plan (layouts)	16 month	Physical Planning Dept.

4.	Assessing of Rezoning Status		1 month	
5.	Issuance of Business operating permit		5 working days	Budget & Rating /Finance Dept.
6.	Services provided by Urban Roads Dept.		24hrs	Urban Roads Department
	Services provided by the Env. Health			
7.	Issuance of Food Vendors/Handlers Certificate		5 working days	Environmental Health and Sanitation Unit
8.	Licensing Of Hospitality Facility/Premises		7 working days	
9.	Disability Fund		1 month	Social Welfare and community Development Department
10.	Registration of marriage	Ordinance	21 days	Marriage Registry
		Customary	28 days	
11.	Issuance of Customary Divorce Certificate		5 working days	
12.	Licensing of Church premises for celebration of Marriage		5 working days	
13.	Waste Management Services	Solid Waste	Twice a week	
			5 working days	
14.	Hiring of Commercial Industrial/Vehicle		1 day/depending	Transport Unit
			on the itinerary of the vehicle	
15.	Issuance of Taxi Driving License			Local Gov. Inspected and Revenue Unit
16.	Issuance of Taxi/Commercial License		5 working days	

17.	Outdoor Advertising Permit	10 working days	Dept. of Works /physical Planning
18.	Registration of Non-Governmental Organization(NGO)	1 month	Planning Unit and Dept. of Social Welfare and community Development.
19.	Licensing to operate Day Care Centre	1 month	Social Welfare and community Development Dept.
20.	Training of Day care Attendants	6 months	
21.	Birth Registration	Under one yr-1 week Above 1yr-4 weeks	Birth and Death Registry
22.	Death Registration	4 weeks	
23.	Response to complaints from the public	Two weeks	Client Service Unit.

7.0 FEEDBACK

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

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

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

All feedback should be channeled to:

**CLIENT SERVICE OFFICER
SOUTH TONGU DISTRICT ASSEMBLY
P. O. BOX SK15, SOGAKOPE.**

Telephone Numbers:

03622194728

0503856126

Digital Address: VU-0018-8865

E-mail: info@stda.gov.gh

Website: www.stda.gov.gh