



# SOUTH TONGU DISTRICT ASSEMBLY (STDA)

## CLIENT SERVICE CHARTER

SOUTH TONGU DISTRICT ASSEMBLY

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## **1.0 INTRODUCTION**

This Service Charter represents the commitment of the South Tongu District Assembly (STDA) to deliver an unparalleled level of service to the people in the district and beyond. The document serves as a guide for staff and clients on the standards of services provided by the Assembly, to enhance transparency and accountability. Ultimately, this Charter is aimed at informing and educating our clients on the types and requirements of services we render to the public.

To enhance public confidence, the South Tongu District Assembly commits to delivering responsive, transparent, and client-focused services through the efficient handling of all client interactions. This commitment is outlined in the Charter, which will be carried out by employees and service providers contracted by the Assembly. We recognised, however, that sometimes circumstances beyond our control may arise, which could hinder 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 Clients.

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

## **2.0 BRIEF PROFILE OF THE ASSEMBLY**

### **2.1 Who We Are**

The South Tongu District Assembly, which was elevated into a Municipal Assembly in 2024, but a Legislative Instrument (LI) has yet to be passed to reflect its status, was established by Legislative Instrument (LI) 1466 of 1989 with Sogakope as the District capital. The district has four Zonal /Area Councils, namely: Sogakope Area Council, Dabala Area Council, Larve Area Council, and Agave – Afedume Zonal/Area Councils. The district occupies a total land area of 665 square kilometres, representing 7.0 per cent of the land size of the Volta Region (2021 PHC). The district is located in the southern part of the Lower Volta Basin and shares boundaries with Central and North Tongu Districts to the North; Akatsi South District to the East; Anloga District and the Gulf of Guinea to the South, and Ada East District of the Greater Accra region to the West. The total population of the district is 113,114 in the 2021 PHC, from a figure of 87,950 in the 2010 PHC. The district population represents 6.8 per cent of the regional population (1,659,040). Females constitute 53.6 per cent, while males constitute 46.4 per cent. At a growth rate of 1.18 per cent per annum, the population of South Tongu District is expected to reach 125,684 by 2030. The district, which has become largely urbanised, has about 48 per cent of its population located in ten (10) major towns, namely Sogakope, Tefle, Sokpoe, Agorkpo, Dabala, Agbakope, Dabala Junction, Adutor, Kpotame, and Vume. The district has a total household of about 31,600 with an average household size of 3.5. There are about 106 Administrative communities in the district with five (5) Traditional councils, namely: Agave Traditional Council, Fievie Traditional Council, Sokpoe Traditional Council, Tefle Traditional Council, and Vume Traditional Council.

South Tongu District is an agrarian District where agriculture employs about 34 per cent of the economically active population. The key agricultural sub-sectors include primary crop production, animal husbandry, and fishery/aquaculture.

Other sectors of the economy include the industrial/manufacturing sector, which employs close to 14.5 percent of the working population, and the service sector, which also employs about 51.4 percent of the working population, with 30.4 percent of the sector in wholesale, retail, repair of motor vehicles and motorcycles, which might be due to the high commercial potential in the district.

The South Tongu District Assembly has one (1) Constituency, forty (40) Electoral Areas.

It has sixty (60) Assembly members, consisting of Forty (40) elected members elected by universal adult suffrage and eighteen (18) Government appointees, appointed in line with the

Local Governance Act 936, 2016, which requires the Government to appoint 30% of the Assembly members in consultation with interest groups. In addition to two automatic members, that's one (1) elected Member of Parliament (MP) and a District Chief Executive, but who do not have a voting right in the general assembly. The General Assembly is chaired by the Presiding member and assisted by the District Co-ordinating Director as secretary.

The Assembly is the highest political and administrative authority in the district.

The General Assembly has two main committees: the Executive Committee and the Public Relations and Complaints Committee. The Executive Committee is made up of Chairpersons of its statutory sub-committees, namely:

- Finance and Administration Sub-committee
- Works Sub-committee
- Social Services Sub-committee
- Development Planning Sub-committee
- Justice and Security Sub-committee

This is chaired by the Hon. District Chief Executive. Every Sub-Committee is responsible for collating and deliberating on issues relevant to it and shall submit its recommendations to the Executive Committee of the Assembly. Actions taken are submitted /forwarded to the General Assembly for ratification, approval, and implementation.

The Public Relations and Complaints Committee is the second committee of the General Assembly, which is chaired by the Presiding Member of the Assembly.

The District Planning Co-ordinating Unit (DPCU) serves as the technical backstopping of the District Assembly and is composed of key units and departmental heads, and is chaired by the District Coordinating Director. Currently, the membership of the 11-member DPCU in the District is the DCD, DPO, DBA, DE, DDH, DDE, DDA, CSU, and other heads of departments and units.

## **2.2 Our Mission**

“To provide innovative, client-centred services that enhance quality of life and drive sustainable development through efficient resource mobilization and inclusive governance

### **2.3 Our Vision**

To be a benchmark of inclusive and innovative client service, delivering seamless solutions while striving to become one of the most effective and efficient District Assemblies in the Volta Region and across 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 public safety.
- e) Development, improvement, and management of human settlements and the environment in the district.
- f) Promote Justice by ensuring ready access to the court.
- g) Execute approval development plans for 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 assess 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**

**Any person, group of persons, or organization, our Stakeholders who access the services of or interact with the South Tongu Municipal Assembly, or people who are coming for a visit, to make enquiries, complaints, and give feedback on our service delivery.**

NOTE:

We aim to review this charter regularly to match emerging trends of development about 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) Endeavour to produce a valid General Counterfoil Receipt (GCR) for all payments of application and processing fees.
- d) Be courteous to our staff and demand the same from them
- e) Endeavour to honour your tax obligation to the Assembly promptly.

### **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 of 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), appointed by the President of the Republic of Ghana and confirmed by the general assembly members.

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

The District Co-ordinating Director (DCD), who serves as the technical advisor to the DCE, also oversees the day-to-day smooth running of the Assembly. The DCD supervises the heads of departments and the 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 Management, Human Resources Management, and Statistics.

The Central Administration Department hosts the Planning Unit, Budget Unit, Administrative Unit, Client Service Unit, the Records Management Unit, Transport Unit, and Procurement Unit.

**NOTE: Our Working Hours: Monday – Friday, 8:00 AM – 5:00 PM**

## **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 permits 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 promote proper planning, management, and orderly and harmonious development of human settlements.

### **Who can apply?**

Any person or organization that has legal title to immobile property or a 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 the status of land from the Lands Commission/Land Title Registry.
- B) Clearance from the physical planning dept. With respect to land use type.
- c) Copy of the 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 1:40or 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. 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, warehouse, 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, the applicant is informed of corrections to be made or additions. If any, the processing fee and date for inspection of the site (if necessary).

**Processing Procedure**

- a) A team of officers from the 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 the site

- c) The Technical Committee meets to evaluate the application, visits the site, and makes a recommendation to the Spatial Planning Committee (SPC) within four (4) weeks after inspection of the site.
- d) The 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 a development permit within five (5) working days after approval.

### ***Collection of Permit***

Pay the approved building permit fee at the Revenue office of the Assembly and collect your Development Permit from the Secretariat- Physical Planning Department (Town and Country Planning Dept.) Three (3) months after submission of the application.

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

- Receipt issued as payment for processing fee is **NOT** a Building Permit.
- Permit can be obtained within the stipulated three (3) months, 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 the Permit. Development must conform to the approved Planning Scheme.
- Fees charged are subject to change and regulated by the 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 that intends to develop a Temporary Structure on the side of roads, road reservations, 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 a letter of consent from the landowner or relevant state institution, as may be applicable.

## **Processing Procedure**

- a) Application is forwarded to the District Physical Planning Officer for processing within five (5) working days of submission of the application.

Officers from the 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 the application.

- c) The inspection team makes appropriate recommendations to approve or reject the application within five (5) working days of site inspection.
- d) Pay the approved temporary structure permit fee at the Revenue office and submit the receipt to the Development Control Officer.
- e) Approved application is forwarded to the following officers for their signature;

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 (1) month after the submission of the application.

**Please Note:**

- Temporary Structure Permit is valid for six (6) months and is 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.
- A temporary structure permit can be obtained within the stipulated time, subject to the suitability of the location for the intended purpose, proper title to land, and standard drawings.
- Fees charged are subject to change and regulated by the fee fixing resolution adopted by the General Assembly annually.

**5.3 Preparation of Land Use Plan/Local plan/Planning scheme/Layout.**

- a) Apply to the District Chief Executive with a base map from the Survey Department.
- b) Application is forwarded to the Physical Planning Department for designing within five (5) working days of submission
- c) The initial design is subject. Ed to public consultation for further inputs, recommendations, and/or corrections within fourteen (14) months of submission.
- d) The Technical Committee meets to evaluate the application and makes a recommendation to the Spatial Planning Committee (SPC) within fifteen (15) working days after public consultation.
- e) The 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 the application.
- g) The Physical Planning Department then distributes 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 the Physical Planning Department is detailed to inspect the site with the Applicant within five (5) working days of submission of the application
- c) The application is presented to the 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 the 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?**

Any individual or registered entity/organisation wishing to operate a business within the district.

### **How to Apply**

- a) Pay for the form and provide the necessary information for filling in the form
- b) Take the Certificate from the Revenue Office at the main office.

### **Requirements**

- a) Must have registered with the Registrar General's Department and have been issued with a 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 the Physical Planning Department, the Budget and Rating Department, the Environmental and Public Health Unit, and the Works Department inspects the premises of the applicant within 5 business days of submission of the 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, a permit is issued after five (5) working days of submission of the application at the approved fee.
- d) Business Operating Permit is valid for one (1) year and is subject to renewal.

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

- Fee charged depends on the Business type, size, and location. Fees are subject to change and regulated by the Fee Fixing Resolution adopted by the General Assembly annually.
- The process for acquiring a 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/organisation wishing to conduct a funeral, wedding, festival, or any other occasion within the South Tongu District.

#### **How to Apply**

Write to the District Feeder Roads Director/ Engineer's office through the Hon. District Chief Executive with details of the 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)

## **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 a road block permit by telephone call or the 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 are 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 are 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 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:**

The fee charged depends on the number of days approved. Fees are subject to change and regulated by the 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 the District Feeder Roads Department of the South Tongu District Assembly to utility organisations (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 organisation that intends to carry out road reservation trenching activities for the installation of service lines

### **How to apply**

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

### **Requirements**

- (a) Collect the District Feeder Roads Department Road reservation trenching application form from the unit and fill it with the 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., an 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 installation of service lines installation
- The Maintenance Road Engineer, after the site inspection and measurements taken, 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 the 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 the **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 are 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 the 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 has 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, unengineered pedestrian walkway, and road reservation without the carriageway and the pedestrian walkway)
- Fees are subject to change and regulated by the Fee Fixing Resolution adopted by the General Assembly annually
- Fees charged for reinstatement of the road to be trenched and its supervision depend 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 are **not regulated** by the 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 Units (EHSMU) are **ENVIRONMENTAL HEALTH OFFICERS**; they are responsible for enforcing environmental health standards and statutes as enshrined 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 Database**

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 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-sectoral 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 the safekeeping of 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 slaughterhouse 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 premises 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 practised 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 the complainant shall be protected.

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

The South Tongu District Assembly (Control of Restaurants and Eating-Houses) Bylaws requires any person wishing to operate a restaurant or eating house, or anyone who engages 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 the appropriate medical authority.

**Who can apply?**

All individuals or organisations 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:**

The fee charged by the Assembly for issuance of the Food Vendors/Handlers Certificate is subject to change and regulated by the 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 the same annually.

## **Who can apply?**

All individuals or organisations operating or wishing to operate a Hotel, Motel, Hostel, Restaurant, or eating house within the district.

## **How to Apply: Purchase an application form from the Revenue Office at the main office.**

- a) 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 a certificate of incorporation/certificate to commence Business.

- b) Introductory letter from the Ghana Tourist Authority.
- c) Evidence of medically certified attendants to operate in the hospitality facility.

### **Processing Procedure**

- a) Officers from the Environmental and Health Unit inspect the Applicant's premises and submit a report on findings within three (3) working days of submission of the application form.
- b) The 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 the 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 the Ghana Tourism Authority, recommends the Applicant to the Assembly for registration and issuance of a Business Operating Permit (BOP) at an approved fee.

### **Please Note:**

The fee charged by the Assembly depends on the type, size, and location of the business.

Fees are subject to change and regulated by the 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) A timetable for the collection of waste would be made within five (5) working days of the customer's registration.

- c) The company is responsible for the provision of appropriate refuse containers for the 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 the designated point in the community determined by the Assembly.
- b) The bins shall be lifted regularly to avoid spillage. No container shall be allowed to spill over for a day without lifting it, and the place shall be cleared of all refuse.
- c) Every skip bin shall be properly covered to avoid the spread of the refuse in the community and along the road when in transit to the final disposal site.

### **5.11 Disability Fund**

#### **What is disability fund?**

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

For the effective utilisation 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 Persons

#### **How to access the fund?**

- I. A 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 persons 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 the 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 the approved individual.

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

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 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 of the couple to the intended marriage files a notice at the Registry
- b) Customary Marriage; Either or each 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 fulfilment with specified statutory requirements in the Marriages Act, 1884-1985 (CAP 127)
- iii. The Registrar's Certificate is issued to the applicant after twenty-one (21) days (in the absence of a caveat/objection)
- iv. Thereafter, the Marriage may be celebrated within 3 months from the date of the Notice of Marriage

#### **b) Customary Marriage**

Apply to the Registrar of Marriages in the District in which the marriage was celebrated.

- i. Statutory Declaration by Applicant and parents of the 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 the 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 the application

#### **5.15.0. 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 a 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 the 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, etc.), 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 will be made at the Revenue office/ Account Office of the Assembly. Note: Hiring fee (Refer to the 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 **Assistant Client Service Officer /Transport Officer** on **0503856126 / 0505441719 / 0248867690** or come to the Client Service for details.

#### **5.15.1. DRIP Machinery Unit – (Works Department & Transport Unit)**

The service standards and commitments of the DRIP Machinery Unit under the Works Department and the Transport Unit, in delivering feeder road construction and machinery rental services in the South Tongu District.

## **Our Mandate**

To enhance rural accessibility and support local development through the timely, cost-effective, and sustainable construction and maintenance of feeder roads, and the provision of construction machinery on request.

## **Core Services**

- Construction and maintenance of feeder roads under the District Roads Improvement Programme (DRIP).
- Rental of road construction machinery and equipment for approved public works and community projects.
- Technical support and supervision for local infrastructure development.

## **Service Commitments**

We commit to:

- Providing machinery rental services through a formal application and approval process.
- Ensuring transparency in equipment allocation and usage rates.
- Maintaining equipment in good working condition for efficient project delivery.
- Responding to client requests and project needs within 5 working days.
- Coordinating effectively with the District Works Department and all relevant stakeholders.

## **Client Responsibilities**

Clients are expected to:

- Submit formal written requests with project details.
- Ensure proper use and handling of rented machinery.
- Adhere to agreed timelines and payment terms.
- Coordinate with technical officers for supervision and monitoring.

## **Contact & Access**

Requests for machinery or road works services should be addressed to:

### **The Hon. District Chief Executive**

South Tongu District Assembly

**P.O. BOX SK 15,**

**SOGAKOPE.**

**CC:**

- **The District Works Engineer (DWE)**
- **The DRIP Coordinator**
- **The head of the transport unit**

#### **5.16 Acquisition of Taxi Driving sticker.**

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

Any person who drives a taxi or plies for hire or conveyance of goods or passengers within the district

##### **How to Apply**

Purchase the Taxi Driving sticker. Form from the Revenue Office at the main office. Of the district assembly

##### **Requirements**

- a) Applicant vehicle must have been licensed by the Driver and Vehicle Licensing Authority

Note: Fees charged are subject to change and regulated by the fee fixing resolution adopted by the General Assembly annually.

#### **5.17 Taxi/Commercial Vehicle sticker.**

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

Motor vehicles are to be used as a taxi or commercial vehicle within the district.

##### **How to Apply**

Purchase the Taxi/Commercial Vehicle sticker form from the Revenue Office at the main office.

##### **Requirements**

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

### **Submission**

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

### **Processing Procedure**

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

### **Please Note:**

- Taxi/Commercial Vehicle sticker. is valid for one year from the date of issue, subject to its subsequent renewal.
- Fees charged are subject to change and regulated by the 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 the same to the District Works Engineer with the size, quantity, and location(s) of the sign(s).

Upon receipt of a response to the written application, purchase a registration form from the 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 the registration form, to confirm the site as indicated in the application letter and its suitability for mounting/displaying the signage.
- c) Pay the approved fee at the Revenue office and proceed to mount the signage within ten (10) working days of submission of the application letter.

**Please Note:**

- Applicant would have to mount the signage/structure (Advert) under the 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 the District Director of the Department of Social Welfare and Community Development through the District Chief Executive.

Note: the following requirements need to be attached 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 the Department of Social Welfare and Community Development prepare a Social Investigation Report and submits it to the District Chief Executive.

- b) The application and the report are forwarded to the National Director of the 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 the District Director of Social Welfare and County Development.

### **Processing Procedure**

- a) Officers from the Department of Social Development inspect the facility/structure for the proposed day-care centre, with emphasis on the
  - I. Building/Development Permit
  - II. Location of structure/facility iii. Space for Car parking
  - III. Sanitation facilities
  - IV. Availability of manpower, etc.
    - a) If the applicant meets the required standard, the application is forwarded to
    - b) National Director of the Social Welfare Department for certification through the regional office
    - c) Certificate is issued after one (1) month of submission of application, subject to timely fulfilment 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 the deceased person:**

- Full name
- Sex
- Age
- Hometown
- Nationality vi. Married status
- Level of formal education attained
- Occupation
- 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 the full name and qualification of a medical doctor with contact address

d) Coroner's order issued by

- i. Full name of the 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 the deceased's 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	3 months/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 months		Physical Planning Dept.
4.	Assessing 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 the celebration of Marriage	5 working days		
13.	Waste Management Services		Environmental Health and Sanitation Unit/ Zoomlion	
		Solid Waste		Twice a week
				5 working days
14.	Hiring of Commercial Industrial/Vehicle	1-day/depending on the itinerary of the vehicle	Transport Unit	
15.	Issuance of Taxi Driving sticker		Revenue Unit	
16.	<b>Issuance of sticker</b>	Within 5 working days		
17.	Outdoor Advertising Permit	10 working days	Dept. of Works /Physical Planning	
18.	Registration of non--Governmental organisation (NGO)	1 month	Planning Unit and Dept of Social Welfare and Community Development.	
19.	Licensing to operate a Day Care Centre	1 month	Social Welfare and Community Development Dept.	
20.	Training of Day Care Attendants	6 months		
21.	Birth Registration	Under one year 1 week above 1year-4 weeks	Birth and Death Registry	
22.	Death Registration	4 weeks		

23.	Response to complaints from the public	Two weeks	Client Service Unit.
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## Department of Agriculture

The Department of Agriculture is a decentralized Department under the South Tongu District Assembly, mandated to implement government policies and initiatives aimed at promoting agricultural development. This Charter outlines the standards of service delivery to our stakeholders, particularly farmers, agribusinesses, and development partners.

### Our Vision

To be a leading catalyst in modernized, sustainable, and commercially viable agriculture that ensures food security, employment, and economic transformation in the South Tongu District.

### 3. Our Mission

To implement government agricultural policies, promote agribusiness through innovative technologies and research, support farmers with quality extension services, and contribute to poverty reduction and rural development.

### 4. Our Core Values

- Professionalism
- Transparency and Accountability
- Client-Centred Service
- Teamwork and Innovation
- Gender Inclusivity

### 5. Our Core Functions

**We are committed to delivering the following services:**

S/N	Unit	Services Provided
1	Crops Unit	Advises and supports farmers on improved crop

		<p><b>production practices.</b></p> <p><b>- Promotes the use of improved seeds, fertilisers, and pest control methods.</b></p>
<b>2</b>	<b>Livestock Unit</b>	<p><b>Provides education and support on animal husbandry.</b></p> <p><b>- Monitors and improves livestock production.</b></p>
<b>3</b>	<b>Extension Unit</b>	<p><b>- Disseminates agricultural technologies and innovations.</b></p> <p><b>- Trains farmers through demonstrations, field days, and workshops.</b></p>
<b>4</b>	<b>Engineering Unit</b>	<p><b>Promotes agricultural mechanisation.</b></p> <p><b>- Provides support for post-harvest technologies and equipment</b></p>
<b>5</b>	<b>WIAD Unit</b>	<p><b>Builds women's capacity in Agro-processing and value addition.</b></p> <p><b>- Addresses gender and nutrition issues in agriculture.</b></p>
<b>6</b>	<b>Veterinary Unit</b>	<p><b>Provides animal health services.</b></p> <p><b>- Undertakes vaccination and treatment of livestock</b></p>
<b>7</b>	<b>Fisheries Commission</b>	<p><b>- Supports aquaculture development.</b></p> <p><b>- Provides training and inputs for fish farming.</b></p>

## **6. Our Service Standards**

### **We pledge to:**

- Respond to client inquiries within 5 working days.
- Deliver extension services to registered farmers at least once per month.
- Provide timely veterinary support within 72 hours of request.
- Conduct regular field visits and demonstrations to promote technology adoption.
- Ensure gender-sensitive and inclusive programming in all our activities.

## **7. Client Obligations**

To help us serve you better, clients are expected to:

- Provide accurate and timely information.

- Participate actively in training and outreach programs.
- Adhere to agricultural best practices and guidelines provided.
- Respect our staff and processes.

## 8. Feedback and Complaints

We welcome feedback to improve our service delivery.

☎ Phone: [0246747603 / 0598437220 / 0502617451

✉ Email: info@stda.gov.gh

📍 Office: Department of Agriculture, located opposite the Tent of Judah, Sogakope

🕒 Working Hours: Monday – Friday, 8:00 AM – 5:00 PM

## 7.0. Disaster Prevention Management Department (NADMO)

### Prevention and Disaster Mitigation

#### Our Mandate

The National Disaster Management Organisation (NADMO) exists to coordinate disaster prevention, preparedness, response, and recovery efforts to safeguard lives, property, and the environment in the South Tongu District.

#### Our Goal

To ensure a timely, consistent, and coordinated response to disasters and related emergencies, minimising humanitarian, economic, and environmental impacts.

#### Our Service Commitments

We pledge to:

- Deliver timely and effective early warning and disaster risk information.
- Respond swiftly and compassionately to emergencies, providing lifesaving assistance.
- Support persons with special needs during emergencies.
- Offer basic and protection services to restore safety and peace of mind.
- Promote safe recovery and rehabilitation after disasters.

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## **Core Functions**

1. Disaster Preparedness and Planning
2. Emergency Response and Relief Services
3. Post-Disaster Rehabilitation and Reconstruction
4. Public Education and Capacity Building
5. Stakeholder Coordination and Collaboration

### **We commit to:**

- Providing clear, accessible information before, during, and after disasters.
- Respecting the dignity and needs of all persons, especially the vulnerable.
- Working transparently and collaboratively with communities and partners.

### **What we expect from you, our clients**

- Stay informed and follow official safety guidance.
- Participate in community awareness activities.
- Report hazards or emergencies promptly.
- Support collective preparedness and resilience efforts.

NADMO Office, South Tongu District Assembly

contact: 0244275432

Monday – Friday | 8:00 AM – 5:00 PM

## **8.0. CLIENT SERVICES UNIT**

The Client Service Unit (CSU) is the first point of contact for all individuals and organizations visiting/engaging with the South Tongu District Assembly. The Client Service Unit (CSU) serves as the primary interface between the South Tongu District Assembly and the public. We are dedicated to ensuring that every interaction with the Assembly is professional, efficient, and responsive.

### **Who We Serve**

Our clients include all persons, groups, organizations, and stakeholders who access the Assembly's services, make enquiries, submit complaints, provide feedback, visit for official business, or collaborate with us.

### **About the Unit**

The Client Service Unit is part of the Central Administration Department and forms a vital link between the Local Government Service (OHLGS, RCCs, and MMDAs) and the public.

Our goal is simple: to make your experience with the Assembly smooth, responsive, and rewarding

### **Core Responsibilities and Activities**

#### **Client Reception and Initial Engagement**

- Serve as the first point of contact for all clients and stakeholders.
- Provide professional, accurate, and timely information to visitors and callers.

#### **Complaint and Enquiry Management**

- Receive, document, and forward complaints, enquiries, and suggestions to the appropriate offices or departments.
- Acknowledge and respond to submissions within ten (10) working days, informing clients of any delays when necessary.

#### **Client Feedback Collection and Analysis**

- Collect and record feedback on client experiences and service delivery.
- Analyse trends to support continuous improvement in service standards.

#### **Case Monitoring and Resolution Oversight**

- Track the progress of all documented issues to ensure prompt processing and resolution.
- Collaborate with relevant departments to facilitate timely follow-ups.

#### **Reporting and Accountability**

- Maintain detailed records of client interactions, complaints, and resolutions.
- Prepare periodic reports to inform management decisions and policy direction.

At the Client Service Unit, we are committed to promoting excellence, transparency, and client satisfaction in all our operations and to continuous improvement.

**Your satisfaction is our priority because great service begins here!**

## **The Public Relations and Complaints Committee (PRCC)**

**PRCC** is established in accordance with Section 16(1)(d) of the Local Governance Act, 2016 (Act 936).

The Committee serves as a vital mechanism for promoting transparency, accountability, and good governance within the Assembly. It provides a formal platform for receiving and addressing public complaints, as well as fostering effective communication between the Assembly and its citizens.

### **4. Mandate**

**The PRCC derives its mandate from the Local Governance Act, 2016 (Act 936), which empowers it to:**

- Investigate complaints or grievances made by members of the public against the Assembly, its staff, or members.
- Promote effective public relations between the Assembly and the citizenry.
- Educate and sensitize the public on the Assembly's programmes, policies, and decisions.
- Facilitate feedback mechanisms to improve service delivery.

### **6. Core Functions**

#### **1. Public Relations and Communication**

- Serve as the main communication channel between the Assembly and the public.
- Disseminate accurate information on Assembly policies, decisions, and activities.
- Manage the Assembly's public image through proactive engagement and feedback.

#### **2. Complaints Management**

- Receive, record, and review complaints from citizens and stakeholders regarding the conduct of Assembly staff, members, or service delivery.
- Ensure fair and timely resolution of complaints in collaboration with relevant departments.
- Recommend appropriate corrective actions or policy reviews where necessary.

### **3. Public Education and Sensitization**

- Organize outreach programmes to educate the public on their rights, responsibilities, and the Assembly's operations.
- Promote participatory governance through stakeholder meetings, durbars, and media engagements.

### **4. Monitoring and Reporting**

- Track the status of complaints received and actions taken.
- Prepare periodic reports on public concerns, trends, and recommendations for management consideration.

### **7. Meetings and Reporting**

- The Committee shall meet at least once every quarter, or as often as necessary.
- Emergency meetings may be convened by the Chairperson when urgent matters arise.
- The Committee shall submit periodic reports to the Executive Committee and the General Assembly for review and appropriate action.

### **8. Guiding Principles**

**The PRCC shall operate under the following guiding principles:**

- **Transparency:** Ensuring open communication and access to information.
- **Accountability:** Taking responsibility for actions and decisions.
- **Fairness and Impartiality:** Addressing all complaints objectively.
- **Confidentiality:** Protecting the identity and privacy of complainants.
- **Responsiveness:** Providing timely and appropriate feedback

### **9.0 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 inquiries, complaints, comments, suggestions, and feedback should be channeled to:  
ASSISTANT CLIENT SERVICE OFFICER  
SOUTH TONGU DISTRICT ASSEMBLY  
P.O. BOX SK 15, SOGAKOPE.**

**Telephone Numbers:** 0552969669 / 0502617451

**Digital Address:** VU-0018-8865

**E-mail:** info@stda.gov.gh

**Website:** www.stda.gov.gh

**WhatsApp:** 0552969669

**Facebook:** South Tongu District  
Assembly

If you are unsatisfied with our service delivery, complaints should be sent to:

**THE CHAIRMAN  
PUBLIC RELATIONS AND COMPLAINTS COMMITTEE  
SOUTH TONGU DISTRICT ASSEMBLY  
P.O. BOX SK 15, SOGAKOPE.  
Contact: 0247622790**

**Our slogan:** Together, building resilient communities and a safer South Tongu."

**Working days /hours:** Monday – Friday 8:00 AM – 5:00 PM