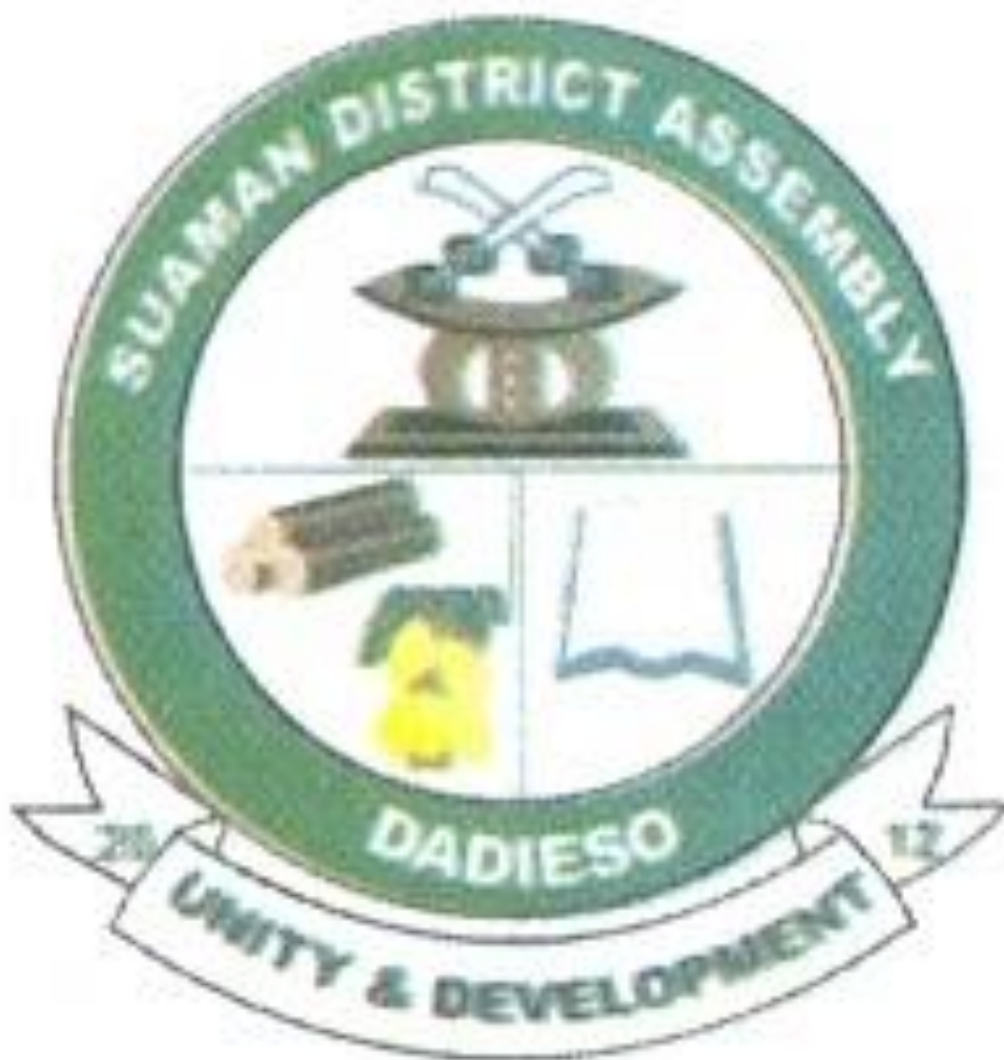


# **SUAMAN DISTRICT ASSEMBLY**



## **CUSTOMER SERVICE CHARTER**

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## **1.0 INTRODUCTION**

This Service Charter is the commitment of Suaman District Assembly (SuaDA) to provide unparalleled level of service to the people in the District and beyond. The document serves as a guide to staff and Customers on standards of services rendered by the Assembly with the aim to improve transparency and accountability. Ultimately this Charter is aimed to inform and educate our customers on the types and requirement 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 services 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 when service delivered is below the standard defined by this Charter, remedial actions will be taken without undue delay and communicate to the complainant action(s) taken to address the complaint.

## **2.0 ABOUT US**

### **2.1 Who we are**

Suaman District Assembly (SDA) was established in 2012 by the Local Government (Suaman District Assembly Establishment) Instrument L.I 2016 under the Local Government Act, 1993 Act 426).

The District is bordered in the North-East by Sewfi Akontombra, Bodi District to the North, Aowin District to the South-East and the Republic of Cote d'Ivoire to the West.

The size of the District is about 400.14 sq.km and has a population of 20,529 (according to 2010 Population and Housing Census) with Dadieso as the District capital.

## **2.2 Our Mission**

The Suaman District Assembly (SuaDA) exists to improve the living conditions of the District through the provision of sustainable socio-economic development and good governance that is responsive to the needs of the people.

## **2.3 Our Vision**

The Suaman District Assembly (SuaDA) visualizes a united cosmopolitan environment where its people actualize their dreams of internationally accepted standard of living enjoyed on a peaceful, realizable and sustainable basis into the next millennium.

## **3.0 OUR PLEDGE**

- a. We undertake to make our services equitable and available to all citizens including those from disadvantaged homes, families or communities.
- b. We commit ourselves to treat every customer with respect by showing friendliness and care when serving a customer.
- c. We endeavour to engage our stakeholders in preparation of our annual Fee Fixing Resolution and publish the approved document for public information.
- d. We aim to review this charter regularly to match with emerging trends of development with regard to effectiveness and efficiency in our 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 source valid General Counterfoil Receipt (GCR) for all payments of application and processing fees.
- d. Be courteous and polite to our staff and demand same from them.

## **5.0 OUR SERVICE STANDARDS**

### **5.1 Acquisition of Building/Development Permit**

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

Any person or organisation 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 at the main office.

#### **Requirements**

The prospective developer must have the following:

- a. Site plan ( scale 1:1:250 or 1:2, 500)
- b. Building drawing i.e front elevation, back elevation, right side elevation, left side elevation, fence wall, block plan (scale 1:1000).
- c. Ensure that the under listed professionals sign the various plans to be attached to the building permit application:
  - i. Town planning officer.
  - ii. Architect or licensed draught man for architectural plan.
  - iii. Civil or structural engineer for structural drawing for three (3) story and above.

#### **Please Note:**

You may have to provide the following reports if your development is a multi-storey structure or complex: Environmental Impact Assessment Report, Structural Report, Fire Service Report, Hydro Report, Geological Report or Traffic Management Report.

#### **Submission**

- a. Submit completed forms with all other requirements as specified in the Building Permit Application and TCP 1 Forms to the officer in charge at the Development Control Office.

- 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 inspects the site with the Developer within two (2) weeks of receipt of application to confirm the site as shown on Site Plan and its suitability for the proposed development.
- b. The Statutory Planning Committee Secretary (District) Physical Planning Officer) process the application within two (2) weeks after inspection of site.
- c. Technical Committee meets to evaluate the application, visits site and makes recommendation to the Statutory Planning Committee (SPC) within four (4) weeks after inspection of site.
- d. Statutory Planning Committee Secretary submits approved plans to the District Works Department for issuing of development permit within five (5) working days.

### **Collection of Permit**

Pay approved building permit fee at the Revenue office of the Assembly and collect your development permit from the Works Engineer's office three (3) months after submission of application.

### **Please Note:**

- Receipt issued as payment for processing fee is NOT a Building Permit.
- Permit can be obtained within the stipulated three (3) 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 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 a 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) Three (3) sets of working drawings with Site Plan (Scale 1:1,250 or 1:2,500).
- b) Evidence of Ownership or letter of consent from landowner or relevant state institution as may be applicable.

### **Processing Procedure**

- a) Application is forwarded to District Physical Planning Officer for processing within five (5) working days of submission of application.
- b) Officers from District Physical Planning and Works Departments inspect the site with the developer to confirm the site as shown on the site plan and its suitability for the proposed development within ten (10) working days of submission of application.
- c) The inspection team makes appropriate recommendations to approve or reject the application within five (5) working days of site inspection.
- d) Pay approved temporary structure permit fee at the Revenue office and submit the receipt to Development Control Officer.
- e) Approved application is forwarded to the following officers for their signature;
  - i. District Physical Planning Officer
  - ii. District Environmental Public Health Officer
  - iii. District Works Engineer.

### **Collection of Permit**

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

**Please Note:**

- Temporary Structure Permit is valid for six (6) months and subject to renewal. In some cases, validity is twelve calendar month (1year) 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**

- 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 Statutory Planning Committee (SPC) within fifteen (15) working days after public consultation.
- e) Statutory Planning Committee meets to approve/deny the application within ten (10) working days after Technical Committee meeting.
- f) Pay the appropriate fee and collect your approval Land Use Plan from the Physical Planning Department sixteen (16) months after submission of application.
- g) The Physical Planning Department then distribute the approved Land Use Plan to other land sector agencies.

**5.4 Assessment of Rezoning Status**

- a) Apply to the District Chief Executive with a copy of the Land Use Plan.
- b) An officer from Physical Planning Department is detailed to inspect the site with the Applicant within five (5) working days of submission of application.



- c) The application is presented at Technical Committee for consideration within ten (10) days after the inspection
- d) Statutory Planning Committee approve/deny the application within five (5) working days after Technical Committee meeting.
- e) Pay the appropriate fee and collect your approval 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/organisation wishing to operate a business within the District.

### **How to Apply**

- a) Purchase application form from the Revenue Office at the main office or download from the Assembly's website.
- b) Submit the completed application form to the Budget Unit at the Assembly's 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**

- a) An inspection team made up of members from Budget Unit, Environmental and Public Health Unit and Works Department inspects the premises of the applicant within 5 working days of submission of application.

- b) The team makes appropriate recommendations to the District Budget Analyst within 2 working days from the day of inspection.
- c) Upon recommendation by the inspection team, permit is issued after five (5) working days of submission of application at an approved fee.
- d) Business Operating Permit is valid for one (1) year and subject to renewal.

**Please Note:**

- Downloaded forms should be submitted with the appropriate payment receipt/slip
- Fee charged depends on the Business type, size and location, Fees are subject to change and regulated by the Fee Fixing Resolution adopted by General Assembly annually.
- The process for acquiring license/permit for some category of businesses may differ from what has been provided above.

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

The Suaman District Assembly By-law 2000, requires any person wishing to operate a Restaurant or eating house or anyone who is engaged in the preparation, handling or serving prepared food in any restaurant or eating house to be medically certified as free from any communicable disease and renew such certification as directed by appropriate medical authority.

### **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 Revenue Office at main office Dadieso,
- b) Submit the medical form to any health facility for medical examination
- c) Return form with results and two (2) passport size pictures to the Dadieso Environmental and Public Health Officer at the Assembly's main office Dadieso.
- d) When found to be medically fit to handle, prepare, serve or sell food, the certificate is issued the same day upon payment of approved fee.

**Please Note:**

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

## **5.7 Licensing of Hospitality Facility/Premises**

Owners, managers or operators of Hotel, Motel, Guest House, Hostel, Restaurant and Eating-houses are required to acquire environmental sanitation certificate from the Assembly on the suitability of their facility or premises for the intended purpose and renew same annually.

### **Who can apply?**

- a) Purchase application form from the Revenue Office at the main office.
- b) Submit the completed application form to the District Environmental and Public Health Officer 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) Introductory letter from Ghana Tourist Authority
- c) Evidence of medically certified attendants to operate in the hospitality industry.

### **Processing Procedure**

- a) Officers from Environmental and Public Health Unit inspect Applicant's premises and submit report on findings within three (3) working days of submission of application form.
- b) District Environmental and Public Health Officer issues a Certificate of suitability to the applicant through Ghana Tourist Authority within ten (10) working days after the inspection.
- c) The Applicant is informed to contact Ghana Tourism Authority (GTA) for his/her license within fifteen (15) working days of submission of application form.
- d) The District Environmental and Public Health Officer upon approval by Ghana Tourism Authority recommends the Applicant to the Assembly for registration and issuance of Business Operating Permit (BOP) at an approved fee.

### **Please Note:**

- 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.

## **5.8 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 submit a formal application to the Registrar of Marriages for the purpose of registering the marriage.

### **Processing Procedure**

#### **a) Ordinance Procedure**

- i. Applicant files Notice of Marriage with the Registry (for 21 days) by providing personal data plus photo identity cards.
- ii. Applicant submit a Statutory Declaration, verifying fulfilment with statutory requirements in the Marriage 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. Therefore, the Marriage may be celebrated within 3 months from the date of 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.

## **5.9 Customary Divorce**

- a) Apply to the Registrar of Marriages in the District in which the marriage was dissolved.
- b) Statutory Declaration by Applicant
- c) Dissolution of Marriage is then duly registered

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

- a) Apply to the District Chief Executive, with a copy to the Registrar for Marriages
- b) Attach copies of Ordination Certificate, Church Registration Certificate, Building Permit
- c) A technical team of officers from the Assembly inspects the church premises (with particular reference to sanitary facilities, parking lot, firefighting equipment, (etc)
- d) Church premises is then duly licensed/denied within one month of submission of application

## **5.11 Waste Management Services.**

The Environmental Health Unit (EHU) is responsible for storage, collection, transportation and safe disposal of waste.

### **5.11.1 Liquid Waste Services**

- a) Prospective customer to call personally at EHU or contact any of the accredited Private Companies to book a date for dislodging.
- b) Pay the appropriate fee as specified in the Assembly's fee fixing resolution.
- c) The officer in-charge of liquid waste at the EHU will ensure the service is delivered within ten (10) working days.

### **5.11.2 Solid Waste (Door to Door) Services**

- a) Register with the Assembly's authorized Private Waste Collection Company operating within the area where the service is required.

- b) Timetable for collection of waste would be made available to the customer upon registration.
- c) The Customer is responsible for the provision of appropriate refuse container(s) for storage of his/her waster
- d) The Customer is to pay a monthly fee to the Waste Collection Company as specified in the Assembly's fee fixing resolution

## **5.12 Taxi/Commercial Vehicle License**

### **Who can apply?**

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

### **How to Apply**

Purchase Taxi/Commercial Vehicle License application form from 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 vehicle's valid road worthy certificate and insurance to the Revenue Office at the main office, Dadieso.

### **Processing Procedure**

- a) The Head of Revenue or any person(s) authorized by him 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 then 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.

### **5.13 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) and purchase a registration form from Revenue office.

**Processing Procedure**

- a) Submit the completed application form to the Outdoor Advertising Unit (Works Department) Dadieso.
- b) Officer from the Outdoor Advertising Unit inspects 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 amount 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 of 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.

### **5.14 Non-Governmental Organization (NGO) Registration**

**How to Apply**

Apply through a letter (letterhead) to District Director, Department of Social Welfare.

**Requirements**

Attach to the application letter;

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

### **Processing Procedure**

- a) The District Social Welfare office prepares social investigation report and submit to District Chief Executive.
- b) The application and the report are forwarded to National Director, Department of Social Welfare for certificate through the Regional office.
- c) Certificate is issue after one (1) month of submission of application subject to proper and timely submission of requirements.

## **5.15 Application to operate Day Care Centre**

### **How to Apply**

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

### **Processing Procedure**

- a) Officers from Department of Social Welfare inspect the facility/structure for proposed day-care centre with emphasis on;
  - i. Building/Development Permit
  - ii. Location of structure/facility
  - iii. Space for car parking
  - iv. Sanitation facilities
  - v. Availability of manpower etc.
- b) If the application meets the required standard, it is forwarded to National Director, Department of Social Welfare 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.

## 6.0 Table of Our Services

<b>NO.</b>	<b>SERVICE</b>	<b>TIME FRAME</b>	<b>RESONSIPLE DEPARTMENT</b>
1	Issuance of Building/Development Permit	3months/90days	

2	Issuance of Temporary Structure Development Permit		1 Month	Physical Planning/Works Dept.
3	Preparation of land Use Plan(layouts)		16 months	Physical Planning Department
4	Assessment of Rezoning Status		1 Month	
5	Issuance of Business Operating Permit		5 working days	Budget Unit/Finance Dept.
6	Issuance of Food Vendors/Handlers Certificate		5 working days	Environmental Health and Sanitation Unit
7	Licensing of Hospitality Facility/Premises		7 workings days	
8	Registration of Marriages	Ordinance	21 days	Marriage Registry
		Customary	28 days	
9	Issuance of Customary Divorce Certificate		5 working days	
10	Licensing of Church Premises for Celebration of Marriages		1 Month	
11	Waste Management Services	Liquid Waste	5 working days	Environmental Health Unit
		Solid Waste	Once weekly	
12	Outdoor Advertising Permit		10 workings days	Works Department
13	Registration of Non-Governmental Organization (NGO)		1 month	Department of Social Welfare and Community Development.
14	Licensing to Operate Day Care Centre		1 month	
15	Training of Day Care Attendants		6 month	

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

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 channelled to:

Client Services Officer

Suaman District Assembly (SDA)

P.O Box 23, Dadieso

E-Mail: