

The creation of this charter demonstrates our commitment to provide service in a transparent way whilst ensuring our service deliveries are effectively monitored within timeframe



**SEFWI AKONTOMBRA
DISTRICT ASSEMBLY- SADA
CLIENT SERVICE
CHARTER**

MAY 2020

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FOREWORD

The District Assembly client service charter has been designed in accordance with the Office of the Head of Local Government Service principles in addition to responses from the Assembly staff, management and the residents of the Sefwi Akontombra District.

The core purpose for this charter is to highlight the services offered by the District Assembly to the residents and to further bring to light the procedures set in place to access the services and the duration to receive them.

The creation of this charter demonstrates our commitment to provide service in a transparent way whilst ensuring our service deliveries are effectively monitored within the given timeframe.

This Document is divided into several sections beginning with the Profile of the District Assembly, what the District commits to do, how to do it, how to contact the district, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It is intended to enhance the participation of civil society and interest groups in the management of public finances as well as provide transparent mechanisms for contacts, accessibility and complaints.

It is our expectation that residents who engage the District Assembly are served in line with good values of professionalism, ethical and responsiveness.

We welcome your feedback as we work together to create a good customer care by delivering quality services to you our clients.

Gabriel Adjargo

District Coordinating Director

Sefwi Akontombra District Assembly

1.0 INTRODUCTION

The Client Service Charter provides information on the services rendered by the Sefwi Akontombra District Assembly to its residents and cites what clients need to know with regards to the Assembly's line of activities and indicates how feedback could be communicated in response to services received.

The Sefwi Akontombra District Assembly (SADA) was created in December 2007 by L.I. 1884 and inaugurated on 28th February 2008 by Local Government Act 463, 1993. It was carved out of the then Sefwi Wiawso District, now Sefwi Wiawso Municipal. The District Capital is Sefwi Akontombra. The Assembly has 22 Assemblymen comprising of 15 elected members and 7 Government appointees representing the traditional authorities and organized economic groupings in the district. It also has a Member of Parliament who is ex-officio member and the District Chief Executive who is the political head of the district. The Presiding Member chairs sittings of the Assembly. The District Assembly consists of two (2) Area Councils with Seventy-five (75) Unit Committees (UCs). Each Committee is made up of five (5) members. The District Assembly is also made up of fifteen (15) electoral areas with five (5) under Akontombra Area Council and the remaining ten (10) of the electoral areas under Nsawora-Edumafua Area Council.

The Sefwi Akontombra District is one of the nine (9) Districts in the Western North Region of Ghana. It is bounded in the North-East by Sefwi Wiawso Municipal and to the North – West by Bodi District while Suaman to the West and Aowin District to the South-West. The District capital is 69.0 km away from Sefwi Wiawso, the Regional Capital.

The District has a projected population of 96,000 with 53% females and 47% males. There are a lot scattered settlements which hinder the provision of services. Most part of the District lies between 152.4m and 610m above sea level and cut through the East by the Tano and Bia River Basin.

There are gold deposits at Akontombra enclave and Nsawora/Nkwadum areas. Few isolated diamonds are found to the North of Akontombra near Bopa.

The District falls within the tropical rainforest climate zone with high temperatures throughout the year between 25⁰ C – 30⁰ C and moderate to heavy rainfall between 1524 mm – 1780mm per annum with a double maximum characteristic in June – July and September – October as peaks.

The forest Ochrosols and Oxysols are rich soils, which support the cultivation of cash and food crops, such as cocoa, palm tree, cashew, plantain, cocoyam, cassava and maize. The District has three (3) forest reserves namely Tano Ehuro, Santomang and Sui River. Common species found are Onyina, Odum, Wawa, Mahogany, Sapele, Emire, Asamfina, Red cedar, among others.

Agriculture employs about 85.3% of the economically active population, followed by services 11% and Industry 3.7%. The main revenue generating centres are Nsawora, Essase and Akontombra.

The District has a total length of 129.5 km of gravel-surfaced highways. These are the Akontombra-Wiawso (69.0KM) highways of which 10km is currently under construction, Akontombra-Dadieso highways (28km) and

Akontombra-Bodi (29km) of which 15km is also under construction. Sometimes the poor conditions of the roads delay the transportation of farm produce to the marketing centers, especially during the rainy seasons. This increases post-harvest loss and reduces profitability.

The Sefwi Akontombra District is under the Sefwi Wiawso Traditional Council, which is headed by the Paramount Chief of the Traditional Area (Omanhene), with the title “Bumangama”. The chief and people of the District celebrate the Yam or Aluelue Festival. Christianity is the largest religion constituting 76.7% of the population.

2.0 MANDATE

The Sefwi Akontombra District Assembly (SADA) was created in December 2007 by L.I. 1884 and inaugurated in on 28th February 2008 by Local Government Act 463, 1993. It was carved out of the then Sefwi Wiawso District, now Sefwi Wiawso Municipal.

2.1 OUR VISION STATEMENT

A one-stop investment destination District in agro-processing in Ghana.

2.2 OUR MISSION STATEMENT

To improve the quality of life of the people in the district through the provision of basic amenities and services and to create an enabling environment for socio-economic investment in partnership with the private sector and other stakeholders.

2.3 CORE FUNCTIONS OF THE ASSEMBLY

According to Local Governance Act 2016 Act 936 section 12, the functions of the District Assembly shall be (a) political and administrative authority, (b) promote local economic development, 12 (2) deliberative, legislative and executive function; and 12 (3)

- Responsible for the overall development of the District;
- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the District.
- Promote and support productive activities and social developments in the District and remove any obstacle to initiative and development.
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district.
- Responsible for the development, improvement and management of human settlements and the environment in the district.
- In co-operation with the appropriate external and local security agencies be responsible for the maintenance of security and public safety in the District and to ensure ready access to courts in the district for the promotion of justice.
- Initiates, sponsor or carry out such studies as may be necessary for the discharge of any of the functions conferred by this Act or any other enactment and;
- Perform such other functions as may be provided under any enactment.

2.4 OBJECTIVES

- Enhance Security Service Delivery
- Pursue Flagship Industrial Development Initiatives
- Deepen Transparency and Public Accountability
- Deepen Political and Administrative Decentralization
- Improve Efficiency and Effectiveness of Road Transport Infrastructure and Services
- Promote Proactive Planning for Disaster Prevention and Mitigation
- Promote Sustainable and Orderly Development of Human Settlements
- Promote Participation of Youth in Socioeconomic Development
- Strengthen Social Protection, Especially for Children, Women, Persons with Disability and the Elderly
- Improve Access to Safe and Reliable Water Supply Services for all
- Ensure Affordable, Equitable and Accessible Universal Health Coverage (UHC)
- Enhance Inclusive and Equitable Access to, and Participation in Quality Education at all Levels
- Improve Agriculture Production Efficiency and Yield

3.0 ORGANIZATIONAL STRUCTURE

The Sefwi Akontombra District Assembly as the highest Political, Administrative and Planning authority consists of twenty-four (24) members including the District Chief Executive and a Member of Parliament for Akontombra constituency. The latter are ex-officio members of the Assembly. The District has two (2) Area Councils and seventy-five (75) Unit Committees who spearhead grassroots development in their respective communities.

The Sefwi Akontombra District Assembly is served by an Executive Committee and seven (7) Sub-Committees. The District Assembly is under the leadership of the District Chief Executive (DCE) who is the representative of the President of the Republic of Ghana in the District.

The District Co-Coordinating Director (DCD) is the Secretary to the District Assembly. The DCD and the DCE are members of the top management body of the District Assembly.

The Departments of the District Assembly include:

1. Central Administration Department
 - Administration
 - Internal Audit
 - Budget
 - Development Planning
 - Client Service
 - Information Service
 - Procurement
 - Security
 - Registry
 - Transport

- Environmental Health Unit
 - Birth and Death
2. Finance Department
 - Account
 - Revenue
 3. Trade and Industry Department
 - Business Advisory Centre
 - Cooperatives
 4. Social Welfare and Community Development Department
 5. Human Resource Management
 6. Department of Education
 7. Works Department
 8. Health Directorate
 9. Agriculture Department
 10. National Disaster Management Organization (NADMO)
 11. Statistics Department

Other Subverted Agencies include;

1. Youth Empowerment Agency (YEA)
2. Non Formal Education (NFED)
3. National Service Secretariat (NSS)

3.1 WHAT TO EXPECT FROM SEFWI AKONTOMBRA DISTRICT ASSEMBLY (SADA)?

- Judicious use of resources
- Gender responsive planning and budgeting
- Provision of high quality services that maximize client satisfaction
- Efficient, professional and responsive staff who will attend politely to all client enquiries
- Effective collaboration with stakeholders for resource mobilization and development planning

3.2 WHAT WE EXPECT FROM OUR CLIENT

- To adhere strictly to the procedures for lodging complaints
- To ensure that all complaint forms are properly completed

- Be courteous and polite to our staff
- To duly address and support all requests with appropriate documents where necessary
- Strictly comply with our Rules, Guidelines and Regulations

3.3 FEEDBACK MECHANISM

We will acknowledge receipt of your written communication within five working days upon receipt of your correspondence on all enquiries.

3.4 COMPLAINTS PROCEDURE

You can lodge your enquiries or complaint through our Client Service Unit located on the ground floor of the District Assembly office building.

4.0 OUR SERVICE STANDARDS

SERVICE	TIMEFRAME	PROCESSES AND PROCEDURES	REQUIREMENT FROM CLIENTS
Business Operating Permit	Within Five (5) days	<ol style="list-style-type: none"> 1. Inputs the client's data 2. Choose the business type/category based on the data collected to determine the bill amount. 3. Client Identity number is automatically generated 4. Bill is generated and printed out to the client 	<ul style="list-style-type: none"> • Name of the business • Name of the owner • Type of business • Location, landmark • Address of the business
Acquiring Business Operating Permit/License (Filling stations, Financial Institutions, Schools, Hotels, etc.)		<ol style="list-style-type: none"> 1. The client submits the relevant documents 2. The documents are inspected and confirmed 3. Approval is given after confirmation 4. Business Operating Permit/License is Issued to the client 	<ul style="list-style-type: none"> • Certificate to operate from relevant authorities such as Environmental Protection Agency (EPA), Ghana National Fire Service (GNFS), Ghana Tourist Authority, National Petroleum Authority, Resident Concern Agreement, etc. • Site Drawing
Property Rate	3 days Maximum	<ol style="list-style-type: none"> 1. Valuation of the property 2. Measurement taken to determine the size of the property 3. Rate Impost is applied to the determine the bill amount 4. Data sent to MIS for bill printing 	<ul style="list-style-type: none"> • Name of the business and the owner • Type of property • Location • Building plan
Embossment of commercial vehicle	5 minutes	<ol style="list-style-type: none"> 1. Fill a form 2. Make payment 	<ul style="list-style-type: none"> • Road worthy book • License
Commercial Driver's License	5 minutes	<ol style="list-style-type: none"> 1. Fill a form 2. Make payment 	<ul style="list-style-type: none"> • License • passport picture
Stickers for Commercial Vehicles	5 minutes	<ol style="list-style-type: none"> 1. Effect Payment 	<ul style="list-style-type: none"> • Car Number / Pragia
Payment for Construction Works (Roads, Schools, etc)	Within two (2) days	<ol style="list-style-type: none"> 1. The service Provider is a Value Added Tax (VAT) registered Company 2. The Municipal Finance Officer (DFO) vets and ensures that the relevant Documents such as Award letter, 	<ul style="list-style-type: none"> • Incorporation/Registration, Company and Bank details, evidence of VAT registration and evidence of Public Procurement Authority registration

		<p>Acceptance Letter, Inspection Report, Evaluation Report, Contract/Service Agreement, etc. are attached to the Approved Certificate for payment</p> <ol style="list-style-type: none"> 3. The Certificate for Payment together with the attached documents is minuted to Budget Unit of the Assembly for warrant preparation using Ghana Integrated Financial Information System (GIFMIS) as required by PFM ACT,2016 Act 921 provided there is Appropriation Budget and availability of Fund 4. The Warrant is Certified by the Spending Officer (DCD) and Authorized by The Principal Account Holder (DCE). The authorization and Certification are done manually and through GIFMIS. 5. DFO then minutes the approved warrant to appropriate schedule officer to prepare Payment Voucher (PV) using GIFMIS 6. The Payment Voucher is authorized by the DFO and approved by DCD. A cheque is written to pay for the expenditure 7. The written cheque is signed by DCD and DFO 8. The signed cheque is issued to the contractor 9. The contractor acknowledges the Payment by issuing official receipt and signing the Payment Voucher 	<ul style="list-style-type: none"> • Request for Payment letter • Official Receipt • Official Stamp
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DEPARTMENTAL SERVICES AND SERVICE DELIVERY STANDARDS

DEPARTMENT	CORE SERVICE	PROCESSES AND PROCEDURE	REQUIREMENT FROM CLIENT
Education	<ul style="list-style-type: none"> • We are responsible for the implementation of pre-tertiary educational policies of the government and the Assembly • We make education delivery relevant to the manpower needs of the nation • We ensure that all Ghanaian children of school-going age, irrespective of tribe, gender, disability, religious and political affiliations are provided with quality formal education (Inclusive & Equitable Quality Education) • We ensure professional standards in the conduct of our personnel • We supervise and inspect private proprietary educational institutions • We create enabling environment in all education institutions and management positions that will facilitate effective teaching and learning and efficiency in management • We provide guidance and counselling services in the schools for learners to meet their pressing needs 	<ol style="list-style-type: none"> 1. There is regular monitoring of schools to check how teaching and learning is going on and also to check output of work 2. School Performance Appraisal Meetings (SPAM) are held periodically in communities to discuss performance of pupils and other issues of importance 3. School inspection is conducted in specific schools in the year and findings are discussed with schools concerned 4. Distributes Teaching and Learning Materials (TLMs), furniture and other items received from Headquarters or the District Assembly equitably to schools 	<ul style="list-style-type: none"> • Be honest and timely in providing required information • Comply with existing Acts, Regulations and Procedures • Treat our staff members with the necessary respect • Engage us in constructive criticism • Demand high quality service • Uphold integrity and not compromise any staff

<p>Environmental Health and Sanitation</p>	<p>The Environmental Health Practitioners (EHPs) are there to promote and protect the health of the public from factors in the Environment that are likely to be injurious to health. The EHPs do this by conducting premises inspection at all types of premises, by Classification of Premises;</p> <p><u>Domiciliary Premises</u> include residential or dwelling houses, either single household or compound housing units, commercial houses, offices religious institutions (churches, mosques, shins) etc.</p> <p><u>Industrial Premises</u> include large, medium and small-scale industries.</p> <p><u>Health Care Facilities</u> include hospitals, polyclinics, clinics, health centres, health post. Maternity units, health laboratories, traditional healers, veterinary clinics, pharmacies, chemical shops, mortuaries and funeral homes.</p> <p><u>Hospitality Industry</u> includes hotels, hostels boarding houses, restaurants, chop bars, drinking bars, table-top food vendors, entertainment spots, recreational facilities.</p> <p><u>Schools</u> includes pre-school, first cycle and third cycle institutions</p>	<ol style="list-style-type: none"> 1. Assessing Environmental Health Problems 2. Environmental Health and Sanitation Education 3. Provide technical support 4. Issuance of Abatement Notice 5. Monitoring and Supervision 6. Evaluate of Environmental Health problems 7. Issuance of Summons 8. Health Screening for Food Vendors 	<ul style="list-style-type: none"> • All premises should have adequate toilet facilities in place • All premises should register with a waste contractor (service provider) for effective waste collection for a fee at the end of every month • All food vendors should acquire a health certificate from the District Assembly • All Domiciliary Premises are to acquire certificate of Habitation • All premises are to observe good environmental sanitation and hygiene practices • All domestic animals e.g. Cattle, pig’s goat, sheep etc. should be confined • All churches should register with the District Assembly
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	<p><u>Markets and Lorry Terminals</u> include major markets, minor markets, night markets, major lorry terminals and car parks.</p> <p><u>Sanitary Sites and Infrastructure</u> include abattoirs, slaughtering slab, public toilets, central container sites, solid waste treatment sites, liquid waste treatment sites, unauthorised dumpsites, landfills, public cemeteries, private burial grounds</p>		
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Agriculture	<ul style="list-style-type: none"> • Provide clients (all stakeholders along the agricultural value chain) with knowledge, information and technology in Agriculture • Educate clients (farmers and households) in good agricultural practices • Ensure that farmers input requirements are available to them at the onset of the planting season (major and minor) • Facilitate the acquisition of farm inputs by farmers from Agro input dealers. Equitable distribution of inputs for farmers and households • Ensure the proper implementation and monitoring of government flagship programmes (PFJ, RFJ, PERD) 	<ol style="list-style-type: none"> 1. Organize workshops and stakeholder engagements on specific topics for clients 2. Organize field days and demonstrations for clients and staff to gain practical knowledge in a particular subject area 3. Organize field trips for clients to learn on a specific topic 4. Facilitation of the formation of Farmer Based Organizations (FBOs) 5. Provide Agric extension services to farmers on the field 	<ul style="list-style-type: none"> • Farmers and households can report issues with their agriculture livelihoods personally to the office • All persons involved in the agriculture value chain are to introduce themselves to the department so we get records of their activities or engagements • A Client can walk into the agric office and lodge a complaint
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	<ul style="list-style-type: none"> • Provide vaccination services for farm animals and pets throughout the district • Provide monitoring of all animals in the district to prevent the outbreak of diseases • Ensure that all animals slaughtered in the district are wholesome for consumption 		
National Disaster Management Organization (NADMO)	<ol style="list-style-type: none"> 1. We provide search and rescue to disaster victims 2. We co-ordinate the relevant departments in managing disasters in the district 3. We conduct investigation on hazards, vulnerability and risk situations in particular areas 4. We educate the public on disaster preventions and mitigation issues in the district 5. We provide rescue management services 	<ol style="list-style-type: none"> 1. We normally require geographical location, street name or landmark, contact number 2. Rescue team is dispatch to the field 3. Departmental coordination is activated if the disaster requires expertise from other fields 4. Geographical location is required, type of hazards landmark, contact number 5. Response in 30 minutes 6. The department normally writes letter to the institution or vice versa for response. The name of institution, location and contact person. One week is given for preparation 7. Both assessment and data collection is done to know actual disaster victims' data 8. Relief is provided when the degree of damage exceeds the victims' ability to bounce back. The relief often take two days after assessment 	<ul style="list-style-type: none"> • Clients can call to report issues to NADMO: • For hazards a formal letter with attached report including pictures on the hazards addressed to DCE and a copy to NADMO office. Location, landmark and contacts numbers are required • A client can walk into the agric office and lodge a complaint

Social Welfare And Community Development	1.0 Support to persons with disability (PWD) <ul style="list-style-type: none"> • Registration and of PWDs • Conduct investigations on PWD • Give support to PWDs 	PWD support Procedure <ol style="list-style-type: none"> 1. Forms should be picked from the office, filled and returned together with application letters and photos of applicant 2. Conduct investigations and write reports on applications received with recommendations to the Disability Fund Management Committee 3. Invite PWDs for vetting to confirm kind of support needed 	<ul style="list-style-type: none"> • Should provide a passport and a full-size photo of PWD • Address and contact of PWD <p>Should be present for vetting when invited</p>
	1.1 Livelihood Empowerment Against Poverty (LEAP) <ul style="list-style-type: none"> • Monitor payment of cash grants to beneficiaries and report on any challenges thereof • Educate beneficiaries and the public on conditions of LEAP 	<ol style="list-style-type: none"> 1. Inform community focal persons to mobilise beneficiaries for payment in the communities 2. Education is done during payments 	<ul style="list-style-type: none"> • Should be present during payments
	1.3 Non-Governmental Organisations (NGOs) <ul style="list-style-type: none"> • Register and monitor activities of NGOs 	<ol style="list-style-type: none"> 1. Based on a request, premises would be inspected, forms would be given out to be filled and returned for processing 	
	3.0 Community Initiated Project	<ol style="list-style-type: none"> 1. Mobilize communities to initiate self-help projects for support from the District Assembly 2. Collaborate with Government Organizations and Non-Governmental Organizations (NGOs) for mobilization and development 	<ul style="list-style-type: none"> • Commitment by the community

5.0 ACQUISITION OF DEVELOPMENT OR BUILDING PERMIT

Who can apply

Any person or organization who intends to develop a Temporal structure on 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

Residential Application

- Evidence of Land Ownership
- Four set of Building Drawing
- Accurate Block and Site Plan
- Lands

Commercial Application

- Evidence of Land Ownership
- Four set of Building Drawing
- Accurate Block and Site Plan
- EPA Certificate
- Fire Certificate
- Lands

Step 1

Prospective Developer Buys Building Permit Application form.

Step 2

Developer Submit Development Application Drawings to the Development Planning Department.

Step 3

The Development Planning Department Reviews Documents with Applicant;

- Land Use Clearance
- Conducts Site Visit

Step 4

Works Department;

- Reviews Specifications in Drawing
- Calculation of Permit Fees

Step 5

- Vetting of Application
- Site Inspection

Step 6

- Development Planning Department informs Applicant's on its Decision
- Copies are posted on the notice Board
- Development/Building Permits are issued with conditions, daily monitoring by Development Planning Department and Works Department

Step 7

The Works Committee takes decision on the development application either to approve, defer or refuse.

Step 8

- Final Collection point at Works Department
- Certificate of Occupancy Fees by Works Department

6.0 LICENSING OF HOSPITALITY FACILITY/ PREMISES

Owners, managers or operators of Hotel, Motel, Guest House, Hostel, Eating-houses are required to acquire environmental sanitation 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 wishing to operate a hotel, Motel, Guest House, or Eating-house within the District.

How to apply

- a) Purchase application form from the Revenue Office at the District Assembly.
- b) Submit the completed application form to the District Environmental Health Officer and Works Engineer at the District Assembly.

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 the Environmental Health and Works departments inspect Applicant's premises and submit report on findings within three (3) working days of submission of application form.

- b) The District Environmental Health and Works Officer issues a Certificate of suitability to the applicant through Ghana Tourist Authority within two (2) working days after the inspection.
- c) The applicant is informed to contact Ghana Tourism Authority (GTA) for his/her license within seven (7) working days of submission of application form.
- d) The District Environmental Health and Works 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

7.0 NON- GOVERNMENTAL ORGANIZATION (NGO) REGISTRATION

How to apply

Apply through a letter to the District Social Welfare Officer

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 Social Welfare Office prepares social investigation report and submit 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.

8.0 OUTDOOR ADVERTISING PERMIT

How to apply

Apply through letter to the District Chief Executive and copy same to the District Works Engineer with the size, quantity and location (s) of the signage(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 Works Department.
- b) Officer from the Works Department inspects the site with the Applicant within three (3) working days of receipt of registration form, to conform 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 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.

8.1 9.0 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 21days) by providing personal data plus photo identity cards.
 - ii. Applicant submit 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

- i. Apply to the Registrar of Marriages in the District Assembly 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.

8.2 10.0 CONTACTS

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, social media platforms and Client service unit 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 three (3) 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
Sefwi Akontombra District Assembly (SADA)
Private Mail Bag
Sefwi Akontombra

Tel No # 0547439972

E-mail: info@sadistrictassembly.com

Website: Sadistrictassembly.com

Social Media Accounts: Facebook (Sefwi Akontombra District Assembly)

Instagram (Sefwiakontombra_dist. Assembly)

