



Republic of Ghana

CENTRAL GONJA DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER



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1.0 INTRODUCTION

This Client Charter is the commitment of Central Gonja District Assembly (CGDA) to provide unparalleled levels 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, the Charter aims at informing and educating our customers on the types and requirements of services we render to the general public.

We commit ourselves to the deliverables outlined in the Charter to be carried out by employees and service providers contracted by the Assembly. We acknowledge however, the fact that circumstances may occur beyond our control which will likely affect the normal standards of service we provide. In such cases, the service levels set out in this Charter will not necessarily apply, although every effort would be made to maintain acceptable normal services or minimise inconveniences to customers while urgent remedial actions are being taken to restore set standards.

2.0 ABOUT US

2.1 Who We Are

The Central Gonja District was created in 2004 under LI 1750 and carved out from the then West Gonja District. Central Gonja District is located to the South Western part of Tamale in the Northern Region of Ghana. It lies on longitude 1°5' and 2°58' West and latitude 8° and 10°2' North.

Central Gonja District Assembly is one of the seven (7) Municipal/District Assemblies in the Savannah Region of Ghana mandated to perform mainly Administrative, Planning, Budgeting, and Resource Mobilisation functions.

The District is made up of 256 communities clustered into five (5) Area Councils namely Buipe, Mpaha, Yapei, Kusawgu and Tuluwe. The District is also sub-divided into thirty (30) electoral areas.

The District covers about 7,555 km² and it shares boundaries in the South with Kintampo North Municipality in the Bono East Region, West Gonja District to the West, Tamale Metro to the North and East Gonja to the East. The Yapei-Kusawgu Constituency was created in 1992.

Its population, according to the 2010 PHC, stood at 108,000 representing 53% females and 47% males. The population is projected to increase to 132,000 by the end of 2020.

The main economic activity of the people of the District is agriculture. Crop and livestock farming account for about 65% of the active population's engagements. Large scale fishing is carried out at Yapei and Buipe on the White and Black Volta rivers respectively. Other economic activities undertaken in the district are small- scale agro-based industries such as shea butter processing, rice milling, groundnut oil extraction and gari processing. Shea-butter processing is a major commercial activity for the women apart from retailing.

2.2 Our Mission

The Central Gonja District Assembly exist to "harness the convergence of both human and natural resources within its domain for the improvement of the living standards of its people in an efficient and sustainable manner".

2.3 Our Vision

A clean and environmentally friendly district which attracts the right expertise and investment into a vital economic sector that creates high level of employment opportunities. A district where children, women and men have high quality and sustained health services, education, economic resources and above all participate in decision - making.

2.4 Our Core Values

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

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

3.0 Our Pledge

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

4.0 What We Expect From You

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

5.0 OUR SERVICE STANDARDS

5.1 ACQUISITION OF BUILDING/DEVELOPMENT PERMIT

What is a building/development permit?

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

When is a building permit required?

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

Who can apply?

Any person or organization that has legal title to immobile property or plot of land and intends to develop, redevelop/renovate or change its use.

How to apply

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

Requirements

Stage 1

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

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

B. Multi-user and Multi-Level Development:

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

C. Applicants Requiring Permission in Principle:

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

D. Change of Use of Existing Permit:

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

E. Extension of Time:

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

Stage 2: How to apply;

Purchase of Forms

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

Stage 3: Completion of Forms

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

Stage 4: Submission

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

Stage 5: Processing Procedure

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

Stage 6: Collection of Permit

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

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

Please Note:

- ❖ Receipt issued as payment for processing/submission fee is **NOT** a Building Permit. Fees vary from one district assembly to another
- ❖ Processing fees are not refundable and neither synonymous to building permit fees
- ❖ Validity of a building permit issued in accordance with the above process is five (5) years. Developers are therefore required to seek renewal of development/building permit if development is not completed within the permitted period
- ❖ Building becomes illegal if it does not conform to what is on the approved plans

- ❖ Fees charge are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
- ❖ Any applicant who makes false declaration does so at his or her own risk
- ❖ Applicants are warned that there are no middlemen involved in development permit processes

5.2 ACQUISITION OF TEMPORAL STRUCTURE DEVELOPMENT PERMIT

Who can apply?

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

How to apply

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

- a) Three (3) sets of working drawings with Site Plan (Scale 1:1250 or 1:2500)
- b) Evidence of ownership or letter of consent from landowner or relevant state institution as may be applicable.

Processing Procedure

- a) Application is forwarded to District Physical Planning Department for processing within five (5) working days of submission of application
- b) Officers from the Physical Planning and Works Departments would inspect the site with the developer to confirm the site as shown on the site plan and its suitability for the proposed development within ten (10) working days of submission of application
- c) The inspection team makes appropriate recommendation for approval or rejection of application within five (5) working days after site inspection
- d) Upon approval, applicants are required to pay temporal structure permit fee at the Finance Department
- e) The approved application is then forwarded to the District Physical Planning Officer, District Works Engineer and District Environmental Health Officer respectively for endorsement

Collection of Permit

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

Please Note:

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

5.3 PREPARATION OF LAND USE PLAN

Processing Procedure

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

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

5.4 ASSESSMENT OF REZONING STATUS

Processing Procedure

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

5.5 ACQUISITION OF BUSINESS OPERATING PERMIT

Who can apply?

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

How to apply

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

Requirements

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

Processing Procedure

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

Please Note:

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

5.6 SERVICES PROVIDED BY THE DEPARTMENT OF URBAN ROADS

5.6.1 ACQUISITION OF ROAD(S) BLOCK PERMIT

Who can apply?

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

How to apply

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

Requirements

No Requirement is needed.

Processing Procedure

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

Please Note:

- Fee charge depends on the number of days approved.
 - Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
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5.6.2 ACQUISITION OF ROAD CROSSING PERMITS

What is a Road Crossing Permit?

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

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

Who can apply?

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

How to apply

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

Requirements

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

Processing Procedure

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

Who should carry out the road crossing activities?

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

Note:

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

Please Note Again:

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

5.6.3 ACQUISITION OF ROAD RESERVATION TRENCHING PERMIT

What is a Road Reservation Trenching Permit?

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

This permit includes;

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

Who can apply?

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

How to apply

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

Requirements

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

Processing Procedures

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

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

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

Note:

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

Please Note Again:

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

5.7 SERVICES PROVIDED BY THE ENVIRONMENTAL HEALTH DIVISION OF THE HEALTH DEPARTMENT**Mandate of the Environmental Health Division**

Enforcement of environmental health standards as enshrine in all public Health Laws and By-laws within the jurisdiction of the Cental Gonja District Assembly.

5.7.1 Specific Responsibilities of Environmental Health Division

i. Create Data Base

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

ii. Inspect all Premises

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

iii. Monitor the Health Environment

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

iv. Food Hygiene

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

v. Market Inspection

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

vi. Sanitary Complaints from the Public

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

5.8 ACQUISITION OF FOOD VENDORS/HANDLERS CERTIFICATE

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

Who can apply?

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

How to apply

- a) Purchase a medical form from the District Environmental Health Division at the Assembly premises.

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

Please Note:

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

5.9 LICENSING OF HOSPITALITY FACILITY/PREMISES

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

Who can apply?

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

How to Apply

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

Requirements

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

Processing Procedure

- a) Officers from Environmental and Health Unit inspect Applicant's premises and submit report on findings within three (3) working days of submissions of application form.
- b) District Environmental Health Officer issues a certificate of suitability to the applicant through Ghana Tourist Authority within two (2) working days after the inspection.
- c) The applicant is informed to contact Ghana Tourist Authority (GTA) for his/her license within seven (7) working days of submission of application form.
- d) The District Environmental Health Officer upon approval by Ghana Tourist Authority recommends the Applicant to the Assembly for registration and issuance of Business Operating Permit (BOP) at an approval fee.

Please Note:

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

5.10 WASTE MANAGEMENT SERVICES

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

Solid Waste (Door-to-Door) Services

Application Procedure

- a) Register in person with the Assembly at the Environmental Health Unit.

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

Solid Waste (Skip Bins) Community Services

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

Additional Responsibility of Zoomlion Company Limited

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

5.11 DISABILITY FUND

What is disability fund?

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

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

Who qualifies to access the Fund?

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

How to access the Fund

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

Please Note:

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

5.12 REGISTRATION OF MARRIAGES

a) Customary Marriage

Who can apply?

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

Processing Procedure

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

b) Customary Divorce

Processing Procedure

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

5.13 LICENSING OF CHURCH PREMISES FOR CELEBRATION OF MARRIAGES

How to apply

- a) Apply to the District Chief Executive, with a copy to the Registrar of Marriages.
- b) Attach copies of Ordination Certificate, Church Registration Certificate, Building Permit.

Processing Procedure

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

5.14 HIRING OF ASSEMBLY'S INDUSTRIAL/COMMERCIAL VEHICLE SERVICES

The Central Gonja District Assembly operates Industrial/Commercial Vehicle Services (Tipper Truck, Grader, and Cesspool-emptier) at subsidized rates.

How to apply

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

Please Note:

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

5.15 ACQUISITION OF TAXI/COMMERCIAL DRIVING LICENSE

Who can apply?

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

How to Apply?

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

Requirements

- a) Applicant must be above the age of 18 years
- b) Completed Taxi Driving License Application Form
- c) Valid professional Driving License of the taxi driver issued by the Driver and Vehicle Licensing Authority
- d) Valid road worthy certificate and insurance cover
- e) Driving experience of one (1) year and above
- f) Sufficient knowledge on locations of the District
- g) Two (2) passport sized photographs

Submission

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

Processing Procedure

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

Please Note:

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

5.16 OUTDOOR ADVERTISING PERMIT

How to Apply

Apply through a letter to the 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 favourable response to the written application, purchase a registration form from the Revenue Office of the Assembly.

Processing Procedure

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

Please Note:

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

5.17 NON-GOVERNMENTAL/COMMUNITY-BASED ORGANIZATIONS (NGO/CBO) REGISTRATION

How to apply

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

Requirements

Attach the following to the application letter;

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

Processing Procedure

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

Please Note:

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

5.18 APPLICATION TO OPERATE DAY CARE CENTRE

How to apply

Apply officially (on letterhead) to District Chief Executive.

Processing Procedure

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

Please Note:

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

5.19 BIRTH REGISTRATION

Acquisition of A Ghanaian Birth Certificate.

A birth certificate is one of first certificates that anyone can own, so once the child has been deemed as live-birth, it has to be registered. The birth s and Deaths registry is responsible for registering and issuing a Ghanaian birth certificate to the citizens

Who Can Acquire

It is a right of every Ghanaian to be registered for a birth certificate. A child born in Ghana is supposed to be registered for free within the first 21 days of birth

Requirement

The parent of child or any close relate is to go the birth and death district office with any of the following as evidence of a child been born

1. Hospital weighing book/card
2. Baptismal certificate
3. Old birth certificate (depend on the district)
4. An affidavit from one the parents of the applicant (for applicants above 18yrs)

Processing Procedure

For the child below one year the parent or guardian will go the district office with any of above mention as evidence for an instant birth certificate where the registration administrators some questionnaire to the informant (the one applying for the infant). The information thereby collected is recorded in the register for births before a birth certificate is issued.

5.20 DEATH REGISTRATION

Deaths Registration in Ghana.

Death registration is equally important because it helps in generating the numerators required in calculation of important demographics and socio-economic indicators like mortality rates and others.

The informant with adequate evidence of the deaths must be present as the registry to give information about the death.

Evidence Required Includes:

1. Medical certificate of cause of death
2. Coronal report from the police.

Processing Procedure

- a) Registration assistant interviews the informant and completes a death registration report form B, the informant then appends his/her signature to the form to certify information recorded as correct.
- b) The registration assistant now records the information into the death register, before issuing a burial permit to the informant.
- c) Informant delivers the burial permit to the sexton/manager of the cemetery where burial is take place. The registration of deaths within 7 days of occurrence is free. Fees are subject to change.

6.0 CONTACT SERVICES:

The District Assembly welcomes comments and complaints from the public, its valued clients and residents. Such issues should be addressed to:

**CENTRAL GONJA DISTRICT ASSEMBLY
P.O.BOX 1, BUIPE
SAVANNAH REGION**



DIGITAL ADDRESS N3-00056-9196



CONTACT US ON

Website: www.cgda.gov.gh

Tel: 0246214538

ORGANOGRAM OF THE CENTRAL GONJA DISTRICT ASSEMBLY

