



KWAEBIBIREM MUNICIPAL ASSEMBLY

CLIENT SERVICE CHATTER (REVISED EDITION 2019)

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1.0 Introduction

To Measure the trust Kwaebibirem Municipal Assembly and the subsequent satisfaction citizenry will derive from public services rendered; there is the need to develop transparent and acceptable minimum values or principles to guide both the delivery services to and the expectations of citizens.

This Chatter therefore sets the minimum of level of expected services in term of quality, time, and cost that the Assembly commits to deliver to all clients. It also sets out clearly the redress mechanisms to resort to whenever services delivered are not satisfactory or not acceptable.

2.0 ABOUT US

2.1 Who We Are

The Kwaebibirem Municipal Assembly is one of the 260 Metropolitan, Municipal and District Assemblies (MMDAs) in Ghana and one of the thirty-three (33) Municipalities and Districts in the Eastern Region of Ghana.

The District was carved out of the then West Akyem District in 1988 with the Administrative Capital at Kade under the legislative instrument (LI) 1425 in 1988 as a result of the decentralization policy. However, in 2012 Denkyem bour District was carved out of Kwaebibirem Municipal Assembly. The current municipal status was attained in June 2017 under (LI) 2270.

The Kwaebibirem Municipal Assembly is located in the South-Western corner of the Eastern Region of Ghana, between latitudes 1⁰, 0`W to 0⁰, 35 E and longitude 6⁰, 22`N to 30⁰, 25`S

The Municipality shares boundaries with Atiwa West District to the north, to the South with Denkyem bour District, to the East with East Akim Municipal and to the West with Birim North.

The population of the Municipality according to 2010 Population and Housing Census was 113, 721 with 55,746 males and 57, 975 females.

The 2020 Projected Population of the municipality stands at 148,079 (Source: MPCU)

2.2 Our Vision

To become a professional service delivery public sector organization collaborating effectively with stake holders to develop the entire Municipality.

2.3 Our Mission

The Kwaebibirem Municipal Assembly exists to facilitate the improvement in quality of life of residents through effective mobilization of resources for total development of the Municipality within the context of good governance.

2.4 Our Core Values

Our values are Hard Work, Discipline, Integrity, Transparency, Professionalism, Client focus, Accountability, Equity, Honesty, Participation, Trust and Good Governance.

3.0 Our Pledge

- a) We commit ourselves to treat every client with respect by showing friendliness, openness and care when providing service
- b) We endeavor to engage our stakeholders in preparation of our annual Rates & Fixing Resolution and publish the approved documents for public information.
- c) We aim to review this charter regular to consider emerging trends of development with regards to effectiveness and efficiency in our service delivery.
- d) We pledge to abide by all the COVID'19 protocol.

4.0 WHAT WE EXPECT FROM YOU (CLIENTS)

- a) Ensure your application form is properly completed and attached with all necessary documents / requires before submission.
- b) Adhere strictly to the procedures for completing and submitting application forms / letters.
- c) Endeavor to produce valid General Counterfoil Receipt (GCR) for all payments of application and processing fees.
- d) Be courteous and polite to our staff and demand same from them
- e) Be courteous to honour your rates tax obligation to the Assembly timely.
- f) Adhere to the organizational chart of the Kwaebibirem Municipal Assembly.
- g) Please strictly adhere all the Covid'19 protocols.
- h) Insist on your GCR for all payments for services.

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 Municipal Assembly) to a developer in a prescribed form before carrying out any physical development on, under or above land.

According to the Local Government Act, 2016 (ACT 936) Section 91, a person shall not carry out a physical development in a district except with the prior written approval in the form of a written permit issued by the District Planning Authority.

These among others are to promote proper planning/management of orderly and harmonious development of human settlements.

Who can Apply?

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

How to Apply

Purchase the Building Permit Application Form (BPA) from the Revenue office and present it to the Physical Planning Department of the Assembly. The form cost Gh¢100.00.

Requirements

The prospective developer must have the followings:

- a) Clearance letter after official search on status of land from Lands Commission / Land Title Registry.
- b) Clearance from the physical dept. with respect to land use type.
- c) Copy of title deed to the land.
- d) Four (4) sets of working drawings consisting of the following:
 - i. Site Plan (Scale, 1: 1: 250 or 1:2, 500)
 - ii. Building, Fence, and Block Plans (Scale not less than 1:20 or 1:40 or metric equivalent 1:2000).
- c) Building Permit Application Form and Physical Planning Department Form1.
- d) Ensure that the under-listed professionals sign the various plans to be attached to the Building Permit Application.
 - i. Professional Physical Planner to sign the Block Plan
 - ii. Architect or Licensed draughtsman for Architectural Plans
 - iii. Civil or Structural Engineer for structural drawings for Three (3) storey's and above.

Please Note:

You may have to provide the following reports if your development is a multi-storey structure or complex, filling station, quest house, gas service station, ware house and mosque/ church: Environmental Impact Assessment Report, Structural Report, Fire Service Report, Hydro Report, Geological Report and Traffic Management Report.

Submission

- a) Submit completed forms all other requirements as specified in the Building Permit Application and TCP 1 Form to the officer in charge at the Physical Planning Department, which is the secretariat for SPC (Spatial Planning Committee)
- b) On submission, application is informed of corrections to be made or additions if any; the Processing fee and date for inspection of site (If necessary).

Processing Procedure

- a) Team of officers from Physical Planning and Works Departments and any other relevant technical development / unit inspects the site with the Developer within two (2) weeks of receipt of

application to confirm the site as shown on the Site Plan and its suitability for the proposed development.

- b) The Spatial Planning Committee Secretary (Municipal Physical Planning Officer process the application within two (2) weeks after inspection of site.
- c) Technical Committee meets to evaluate the application, visits site and makes recommendation to the Spatial Planning Committee (SPC) within four (4) weeks after inspection of site.
- d) The Spatial Planning Committee considers the Development Applications within fourteen (14) working days after the Technical Committee meeting. (i.e.) The Spatial Planning Committee Secretary submits approved plans to the District Works Department for issuance of development permit within five (5) working days after approval. Where any challenge is encountered the applicant would be notified.

Collection of Permit

Pay approved building permit fee at the Revenue office of the Assembly and collect your Development Permit from the Secretariat (Office of the Municipal Physical Planning Officer). All procedures to be completed within three (3) months after submission of application.

Please Note:

- Receipt issued as payment for processing fee is **NOT** a Building Permit.
- Permit can be obtained within the stipulated three (3) month subject to proper title to land 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 charged are subject to change and regulated by Rates Fee Fixing Resolution adopted by the General Assembly annually.
- Do not make any false declaration on your application else your application shall be rejected.

Collect your Development Permit from the Secretariat (Office of the Physical Planning Officer) one to three (3) months after submission of application.

Please Note:

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

- Fees charges are subject to change and regulated by fee fixing resolution adopted by the General Assembly Annually.

5.2 Preparation of Land Use Plan/ Local plan/ Planning scheme/ Lay out.

- Apply to the Municipal Chief Executive with a base map form survey Department.
- Application is forwarded to Physical Planning Department for designing within five (5) working days of submission.
- The initial design is subjected to public consultation for further inputs, recommendation and / or corrections within fourteen (14) months of submission.
- Technical committee meets to evaluate the application and makes recommendations to the Spatial Planning Committee meeting.
- Spatial Planning Committee meets to approve / deny the application within ten (10) working days after the technical Committee meeting.
- Pay the appropriate fee and collect your approved Land Use Plan from the Physical Planning Department sixteen (16) months after submission of application.
- The Physical Planning Department then distributes the approved Land Use Plan to other land sector agencies.

5.5 Acquisition of Business Operating Permit

Who can apply?

Any individual or registered entity/ organization wishing to operate a business within the Municipality.

How to Apply

- Pay for the form provide necessary information for filling of the form
- Take Certificate at the Revenue Office at the main office.

Requirements

- Must have registered with the Registrar General's Department and have been issued with Certificate of Incorporation / Certificate to commence Business.
- Registration and permit(s) from Government Agencies / Recognized Association(s) as may be applicable.

Processing Procedure

- An inspection team made up of members from Physical Planning Department Budget and Rating Department, Environmental and Public Health Unit and Works Department inspect the premises of the applicant within 5 business days of submission of application.

- b) The team makes appropriate recommendations to the District Budget Analyst within 2 business days from the day of their inspection.
- c) Upon recommendation of application at approved fee.
- d) Business Operating Permit is valid for one (1) year and subject to renewal.

Please Note:

- Fee charged depends on the Business, size and location. Fees are subject to change and regulated by Rates Fee Fixing Resolution adopted by the General Assembly annually.
- The process for acquiring license / permit for some category of businesses may differ from what has been provided above.

5.6 Frontline Officers of the Department

i. The frontline officers of the Environmental Health and Sanitation Management Department (EHSMD) are ENVIRONMENTAL HEALTH OFFICERS; they are responsible for enforcing environmental health standards and statutes as enshrine in all Public Health Laws and Bye-Laws within the jurisdiction of the Kwaebibirem Municipal Assembly.

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

i. Create Data Base

Creating and maintaining a database on all premises and facilities of Environmental importance in the District.

- ***Inspect All Premises***

Inspect all premises to identify their state of sanitation and public health e.g. Domiciliary, Health care, Industries, Hospitality facilities, Schools, Shops etc.to ascertain as to their state of sanitation & hygiene and take necessary actions for their remedy.

MONITORING ENVIRONMENTAL SANITATION

- Monitor the environmental sanitation facilities and activities.
- Compilation and reporting of problems requiring inter-sectional collaboration.
- Management of environmental sanitation complaints.
- Provide health education and promotion on appropriate environmental health issues.
- Educate the public on safe and hygiene waste disposal methods, practices and technologies.
- Educate the public on safe keeping of animals and control the staying of domestic animals.
- Monitoring of Outdoor Residual Spraying.

iv. *Food Hygiene*

- Chop bar/ Restaurants inspection
- Meat inspection
- Inspection of Pubs, drinking bars/ sports
- Inspection of purified water producing factories
- Regular inspection of the slaughter house to ensure meat is handled under hygienic conditions in the market.
- Regular meat inspection to ensure the public consumes wholesome meat.
- Inspection of Food / Drink premise to ensure food/ drink for public consumption is prepared and sold under hygienic conditions.
- Inspection is prepared and sold under hygienic condition.
- Inspection of provision stores and super markets to prevent the consumption of expired products.

v. *Premises Inspection*

- Inspection of Private premises
- Guest Houses / Hostel premises inspection
- Inspection of factories
- Supervise work by solid waste management companies in the district.

vi. *Market Inspection*

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

vii. *Sanitary Complaints from the Public*

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

5.8 *Acquisition of Food Vendors / Handlers Certificate*

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

Who can apply?

All individuals or organizations wishing to operating, handle, serve or sell food within the municipality.

Who to apply

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

Please Note:

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

5.9 Licensing of Hospitality Facility / Premises

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

Who can apply?

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

How to apply?

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

Requirements

- A) Must have registered with the Registrar General Department and have been issued with certificate of incorporation / certificate to commence Business.
- B) Introduction letter from Ghana Tourist Authority.
- C) Evidence of medically certified attendants to operate in the hospitality facility.

Processing Procedure

- a) Officers from Environmental and Health Unit inspect Applicant's premises and submit report on findings within three (3) working days submissions of application form.
- b) Public Health Officer issues a certificate of suitability to the applicant for the attention of the Ghana Tourism Authority within ten (10) working days after the inspection.
- c) The applicant is informed to contact Ghana Tourism Authority (GTA) for his / her license after the issuance of the Health Inspection Certificate.
- d) The Municipal Environmental Health Officer upon approval by Ghana Tourism 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 Rates Fee Fixing Resolution adopted by the Assembly annually.

5.10 Waste Management Service

5.101.1 Zoomlion

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

5.10.2 Solid Waste (Door-to Door) Services

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

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

- a) Skip bins shall be provided by the Zoomlion Company at designated point in the community determined by the Assembly.
- b) The bins shall be lifted on regular basis to avoid spillage.

- c) The bins shall be allowed to spill over for a day without lifting it and the place cleared of all refuse.
- d) Every skip bin shall be properly covered to avoid spread of the refuse in the community and along the road when in transit to the final disposal site.

5. 10.4 Additional Responsibility of Zoomlion Company Limited.

- a) Sweep all the streets daily in the municipality and collect all refuse on streets for proper disposal.
- b) Desilt all drains in the municipality.
- c) Carry out spraying of all mosquito and fly breeding places at least once a month.
- d) Regular spraying of the final solid waste disposal site once a month.
- e) Grade spraying of the final solid waste disposal site.
- f) Regulars spraying of all sanitary site including public latrines and refuse dumps in the communities within the Municipality.

5.11 Disability Fund

What is disability Fund?

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

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

Who qualifies to access the disability Fund?

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

How to access the fund?

- i. Person with disability applies to the Municipal Chief Executive stating all necessary details.
- ii. The applications are referred to the Fund Management Committee
- iii. The committee meets and sorts the applicants within seven (7) working days
- iv. Applicants are interviewed or talked to within fourteen (14) working days
- v. After satisfaction with the authenticity of applicants as person with disability, the applications are reviewed and approved.

- vi. A report is written by the committee stating the names, type of disability, applicant's profession, amount requested, the urgency of the applicant's need, age and sex of applicant.

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

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

Balance of unpaid sums are kept with the Assembly for continuous payment to those beneficiaries who could not make it earlier.

The Management Committee from time to time checks on the payees.

5.12 Registration of Marriage

Who can apply?

A man and a woman who have consented to marry

How to apply

- a) Ordinance Marriage, Either or both couple to the intended marriage files a notice at the Registry.
- b) Customary Marriage; Either or both couple submits a formal application to the Registrar of Marriages for the purpose of registering the marriage.

Processing Procedure

a) Ordinance Marriage

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

b) Customary Marriage

- i. Apply to the Registrar of Marriage in the Municipality in which the marriage was celebrated
- ii. Statutory Declaration by Applicant and parents of couple
- iii. Marriage is duly registered

- iv. Notice of Registration of the Marriage is published on the Notice Board within Twenty-Eight (28) days from the date of registration.

5.13 Customary Divorce

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

5.14 Licensing of Church Premises for Celebration of Marriages

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

5.15 Acquisition of Taxi Driving License

Who can apply?

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

How to Apply

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

Requirements

- a) Applicant must be above the age of 18 years
- b) Completed Taxi Driving License application form
- c) Valid professional driving license issued by the Driver and Vehicle Licensing Authority.
- d) Driving experience of two (2) years and above
- e) Sufficient knowledge of the District
- f) Two (2) Passport size photographs

Submission

Submit the completed form with two (2) passport size photographs and a photocopy of a valid professional driving license issued by the Driver and Vehicle Licensing Authority to the District Local Government Inspector or the Revenue superintendent at the Assembly's main office.

Processing Procedure

- a) The authorized officers receive the application and process for the Licensing Committee
- b) A date is booked for the Applicant to be interviewed by the Licensing Committee within five (5) working days for submission.
- c) The Licensing Committee approved / denied the application within one month of submission.
- d) Pay approved fee at the Revenue office and collect your Taxi Driving License

Please Note:

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

5.17 Taxi / Commercial Vehicle License

Who can Apply?

Taxis, tricycles, buses and trucks are allowed to be used as a commercial vehicle within the Municipality.

How to Apply

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

Requirements

Submission

Submit the completed form with photocopies of valid vehicle's road worthy certificate and insurance to the Revenue Superintend.

Processing procedure

- a) The authorized person(s) receives the application and examine the vehicle with the applicant within two (2) working days of submission of application.
- b) The relevant license in respect of the vehicle is approved / denied within five (5) working days of submission of application.

Please Note:

- Taxi / Commercial Vehicle License is valid for one year from the date of issue subject to its subsequent renewal.
- Fees charges are subject to change as regulated Rates Fee Fixing Resolution adopted by the General Assembly annually.

5.18 Outdoor Advertising Permit

How to Apply

Apply through a letter to the Municipal Chief Executive and copy same to the Head of Works with the size, quantity and location(s) of the sign(s).

Upon receipt of response to the written application, purchase a registration form from Revenue office.

Processing Procedure

- a) Submit the completed application form to the Budget office.
- b) A team will inspect the site with the Application 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 processed to mount the signage within ten (10) working days of submission of application letter.

Please Note:

- Applicant would have to mount the signage / structure (Advert) under strict supervision of an Officer of the Works Department or any officer assigned based on the details provided in the application letter and registration form. Outdoor Advertising Permits are renewable annually and late renewal attracts a 50% fine.

5.19 Non- Governmental Organization (NGO) Registration

How to Apply

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

Requirements

Attached to the application letter;

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

Processing Procedure

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

5.20 Application to operate Day Care Centre

How to Apply

Apply through a letter (on letterhead) to Municipal Chief Executive and Social Welfare and Community Development

Processing Procedure

- a) Officers from Development Planning Unit and Department of Social Welfare and Community Development inspect the facility/structure for proposed day-care center with emphasis on;
 - i. Building/Development Permit
 - ii. Location of structure/facility
 - iii. Space for car parking
 - iv. Sanitation facilities
 - v. Availability of manpower etc.
- b) If the application meets the required standard, the application is forwarded to National Director of Social Welfare Department for certification through the Regional office.
- c) Certificate issued after one (1) month of submission of application subject to timely submission fulfilment of all requirement.

5.21 Birth Registration

Requirements:

- a) Particulars of child
 - i. Full name of child
 - ii. Sex
 - iii. Date of birth
 - iv. Detailed address of place of delivery (hospital, clinic, maternity home, house, other specify)
- b) Particulars of mother
 - i. Full name of mother
 - ii. Age of birth
 - iii. Nationality
 - iv. Place and address of usual residence
 - v. Occupation
- c) Particulars of informant (where applicable)
 - i. Full name
 - ii. Relationship

- iii. Residential address

5.22 Death Registration

- a) Particulars of deceased person:
 - i. Full name
 - ii. Sex
 - iii. Age
 - iv. Hometown
 - v. Nationality
 - vi. Marital status
 - vii. Level of formal education attained
 - viii. Occupation
 - ix. Place and address of usual residence
- b) Death identification Particulars
 - i. Date of death
 - ii. Detailed address of place of death (hospital, clinic, and maternity home, house, other) specify.
- c) Cause of death:
 - i. Death certified by full name and qualification of medical doctor with contact address
- d) Coroners order issued by
 - i. Full name of Coroners
 - ii. Address of court
 - iii. Place of burial
 - iv. Cemetery name
 - v. Cemetery town/city etc.
- e) Particulars of mother and father (to be completed if decease age is below 15 years)
 - i. Full name of mother and father
 - ii. Age
 - iii. Nationality
 - iv. Level of formal education attained
 - v. Occupation
- f) Particulars of informant (where applicable)
 - i. Full name
 - ii. Relationship
 - iii. Residential address

6.0 TABLE OF OUR SERVICES

NO.	SERVICE		TIMEFRAME	RESPONSIBLE DEPARTMENT
1.	Issuance of Building/ Development Permit		3 month/90 days	Physical Planning/ Works Dept.
2.	Issuance of Temporal structure/Development Permit		3 month/90 days	
3.	Preparation of land use plan (layout)		16 months	Physical Planning Dept.
4.	Assessing of Rezoning Status		1 month	
5.	Issuance of Business Operating Permit		5 working days	Budget & Rating/Finance Dept.
6.	Services provided by the Env. Health			
7.	Issuance of Food Vendors/Handlers Certificate		5 working days	Environmental Health and Sanitation Unit
8.	Licensing of Hospitality Facility/Premises		7 working days	
9.	Disability Fund		1 month	Social Welfare and Community Development Department
10.	Registration of Marriage	Ordinance	21 days	Budget Unit
		Customary	38 days	
11.	Issuance of Customary Divorce Certificate		5 working days	
12.	Licensing of Church premises for celebration of marriage		5 working days	
13.	Waste Management Services	Solid waste	Twice a week	Environmental Health and Sanitation Unit/ Zoomlion
		Liquid Waste	5 working days	
14.	Issuance of Taxi Driving License		5 working days	Revenue Unit
15.	Issuance of Taxi/Commercial License		5 working days	
16.	Outdoor Advertising Permit		10 working days	Works Dept./Physical Planning
17.	Registration of Non-Governmental Organization (NGO)		1 month	Planning Unit and Department of Social Welfare and Community Development
18.	Licensing to operate Day Care Centre		1 month	Department of Social Welfare and Community Development
19.	Training of Day Care Attendant		6 month	
20.	Birth Registration		3 Months	Birth and Death Registry

21.	Death Registration	No specific timeframe- From the day the person died, the date has been commenced	Birth and Death Registry
22.	Response to complaints from the public	4 weeks	Client Service Unit
23.	Building Permit	7 Days	Physical Planning/ Works Dept.

7.0 FEEDBACK

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

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


We respond to complaints, comments and suggestions within ten (10) working days of receipt.

If this is not possible, we will inform you when to expect a response.

***THIS CHARTER WAS APPROVED BY THE ASSEMBLY AT A
MEETING HELD ON FRIDAY, 27TH SEPTEMBER, 2019***



HON. LOVELACE ADDO
(PRESIDING MEMBER)



F. OWUSU-AKOWUAH
(MUN. CO-ORD. DIRECTOR)

All feedback should be channeled to:

**CLIENT SERVICE OFFICER
KWAEBIBIREM MUNICIPAL ASSEMBLY
P. O. BOX 19, KADE**

Email: kwaebibiremmunicipal@gmail.com

Website: www.kwaebibiremmunicipal.com

Telephone Numbers:

Client Service: 0243373995 / 0541905726

MCE: 0244771279

MCD: 0242902046