

SDA CLIENT SERVICE CHARTER



PREAMBLE

We are strongly committed to improving the quality of services we provide to you through professionalism, participation, focusing on clients and utilizing resources efficiently and effectively in a more sustainable, transparent and accountable manner. As such, we are pleased to present our Client Service Charter to materialize the vision of the Hon. District Chief Executive when he said “serving the public in the best possible way has to be one of the top priorities of government departments”, and to provide transparent approach to our esteemed clients in their dealings with the Assembly. The service charter comes as part of the Assembly’s continual efforts to improve service delivery to its clients with consistency and high quality standards and to ensure delivery of improved and monitored level of services for improved quality service delivery.

ABOUT THE CLIENT SERVICE CHARTER

Clients Service Charter – Bridging Information Gap between Service Provider and Clients and Improving Efficiency and Quality in Service Delivery.

This Client Service Charter sets out the standards of service you can expect from the Shama District Assembly in terms of service delivery and outlines how you can provide feedback to assist in improving that service. Against this background, the Assembly embarked on a mission of improving the quality of service delivery in the District through simplifying processes, and clarifying rules and procedures, and setting timeframes (duration) for prompt delivery of service in order to render them more transparent to the public. Thereby reducing the likelihood of misconceptions and complaints and to enhance quality service delivery, practices and clients’ confidence in the Assembly.

The objective is to create a customer service with special focused on improving efficiency and quality in service delivery without compromising on providing value-for-money services.

THE CLIENT SERVICE UNIT

The Shama District Assembly in a bid to building a strong service provider-client relationship and improving efficiency and quality in service delivery, in February 2020, established its Client Service Unit and subsequently appointed and trained a desk officer to man the unit. The Client Service Unit (CSU) is to respond to enquiries, provide detailed information on services the Assembly offers to its clients (the citizenry) and to receive complaints from the public and provide feedback.

Our clients and the general public are encouraged to direct all their enquiries and complaints to the Unit for redress. The general public is also informed that copies of the Charter are available in all our six (6) Area Councils.

Thank you.

Please call us: +23331-2092060/ +233249664625

Email us: sda@gmail.com

Visit us: www.shamadistrict.gov.gh

Improving Efficiency and Quality in Service Delivery

SHAMA DISTRICT ASSEMBLY

VISION:

To become the preferred gateway to Western Region with enhanced economic opportunities within a decentralized good governance system.

MISSION:

The Shama District Assembly exist to improve the living standards of the people through the provision of quality socio-economic infrastructural services within the context of good governance.

CORE VALUES:

- Citizen- centred (Client Focused)
- Integrity
- Professionalism
- Accountability
- Transparency
- Equity
- Participation
- Innovation
- Motivation
- Result-oriented

FUNCTIONS OF THE ASSEMBLY

The Shama District Assembly performs such functions as conferred on all Metropolitan, Municipal and District Assemblies by the Local Governance Act 2016 (Act 936). Section 12, (1) – (9) of the said Act charges the Assembly with the following functions. To achieve the mission for which it was established, the Assembly performs roles and functions which include but not limited to the following:

(1) A District Assembly shall

- a) Exercise Political and Administrative Authority in the district;
- b) Promote local economic development; and
- c) Provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.

(2) A District Assembly shall exercise deliberative, legislative and executive functions.

(3) Without limiting subsections (1) and (2), a District Assembly shall

- a) Be responsible for the overall development of the district;

- b) Formulate and execute plans, programmes and strategies for the effective mobilisation of the resources necessary for the overall development of the district;
 - c) Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
 - d) Be responsible for the development, improvement and management of human settlements and the environment in the district;
- (4) A District Assembly shall take the steps and measures that are necessary and expedient to:
- a) Execute approved development plans for the district;
 - b) Guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans; (c) initiate and encourage joint participation with other persons or bodies to execute approved development plans;
 - c) Promote or encourage other persons or bodies to undertake projects under approved development plans; and
 - d) Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the district and national economy in accordance with government policy.
- (5) A District Assembly shall co-ordinate, integrate and harmonise the execution of programmes and projects under approved development plans for the district and other development programmes promoted or carried out by Ministries, Departments, public corporations and other statutory bodies and non-governmental organisations in the district.

Additionally, the District Assembly has been empowered by the 1992 Constitution of Ghana under Article 241 clause 3 as the highest political authority in the district, and shall have deliberative, legislative and executive powers. These functions are performed through the use of staff who are employees of the Local government service.

WE ARE RESPONSIBLE FOR

- Issuance Of Building Permits
- Birth And Death Registrations
- Issuance Of Business Operation Permit/Licenses
- Approval Of Planning Schemes/Layouts
- Development Control – Orderly Physical Development Of Settlements
- Waste Management

Improving Efficiency and Quality in Service Delivery

- Revenue Mobilization
- Fixing Of Rates
- Provision Of Basic Socio Economic Infrastructure, Including Schools, Health Facility, Market , Lorry Parks, Public and Institutional Toilets and Roads
- Facilitate The Provision Of Water And Other Utility Services
- Maintenance of Peace and Security
- Sports/ Culture Development
- Monitor the activities of all Department and Agencies in the District

SERVICE STANDARDS

We shall issue certificate and provide other service within the following time frames/duration:

S/N	Service	Duration/Time frame(Month/Week/Day
1	Issuance Of business Permits/ Business Operating Permit/License (BOP)	Within five (5) working days
2	Issuance Of Certificate of Registration (CoR)	Within five (5) working days
3	Issuance Of Certificate of Payment (CoP)	Within five (5) working days
4	Issuance Of Birth Certificate	Within sixty (60) working days
	Issuance Of Birth Certificate (Fresh Birth)	One (1) working day
5	Issuance Of Death Certificate	Within sixty (60) working days
	Burial Permit	One (1) working day
6	Waste Management (Haulage of Communal Containers to Final Disposal Site)	Averagely three (3) times in a week collection
7	Issuance Of Food Vendors Certificate	Within three (3) working days
8	Issuance of poultry farm permit	One (1) working day
	Issuance Of Livestock Movement Permits	One (1) working day
9	Public Education On Hygiene Practices	Daily
10	Issuance Of Building Permit	Within thirty (30) working days
10	Preparation of planning schemes	Within ninety (90) working days
11	Advocacy services (on land encroachment issues)	Within thirty (30) working days

INFORMATION ON SERVICE DELIVERY BY SELECTED DEPARTMENTS OF THE ASSEMBLY:

The District Physical Planning Department

Purpose

This chapter provides information on the requirements and procedure that a prospective developer has to follow for quality service delivery in terms of timely approval of his/her development application and to be consequently issued with a building/development permit in conformity with the existing building regulations and development control guidelines. It further gives information on other services provided by other departments of the Assembly.

Building/Development Permit

Who can apply? Any person or organization that has the legal title to a plot of land and intends to develop it.

Development/Building Permit

All physical development involving the erection of any structure, making of structural alteration or transformation of any structure, execution of any works or installation of any fittings in connection with any structure shall require a development permit.

A development permit is a written permission authorizing a person to carry out development in accordance with conditions specified in the permit. Such development permit shall give due considerations to matters relating to zoning, planning standards and structural conditions of the proposed development

Activities that shall require Building/development permit include:

1. Erection of any building or structure except those exempted by law (Schools, Hotels/Restaurants Places of Worship Buildings, Factories, Hospitals, Residential Buildings, Filling Stations & LPG Gas Stations, Communication Masts, Shops/Supermarkets, Car Parks, Amusement Parks, demolishing and others).
2. Making structural alteration and or transformation (renovation) to a building.
3. Execution of works or installation of any fittings in a building.
4. Hoarding of a property.

Basic requirements for Development Permit shall include;

- a. Development Permit Application Form (Jacket)
- b. Fully completed application form.
- c. Site Plan to the scale of 1:2500 or 1:1250 and conforming to the local plan of the area
- d. Block Plan to the scale of 1:50
- e. Architectural drawings to the scale of 1:20 or 1:40
- f. Structural drawings to the scale of 1:20 or 1:40
- g. Evidence of ownership of the land
- h. Report on stake holder consultation (where applicable)
- i. Previous permit if any (in the case of permit renewal)

Stage 1: Processing of Permit Application

The completed permit application forms and relevant material requirements shall be submitted to the Physical Planning Department of the District Planning Authority in a set of four (4).

All relevant material requirements shall be endorsed by accredited professionals. The Physical Planning Department will vet all submitted documents and undertake zoning checks and preliminary site inspections.

Stage 2: Circulation of Application Documents

Upon receipt of the Permit Application, the Physical Planning Department is required to forward copies of the building drawings and relevant reports to the Works Department.

Do I need to submit any additional reports? If your development is a multi-storey structure or complex, you may have to provide reports such as: Environmental Impact Assessment Reports, Traffic Impact Assessment, Geo-technical Report and hydrological Reports may be sent to the relevant institutions for further review and advice.

Stage 3: Site Inspection

A Joint Site Inspection shall be undertaken by members of the Technical Sub-Committee to ascertain the veracity and feasibility of all issues and proposals indicated in the developer's submission.

Stage 4: Technical Sub-committee and the Spatial Planning Committee Meetings

The Secretariat of the Spatial Planning Committee (SPC) shall convene in collaborations with the Chairman meetings for both the Technical Sub-committee and the Spatial Planning Committee to review applications from developers.

The meeting of the Spatial Planning Committee shall be preceded by that of the Technical Sub-committee.

The Technical Sub-committee shall make recommendations in respect of each development application for consideration by the Spatial Planning Committee. All recommendation made at the technical sub-committee level shall be subject to final consideration at the SPC meeting. Requisite assessment for fees shall be made. (in accordance with the published Fee Fixing Resolution of the District Planning Authority).

The SPC after considering each application will decide whether a developer's application is approved, refused or deferred for further information and assessment. The SPC decision shall be taken within 30 working days upon receipt of the application.

Stage 5: Notification on SPC decision

An applicant shall be notified through appropriate medium of SPC decision within 3 working days after the SPC meeting indicating whether the application has been approved, queried or refused.

Stage 6: Approval and issuance of permits

Approved application shall be processed and written permit issued within 14 days of the SPC decision. Applicant shall pay the requisite Permit Fees and Development Charges and issued with a receipt before Permit is delivered.

Queries and deferment

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A developer whose application has been queried shall be notified through appropriate medium, within 3 working days of the SPC decision to come over for discussion and correction of the shortfalls in their application.

The Head of the Physical Planning Department shall write to affected applicants queries on their applications and explain how to resolve them.

Applicants whose application has been queried shall not be required to pay Permit fees to the District Planning Authority except when the applicant has fulfilled the requirement as indicated by the SPC.

Caution

Act 936 provides that any unauthorized structure or structures shall be demolished or removed on notice by the District Assembly.

- The receipts issued for the processing fees are **not** building permits.
- Building becomes illegal if it does not conform to what is on the approved plan.
- Any applicant who makes a false declaration does so at his/her own peril.

General Information

- It is important to note that the validity of a Building Permit issued in accordance with the above process is **five (5) years** after which a new permit must be sought.
- Developers are therefore required to seek renewal of Building Permit if development is not completed within five (5) years.

The District Environmental Health Unit

The Environmental Health Unit is responsible for environmental health and sanitation in the District and shall provide the following services delivery, rules and processes to ensure a clean and healthy environment.

- (1) Monitoring all Environmental Management activities in the District: These include but not limited to the following:
 - ✓ Providing Environmental Health and Sanitation profile for policy formulation
 - ✓ Premises inspection
 - ✓ Receiving and abatement or sanitary complaints
 - ✓ Hygiene/Health Education
 - ✓ Disposal of the dead
 - ✓ Collaborating with Health Centres on Diseases Control
 - ✓ Monitoring and reporting of all Waste Management issues in the District
 - ✓ Prosecuting sanitary offenders

Food Vendor Certificate

Who can apply?

Any person or organization who is medically mandated by certified hospital to trade in food.

Stage 1: Requirements

- Submit two (2) passport-size photo and a valid national ID card with a filled application form obtained from the Assembly at the Environmental Health and Sanitation Unit.

Stage 2: Processing

- The Environmental Health and Sanitation Unit processes the applications within one (1) day of receipt of laboratory test result from hospital or laboratory.
- Otherwise the unsuccessful applicant is referred to the hospital for further treatment.

Stage 3

Collection of certificate

- Pay approved vendor registration fee to the District Assembly's Environmental Health and Sanitation Unit.
- Shama District Assembly signs the vendor certificate after proof of payment of vendor registration fees and applicant is duly issued with the certificate.

The District Department Social Welfare and Community Development

In recent times, with the increase in child theft, abandonment and child abuse, adoption could be considered as the best option of responsible parenthood as commonly practiced in other parts of the world. The public, especially couples, who intend to opt for adoption need to be informed of the procedures, requirements and the opportunities available.

This brochure has, therefore, been designed to serve that purpose. It is also intended to serve as a practical guide to both the client and the officials to ensure timely and efficient delivery of service.

Adoption

What is Adoption; it is legally making a child part of a family that he /she was not born into.

Types of Adoption

- Non-relative Adoption
- Relative Adoption

Non-Relative Adoption

Most common type of adoption. This involves legally placing a needy child with no known relative(s) into a family that will provide him/her with a home, care and protection.

Who Can Adopt

- Adults 25 years of age and at least 21 years older than the child

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- Of sound mind
- Gainfully employed

Procedure

Stage 1

Purchase a form from the Director Social Welfare at an approved fee.

Stage 2: Filling of Form

Fill in all relevant information, any falsification of information by the applicant shall render the application null and void.

Stage 3: Submission of Form

Submit duly completed form to the Director of Social Welfare or his representative at the Regional office for processing with the necessary attachments' specified (eg Medical Examination and Report.)

Stage 4: Processing of Application

Begins with visits to applicant's home by social welfare officer who;

- Interviews applicant
- Submits report for the approval or otherwise.

Time Frame: Three months (maximum)

Placement of Child

- Depending on availability of children a suitable child is placed with would- be-parent for a trial period of three months.
- Social welfare officer undertakes monthly visit during the period.

Court Processing

- If both child and would be parents are compatible, applicant(s) engages a Lawyer/ counsel to do the legal adoption.
- Lawyer purchases the necessary forms from the high court
- Serves completed forms on the Director of social Welfare or his representative who enters an appearance for the child with a comprehensive report to the court.
- An Adoption Order may then be granted by the High Court upon recommendations from the Director of the Department of Social Welfare.

Note

Adoption is incomplete without the granting of Adoption order by the Court (normally done in the Judge's chambers)

TIME FRAM: one (1) to four (4) months

Relative Adoption

Refers to person(s) with or without children, legally assuming the parental rights and responsibilities over a relation, a friend or one's own biological parent(s), spouse or guardian(s).

Who Can Adopt

- One parent with /without his /her spouse.
- A relative/friend of the family of the child.
- Must be at least 21 years older than the child.
- Gainfully employed
- Of sound mind.

Procedure

Stage 1

- Applicant may contact the Director of Social Welfare representative for information on relative adoption
- Or applicant may engage a lawyer to initiate action.

Stage 1: Court Processes

- Same as under non-relative adoption.

Note

- Child should be less than 18 years of age.
- Adoption Order must be obtained before the child attain 18 years of age

Do not feel frustrated

- The processing of your applicant may be delayed due to non-availability of adoptable children
- The sex of the child being requested for
- The age desired
- Complexion of child desired ect.

Non Adoptable Children in the Children Home

- Children whose mothers are serving prison sentences
- Children whose mothers are hospitalized/undergoing any kind of treatment and incapable of caring for them presently
- Children whose mothers are dead and cannot be immediately taken care of by their fathers or any immediate relatives

Additional Information

What to do if you find an abandoned child.

Send him/her through the Police / District Assembly to the Social Welfare Department Offices or Children's Home (Accra, Kumasi, Tamale) within 24 hours.

What to do if you want to give a child up for adoption:

Report at the Client Service Unit at the Assembly, where you will be referred to the Department of Social Welfare to address the issue and possible grievances of Clients. Clients are requested to write, phone or contact personally:

THE DISTRICT DIRECTOR OF SOC WELF. & COMM. DEVT.
SHAMA DISTRICT ASSEMBLY
DEPARTMENT OF SOCIAL WELFARE
P. O. BOX 37
SHAMA

Procedures for Registration and Award of Certificate for NGOs

Submit application for registration of NGO to the District Social Welfare Officer, Shama on organizations letter head.

Attach four copies of the following documents

1. Constitution of NGO and must be endorsed on the last page.
2. Certificate of incorporation.
3. Certificate to commence business.
4. Regulations of a company limited by guarantee.
5. Companies code.
6. Resume or newspaper report on activities of the NGO (if any)

Next apply for social welfare profile on NGOS.

- Apply to Shama District Assembly for recognition and pay the stipulated fee for the NGOS.
- Letter of Clearance will be forwarded to the Social Welfare Which will be attached to the above document
- A social investigation report is written on the organization and together with the rest of the document, forwarded to the headquarters for the award of certificate

NB: If the NGO is already operating in the country with a license, then the following steps must be taken

Apply to operate within the District specifying locations on NGOS letter head to the District Social Welfare Officer and attach the following:

1. Copy of Social Welfare Certificate
2. Copy of Certificate of Incorporation
3. Constitution of NGO
4. Annual Plan of Work

Apply for department of social welfare profile on NGOS and update your information, specify current intervention areas and new members (if any) and also apply to Shama District Assembly for recognition and pay the stipulated fee for the period under review.

Registration of Associations and Community Based Organizations

- 1 Apply to the District social welfare officer for registration with two (2) copies of each of the following:
 - Certificate of incorporation.
 - Certificate to commence business.
 - Bye-laws or constitution of the association duly endorsed by two officers.
- 2 Complete the Department of Social Welfare's Forms on Community Based Organizations or Association.
- 3 Apply to the District Assembly for license and pay the fee for CBOs. Please note that different fees are charged for membership up to 30 and more than 30 accordingly.
- 4 Upon receipt of the forms, a social welfare officer conducts investigations on your association and forwards its recommendation for approval of a certificate or otherwise.

Requirements for Registering of a Day Care Centre- Shama

- 1 Purchase appropriate application form, complete and return it.
Either application for **approval to operate** a day care centre or application for **approval to operate existing** day care centre.
- 2 An officer prepares a social enquiry report on the centre upon receipt of completed forms.
- 3 Pay the requisite fee on Day Care centre and submit a photocopy to the District Social Welfare Officer.
- 4 Applicant is required to pay a license fee (at Bank of Ghana) depending on the grade awarded (Grade A centre, Grade B centre and Grade C centre)

Information, Transparency and Convenience

- Notice Boards will be made available to our offices and area council offices
- The Shama District Assembly will provide its clients with all the necessary information they need to access its services and information centre announcement as well as FM announcement would be made
- Information will also be made available at our revenue points throughout the District

Improving Efficiency and Quality in Service Delivery

- Suggestion boxes will be put at vantage points including Area council offices to solicit public views on our services delivery
- Sign boards would be placed at project sites

We Strive For

- Continuous improvement in our services delivery, co-operation and team work
- The creation of an enabling environment for socio-economic development- for public private partnership (PPP) in our services delivery to ensure efficiency and effectiveness
- Empowerment of women and other vulnerable groups to participate in governance and Assembly's developmental agenda
- The protection and promotion of public health and prevention of diseases
- Provision of information in a transparent manner
- Compilation of a comprehensive socio economic data that will be accessible to the public

Courtesy and Co-Operation

- All office doors are marked to facilitate easy identification
- Cordial Client Service Officers will be on hand to provide various services
- Assembly staff with clear identification are also available to provide information and other service
- A well trained development control task force will visit various construction sites to ensure adherence to building regulations.
- Developers are encouraged to produce valid development permits
- Courteous Revenue Collectors will go round to collect various rates
- Rate payers are entreated to pay approved sums and collect receipt covering amount paid

What We Expect from Public

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth services delivery. To access any of the services we provide, we require as follows:

- Business should be duly registered with the Registrar General's Department
- Business address and location including streets names and numbers should be made available
- Provide registered indenture(land title certificate) and four (4) copies of architectural drawings for the issuance of development permits
- Ensure that a child for the weight card and in the case of persons above one(1) year , baptismal certificate and ID cards
- To obtain a death certificate, it is expected that a duly signed cause of death certificate/ affidavit is provided.
- The public will participate in the various community level education programmes on sanitation, revenue collection and others

Improving Efficiency and Quality in Service Delivery

- The bye-laws of the Assembly will be complied with to ensure effective administration.

Other Collaborating Agencies

The Shama District Assembly shall collaborate with the following departments and agencies:

- Ghana Revenue Authority
- The Audit Service
- The Internal Audit Agency
- The Ghana Police Service
- Electricity Company Of Ghana
- Ghana Water Company Ltd
- Stool Lands
- Statistical Services
- Fisheries Department
- Judicial Service
- Lands Commission
- Community Water And Sanitation Agency
- Ghana AIDS Commission
- Fire Service
- Labour Department
- Banks
- National Commission for Civic Education
- Information Service Department
- Non-Formal Education
- NADMO
- Minerals Commission
- Forestry Service Division
- Environment Project Agency
- National Ambulance Service
- National Road Safety Authority
- National Identification Authority

Complaints or Petitions

What do you do when not satisfied with Services?

Please contact the officer in charge of Client Service Unit at the Shama District Assembly Office for redress in case you are not satisfied with services rendered.

Shama District Assembly welcomes comments/complaints from the public and its valued client, such issue should be addressed to the address below and submit at the Client Service Unit:

THE CHAIRMAN
PUBLIC RELATIONS AND COMPLAINTS COMMITTEE
SHAMA DISTRICT ASSEMBLY
SHAMA

Improving Efficiency and Quality in Service Delivery

To access our service, you can locate our office in the following location:

MAIN DISTRICT ADMINISTRATION OFFICE

P O Box 37

Shama

Please call us: +23331-2092060/ +233249664625

Email us: sda@gmail.com

Visit us: www.shamadistrict.gov.gh

SUB-OFFICES

- 1) Shama Area Council
Shama
- 2) Inchaban Area Council
Inchaban
- 3) Aboadze- Abuesi Area Council
Aboadze
- 4) Shama Junction Area Council
Abuesi
- 5) Assorko-Essaman Area Council
Assorko
- 6) Supomu Dunkwa Area Council
Supomu Dunkwa