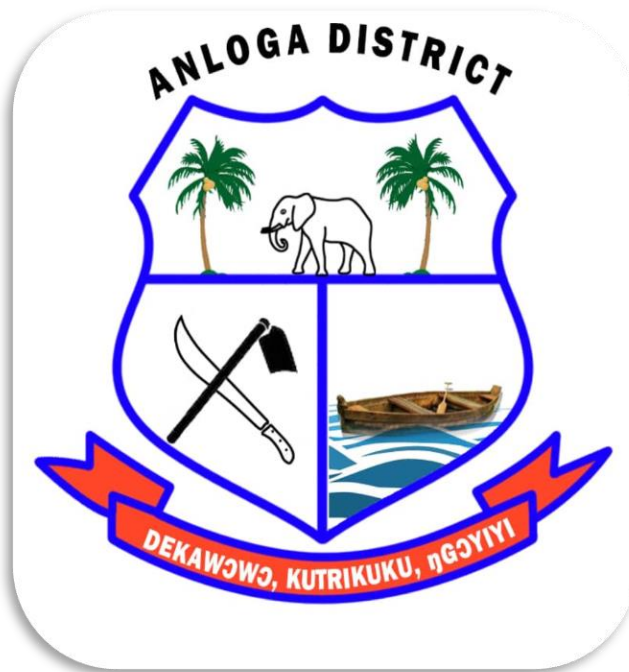


# ANLOGA DISTRICT ASSEMBLY



## **CUSTOMER SERVICE CHARTER**

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ANLOGA DISTRICT ASSEMBLY SERVICE CHARTER

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## **1.0 INTRODUCTION**

This Service Charter is the commitment of Anloga District Assembly (AnDA) to provide unparalleled level of service to the people in the District and beyond. The document serves as a guide to staff and Customers on standards of services rendered by the Assembly with the aim to improve transparency and accountability. Ultimately, this Charter is aimed at informing and educating our customers on the types and requirements of services we render to the public.

We commit ourselves to the deliverables outlined in the Charter to be carried out by employees and service providers contracted by the Assembly. We recognized however that sometimes there will be circumstances beyond our control which may hamper the normal standards of service we provide. In such circumstances, the service levels set out in this Charter will not apply, although every effort will be made to maintain normal services or to reduce the inconvenience to customers,

At such times service delivered is below the standard defined by this Charter, remedial actions will be taken without undue delay and communicate to the complainant action(s) taken to address the complaint.

## **2.0 ABOUT US**

### *2.1 Who We Are*

The Anloga District was carved out of the Keta Municipal and it is currently one of the 18 Administrative Municipal/Districts of the Volta Region of Ghana with capital located at Anloga. It was established by the Legislative Instrument (L.I.) 2372 of 2018 and inaugurated on the 19th of February 2019.

Anloga District Assembly being the highest administrative and political authority in the District is made up of Forty-Three (43) Assembly Members comprising of one (1) District Chief Executive, one (1) Member of Parliament, twenty-eight (28) Elected Members and Thirteen (13) Government Appointees per the Local Governance Act 2016, Act 936. The Anloga District Assembly has a nine (9) member Executive Committee.

For the purpose of the work of the Assembly, and to subject the issues of development to a wider discussion, the Executive Committee has five (5) statutory Sub-Committees composed of Members of the Assembly. These are as follows:

- Finance and Administration Sub-Committee

- Development Planning Sub-Committee
- Social Services Sub-Committee
- Works Sub-Committee
- Justice and Security Sub-Committee

In addition, there are also House, Women & Children, Agric/SME Sub-Committees representing the Adhoc Committees of the Assembly as stipulated by Act 936 section 23

There is one (1) Urban Council known as Anloga Urban Council and six (6) Area Councils namely, Tegbi, Woe, Whuti-Srogbe, Dzita/Anyanui, Kome and Shime Area Councils.

An Executive Committee Chaired by the District Chief Executive (DCE) performs the Executive and Administrative functions of the Assembly. The Executive Committee, however, excludes the Presiding Member (PM) of the Assembly and operates through the following Sub-Committees: Development Planning, Justice and Security; Works, Finance and Administration, and Social Services. There are also Agriculture and Micro, Small Enterprise Sub-Committees. These Sub-Committees are responsible for deliberation on specific issues and submitting recommendations to the Executive Committee for onward submission to the General Assembly for ratification.

The District Coordinating Director (DCD) is the administrative head of the Assembly who is established to provide secretarial and advisory services to the Executive Committee and the General Assembly in its planning, programming and budgeting functions. The District Planning Officer (DPO) in the District Planning and Coordinating Unit (DPCU) undertakes the planning functions, whilst the Budgeting Unit (DPCU) is headed by a Budget Analyst.

By Section 78 and the first schedule of the Local Government Act, Act 936 of 2016, the following decentralized departments exist: Central Administration; Finance; Education, Youth and Sports; Health; Agriculture; Physical Planning; Social Welfare and Community Development; Works, Disaster Prevention Department, Natural Resources, Game and Wild Life Department.

## **2.2 Our Mission**

The Anloga District exists to improve on the quality of life of its people through the provision of facilities and services in collaboration with communities and other stakeholders towards poverty reduction.

## **2.3 Our Vision**

The vision of the Anloga District is to “improve socio-economic conditions of its citizens on sustainable basis for peaceful coexistence and development in a democratic environment”

## **2.4 Our Core Values**

The Anloga District Assembly like any other has its own core values that guide the development of the District and is the pillar on which the people within the District shape their development around. Some of these values are in line with the values of the Local Government Service which is a mother body of the Assemblies. Some of these are: Accountability, Client-oriented, Creativity, Diligence, Discipline, Equity, Integrity, Innovativeness, Loyalty, Commitment, Anonymity, Impartiality, Permanence, People Centered, Inclusiveness, Eradication of poverty, Trust, Timeliness and Transparency.

## **3.0 OUR PLEDGE**

- a) We commit ourselves to treat every customer with respect by showing friendliness, Openness and care when serving a customer.
- b) We endeavor to engage our stakeholders in preparation of our annual Fee Fixing Resolution and publish the approved document for public information.
- c) We aim to review this charter regularly to match with emerging trend of development with regard to effectiveness and efficiency in our service delivery.

## **4.0 WHAT WE EXPECT FROM YOU**

- a) Ensure your application form is properly completed and attached with all necessary documents/requirements before submission.
- b) Adhere strictly to the procedures for completing and submitting application forms/letters.

- c) 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) Endeavor to honor your tax obligation to the Assembly timely.

## **5.0 OUR SERVICE STANDARDS**

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

#### **What is a building/development permit?**

**Ans.** 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 permits.

This permit is important because the Local Governance Act, 2016 (ACT 936) Section 91. States that, 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 this among others is 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.

#### ***Requirements***

The prospective developer must have the following:

- a) Clearance letter after official search on status of land from Lands Commission/Land Title Registry.
- B) Clearance from the Physical Planning Dept. with respect to land use type.

c) Copy of title deed to the land.

D) Four (4) sets of working drawings with the following

**Requirements;**

- 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 1:1000 & 1:2000).

c) Building Permit Application Form and Physical Planning Department Form 1.

d) Ensure that the under-listed professionals sign the various plans to be attached to the Building Permit Application.

- i. Professional Town 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) storeys and above.

**Please Note:**

You may have to provide the following reports if your development is a multi-story structure or complex, filling station, guest 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 with all other requirements as specified in the Building Permit Application and TCP 1 Forms to the officer in charge at the Town and Country Dept of Physical Planning Department, which is the secretariat for SPC (Spatial Planning Committee)

b) On submission, applicant is informed of corrections to be made or additions if any; the processing fee and date for inspection of site (if necessary).

**Processing Procedure**

a) Team of officers from Physical Planning and Works Departments and any other relevant technical department/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 (District Physical Planning Officer) process the application within two (2) weeks after inspection of site

c) Technical Committee meets to evaluate the application, visits site and makes recommendation to the Spatial Planning Committee (SPC) within four (4) weeks after inspection of site.

d) 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.

### ***Collection of Permit***

Pay approved building permit fee at the Revenue office of the Assembly and collect your Development Permit from the Secretariat- Physical Planning Department (Town and Country Planning Dept.) 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 and standard drawings.
- Building Permit is valid for five (5) years. Applicants who do not start or complete their project within five (5) years must apply for renewal of Permit
- Development must conform to the approved Planning Scheme.
- Fees charge are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
- Do not make any false declaration on your application else your application shall be rejected.

## ***5.2 Acquisition of Temporary Structure Development Permit***

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

Any person or organization who intends to develop a Temporary Structure on the side of roads, road reservation, public open space or acquired land.

### ***How to Apply***

Write to the District Chief Executive with details of the applicant's name, mailing address, telephone contact(s) and intended use of the structure

### ***Requirements***

- a) Four (4) sets of working drawings with Site Plan (Scale 1:1,250 or 1: 2,500)
- b) Evidence of ownership or letter of consent from landowner or relevant state institution as may be applicable.

### ***Processing Procedure***

- a) Application is forwarded to District Physical Planning Officer for processing within five (5) working days of submission of application.

Officers from District Physical Planning and Works Departments inspect the site with the developer to confirm the site as shown on the site plan and its suitability for the proposed development within ten (10) working days of submission of application.

- c) The inspection team makes appropriate recommendations to approve or reject the application within five (5) working days of site inspection.
- d) Pay approved temporal structure permit fee at the Revenue office and submit the receipt to Development Control Officer.
- e) Approved application is forwarded to the following officers for their signature;
  - i. District Physical Planning Officer
  - ii. District Building inspector
  - iii. District Works Engineer

### ***Collection of Permit***

Collect your Development Permit from the secretariat- Physical Planning Department one (3) month after submission of application.

### **Please Note:**

- Temporary Structure Permit is valid for six (6) months and subject to renewal. In some cases, validity is twelve calendar 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 charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually.

### **5.3 Preparation of Land Use Plan/Local plan/Planning scheme/ Lay out.**

- a) Apply to the District Chief Executive with a base map from Survey Department.
- b) Application is forwarded to Physical Planning Department for designing within five (5) working days of submission
- c) The initial design is subjected to public consultation for further inputs, recommendation and/or corrections within fourteen (14) months of submission.
- d) Technical committee meets to evaluate the application and makes recommendation to the Spatial Planning Committee (SPC) within fifteen (15) working days after public consultation.
- e) Spatial Planning Committee meets to approve/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 three (3) months after submission of application.
- g) The Physical Planning Department then distribute the approved Land Use Plan to other land sector agencies

### **5.4 Assessment of Rezoning Status**

- a) Apply to the District Chief Executive with a copy of the Land Use Plan / (site plan)
- b) An officer from Physical Planning Department is detailed to inspect the site with the Applicant within five (5) working days of submission of application
- c) The application is presented at Technical Committee for consideration within ten (10) days after the inspection
- d) Statutory Planning Committee approve/deny the application within five (5) working days after 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.

## **5.5 Acquisition of Business Operating Permit**

### **Who can apply?**

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

### **How to Apply**

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

### **Requirements**

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

### **Processing Procedure**

- a) An inspection team made up of members from 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 by the inspection team, permit is issued after five (5) working days of submission 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 type, size and location. Fees are subject to change and regulated by 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 Services Provided by the Works Department**

### **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 Anloga District Assembly.

#### ***How to Apply***

Write to the District Works Department/ Engineer's office with details of applicant's name, mailing address, telephone number(s), the name of the road(s) to be blocked and the details of the functions to be performed on the road(s)

#### ***Requirements***

No Requirement is needed

#### ***Processing Procedure***

- (a) The applicant is invited to the Works Department of the District Assembly the following working day after the submission of the request for road block permit by telephone call or applicant making himself available for the 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 Engineer in charge of Road and his inspection team decide on the suitability of the intended road(s) to be closed or otherwise
- (c) If the intended road(s) to be blocked is suitable for the occasion, then the Engineer in charge of roads recommends to the Head of Works Department for approval. And if the intended road(s) to be blocked is not suitable for the occasion due to traffic circulation and other traffic management issues in the corridor after the inspection, the application is turned down or rejected

(d) When the application is approved by the Head of Works Department, the applicant is requested to go to the Revenue section of the Anloga District Assembly to pay for the number of the approved days within 24 hours

(e) The applicant submits the receipt to the Engineer in charge of Roads immediately for the issuance of the Road Block Permit within a working day

**Please Note:**

- Fee charged depends on the number of days approved. Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually

### **5.6.2 Acquisition of Road Crossing Permit**

***What is a Road Crossing Permit?***

**Answer:** A Road Crossing Permit is a written notice / permit issued by Anloga District Works Department of the District Assembly to an individual, a developer and organizations (e.g. Ghana Water Company Limited-GWCL, Electricity Company of Ghana-ECG and Telecommunications Companies such as Vodafone, MTN, Airtel, Tigo, etc.) 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 the two road crossing activities above

***Who can apply?***

Any individual or a developer and organization who intends to carry out road crossing activities

***How to apply***

Write to the Head of Works Department with details of applicant's or organization's name, mailing address, telephone number(s), and the name of the road to be cut or thrust-bored, the location of the road and the road surface type.

### **Requirements**

- (a) Collect District Works Department Road crossing and reinstatement application form from the unit and fill with details stated on the form
- (b) The applicant must therefore provide line diagram of installations in the area of the intended road crossing activity

### **Processing Procedures**

- The applicant is invited to the Works Department of the Anloga District Assembly the following working day after the submission of the request for road crossing permit by telephone call or make yourself available for submission for the inspection of the road(s) intended to be cut or thrust-bored
- The Engineer in charge of Roads and his inspection team will visit the site to determine the type of road to be cut or thrust-bored. E.g. asphaltic surface road, bituminous surface dressed road, graveled road, etc.
- The Engineer in charge of Road and an inspection team will take measurements immediately of the intended area of the road to be cut or thrust-bored and reinstate if the site is suitable for the road crossing activities
- The Engineer in charge of Road after the site inspection and measurements taking recommends to the Head of Works for approval the same day
- After the approval, the Head of Works refers the completed application form and the measurements to both Engineer in charge of Roads and the Contract Manager for the determination of fees within one working day to be paid by the applicant
- The applicant is supposed to pay **road crossing permit fee** to the Revenue section of the Anloga District Assembly and the reinstatement of road to be cut or thrust-bored and their supervision fees to be paid to the District Urban Roads Department's Accountant
- Upon submission of all payment receipts to the Head of Works, the permit is issued immediately that very day to the applicant.

### **Who should carry out the road crossing activities?**

The road crossings and reinstatement have to be undertaken by a classified road contractor, registered with Ministry of Roads and Highways

**PLEASE NOTE AGAIN:**

- Road crossing permit fee charged depends on the type of road surface, **e.g. asphaltic surface road, bituminous surface dressed road, gravel surface road, etc.** 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, e.g. asphaltic surface road, bituminous surface dressed road, gravel surface road, etc. 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?***

**Answer:** A Road Reservation Trenching Permit is a written notice / permit issued by Urban Roads Department of the Anloga District Assembly to utility organizations (e.g. Ghana Water Company Limited-GWCL, Electricity Company of Ghana-ECG and Telecommunication Companies such as Vodafone, MTN, Airtel, Tigo, etc.) in a prescribed format before carrying out road reservation trenching activities along the roads for installation of service lines. This permit includes

- Permit to trench along an engineered pedestrian walkway
- Permit to trench along an unengineered pedestrian walkway
- Permit to trench along the road reservation without the carriageway 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***

Write to the Head of Works with details of the organization's name, mailing address, telephone number(s), and the name of the road reservation which is to be trenched.

### **Requirements**

- (a) Collect District Works Department Road reservation trenching application form from the unit and fill it with details stated on the form
- (b) The applicant must therefore provide the area service lines installation layout of the intended road reservation to be trenched

### **Processing Procedures**

- The applicant is invited to the Works Department of the Anloga District Assembly the following working day after the submission of the request for road reservation trenching permit by telephone call for the inspection of the road(s) reservation intended to be trenched.
- The Engineer in charge of Roads and his inspection team will visit the site to determine the type of road reservation to be trenched. E.g. engineered pedestrian walkway, unengineered pedestrian walkway and road reservation without the carriageway and the pedestrian walkway
- The Engineer in charge of Roads and his inspection team will take measurements immediately of the intended area of the road reservation to be trenched if the road reservation for trenching is suitable for the service lines installation
- The Engineer in charge of Roads after the site inspection and measurements taking recommends to the Head of Works for approval the same day
- After the approval, the Head of Works refers the completed application form and the measurements to both Engineer in charge of Roads and the Contract Manager for the determination of fees within one working day to be paid by the applicant

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

The road reservation trenching activities and reinstatement have to be undertaken by the utility companies under the supervision of the District Works Department of Anloga District Assembly

### **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 200mm 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 (e.g. engineered pedestrian walkway, unengineered pedestrian walkway and road reservation without the carriageway and the pedestrian walkway) and **not regulated** by Fee Fixing Resolution adopted by the General Assembly annually
- **NB: Where Urban Roads Department is not established in the District, Works Department performs its functions stated above**

**5.7 Services Provided by The Environmental Health and Sanitation Management Department**

**5.7.1 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 Anloga District

(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

**ii. 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 all necessary actions for their remedy.

**iii. Monitor the 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.

**iv. Food Hygiene**

- Cop 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 conditions.

**v. Premises Inspection**

- Inspection of Private premises
- Guest Houses / Hostel premises inspection
- Inspection of factories
- Prevent mosquito and houseflies breeding as well as vectors of public health importance.
- 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 complainant well documented.
- All complaints shall be attended to within 24 hours to 5 Working days.
- Identity of complainant shall be protected.

**5.8 *Acquisition of Food Vendors/Handlers Certificate***

The Anloga 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 to be medically certified as free from any communicable disease and renew such certification as directed by appropriate medical authority.

**Who can apply?** All individuals or organizations wishing to operate, handle, serve or sell food within the District.

**How to apply**

- a) Purchase a medical form from the Environmental Health Officer
- 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 District Environmental Health Officer.
- d) When found to be medically fit to handle, prepare, serve or sell food, the certificate is issued accordingly.

**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 Motel, Guest House, Hostel, Restaurant and Eating-houses 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.

**Requirements**

- a) Must have registered with the Registrar General's Department and have been issued with certificate of incorporation/certificate to commence Business.
- b) Introductory letter from Ghana Tourist Authority.
- c) Evidence of medically certified attendants to operate in the hospitality 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 and 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 District Environmental Health Officer upon approval by Ghana Tourism Authority recommends the Applicant to the Assembly for registration and issuance of Business Operating permit (BOP) at an approved fee.

**Please Note:**

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

## **5.10 Waste Management Service**

### **5.10.1. Zoomlion**

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

### **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 registration.
- 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
  - a) spillage
  - b) No container shall be allowed to spill over for a day without lifting it and the place cleared of all refuse.

- c) 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 Anloga District Township and collect all refuse on streets for proper disposal.
- b) Desilt all drains in the Anloga township
- 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,
- e) Grade and cover with sand/gavel the final solid waste disposal site every quarter.
- f) Regular spraying of all sanitary site including public latrines and refuse dumps in the communities within the District

#### **5.11 Disability Fund**

##### ***What is disability fund?***

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

For the 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 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 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
- 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 District 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.

All payments are made in cheque.

## **5.12 Registration of Marriages**

### **Who can apply?**

A man and a woman who have consented to marry

### **How to Apply**

a) Ordinance Marriage; Either or both couple to the intended marriage files a notice at the Registry

### **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 Marriages Act, 1884-1985 (CAP 127)
- iii. The Registrar's Certificate is issued to the applicant after twenty-one (21) days (in the absence of a caveat/objection)
- iv. Thereafter, the Marriage may be celebrated within 3 months from the date of the Notice of Marriage

## **b) Customary Marriage**

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

## **5.15 Hiring of Assembly's Industrial/Commercial Vehicles.**

The Anloga District Assembly operates industrial/commercial vehicle services (Cesspool- emptier, Water Tanker) at subsidized rates.

### **HOW TO APPLY.**

- a) Contact the Transport Officer of the Assembly for site inspection
- b) The site is inspected by the Transport Officer or any person(s) authorized by him within twenty-four hours
- c) You pick a form with all conditions guiding hiring of Assembly's commercial vehicle at the transport unit/ Account Office 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 the Water Tanker)
- e) Your fee will be given to you by the Transport Officer/Account Office based on the number of trips or days you wish to engage the vehicle and payment made at the Revenue office/ Account Office of the Assembly. Note: Hiring fee (Refer to fee-fixing resolution of the Assembly)
- f) Fueling of the vehicle is the responsibility of the applicant.

**For any enquiries on the hiring of Assembly's Commercial vehicle, one can contact the Transport Officer/Client or Customer Service on; 0541830195 or 0593117717**

## **5.16 Acquisition of Taxi Driving License**

### **Who can apply?**

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

### **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 of 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 issue subject to its subsequent renewal.
- Fees charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually.

## **5.17 Taxi/Commercial Vehicle License**

### **Who can apply?**

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

### **How to Apply**

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

### **Requirements**

The vehicle must have been licensed by Driver and Vehicle Licensing Authority to be used as a taxi or commercial vehicle with valid road worthy certificate and insurance

### **Submission**

Submit the completed form with photocopies of valid vehicle's road worthy certificate and insurance to the Revenue superintend or Local Government Inspector at the Assembly's main office

### **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
- c) Pay approved fee at the Revenue office and collect the appropriate sticker.

**Please Note:**

- Taxi/Commercial Vehicle License is valid for one year from the date of issue subject to its subsequent renewal.
- Fees charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually.

## **5.18 Outdoor Advertising Permit**

### **How to Apply**

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

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 Applicant within two (2) working days of receipt of registration form, to confirm the site as indicated in the application letter and its suitability for mounting/displaying the signage.
- c) Pay approved fee at the Revenue office and proceed to 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 District Director of Department of Social Welfare and Community Development.

### **Requirements**

Attach to the application letter;

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

### **Processing Procedure**

- a) The District Director of Department of Social Welfare and Community Development prepares Social Investigation Report and submits to District Chief Executive.
- b) The application and the report are forwarded to National Director of Social Welfare Department for certification through the Regional office
- c) Certificate is issued after one (1) month of submission of application subject to proper and timely submission of requirements.

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

### **How to Apply**

Apply through a letter (on letterhead) to District Director of Social Welfare and county Development.

### **Processing Procedure**

- a) Officers from Department of Social 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.

- a) If the applicant meets the required standard, the application is forwarded to National Director of Social Welfare Department for certification through the Regional office
- b) Certificate is issued after one (1) month of submission of application subject to timely fulfillment of all requirements.

### **5.21 Birth Registration**

#### 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 at birth
- iii. Nationality
- iv. Place and address of usual residence
- v. Occupation

#### c) Particulars of father

- i. Full name of father Occupation
- ii. Religion

#### d) Particulars of informant (where applicable)

- i. Full name
- iii. Relationship
- iv. Residential address

## 5.22 Death Registration

- a. Particulars of deceased person:
  - i. Full name
  - ii. Sex
  - iii. Age
  - iv. Hometown
  - v. Nationality
  - vi. Married 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, 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 coroner
  - 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

**Please Note:**

Downloaded forms should be submitted with the appropriate payment receipt/slip

## 6.0 TABLE OF OUR SERVICES

NO .	SERVICE	TIMEFRAME	RESPONSIBLE DEPARTMENT
1.	Issuance of Building/Development Permit	3month/90 days	Physical Planning /Works Dept.
2.	Issuance of Temporal Structure Development Permit	3 Month/90 days	
3.	Preparation of land use plan (layouts)	16 month	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 Urban Roads Dept.	24hrs	Urban Roads / Works Department
	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.	Registratio n of marriage	Ordinance	21 days
		Customary	28 days
11.	Issuance of Customary Divorce Certificate	5 working days	Marriage Registry
12.	Licensing of Church premises for celebration of Marriage	5 working days	
13.	Waste Managemen t Services	Solid Waste	Twice a week
			5 working days
			Environmental Health and Sanitation Unit/ Zoomlion

14.	Hiring of Commercial Industrial/Vehicle	1 day/depending on the itinerary of the vehicle	Transport Unit
15.	Issuance of Taxi Driving License		Finance Department
16.	Issuance of Taxi/Commercial License	5 working days	
17.	Outdoor Advertising Permit	10 working days	Dept. of Works /physical Planning
18.	Registration of Non-Governmental Organization(NGO)	1 month	Planning Unit / Dept. of Social Welfare and community Development.
19.	Licensing to operate Day Care Centre	1 month	Social Welfare and community Development Dept.
20.	Training of Day care Attendants	6 months	
21.	Birth Registration	Under one yr-1 week Above 1 yr-4 weeks	Birth and Death Registry
22.	Death Registration	4 weeks	
23.	Response to complaints from the public	Two weeks	Client Service Unit.

## **7.0 FEEDBACK**

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

Our website, online complaint platform 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/or suggestions within ten (10) working days of receipt. If this is not possible, we will inform you when to expect a response.

*All feedback should be channeled to:*

**CLIENT SERVICE OFFICER  
ANLOGA DISTRICT ASSEMBLY  
P. O. BOX AW 36, ANLOGA.**

*E-mail:* [info@anda.gov.gh](mailto:info@anda.gov.gh)

*Website:* [www.anda.gov.gh](http://www.anda.gov.gh)

Telephone Numbers:

**0593117717**