



KRACHI EAST MUNICIPAL

CLIENT SERVICE CHARTER

DATE: MARCH, 2020

INTRODUCTION

Mandate of the Krachi East Municipal Assembly

In accordance with Article 241(1 and 2) of the 1992 Constitution of the Republic of Ghana, the Krachi East District Assembly was established in 2004 by a Legislative I (L.I 1755) as the highest political authority in the district with deliberative, legislative and executive powers. In 2017, the Krachi East District Assembly was declared a Municipal Assembly under a declaration of Municipality instrument which was signed by His Excellency the President of the republic of Ghana, Nana Adu Dankwa Akufo-Addo. L.I 2281 establishes the Krachi East Municipal Assembly to perform the following specific functions as provided by section 12 of the Local Governance Act, 2016 (Act 936):

1. promote local economic development;
2. be responsible for the overall development of the district;
3. formulate and execute plans, programmes and strategies for the effective mobilisation of the resources necessary for the overall development of the district;

4. promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
5. sponsor the education of students from the district to fill particular manpower needs of the district especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;
6. initiate programmes for the development of basic infrastructure and provide municipal works and services in the district;
7. be responsible for the development, improvement and management of human settlements and the environment in the district;
8. in co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
9. ensure ready access to courts in the district for the promotion of justice;

10. act to preserve and promote the cultural heritage within the district;
11. initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and perform any other functions that may be provided under another enactment.

2.2 Vision

The vision of Krachi East Municipal Assembly is to transform the Municipality into a peaceful and attractive investment destination

2.3 Mission

The Krachi East Municipal Assembly exists to ensure the total developments of the Municipality through the implementation of national policies for the mobilization of both human and material resources

2.4 Core Values

- ◆ Community engagement
- ◆ Excellence in service delivery

- ◆ Respect and commitment
- ◆ Transparency
- ◆ Personal and social responsibility
- ◆ Sustainability of resources

2.5 Functions

The functions of the Krachi East Municipal Assembly is derived from the 1992 Constitution of the Republic of Ghana, in Article 240, where local government authorities (Metropolitan, Municipal, and District Assemblies — MMDAs) are task to plan, initiate, co-ordinate, manage and execute policies in respect of all matters affecting the people within their areas. In view of that mandate, the Local Governance Act, 2016 (Act, 936) defines the functions for the MMDAs as follows:

1. promote local economic development;
2. be responsible for the overall development of the district;
3. formulate and execute plans, programmes and strategies for the effective mobilisation of the resources necessary for the overall development of the district;

4. promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
5. sponsor the education of students from the district to fill particular manpower needs of the district especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;
6. initiate programmes for the development of basic infrastructure and provide municipal works and services in the district;
7. be responsible for the development, improvement and management of human settlements and the environment in the district;
8. in co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
9. ensure ready access to courts in the district for the promotion of justice; act to preserve and promote the cultural heritage within the district;

initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and perform any other functions that may be provided under another enactment

Procedure and Requirement for obtaining Building permit

Purpose

Development permitting is the main tool for controlling or managing physical development. Effective physical development management promotes orderliness, convenience of movement, public safety and enhances aesthetics of human settlements. It is in recognition of this that the Local Governance Act, 2016 (Act 936) stipulates in section 91 (1) 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”

However, it has been observed that the general public find the processes involved in obtaining the permit as unclear and cumbersome. This therefore results in unnecessary delays in

submission of their necessary documents for the processing of the permit.

This session provides specific information on the requirement and procedures to prospective developers and the general public on obtaining building permits as early as possibly from the Krachi East Municipal Assembly.

The purpose of this session is to serve a practical guide, with clear and simple procedures to the public (customer and client) to enhance transparency and trust in the processing of building permits.

Development Permit

A physical development that requires a development permit includes

- ◆ the erection of any building or structure except those exempted by law;
- ◆ the making of a structural alteration or transformation or a renovation to a building;
- ◆ execution of works or installation of any fittings in a building;
- ◆ civil and engineering works;

- ◆ hoarding of a property;
- ◆ regularization of existing structures, and
- ◆ redevelopment

A person shall not undertake a physical development without a development permit.

A development permit comprises both a planning permission and a building permission.

The District Spatial Planning Committee shall, in considering an application for the issuance of a development permit, among others, consider the following:

- (a) land use;
- (b) orientation of physical development;
- (c) size and plot coverage;
- (d) height zoning;
- (e) building densities;
- (f) building lines and setbacks;
- (g) colour schemes;
- (h) physical accessibility to the site, facilities and utilities;

- (i) population threshold;
- (j) facility size threshold;
- (k) minimum facility requirements;
- (l) land size requirement; and

(m) any other issue which is of significance to planning in the Municipality,

An applicant shall pay the processing fee provided for in the fee fixing resolution of the Municipal Planning Authority for a development permit.

As part of the requirement of the issue of a development permit, the Municipal Spatial Planning Committee shall consider the effect of the development on the right to light or right of access of neighboring buildings and the height zoning of the area.

In approving an application for a development permit, the Municipal Spatial Planning Committee may require an applicant who intends to undertake any development to take specific remedial action or notify occupiers of building and adjoining property owners within the immediate vicinity of the intended

structure or development if in the view of the Municipal Spatial Planning Committee, the intended structure or development building may affect the easements or rights enjoyed by adjoining properties or buildings in the immediate vicinity.

A person shall apply for a development permit in the manner specified in Form 43A of the Spatial Planning Regulation schedule.

The application shall be accompanied with four sets each of the following:

(a) a site plan to the scale of 1:2500 and conforming to the local plan of the area.

(b) a block plan to the scale of 1:100 or 1:200 depending on the scale of development;

(c) architectural drawing on the scale of 1:20 or 1:40;

(d) structural drawings to the scale of 1:20 or 1:40;

(e) evidence of a right or authorization to use the land in accordance with the laws of the country.

(f) a report on stakeholder consultation,

where applicable, and

(g) where applicable; reports relating to

(i) air or aviation safety;

(ii) radiation protection;

(iii) environmental protection;

(iv) fire safety;

(v) petroleum operation;

(vi) standard verification;

(vii) traffic impact;

(viii) geo-technical impact;

(ix) hydrological impact, and

(x) structural impact.

The procedure for vetting and approval of an application for a development permit shall follow the procedure set out in regulation 44 of the Spatial Planning Regulation (LI2384).

A development inspection form shall be as set out in Form 43B of the Schedule in LI2384.

A person who undertakes a physical development without a permit from the District Assembly is liable to the sanctions provided under sections 117, 118 and 119 of the Land Use and Spatial Planning Act.

Where an application is granted, the applicant shall

- ◆ pay a development permit fee; and
- ◆ be issued with a development permit certificate as set out in Form 43C of the LI 2384 Schedule,
- ◆ The Assembly will charge a development charge if the development charge has been provided for in the fee fixing resolution of the Municipal planning Authority.

The Municipal planning Authority shall issue a certificate of Habitation upon completion of every development in the Municipality in accordance with the conditions of the development permit.

An application shall demonstrate that all conditions and requirements of the development permit have been fulfilled.

For the purposes of the issuance of a Certificate of Habitation, a developer shall apply to the Municipal planning Authority in the manner specified in form 43D of the LI2384 schedule.

The Municipal planning Authority shall, within fourteen days after the inspection of the development, issue the Certificate of Habitation as set out in form 43E of the LI2384 schedule

PROVISION OF ENVIRONMENTAL HEALTH AND SANITATION SERVICES

Process

1. Survey
2. Geographical boundary
3. Population
4. Identify socio-economic/cultural activities
5. Identify stakeholder's/opinion leaders
6. Identify sanitary sites and other facilities e.g school's hospitals, church etc
7. Identify hard core sanitary problems existing within the community

Premises inspection

process

- Name and Address
- Inspection
- Identification of sanitary problems and abatement of nuisance

Methods

- Health Education
- Issues of notices and court summon
- Prosecution
- Bench warrant execution
- Public places (markets, lorry parks, terminals)
- Sanitary facilities (abattoir slaughter slabs, public toilets, public cemeteries)

Receiving and abatement or sanitary complaints

- Investigation
- Health Education
- Notices and Summons
- Prosecutions

Resources Needed

- Statutory Notice books, summons book
- Fuel and transport
- Noise measuring and sound meters
- Vehicle emission detectors
- Stationary

Hygiene/Health Education

Process

- Identification of community Health problems and needs
- Set strategic objectives
- Design of program manuals, handbooks, brochures, leaflets etc
- Implementation and Evaluation

Disposal of the dead

When Death Occurs at Hospital

A formal notice of death is provided by a medical practitioner who issues a medical cause of death in accordance with Section 18, Act 301 of Birth and Deaths registry.

The body remains in the morgue until a member of the family brings to the registry of death, a copy of the medical cause of death, duly signed by a Medical Practitioner stating.

1. Name of Deceased
2. House No.
3. Age of Deceased
4. Cause of Death
5. Date and Time of Death
6. Disease Condition

Management and Control of Cemeteries

- Allocation of grave space
- Clearing of overgrowth of weeds in cemeteries
- Enforcement of burial standards
- Enforcement of cemeteries and burial bye-laws

Resources Needed

- Chemicals
- Standby Ambulance/Hearse

Collaborating with Health Centers on Disease control

Process

- Prioritization of disease cause in community e.g in malaria
- Larviciding
- Hygiene Education (e.g Distribution of mosquito nets)
- Enforcement of sanitary bye-laws

Monitoring and Reporting of all Waste Management Issues

process

- Refuse collection and Disposal
- Drain Cleansing

- Liquid and solid waste disposal e.g supervision of drain cleansing refuse and public toilet contractors
- Prosecution (enforcement of bye-laws)

Prosecuting sanitary offenders

Process

- Serving of statutory notices
- Serving of summons
- Prosecution
- Arrest of bench warrant

1.) Providing Back-up support to the Lower Levels of the Assembly/Zonal Councils

Premises Inspection of Industries

- Name and Address of industry
- Inspection Location, structure, Facilities products
- Health and safety of workers
- Identification of sanitary problems and abatement of nuisance
- Enforcement of bye-laws on industries

Methods

- Health Education
- Issue of notices and court summons
- Prosecution
- Bench warrant arrest

3) Serving on the statutory planning committee and site
Advisory Board of the Assembly

4.) Prosecutions effecting bench warrant arrest

- Serving Statutory Notices
- Serving of Court Summons
- Prosecutions
- Effect Arrest

Control of Stray Animals

- Health Education awareness creation on stray animals bye-laws) KEMA bye-laws on control of cattle, sheep, goat etc/
- Arrest
- Impound
- Fine/auction

Disposal of Unclaimed corpse

- Organizing Transport
- Ensure sanitary disposal of the dead

6.) providing Monthly/Quarterly, Yearly report to the appropriate quarters for decision making

Certificate of food Handlers

Food Handlers are to contact the staff of Environmental Health Unit to receive specimen bottle to present their stool for laboratory examination. the examination is to investigate for pathogenic micro-organisms by means of stool culture.

The Handlers are issued with certificate when they found to be fit. Those found to be unfit are directed for treatment.

After two weeks they present their stool for re-examination and therefore the handler is issued with medical health certificate to confirm fitness to handle food for public consumption.

For those who pass the examination the first time, the process takes a week while those who have to undergo the examination twice or reexamination, the process takes a month for certificate to be issued.

REQUIREMENT FOR REGISTERING AN NGO

- All documents acquired from the Register General Department
- Constitution of N.G.O
- Social investigative Report from Municipal Social Welfare
- Directory of the NGO-Social Welfare Department
- Application letter for Registration
- Recommendation letter from Municipal Social Welfare Department
- Payment of an amount of the stipulated amount as captured by the fee fixing resolution

Service on Marriage Registry

- Application to the Municipal Assembly
- Assessment by the Department of Social Welfare and Community Development
- Payment of the stipulated amount as captured by the fee fixing resolution
- Issuance of Registration Certificate

AGRICULTURAL SERVICES

The mandates of the Municipal Department of Agriculture is to provide technical education and innovative services to farmers, agro-processors, food stuff sellers and other agricultural related stakeholders in the Municipality. These services are provided through;

1. Routine Farm and Home Visit-Extension Delivery
2. Assessment of information in the Municipal Agric Department by Farmers and other agro stakeholders
3. Refresher training and workshops organized for agro stakeholders
4. Demonstrations for new innovations
5. Institutional collaborations (especially the research institutions) to introduce new technologies to farmers
6. Forum and seminars

7. Regular Media (Radio) programs
8. Development of simple and applicable training materials and flyers for extension delivery
9. Field Trips

CONTACT INFORMATION

If you are not satisfied with the service that you have received, please contact the Client Service Unit of the Krachi East Municipal Assembly. You can also write, phone or call personally to:

**THE OFFICER –IN-CHARGE
CLIENT SERVICE UNIT
KEMA HEAD OFFICE
P. O. BOX 1, DAMBAI
EMAIL: kema190804@gmail.com**

OR

**THE VULNERABILITY HOTLINE: 0362194841 ON ISSUES
CONCERNING THE VULNERABLE**

OR

**WORKS DEPARTMENT OF THE ASSEMBLY ON ISSUES
CONCERNING DEVELOPMENT PERMITTING**