



SEKONDI-TAKORADI METROPOLITAN ASSEMBLY (STMA)

CUSTOMER SERVICE CHARTER

2022

CONTENTS

1.0	INTRODUCTION.....	2
2.0	ABOUT US.....	2
2.1	Who we are	2
2.2	Our Mission	3
2.3	Our Vision.....	3
3.0	OUR PLEDGE	3
4.0	WHAT WE EXPECT FROM YOU.....	3
5.0	OUR SERVICE STANDARDS.....	4
5.1	Acquisition of Building/Development Permit	4
5.2	Acquisition of Temporal Structure Development Permit.....	6
5.3	Preparation of Land Use Plan	8
5.4	Assessment of Rezoning Status	9
5.5	Acquisition of Business Operating Permit	10
5.6	Acquisition of Food Vendors/Handlers Certificate	11
5.7	Licensing of Hospitality Facility/Premises	12
5.8	Registration of Marriages	14
5.9	Customary Divorce	15
5.10	Licensing of Church Premises for celebration of Marriages.....	15
5.11	Waste Management Services	15
5.20.1	Liquid Waste Services	16
5.20.2	Solid Waste (Door-to-Door) Services	16
5.20.3	Disposal of Industrial/Commercial Waste	16
5.12	Acquisition of Taxi Driving License	17
5.13	Taxi/Commercial Vehicle License	18
5.14	Outdoor Advertising Permit	19
5.15	Non-Governmental Organization (NGO) Registration	20
5.16	Application to operate Day Care Centre	21
6.0	TABLE OF OUR SERVICES	23
7.0	FEEDBACK	24

1.0 – INTRODUCTION

This Service Charter is the commitment of Sekondi-Takoradi Metropolitan Assembly (STMA) to provide an unparalleled level of service to the people in the Metropolis and beyond. The document serves as a guide to staff and Customers on the standards of services rendered by the Assembly.

Ultimately, this Charter aimed to inform and educate 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 recognize, however, that circumstances beyond our control may hamper the standard service delivery.

In such situations, the service levels set out in this Charter would not apply, and appropriate measures would be put in place to restore service delivery or reduce inconvenience to customers.

At such times service delivery is below the standard defined in this Charter, actions would be taken without delay and communicated to clients action(s) taken to address the challenges.

2.0 – ABOUT US

2.1 Who we are

Sekondi-Takoradi Metropolitan Assembly (STMA) is established by law under LI 2262 (2017). The Metropolis is the administrative and political capital of the Western Region of Ghana and is bounded on the east by Shama District, on the West by Effia-Kwesimintsim Municipal, on the North by Mpohor District and to the South by the Gulf of Guinea.

2.2 Our Mission

The Sekondi-Takoradi Metropolitan Assembly exists to improve the living conditions of the metropolis through the provision of sustainable socio-economic development and good governance that is responsive to the needs of the people.

2.3 Our Vision

The Metro's vision is to become a world-class city with modern infrastructure, social services, best governance, attractive business, and a living environment.

3.0 – OUR PLEDGE

- a) We undertake to make our services equitably available to all Citizens, including those from disadvantaged homes, families or communities.
- b) We commit ourselves to treating every customer with respect by showing friendliness and care when serving a customer.
- c) We commit ourselves to treating every customer with respect by showing friendliness and care when serving a customer.
- d) We commit ourselves to treating every customer with respect by showing friendliness and care when serving a customer.

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 source 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.

5.0 – OUR SERVICE STANDARDS

5.1 Acquisition of Building/Development Permit

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) and TCP Form 1 from Revenue office (Room 36) and Development Control Unit (Room 47) at main office respectively.

Requirements

The prospective developer must have the following:

- a) Clearance letter after official search on status of land from Lands Commission/Land Title Registry upon issuance of a search letter by the Development Control Unit.
- b) Three (3) 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 underlisted 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) storey and above.

Please Note:

You may have to provide the following reports if your development is a multi-storey structure or complex: Environmental Impact Assessment Report, Structural Report, Fire Service report, Hydro Report, geological Report or 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 Development control office Room 47.
- 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).

Procession Procedure

- a) Team of officers from Physical Planning and Works Departments 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 Statutory Planning Committee Secretary (Metropolitan 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 Statutory Planning Committee (SPC) within four (4) weeks after inspection of site.
- d) Statutory Planning Committee considers the Development

Applications within fourteen (14) working days after the Technical Committee meeting.

- e) The Statutory Planning Committee Secretary submits approved plans to the Metro Works Department for issuing of development permit within five (5) working days.

Collection of Permit

Pay approved building permit fee at the revenue office of the assembly and collect your development permit from the Works Engineer's office 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 Temporarily Structure Development Permit

Who can apply?

Any person or organization who intends to develop a Temporarily structure on reservation, public open space or acquired land.

How to Apply

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

Requirements

- a) Three (3) 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 Metropolitan Physical Planning Officer for processing within five (5) working days of submission of application.
- b) Officers from Metro 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 temporarily 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. Metropolitan Physical Planning Officer
 - ii. Metropolitan Environmental and Public Health Officer
 - iii. Metropolitan Works Engineer

Collection of Permit

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

Please Note

- *Temporarily Structure Permit is valid for six (6) months and subject to renewal. In some cases, validity is twelve calendar month (1) year e.g. ATM sites.*

- *Development must conform to the approved temporal structure permit*

5.3 Preparation of Land Use Plan

- a) Apply to the Metropolitan 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 statutory Planning Committee (SPC) within fifteen (15) working days after public consultation.
- e) Statutory 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 sixteen (16) 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 Metropolitan Chief Executive with a copy of the Land Use Plan
- b) An officer from Physical Planning Department is detailed to inspect the site with the Applicant within five (5) working days of submission of application.

- c) The application is presented 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 Rezone Land Use Plan from the Physical Planning Department one (1) month after submission of application
- f) The Physical Planning Department then distribute the approved Rezone Land use Plan to other land agencies.

premises of the applicant within five (5) business days of submission of application.

- b) The team makes appropriate recommendations to the Metropolitan Budget Analyst within two (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

5.5 Acquisition of Business Operating Permit

Who can apply?

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

How to Apply

- a) Purchase application form from the Revenue Office Room 36 at the main office or download from the Assembly's website.
- b) Submit the completed application form to the Budget and rating Officer at the Assembly's main office Room 19, Sekondi.

Requirements

- a) Must have registered with the Registrar General's Department and have been issued with Certificate of Incorporation/Certificate to commence Business
- a) 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 Budget and Rating Department, Environmental and Public Health Unit and Works Department inspect the

Please Note

- *Downloaded forms should be submitted with the appropriate payment receipt/slip*
- *Fees charge 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 Acquisition of Food Vendors/Handlers Certificate

The Sekondi-Takoradi Metropolitan Assembly (Control of Restaurant and Eating-Houses) By-law 2000, requires any person wishing to operate a Restaurant or Eating House or anyone who is engaged 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 individual or organization wishing to operate, handle, serve or sell food within the Metropolis.

How to Apply

- a) Purchase a medical from Revenue Office at main office (Room 36) Sekondi, or download from the Assembly's website.
- b) Submit the medical from to any health facility for medical examination.
- c) Return form with results and two (2) passport size pictures to the Metro Environmental and Public Health Officer at the Assembly's main office Room 45, Sekondi.
- d) When found to be medically fit to handle, prepare, serve or sell food, the certificate is issued the same day upon payment of approved fee.

Please Note

- *Downloaded forms should be submitted with the appropriate payment receipt/slip*
- *Fee charge by Assembly for issuance of Food Vendors/Handlers Certificate are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.*

5.7 Licensing of Hospitality Facility/Premises

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

Who can apply?

All individuals and organizations wishing to operate a hotel, Motel, Guest House, Hostel, Restaurant or Eating-House within the Metropolis.

How to apply

- a) Purchase application form from Revenue Office at main office (Room 36) or download from the

Assembly's website.

- b) Submit the completed application form to the Metropolitan Environmental and Public Health Officer at the main office (Room 45), Sekondi

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 industry.

Processing Procedure

- a) Officers from Environmental and Public Health Unit Inspect Applicant's premises and submit report on findings within three (3) working days of submission of application form.
- b) Metro Environmental and Public Health Officer issues a Certificate of suitability to the applicant through Ghana Tourist Authority within two (2) working days after the inspection.
- c) The Applicant is informed to contact Ghana Tourist Authority (GTA) for his/her license within seven (7) working days of submission of application form.
- d) The Metropolitan Environmental Health and Public 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

- *Downloaded forms should be submitted with the appropriate payment receipts/slips.*

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

5.8 Registration of Marriages

Who can apply?

A man and a woman who has consented to marry.

How to apply

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

Processing Procedure

- Ordinance Marriage
 - Applicant's files Notice of Marriage with the Registry (for 21 days) by providing personal data plus photo identity cards.
 - Applicants submits a statutory Declaration, verifying fulfilment with specified statutory requirements in the Marriages Act, 1884-1985 (CAP 127).
 - The Registrar's Certificate is issued to the applicant after twenty-one (21) days (in the absence of a caveat/objection).
 - Thereafter, the Marriage may be celebrated within 3 months from the date of the Notice of Marriage.
- Customary Marriage
 - Apply to the Registrar of Marriages in the District in which the marriage was celebrated.
 - Statutory Declaration by Applicant and parents of couple.
 - Marriage is duly Registered.
 - Notice of Registration of the Marriage is published on the Notice Board within Twenty-Eight (28) days from the date of registration.

5.9 Customary Divorce

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

5.10 Licensing of Church Premises for celebration of Marriages

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

5.11 Waste Management Services

The Waste Management Department (WMD) is responsible for storage, collection, transportation and safe disposal of waste.0

5.11.1 Liquid Waste Services

- Prospective customer to call personally at WMD or contact any of the accredited Private Companies to book a date for dislodging.
- Pay the appropriate fee as specified in the Assembly's fee fixing resolution.
- The Officer in-charge of liquid waste at the WMD will ensure the service is delivered within five (5) working days.

5.11.2 Solid Waste (Door-to-Door) Services

- a) Register with the Assembly's authorized Private Waste Collection Company operating within the area where the service is required.
- b) Timetable for collection of waste would be made available to the customer upon registration.
- c) The customer is responsible for the provision of appropriate refuse containers(s) for storage of his/her waste.
- d) The customer is to pay a monthly fee to the Waste Collection Company as specified in the Assembly's fee fixing resolution.

5.11.3 Disposal of Industrial or Hazardous Waste/Expired Food and Drugs

- a) Apply in writing in writing to the Metro Chief Executive and copy the Director of WMD with the following details;
 - i. Type of waste material
 - ii. Location of the waste material
 - iii. Tonnage/quantity of the waste material
 - iv. Frequency of dumping/generation
- b) Officers from WMD will be detailed to inspect and recommend the appropriate process to collect, transport and dispose the material(s).
- c) A bill is prepared based on the type, tonnage/quantity and the distance from the location to the final disposal site.
- d) Evacuation commences to the final disposal site after five (5) working days of submission of application subject to payment of the approved fee.

5.12 Acquisition of Taxi Driving License

Who can apply?

Any person who drives or intends to drive taxi to ply hiring or conveying goods or passengers within the Metropolis

How to apply

Purchase a taxi Driving License application form from revenue Office at the main office (Room 36) or download from the Assembly's website.

Requirements

- a) Applicants must be above the age of 18 years
- b) Completed Taxi Driving License application form
- c) Valid profession driving license issued by the Driver and Vehicle Licensing Authority
- d) Driving experience of two years and above
- e) Sufficient knowledge of the Metropolis
- 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 License Authority to the Metropolitan Guards Office at the Assembly's main office Room 38, Sekondi.

Processing Procedure

- a) The Head of Metropolitan Guards or any person(s) authorized by him receives the application and process for Licensing Committee
- b) A date is booked for the Applicant to be interviewed by the Licensing Committee within five (5) days of submission
- c) The Licensing Committee approved/denied the application within one-month submission.

- d) Pay approved fee at the Revenue Office and collect your Taxi Driving License from office of the Head of Metropolitan Guards.

Please Note:

- *Taxi Driving License is valid for one year from the date of issue subject to its subsequent renewal.*
- *Downloaded forms should be submitted with the appropriate payment receipt/slip*
- *Fees charge are subject to change and regulated by the Fee Fixing Resolution adopted by the General Assembly annually.*

5.13 Taxi/Commercial Vehicle License

Who can apply?

Motor Vehicles to be used as a taxi or commercial vehicle within the Metropolis

How to Apply

Purchase Taxi/Commercial Vehicle License application form from Revenue Officer at the main office (Room 36) or download from the Assembly's website.

Requirements

The vehicle must be 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 for valid road worthy certificate and insurance to the Metropolitan Guards Office at the Assembly's main office Room 38, Sekondi.

Processing Procedure

- a) The Head of Metropolitan Guards or any person(s) authorized by him receives at 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 vehicles then approved/denied within five (5) working days of submission of application

- c) Pay approved fee at the Revenue office and collect the appropriate sticker from office of the head of Metropolitan Guards.

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 to Fee Fixing Resolution adopted by the General Assembly annually.*
- *Downloaded forms should be submitted with the appropriate payment receipt/slip.*

5.14 Outdoor Advertising Permit

How to Apply

Apply through a letter to the Metro Chief Executive and copy same to the Metro 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 (Room 36) or download from the Assembly's website.

Processing Procedure

- a) Submit the completed application form to the Outdoor Advertising Unit (Room 21), Sekondi.
- b) Officer from the Outdoor Advertising Unit inspect the site with 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/display the signage.

- c) Pay approved fee at the Revenue office and proceed to mount the signage within ten (10) working days 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.*
- *Downloaded forms should be submitted with the appropriate payment receipt/slip.*

5.15 Non-Governmental Organization (NGO) Registration

How to Apply

Apply through a letter (on a letterhead) to the Metropolitan Director of Social Welfare.

Requirements

Attach to the application letter;

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

Processing Procedure

- a) The Metropolitan social Welfare office prepares social investigation report and submit to Metropolitan Chief Executive.
- b) The application and the report are forwarded to National Director of Social Welfare Department for certification through the regional office.
- c) Certificate issued after one (1) month of submission of application subject to proper and timely submission of requirements.

5.16 Application to operate Day Care Centre

How to Apply

Apply through a letter (on a letterhead) to Metropolitan Director of Social Welfare.

Processing Procedure

- a) Officers from Department of Social Welfare inspect the facility/structure for proposed day care centre with emphasis on;
 - i. Building/Development Permit
 - ii. Location of structure/facility
 - iii. Space for Car parking
 - iv. Sanitation facilities
 - v. Availability of manpower etc.
- b) If applicant meets the required standard, the application is forwarded to Nation Director of Social Welfare Department of certification through the regional office.

- c) Certificate is issued after one (1) month of submission of application subject to timely fulfillment of all requirement.

6.0 – TABLE OF OUR SERVICES

NO.	SERVICE	TIME FRAME	RESPONSIBLE DEPARTMENT
1	Issuance of Building/Development Permit	3 months/ 90 days	Physical Planning/ Works Dept.
2	Issuance of Temporal Structure Development Permit	1 month	
3	Preparation of Land Use Plan (layouts)	16 months	Physical Planning Dept.
4	Assessment of Rezoning Status	1 month	
5	Issuance of Business Operating Permit	5 working days	Budget & Rating/Finance Dept.
6	Issuance of Food Vendors/Handlers Certificate	5 working days	Environmental Health and Sanitation Unit
7	Licensing of Hospitality Facility/ Premises	7 working days	
8	Registration of Marriages	Ordinance	Marriage Registry
		Customarily	
9	Issuance of Customary Divorce Certificate	5 working days	
10	Licensing of Church Premises for Celebration of Marriages	1 months	
11	Waste Management Services	Liquid Waste	5 working days
		Solid Waste	Twice weekly
		Industrial and Commercial waste	5 working days
12	Issuance of Taxi Driving License	1 month	Waste Management Department
13	Issuance of Taxi/Commercial Vehicle License	5 working days	
14	Outdoor Advertising Permit	10 working days	Metro Guards Unit
15	Registration of Non-Governmental Organization (NGO)	1 month	Works Department
16	Licensing to Operate Day Care Centre	1 month	
17	Training of Day Care Attendants	6 months	
18	Response to complaints from the public	2 weeks	Social Welfare Department
			Public Relations Unit

7.0 – FEEDBACK

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

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

We will respond to your complaint, enquiries and/or suggestions within ten (10) working days of receipts. If this is not possible, we will inform you when to expect response.

All feedback should be channeled to:

Client Service Officer

Sekondi-Takoradi Metropolitan Assembly (STMA)

P. O. Box 74, Sekondi

E-mail: info@Stma.gov.gh

Website: www.stma.gov.gh

Toll-Free: Vodafone: 080011903

Telephone Numbers: +233-31-20-46371/2