

1.0 INTRODUCTION

This Service Charter is the commitment of Ho West District Assembly (HWDA) 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 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 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 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 Ho West Assembly was established by the Legislative Instrument (LI) 2083 of 2012. It is the highest political and administrative authority in the District with Dzolokpuita being its capital. It was carved out of Ho Municipal in January, 2012 and inaugurated in June 2012. It is one of the eighteen (18) Districts in the Volta Region.

2.2 Our Mission

The Ho West District Assembly exists to facilitate good governance for an integrated, sustainable and holistic development through effective and efficient mobilization, utilization of human and material resources to enhance the living standard of the people.

2.3 *Our Vision*

A District of Choice as an Investment Destination for rapid Development.

2.4 *Our Core Values*

Our values are Client focus, Prompt quality service delivery, Reliability, Transparency, Honesty, Accountability, Respect for internal and external client, Team work, Creativity and innovation, Stakeholder participation.

We regard good governance and public-private partnership as essential to holistic development. We Are also committed to the sustenance of our traditions institutions and the environment.

3.0 OUR PLEDGE

- a) We undertake to make our service equitably available to all Citizens including those from disadvantaged homes, families or communities.
- b) We commit ourselves to treat every customer with respect by showing friendliness and care when serving a customer.
- c) We endeavor to engage our stakeholders in preparation of our annual Fee Fixing Resolution and publish the approved document for public information.
- d) 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 honour 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 (Ho West 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 development permits.

This permit is important because the Local Governance Act 936 Section 91 Subsection 1 states that, no physical development shall be carried out in a Metro/Municipality/District without prior approval in the form of written permit granted by the Metro/Municipality/District Planning Authority. This among other, 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 Town and Country Planning Department of the Assembly.

Requirements

The prospective developer must have the following:

- a) Clearance letter after official search on status 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 Blocks 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 professional 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 to 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 specifies in the Building Permit Application and TCP 1 Forms to the officer in charge at the town and Country Planning Department.

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 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 (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 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. (ie) The Statutory Planning Committee Secretary submits approved plans to the District 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) months 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 confirm 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 Temporal Structure Development Permit

Who can apply?

Any person or organization who intends to develop a Temporal Structure on 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) Three (3) sets of 2 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 many as may be applicable.

Processing Procedure

- a) Application is forwarded to District Physical Planning Officer for processing within five (5) days of submission of application.
- b) 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 id forwarded to the following officers for their signature:

- i. District Physical Planning Officer
- ii. District Environmental Health Officer
- iii. District Works Engineer

Collection of Permit

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

Please Note:

- Temporal 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 temporal structure permit.
- Temporal 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

- 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 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 sector agencies.

5.4 Assessment of Rezoning Status

- a) Apply to the District 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 to 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.
- f) The Physical Planning Department then distribute the approved Rezone Land Use Plan to other sector agencies.

5.5 Acquisition of Business Operating Permit

Who can Apply?

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

How to Apply

- a) pay for the form/certificate at the Revenue Office at the main office.

b) present the payment slip/GCR to the Budget and Rating Officer for the filling of the form.

Requirements

- a) Must have registered with the Registrar General's Department and have been issued with 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 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 the 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 Feeder Roads 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 District.

How to Apply

Write to the District Feeder Roads Director 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 invite to the Feeder Roads Department of District Assembly the following working day after the submission of the request for road block permit by telephone call 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 Maintenance Road Engineer 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 to the occasion, then the Road Maintenance engineer recommends to the District Feeder Roads Director for approval. 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 inspection, the application is turned down/rejected.
- (d) When the application is approved by the District Feeder Roads Director, the applicant is requested to go to the revenue section of the Ho West District Assembly to pay for the number of the approved days within 24 hours.
- (e) The applicant submits the receipt to the Road Maintenance Engineer 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 Ho West District Feeder Roads 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, AirtelTigo 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 District Feeder Roads Director 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 Feeder Roads Department road crossing and reinstatement application from the Department 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 Feeder Roads Department of the Ho West District Assembly the following working day after the submission of the request for road crossing permit by telephone call for the inspection of the road(s) intended to be cut or thrust-bored.
- The Maintenance Road Engineer 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 surface road, etc.
- Maintenance Road engineer and his 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 Maintenance Road Engineer after the site inspection and measurements taking recommends to the District Feeder Roads Director for approval the same day.
- After the approval, the District Feeder Roads Director refers the completed application form and the measurements to both Maintenance Road Engineer and the Contract Manager for the determination of fees within one (1) working day to the paid by the applicant.
- The applicant is supposed to pay **road crossing permit fee** to the revenue section of the Ho West District Assembly and the reinstatement of road to be cut or thrust-bored and their supervision fees to be paid to the District Feeder Roads Department's Accountant.
- Upon submission of all payment receipts to the District Feeder Roads Director, the permit is issued that very day.

Who should carry out the road crossing activities?

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

Note:

- A duct shall mandatory be placed at road crossing points (thrust-bored or otherwise)
- Trench shall not be less than 1m 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 approved materials and compacted appropriately in layers not exceeding 150m depth.

PLEASE NOTE AGAIN:

- Road crossing permit fee charged depends on the type of road surface, **e.g asphaltic surface road, bituminous surface dressed road, graveled surface road, etc.** Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly.
- 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, graveled 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 District Feeder Roads Department of the Ho West District Assembly to utility organizations (e.g Ghana Water Company Limited-GWCL, Electricity Company of Ghana-ECG and Telecommunications Companies such as Vodafone, MTN, AirtelTigo 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 District Feeder Roads Director 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 Feeder Roads Department road reservation trenching application form from the Department 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 Feeder Roads Department of the Ho West 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 Maintenance Road Engineer 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 Maintenance Road Engineer and his inspection team will take measurement 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 Maintenance Road Engineer after the site inspection and measurements taking recommends to the District Feeder Roads Director for approval the same day
- After the approval, the District Feeder Roads Director refers the completed application form and the measurements to both Maintenance Road Engineer and the Contract Manager for the determination of fees within one (1) working day to be paid by the applicant.

- Upon submission of the payment receipts to the District Feeder Roads Director, the road reservation trenching permit is issued that very day.

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 Feeder Roads Department of Ho West 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

5.7 Service Provided By the Environmental Health And Sanitation Management Unit

5.7.1 Frontline Officers Of The Unit

- i. The frontline officers of the Environmental Health and Sanitation Unit (EHSU) are **Environmental Health Officers**; they are responsible for enforcing environmental standards as enshrined in all Public Health laws and Bye-laws within the jurisdiction of the Ho West District Assembly

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

i. Create Data Base

Creating and maintaining a database on all premises 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 industries, 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.
- Educate the public on safe and hygienic waste disposal methods, practices and technologies.

iv. Food Hygiene

- Chop 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 premises to ensure food/drink for public consumption is prepared and sold under hygienic conditions.

v. *Premises Inspection*

- Inspection of Private premises
- Hotels/Guest Houses/Hostels premises inspection
- Inspection of factories
- Prevent mosquito and houseflies breeding as well as their vectors public health interest.
- 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 practice 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 participants of the complainant well documented.
- All complaints shall be attended to within 24 hours.
- Identify of complainant shall be protected

5.8 *Acquisition of Food Vendors/Handlers Certificate*

The Ho West 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 individual or organizations wishing to operate, handle, serve or sell food within the District.

How to Apply

- a) Purchase a medical form from the District Environmental Health Officer at the Assembly.
- b) Submit the medical form to a medical laboratory facility station at the Environmental health unit for medical extermination 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 the same day.

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 Hotel, Motel, Guest House, Hostel, Restaurant and Eating-houses are required to acquire environmental sanitation certificate from the Assembly on the suitability of their facility/premises for the intended purpose and renew same annually.

Who to Apply:

All individual or organizations wishing to operate a Hotel, Motel, Guest House, Hostel, Restaurant and Eating-houses within the District.

How to Apply

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

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 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 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 District Environmental Health Officer upon approval by Ghana Tourist Authority recommends the Applicant to the Assembly for registration and issuance of Business Operating Permit (BOP) at an approval 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 waste management company 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 the Assembly's Authorized Private Waste Collection Companies operating within the area where the service(s) are required.
- b) Timetable for collection of waste would be made within five (5) working days to the customer upon registration.

- c) The Companies are 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 specified in the Assembly's fee fixing resolution.

5.10.3 Solid Waste (Skip Bins) Community Services

- a) Skip bins shall be provided by Zoomlion company at designated point in the community.
- b) The bins shall be lifted on regular basis to avoid spillage
- c) No container shall be allowed to spill over for a day without lifting it and the place cleared of all refuse.
- d) Every skip bin shall be properly covered to avoid spread of refuse in the community.

5.10.4 Additional Responsibility of Zoomlion Company Limited

- a) Sweep all the streets daily in Ho West Township
- b) Desilt all drains in the Ho West Township.
- c) Carry out spraying of all mosquito and fly breeding places at least once a quarter
- d) Regular spraying of the final solid waste disposal site once a month.
- e) Grade and cover with sand/gravel the final solid waste disposal site every quarter.

5.11 Disability Fund

What is disability fund?

This is two percent (2%) of the District Assembly 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 to disability fund?

- i. Visually impaired
- ii. Hearing and speech impaired
- iii. Physical 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 sort the applicants within seven (7) working days.
- iv. Applicants are interviewed on phone 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 the 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 (1) 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 payment.

All payments are made in cash.

5.12 Registration of Marriages

Who can Apply?

A man and woman who have consented to marry.

How to Apply

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

Processing Procedure

a) Ordinance Marriage

- i. Applicant files Notice of Marriage with the Registry (for 21 days) by providing personal data and photo identity cards
- ii. Applicant submits a Statutory Declaration, verifying fulfilment with specified statutory requirements in the Marriage Act, 1884 - 1985 (CAP 127)
- iii. The Registrar's Certificate is issued to the applicant after twenty-one (21) days (in the absence of a caveat /objection)
- iv. Thereafter, the Marriage may be celebrated within three (3) months from the date of the Notice of Marriage.

b) Customary Marriage

- i. Apply to the Registrar of 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 Marriage

- 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 (1) month of submission of application.

5.15 Hiring of Assembly's Industrial/Commercial Vehicles

The Ho West District Assembly operates industrial/commercial vehicle services (Grader, Bulldozer, 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 (24) hours
- c) You pick a form with all conditions guiding hiring of Assembly's commercial vehicle at the transport unit 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) as well as the number of days you wish to engage the Grader and the Bulldozer.
- e) Your fee will be given to you by the Transport Officer base on the number of trips or days you wish to engage the vehicle and payment made at the revenue 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 vehicles, one can contact the Transport Officer on 0244775716

5.16 Acquisition of Taxi Driving License

Who can Apply?

Any person who drives taxi to ply hiring or conveying 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 Guards Office at the Assembly's main office

Processing Procedures

- a) The Head of District Guards or any person(s) authorized by him/her receives 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 (1) 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 (1) 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 commercial vehicle within the District

How to Apply

Purchase Taxi/Commercial Vehicle 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 District Guards Office at the Assembly' main office.

Processing Procedures

- a) The Head of District Guards or any person(s) authorized by him/her 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's 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.

Please Note

- Taxi/Commercial Vehicle License is valid for one year from the date is 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 the 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 Adverting Permits are renewable and late renewal attracts 50% fine.

5.19 Non-Governmental Organization (NGO) Registration

How to Apply

Apply through a letter (on letterhead) to the District Social Welfare Officer

Requirements

Attach to the application letter;

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

Processing Procedures

- a) The District Social Welfare Officer prepares social investigation report and submits to the 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 requirements.

5.20 Application to operate Day Care Centre

How to Apply?

Apply through a letter (on letterhead) to the District Director of Social 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. Availability of manpower etc.

b) If the applicant meets the required standards, the application is 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 timely fulfilment 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
- ii. Occupation
- iii. Religion

d) Particulars of informant (where applicable)

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

5.22 Death Registration

a) Particulars of deceased person

- i. Full name
- ii. Sex
- iii. Age
- iv. Hometown
- v. Nationality
- vi. 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 deceased 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	TIME FRAME	RESPONSIBLE DEPARTMENT
1.	Issuance of Building/Development Permit	3months/90 days	Physical Planning Dept.
2.	Issuance of temporal Structure Development Permit	1 month	
3.	Preparation of land use plan (layouts)	16 months	Physical Planning Dept.
4.	Assessing Rezoning Status	1 month	
5.	Issuance of Business operating Permit	5 working days	Budget & Rating/Finance Dept.
6.	Services provided by Feeder Roads Dept.	24hrs	Feeder Roads Department
7.	Services provided by the Env. Health		
8.	Issuance of Food Vendors/Handlers Certificate	5 working days	

9.	Licensing of Hospitality Facility/Premises		7 working days	Environmental Health and Sanitation
10.	Disability Fund		I month	Social welfare and Development Dept.
11.	Registration of marriage	Ordinance	21 days	Marriage Registry
		Customary	28 days	
12.	Issuance of Customary Divorce Certificate		5 working days	
13.	Licensing of Church premises for celebration of Marriage		5 working days	
14.	Waste Management Services			Waste Management Department
		Solid Waste	Twice a week	
			5 working days	
15.	Hiring of Commercial Industrial/Vehicle		1 day/depending on the activities of the vehicle	Transport Unit
16.	Issuance of taxi Driving License			Metro Guards
17.	Issuance of Taxi/Commercial License		5 working days	Unit
18.	Outdoor Advertising Permit		10 working days	Dept. of Works
19.	Registration of Non-Governmental Organization (NGO)		I month	Planning Unit
20.	Licensing of operate Day Care Centre		I month	
21.	Training of Day Care Attendants		6 months	Social Welfare Dept.

22.	Birth Registration	Under one yr-1 week Above Iyr- 4 weeks	Birth and Death Registry
23.	Death registration	4 weeks	
24.	Response to complaints from the public	2 weeks	Public Relation Office

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 complaints platform and suggestion boxers 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 that is not possible, we will inform you when to expect a response.