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WEIJA-ACCRA

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GA SOUTH MUNICIPAL ASSEMBLY



SERVICE CHARTER



Ga South Municipal Assembly

GA SOUTH MUNICIPAL ASSEMBLY

CLIENT SERVICE CHARTER

1.0 INTRODUCTION

The Ga South Municipal Assembly is one of the newly created Assemblies in the Greater Accra Region with its capital being Ngleshie- Amanfro. The Assembly was established by the Local Government Act, 2016 (Act, 936) with a Legislative Instrument (2316). It was created to further enhance and facilitate grassroots decision making and development through effective development planning and control. It was officially inaugurated to assume administrative responsibilities on Thursday, 15th March, 2018.

1.1 Vision

A well-managed Municipality and center of excellence in service delivery for citizens and business prosperity

1.2 Mission

“The Ga South Municipal Assembly exist to provide an effective and efficient service delivery to ensure quality and dignified life for all citizens and businesses through balanced and excellent delivery of socio-economic policies within the context of good local governance”



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1.3 Core Values

Excellence

Professionalism

Proactiveness

Respect

Smartness

Innovation and Creativity

Progressiveness

Team Work

Work and Happiness

1.4 Population

The total population of the Municipality is 411,377 with a higher proportion of females (51.1%) than males (48.9%). Persons aged between 0-4 years (13.7%) have the highest proportion among all the age groups followed by the 5-9 age group (11.6%) and 10-14 age group (10.8%). The Municipality has 86.7 percent of its population living in the urban areas. The sex ratio usually expressed as the number of males for every 100 females is 95.7, which implies that



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there are about 96 males for every 100 females in the Municipality. The sex ratio is higher than that of the region (93.6).

Population Distribution by Age and Gender

According to the revised projected population, the population distribution of the Municipality shows that about 35% of the population is in dependent age groups, that is between 0-14 years and 60 years and over, and 65% constitute the potential labor force in the Municipality. This gives age-dependency ratio of about 1:0.5 implying that every person in the working age group takes care of himself/herself and has less burden of dependents. There is the need to develop the human resource capital of the municipality as a tool for social advancement and economic growth.

1.5 Location

The Ga South Municipality is located in the South Western part of Greater Accra. It lies within Latitudes 5°47'30"N and 5°27'30"N and Longitudes 0°31'30"W and 0°16'30"W. The Municipality shares boundaries with Upper West Akim to the North, Weija-Gbawe Municipal Assembly to the East. The Assembly also shares



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boundary with Gomoa East to the South-West, Awutu-Senya East to the West, Awutu-Senya West to the North West and the Gulf of Guinea to the South. It occupies a land area of approximately 385.23 sqkm with a potential population density of 769.6pha, with about 70 settlements with population above 3000. There are hundreds of satellite communities and hamlets in the Municipality.

1.6 Functions

The Municipal Assembly performs but not limited to the following functions;

- Exercise political and administrative authority in the district;
- Promote local economic development; and
- Provide guidance, give direction to and supervise other administrative authorities in the district as may be prescribed by law.
- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;



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- Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district;
- Be responsible for the development, improvement and management of human settlements and the environment in the district;
- 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
- Guide, encourage and support sub-district local structures, public agencies and local communities to perform their functions in the execution of approved development plans;
- Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the district and national economy in accordance with government policy.



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1.7. DEPARTMENTS OF THE GA SOUTH MUNICIPAL ASSEMBLY

The Local Government (Departments of the District Assemblies) (Commencement) Instrument, 2009 seeks to operationalize the decentralized departments at the District Level as the Departments of the District Assemblies. As per L.I 1961, GA South Municipal Assembly have Thirteen (13) Departments which are as follows;

a. Departments of the Ga South Municipal Assembly

- Central Administration
- Finance
- Education, Youth and Sports
- Health
- Environmental Health
- Agriculture
- Physical Planning
- Social Welfare and Community Development
- Works
- Disaster Management and Prevention
- Budget
- Urban Roads
- Transport



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b. Sub-vented Agencies Operating within the Municipality

- National Commission for Civic Education
- National Health Insurance Scheme (NHIS)
- Non-Formal Education (NFED)

c. Services

- Ghana Police Service
- Audit Service
- Ghana National Fire Service
- Information Service
- Statistical Service
- Judicial Service
- SSNIT (Social Service)
- Ghana Revenue Service
- Ghana Water Company
 - Electricity Company of Ghana
 - Irrigation Development Authority
 - Ghana Post

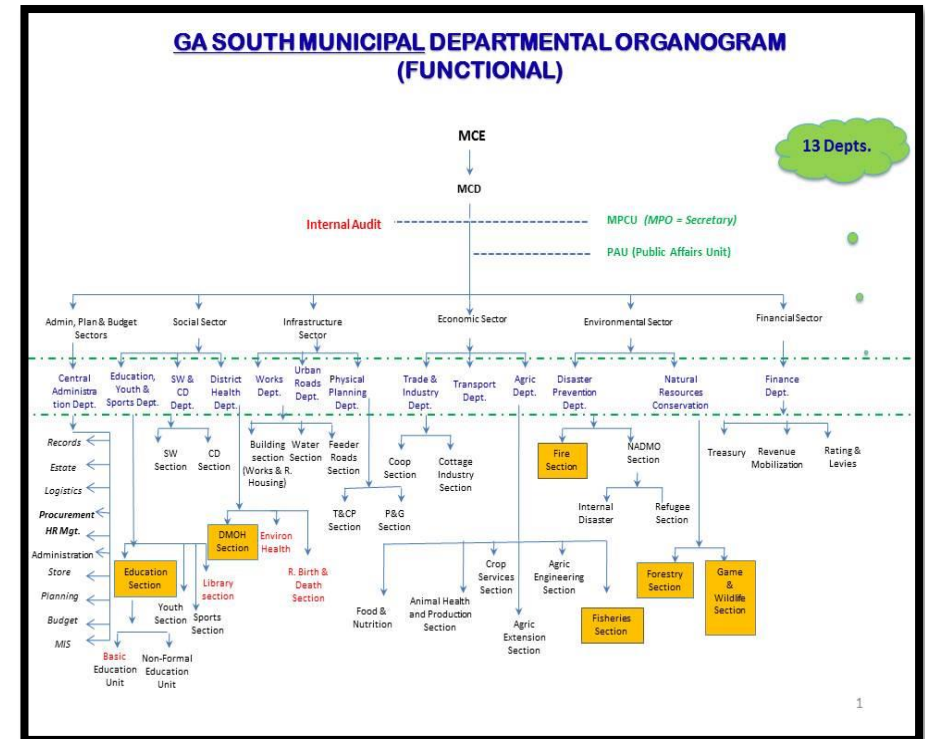
1.8. Zonal Council

- Obom Zonal Council
- Domeabra Zonal Council



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1.9 ORGANIZATIONAL STRUCTURE



SUMMARY OF RESPONSIBILITIES

- Urban Greening
- Issuance of Building Permit
- Development Control-Orderly Physical Development of Settlements



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- Provision of Basic Socio-economic Infrastructure, Including Schools, Markets, Lorry Stations, Public Toilets, Roads etc
- Disaster Management and Prevention
- Birth Registration
- Issuance of Business Operating Permit (BOP)
- Issuance of Property Rate (POP)
- Revenue Mobilization
- Fixing of Rates
- Registration of Marriages
- Maintenance of peace and security
- Social Protection (Missing and Abandoned Children)
- Issuance of Food Handler’s Certificate
- Environmental Health and Waste Management
- Tourism and Hospitality Development
- Business Advisory

SERVICE DELIVERY STANDARDS

Local Government Service Delivery Standards guide the Assembly’s service delivery. They include the following;

- Participation
- Professionalism



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- Effective and Efficient use of Resources
- Client Focus
- Accountability
- Transparency

The following services are provided by the Assembly within the following time frame all things being equal;

| SERVICE | TIMEFRAME(MON THS/DAY) | RESPONSIBLE DEPARTMENTS/UNIT |
|--|-----------------------------|------------------------------------|
| ISSUANCE OF BUILDING PERMITS | WITHIN 30 WORKING DAYS | WORKS DEPARTMENT/PHYSICAL PLANNING |
| PREPARATION AND APPROVAL OF PLANNING SCHEME/LAYOUT | 4-6 MONTHS | PHYSICAL PLANNING |
| ISSUANCE OF OUTDOOR ADVERTISEMENT | WITHIN ONE MONTH OR 30 DAYS | PHYSICAL PLANNING |
| ISSUANCE OF BUSINESS OPERATING PERMITS(BOP) | 1 WEEK OR 7 DAYS | FINANCE DEPARTMENT |
| REGISTRATION OF MARRIAGES | WITHIN 3 WEEKS OR 21 DAYS | CENTRAL ADMINISTRATION |



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| | | |
|---|------------------------------|--|
| ISSUANCE OF FOOD HANDLER'S CERTIFICATE | WITHIN 2 WEEKS OR 14 DAYS | ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT |
| INSURANCE OF SUTABILITY CERTIFICATE | WITHIN 3 WEEK) OR 21 DAYS | ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT |
| CREMATION OF CORPSES, EXHUMATION, PAUPER AND MASSS BURIAL | 30 WORKING DAYS OR ONE MONTH | ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT |
| DESTRUCTION OF UNWHOLESOME ITEMS | 1 WEEK OF SEVEN DAYS | ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT |
| GRAVE SPACE AQUISION | 2 WEEKS OR 14 DAYS | ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT |
| DOOR-DOOR COLLECTION | ONCE IN A WEEK | ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT |



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| | | |
|--------------------------------------|---------------------|--|
| DISINFECTION AND DISINFESTATION | ONE (1) WEEK | ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT |
| EXPORATATION OF HUMAN ASHES AND BODY | TWO (2) WEEKS | ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT |
| BURIAL CERTIFICATE | ONE DAY OR 24 HOURS | ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT |



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PROCEDURE FOR ACQUIRING DEVELOPMENT/BUILDING PERMIT

WHO SHOULD APPLY?

Any person or organization that wants to put up a building, transform an existing building, demolish an existing structure.

Statutory requirements for a Development/Building permit

- One should submit your full set of application to the Physical Planning Department
- Attach completed land ownership document from Lands Commission
- Attach four copies of architectural drawings signed by a certified Architect
- Attach four copies of structural drawings signed by an Engineer
- Proposed development must conform to zoning status
- A certified soil test report
- Fire certified report including drawings from the Ghana National Fire Service, Environmental Protection Agency Permit



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- Structural integrity report in case construction development has already commenced or is completed
- In addition to the statutory requirements above, in AWMA the following requirements also apply;
- Business Registration Certificate (for organizations)
- Business Operating Permit (for organizations).
- Up to date Property Rate payment (Existing Buildings)

REQUIREMENTS FOR MARRIAGE REGISTRATION

For Legal Registration, couples are mandated to file a 21 days' notice of marriage for publication. The following details of the couple will be required

- Name of the prospective spouses
- Marriage status i.e., whether any one of the couples had been married before.
- Type of marriage i.e., either Customary, Mohamedans or CAP 127 Ordinance marriage
- Occupation
- Age
- Location and duration of stay



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NB: *Prospective couples should at least live in the Municipality for 6 Months before they can get married. Also, for marriage status, if you are a widow or widower, a copy of your divorce certificate of your deceased spouse will be needed.*

Each couple must endeavor to present one of the following valid National D cards;

- Voter's ID Card
- Passport
- Driver's License
- National identification Card

WE STRIVE FOR;

- Continuous improvement in our service delivery.
- The creation of an enabling environment for Socio-Economic Development.
- Empowerment of women and other vulnerable groups to participate in governance and the Assembly's Development Agenda.
- The protection and promotion of public health and the prevention of diseases.
- Provision of information in an open and transparent manner.



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- Creation of a conducive environment for Public Private Partnership (PPP) in our service delivery to ensure Efficiency and Effectiveness
- Compilation of a comprehensive Socio-Economic Database that will be accessible to the public.

COURTESY AND COOPERATION

- All office doors are named to facilitate easy identification
- Friendly client service officers will be on hand to provide various services.
- Assembly staff with clear identification are also available to provide information and other support services
- A well-trained development central task force visits various construction sites to ensure adherence to building regulations.
- Developers are entreated to provide valid development permits
- Courteous revenue collectors go round daily to collect various rates
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid.



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BIRTH REGISTRATION

Those affected include Newly Born Babies, and anyone who has registered for the certificate.

Procedure;

The birth and Death Unit declares a Mass Registration of newly born babies or adults within the Municipality

Upon receipt of registration the Head of the Unit issue a date of collection of certificates

Duration for Issuance of Certified copy of Birth

Within 2 Months i.e. (60 Days).

**FOOD/BEVERAGE HANDLERS'S FOR CERTIFICATE
MEDICALHEALTH OF ISSUANCE VENDORS**

Those affected include Food Processing Companies, Catering and Restaurant Staff Hotels and Food/Beverage Vendors.

Procedure:

- The Environmental Health Department declares a Mass Registration and lab test for vendors in the Municipality.



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- vendors complete form in the Municipality
- A mass lab test is organized for vendors at an Accredited Laboratory Center.
- Upon receipt of the laboratory results, a Health Certificate is then issued to vendors who are declared medically fit.

**SUITABILITY INSURANCE CERTIFICATE FOR
HOSPILITALITY PERMISES**

These include Hotels, Food Processing, Chop Bar Companies, Catering and Restaurant.

Any person or organization that wants to put up a hospitality facility.

Procedures

- The person should visit the Environmental Health Department and apply for the suitability form.
- The officer in charge will then do a primarily inspection of the facility.
- After the check suit the requirement of the officer starts processing for documentation of certificate.
- After setting up the facility the officer then goes for the final inspection of the facility.
- Certificate is issued after 2 weeks



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ADVISORY SERVICES

- Development of waste management plans for real estate developers, commercial properties and industrial establishments
- Preparation of RFPs for procurement of waste management services by private entities
- Evaluation of proposals for waste management services

These services are available to private property owner/or establishments on demand

INFORMATION, TRANSPARENCY AND CONVENIENCE

- Client Service Unit at our Main Office
- Front desk at our Main Office
- Notice Boards have been made available at our Main Office.
- Postal Address and Telephone indicated above
- Website, email and Social Media platforms indicated above



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COMPLAINTS

The Ga South Municipal Assembly welcomes comments and complaints from the public, its valued clients and residents. Such issues should be addressed to:

**THE MUNICIPAL COORDINATING DIRECTOR
GA SOUTH MUNICIPAL ASSEMBLY
NGLESHIE-AMANFRO**

TEL: 0302908466/0302908467

You can locate our office at:

MAIN MUNICIPAL ADMINISTRATION OFFICE.

Located just behind Galilea Market; off the Mallam-Kasoa Road



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The Ga South Municipal Assembly exist to provide an effective and efficient service delivery



Assembly's website(www.gsma.gov.gh) easily accessible to the general public.

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