



# ADAKLU DISTRICT ASSEMBLY Clients Service Charter

## **1.0 INTRODUCTION**

This service Charter is the commitment of Adaklu District Assembly 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 service rendered by the assembly with the aim to improve transparency and accountability. Ultimately, this charter is aimed at informing and educating our customers on the types and requirements of service 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 would be circumstances beyond our control, which may hamper the normal standard of service we provide. In such circumstances, the service levels set out in this charter will not apply, although every effort will be made to maintain normal services or to reduce the inconvenience to customers, at such times service delivered is below the standard defined by this charter, remedial actions will be taken without undue delay and communicate to the complainant action(s) taken to address the complaint.

## **2.0 ABOUT US**

Adaklu District Assembly was established by Legislative Instrument (L.I) 2164 of 2012. It was carved out of the former Adaklu-Anyigbe District now Agotime-Ziope District.

### **2.1 *WHO WE ARE***

The District Assembly has nineteen (19) members comprising thirteen (13) elected and six (6) appointed Members. It has two (2) sub-district structures namely TONU and TORDZENU Area Councils and it is located at Tsrefe and Waya respectively.

### **2.2 *OUR MISSION***

The Adaklu District Assembly exists “to improve the quality of life of the people within the Assembly’s jurisdiction by providing and maintaining basic services and facilities in the areas of education, health, sanitation and other social amenities for accelerated development in collaboration with stakeholders.

### **2.3 *OUR VISION***

The vision of the Adaklu District Assembly is ‘to transform the Adaklu District from an economically deprived District to a viable District; delivering people centered services with dedication and sense of urgency.

## **2.4 CORE VALUES**

Accountability, Client-oriented, Creativity, Diligence, Discipline, Equity, Integrity, Innovation, Timeliness and Transparency.

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

## **ACQUISITION OF BUILDING/DEVELOPMENT PERMIT**

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

A building/development permit is a written notice/permit issued by the Local Authority (The District Assembly) to a developer in a prescribed form before carrying out any physical development on, under or above land. This includes building permit and other physical development permits.

This permit is important because the Local Governance Act, 2016 (ACT 936) Section 91. States that, a person shall not carry out a physical development in a district except with the prior written approval in the form of a written permit issued by the District Planning Authority. These among others are to this among others is to promote proper planning management of orderly and harmonious development of human settlements.

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

Any person or organization who has legal title to immobile property or plot of land and intends to develop, redevelop/renovate, or change its use within the District.

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

Purchase the Building Permit Application Form (BPA) from the Revenue office and present it to the Physical Planning Department of the Assembly.

### ***Requirements***

The prospective developer must have the following:

- a) Clearance letter after official search on status of land from Lands Commission/Land Title Registry.

B) Clearance from the physical planning dept. with respect to land use type. c) Copy of title deed to the land.

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

***Requirements:***

i. Site Plan (scale 1:1:250 or 1:2, 500)

ii. Building, Fence, and Block Plans (scale not less than 1:20 or 1:40 or metric equivalent 1:1000 & 1:2000).

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

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

i. Professional Town Planner to sign the Block Plan

ii. Architect or Licensed draughtsman for Architectural plans

iii. Civil or Structural Engineer for structural drawings for Three (3) storeys and above.

***Please Note:***

You may have to provide the following reports if your development is a multi-storey structure or complex, filling station, guest house, gas service station, warehouse and mosque/church: Environmental Impact Assessment Report, Structural Report, Fire Service Report, Hydro Report, Geological Report and Traffic Management Report.

***Submission***

a) Submit completed forms with all other requirements as specified in the Building Permit Application and TCP 1 Forms to the officer in charge at the Town and Country Planning Department, which is the secretariat for SPC (Spatial Planning Committee)

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

***Processing Procedure***

a) Team of officers from Physical Planning and Works Departments and any other relevant technical dependent/unit inspects the site with the Developer within two (2) weeks of receipt of application to confirm the

site as shown on the Site Plan and its suitability for the proposed development.

b) The Spatial Planning Committee Secretary (District Physical Planning Officer) process the application within two (2) weeks after inspection of site

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

d) Spatial Planning Committee considers the Development Applications within fourteen (14) working days after the Technical Committee meeting. (i.e.) The Spatial Planning Committee Secretary submits approved plans to the District Works Department for issuance of development permit within five (5) working days after approval.

### **Collection of Permit**

Pay approved building permit fee at the Revenue office of the Assembly and collect your Development Permit from the Secretariat- Physical Planning Department (Town and Country Planning Dept.) Three (3) months after submission of application.

### **Please Note:**

- Receipt issued as payment for processing fee is NOT a Building Permit.
- Permit can be obtained within the stipulated three (3) month subject to proper title to land and standard drawings.
- Building Permit is valid for five (5) years. Applicants who do not start or complete their project within five (5) years must apply for renewal of Permit
- Development must conform to the approved Planning Scheme.
- Fees charge are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
- Do not make any false declaration on your application else your application shall be rejected.

## **ACQUISITION OF TEMPORARY STRUCTURE DEVELOPMENT PERMIT**

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

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

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

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

***Requirements***

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

***Processing Procedure***

- a. Application is forwarded to District Physical Planning Officer for processing within five (5) working days of submission of application.
- 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 is forwarded to the following officers for their signature;
  - i. District Physical Planning Officer
  - ii. District Building Inspector
  - iii. District Works Engineer

***Collection of Permit***

Collect your development permit from the secretariat - Physical Planning Department three (3) month after submission of application.

***Please Note***

- Temporary structure permit is valid for six (6) months subject to renewal. In some cases, validity is twelve calendar months (a year) e.g ATM site
- Development must conform to the approved temporary structure permit.

- Temporary structure permit can be obtained within the stipulated time subject to suitability of location for intended purpose, proper title to land and standard drawings.
- Fees Charge are subject to change and regulated by fee fixing resolution adopted by the general assembly annually

### **PREPARATION OF LAND USE PLAN / LOCAL PLAN / PLANNING SCHEME / LAY OUT**

- a. Apply to the District Chief Executive with base map from survey Department
- b. Application is forwarded to Physical Planning Department for designing within five (5) working days of submission
- c. The initial design is subjected to public consultation for further inputs, recommendation and / or corrections within fourteen (14) months of submission.
- d. Technical Committee meets to evaluate the application and makes recommendation to the Spatial Planning Committee (SPC) within fifteen (15) working days after public consultation.
- e. Spatial Planning Committee meets to approve / deny the application within ten (10) working days after the Technical Committee meeting.
- f. Pay the appropriate fee and collect your approved Land Use Plan from the Physical Planning Department sixteen (16) months after submission of application.
- g. The Physical Planning Department then distribute the approved Land Use Plan to other land sector agencies.

### **ASSESSMENT OF REZONING STATUS**

- a. Apply to the District Chief Executive with a copy of the Land Use Plan / (site plan)
- b. An officer from Physical Planning Department is detailed to inspect the site with the Application within five (5) working days of submission of application
- c. The application is presented at Technical Committee for consideration within ten (10) days after the inspection
- d. Statutory Planning Committee approve / deny the application within five (5) working days after the Technical Committee meeting.
- e. Pay the appropriate fee and collect your approved Rezone Land Use Plan from the Physical Planning Department one (1) month after submission of application.
- f. The Physical Planning Department then distribute the approved Rezone Land Use Plan to other land sector agencies

### **ACQUISITION OF BUSINESS OPERATING PERMIT**

*Who can apply?*

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

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

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

### ***Requirements***

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

### ***Processing Procedure***

- a) An inspection team made up of members from Physical Planning Department Budget and Rating Department, Environmental and Public Health Unit and Works Department inspect the premises of the applicant within 5 business days of submission of application.
- b) The team makes appropriate recommendations to the District Budget Analyst within 2 business days from the day of their inspection.
- c) Upon recommendation by the inspection team, permit is issued after five (5) working days of submission of application at approved fee.
- d) Business Operating Permit is valid for one (1) year and subject to renewal.

### ***Please Note:***

- Fee charged depends on the Business type, size and location. Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
- The process for acquiring license/permit for some category of businesses may differ from what has been provided above.

## **SERVICES PROVIDED BY THE FEEDER ROADS DEPARTMENT**

### **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 Adaklu District.



### ***How to apply***

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

### ***Requirement***

No Requirement is needed

### ***Processing Procedure***

- a. The applicant is invited to the Feeder Roads Department of the District Assembly the following working day after the submission of the request for roadblock permit by telephone call or applicant making himself available for the inspection of the road(s) intended to be blocked or closed
- b. At the inspection of the site of the intended road(s) to be blocked, the Road Maintenance Engineer and his inspection team decide on the suitability of the intended road(s) to be closed
- c. If the intended road(s) to be blocked is suitable for the occasion, then the Road Maintenance Engineer recommends to the District Feeder Road Engineer for approval. And if the intended road(s) to be blocked is not suitable for the occasion due to traffic circulation and other traffic management issues in the corridor after inspection, the application is turned down or rejected
- d. When the application is approved by the District Feeder Roads Engineer, the applicant is requested to go to the Revenue section of the Adaklu District Assembly to pay 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 Roadblock Permit within a working day

### ***Please Note:***

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

## **ACQUISITION OF ROAD CROSSING PERMIT**

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

Answer: A Road Crossing Permit is a written notice / permit issued by Adaklu Feeder Road Department of the District Assembly to an individual, a developer and organizations (e.g Ghana Water Company Limited - GWCL, Electricity Company of Ghana - ECG and Telecommunications Companies such as Vodafone, MTN, Airtel-Tigo, e.t.c) 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 Engineer 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 form from the unit and fill with details stated on the form
- b. The applicant must therefore provide line diagram of installations in the area of the intended road of the intended road crossing activity

***Processing Procedures***

- The applicant is invited to the District Feeder Roads Department of the Adaklu District Assembly the following working day after the submission of the request for road crossing permit by telephone call or make yourself available for submission for the inspection of the road(s) intended to be cut or thrust-bored
- The 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 road, etc.
- The Maintenance Road Engineer and an inspection team will take measurement 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 measurement taking recommends to the District Feeder Roads Engineer 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 working day to be paid by the applicant

- The applicant is supposed to pay **road crossing permit fee** to the Revenue section of the Adaklu District Assembly and the reinstatement of road to be cut or thrust-bored and their supervision fees to be paid to the District Feeder Road Department's Accountant
- Upon submission of all payment receipts to the District Feeder Roads Engineer, the permit is issued immediately that very day to the applicant.

***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 mandatorily be placed at road crossing point (thrust-bored or otherwise)
- Trench shall not be less than 1m in depth
- Trench shall 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 150mm 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, gravel surface road, etc.** Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually
- Fees charged for reinstatement of road to be cut or thrust-bored and its supervision depends on the types of road surface, e.g asphaltic surface road, bituminous surface dressed road, gravel surface road, etc. Fees charged are subject to change due **material and labour cost** and **not** regulated by Fee Fixing Resolution adopted by the General Assembly annually

**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 Road Department of the Adaklu District Assembly to utility organizations (e.g Ghana Water Company Limited-GWCL, Electricity Company of Ghana\_ECG and telecommunication Companies such as Vodafone, MTN, Airtel-Tigo ,etc.) in a prescribed format before carrying out road reservation trenching activities along the roads for installation of service lines. This permit includes

- Permit to trench along an engineered pedestrian walkway
- Permit to trench along an un engineered 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 the service lines.

### ***How to apply***

Write to the District Feeder Roads Engineer with details of the organization name, mailing address, telephone number(s), and the name of the road reservation which is to be trenched.

### ***Requirements***

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

### ***Processing Procedures***

- The applicant is invited to the Feeder Road Department of the Adaklu 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 Road Maintenance Engineer and his inspection team will visit the site to determine the type of road reservation to be trenched. E.g engineered pedestrian walkway, engineered pedestrian walkway and road reservation without the carriageway and the pedestrian walkway
- The Road Maintenance Engineer and his inspection team will take measurement immediately of the intended area of the road reservation to be trenched is the road reservation for trenching is suitable for the service line installation
- The Road Maintenance Engineer after the site inspection and measurements taking recommends to the District Feeder Roads Engineer for approval the same day
- After the approval, the District Feeder Roads Engineer refers the completed application form and the measurements to both Maintenance Road Engineer and the Contract manager for the determination of fees within one working day to be paid by the applicant
- The applicant is supposed to pay **road reservation trenching permit fee** to the Revenue section of the Adaklu District Assembly and the reinstatement of the road reservation trench and the

supervision fees to be paid to the District Feeder Road Department's / Revenue section

- Upon submission of all payment receipts to the District Feeder Roads Engineer, the road reservation trenching permit is issued immediately for the application to carry away 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 Road Department of Adaklu 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, engineered pedestrian walkway and road reservation without the carriageway and 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, engineered pedestrian and road reservation without the carriageway and the pedestrian walkway) and **not regulated** by Fee Fixing Resolution adopted by the General Assembly annually

**SERVICE PROVIDED BY THE ENVIRONMENTAL HEALTH AND SANITATION MANAGEMENT DEPARTMENT**

**Frontline officer of the department**

- i. The frontline officers of the Environmental Health and Sanitation Management Department (EHSMD) are ENVIRONMENTAL HEALTH OFFICERS; they are responsible for enforcing environmental health standards and statutes as enshrined in all public health laws and Bye-laws within the jurisdiction of the Adaklu District Assembly.

## **ACQUISITION OF FOOD VENDORS/HANDLERS CERTIFICATE**

The Adaklu District Assembly (Control of restaurant and eating- houses) by-laws, require any person wishing to operate a restaurant or anyone who engage in the preparation, handling or serving prepared food in any Restaurant or eating house to be medically certified as free from any communicable disease and renew such certification as directed by appropriate medical authority.

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

All individuals or organizations wishing to operate handle, serve or sell food within the Districtity.

### ***How to apply***

- a. Purchase a medical form from the environmental health officer at the assembly's old site.
- b. Submit the medical form to a medical laboratory facility assigned for that matter for medical examination the same day.
- c. The form will be given to you with the result and one (1) passport size picture to the District Environmental Health officer.
- d. When found to be medically fit to handle, prepare, serve or sell food, the certificate is issued accordingly.

### **Please Note:**

- Fee charged by the assembly for issuance of food vendors / handlers certificate is subject to change and regulated by fee fixing resolution adopted by the General Assembly annually

## **LICENSING OF HOSPITALITY FACILITY / PREMISES**

Owners, managers or operators of motel, Guest House, Hostel, restaurant and eating - houses are required to acquire environmental sanitation inspection certification from the assembly on the suitability of their facility or premises for the intended purpose and renew same annually.

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

All individuals or organizations operating or wishing to operate a hotel, motel, hostel, restaurant or eating - house within the District.

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

- a. Purchase application form budget office at main office.

- b. Submit the complete application form to the District Environment Health Officer at the District Assembly premises.

### ***Requirement***

- 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 Tourism Authority
- c. Evidence of medically certified attendants to operate in the hospitality facility.

### ***Processing procedure***

- a. Officers from Environmental Health unit inspect applicant's premises and submit report on findings within three (3) working days of submissions of application form.
- b. District Environmental and Public Health Officer issues a certificate of suitability to the applicant for the attention of the Ghana Tourism Authority within ten (10) working days after the inspection.
- c. The applicant is informed to conduct Ghana Tourism Authority (GTA) for his/her license after the issuance of the health inspection Certificate.
- d. The District Environmental Health Officer upon approval by Ghana Tourism Authority recommends the applicant to the Assembly for registration and issuance of Business Operating Permit (BOP) at an approved fee.

### ***Please note:***

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

## **DISABILITY FUND**

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

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

For the effective utilization of the fund, a District Fund Management Committee is put in place to oversee the disbursement and utilization of the fund to the PWDs.

### ***Who qualifies to access the Disability Fund***

- i. Visual impaired
- ii. Hearing and speech impaired
- iii. Physically challenged
- iv. Multiple disable 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 Funds Management Committee
- iii. The Committee meets and sorts the applicants within seven (7) working days
- iv. Applicants are interviewed or talked to within fourteen (14) working days
- v. After satisfaction with the authenticity of applicants as person with disability, the applications are reviewed and approved
- vi. A report is written by the committee stating the names, type of disability, applicants profession, amount requested, the urgency of the applicant's need, age and sex of applicant.

The reports are submitted to the District Chief Executive and the Internal Audit Unit and upon satisfaction; a P.V. is prepared with the names of approved individual.

Beneficiaries are invited to the assembly by the committee within one month for payment with their identification cards.

Balanced of unpaid sums are kept with the Assembly for continuous payment to those beneficiaries who could not make it earlier.

The Management Committee from time to time checks on the payees.

All payment is made in cash.

## **REGISTRATION OF MARRIAGES**

### **Who can Apply?**

A man and a woman who have consented to marry

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

- a. Ordinance marriage: Either or both couple to the intended marriage files a notice at the registry
- b. Customary marriage: either or both couples submit 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 plus photo identity cards.
- ii. Applicant submits a statutory declaration, verifying fulfillment with specified statutory requirements in the marriage Act, 1884-1985 (CAP 127)
- iii. The Registrar Certificate is issued to the applicant after twenty-one (21) days (in the absence of a caveat / objection)



- iv. Thereafter, the marriage may be celebrated within 3 month from the date of the notice of marriage

**b. Customary Marriage**

- i. Apply to the Registrar of Marriage 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

**CUSTOMARY DIVORCE**

- a. Apply to the registrar of marriage in the district in which the marriage was dissolved
- b. Statutory Declaration by applicant
- c. Dissolution of marriage is then duly registered

**LICENSING OF CHURCH PREMISES FOR CELEBRATION OF MARRIAGE**

- Apply to the District Chief Executive, with a copy to the registrar of marriage
- Attach copies of Ordination Certificate, Church Registration Certificate and Building Permit,
- A technical team of officers from the Assembly inspects the church premises (with reference to sanitary facilities, parking lot, firefighting equipment, e.t.c)
- Church premises is then duly licensed / denied within one month of submission of application

**ACQUISITION OF TAXI DRIVING LICENSE**

***Who can apply?***

Any person who drive taxi or fly hiring or conveyance goods or passengers within the Districtity

***How to Apply***

Purchase taxi Driving License application form from Revenue Office at the main office

***Requirement***

- a. Applicant must be above the age of 18 years

- b. Completed Taxi Driving License application form
- c. Valid professional driving license issued by the driver and vehicle licensing Authority
- d. Driving Experience of two (2) years and above
- e. Sufficient knowledge of the District
- f. Two (2) passport size photographs

### ***Submission***

Submit the completed form with two (2) passport size photographs and a photocopy of a valid professional driving license issued by the Driver and Vehicle Licensing Authority to the District Local Government Inspector of the Revenue Superintendent at the Assembly's main Office

### ***Processing procedure***

- a. The authorized officers 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 month of submission.
- d. Pay approved fee at the Revenue office and collect your Taxi Driving License

### ***Please Note:***

- Taxi Driving License is a valid for one year from the date of issues subjected to its subsequent renewal
- Fee's charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually.

## **TAXI/COMMERCIAL VEHICLE LICENSE**

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

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

### ***How to apply***

Purchase taxi/commercial Vehicle Licensing application form from the Revenue office at the main Office

### ***Requirement***

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

### ***Submission***

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

### ***Processing procedure***

- a. The authorized person(s) receives the application and examine the vehicle with the applicant within two (2) working days of submission of application.
- b. The relevant license in respect of the vehicle is approved / denied within five (5) working days of submission of application
- c. Pay approved fee at the Revenue office and collect the appropriate sticker.

### **Please Note:**

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

## **OUTDOOR ADVERTISING PERMIT**

### ***How to apply?***

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

Upon receipt of response to the written application, purchase a registration form from Revenue office.

### ***Processing Procedure***

- a. Submit the completed application form to the Budget office.
- b. A team will inspect the site with the Applicant within two (2) working days of receipt of registration form, to confirm the site as indicated in the application letter and its suitability for mounting/ displaying the signage.
- c. Pay approved fee at the Revenue office and proceed to mount the signature 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 Work 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.

**NON - GOVERNMENTAL ORGANIZATION (NGO) REGISTRATION**

***How to apply?***

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

***Requirements***

Attach to the application letter;

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

***Processing Procedure***

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

**APPLICATION TO OPERATE DAY CARE CENTRE**

***How to apply***

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

***Processing Procedure***

- a. Officers from Department of Social Development inspect the facility/ structure for proposed day-care center with emphasis on:
  - i. Building / development permit

- ii. Location of structure / facility
  - iii. Space for car parking
  - iv. Sanitation facilities
  - v. Availability of manpower e.t.c
- b. If the applicant meets the required standard, the applicant 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 subjected to timely fulfilment of all requirements.

## **BIRTH REGISTRATION**

- a. Particulars of child
- Full name of child
  - Sex
  - Date of Birth
  - Detailed address of place of delivery ( hospital, clinic, maternity home, house, other specify)
- b. Particulars of mother
- Full name of mother
  - Age at birth
  - Nationality
  - Place and address of usual residence
  - Occupation
- c. Particulars of father
- Full name of father Occupation
  - Religion
- d. Particulars of information (where applicable)
- Full name
  - Relationship

## **DEATH REGISTRATION**

### ***Register a Death Between First Day to 12 Months:***

Report a death to the Registry Office of the Adaklu District Assembly with any one of the following:

- Medical Certificate of cause of Death issued by a Medical Practitioner who was last in attendance.
- Corona Certificate

### ***Register a Death After 12 Months***

Report a death to the Registry Office of the Adaklu District Assembly supported by any one of the following:

- Medical certificate of Cause of death
- Corona Certificate together with Police Report
- An affidavit from a High court sworn jointly by head and two(2) principal members of the family of the deceased

**Required Documents**

- Medical Certificate of cause of Death issued by a Medical Practitioner who was last in attendance.
- Corona Certificate
- An affidavit from a High court sworn jointly by head and two(2) principal members of the family of the deceased

### TABLE OF OUR SERVICE

No.	SERVICE	DURATION	RESPONSIBLE DEPARTMENT / OFFICE
1	Issuance of Building / Development permit	3 month / 90 days	Physical Planning / Work Department
2	Issuance of Temporal Structure Development permit	3 month / 90 days	
3	Preparation of land use plan (layouts)	16 Month	Physical Planning Department
4	Assessing of Rezoning Status	1 month	
5	Issuance of Business Operating permit	5 working days	Budget & Rating / Finance department
6	Services provided by Feeder Roads Dept'	24 hrs	Feeder Roads Department/DWD
7	Issuance of food vendors / handlers' certificate	5 working days	Environmental Health and Sanitation Unit
8	Licensing of hospitality facility / Premises	7 working days	
9	Disability Fund	1 month	Social welfare and Community development Department
10	Registration of marriage	Ordinance	21 days
		Customary	28 days
11	Issuance of customary Divorce Certificate	5 working days	Marriage Registry/HR Unit
12	Licensing of church premises for celebration of marriage	5 working days	
13	Issuance of Taxi Driving License	5 working days	Local Government Inspector / Revenue Unit
14	Issuance of taxi / Commercial Vehicles License		
15	Outdoor Advertising Permit	10 working days	Department of works / Physical Planning
16	Registration of Non - Governmental Organization (NGO)	1 month	Planning unit and Dept. of Social Welfare and Community Development
17	Licensing to operate Day Care Centre	1 month	Social Welfare and Community development Department
18	Training of day care attendants	6 months	
19	Birth Registration	Under 1 year and 1 week / Above 1 year	Birth and Death Registry

		and 4 weeks	
20	Death Registration	4week	
21.	Response to complaints from the public	Two weeks	Client Service Unit