



OLD TAFO MUNICIPAL ASSEMBLY

**CLIENT SERVICE
CHARTER**

1.0 WHY THIS SERVICE CHARTER

In conformity with our mandate, and in line with our service principles, this charter has been developed to provide information on the services and expected standards to facilitate expedient transaction of business with our clients.

It is also meant to serve as a practical guide to our clients and stakeholders on the service delivery processes of the assembly, and to publicly demonstrate the Assembly's commitment to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

2.0 SERVICE DELIVERY STANDARDS

We shall endeavor to:

1. provide our clients with timely, credible and reliable services.
2. Demonstrate honesty, respect, humility and integrity towards clients.
3. Show our preparedness to listen to our clients.
4. Demonstrate commitment to the provision of reliable and accurate information in timely manner.
5. Acknowledge client's rights
6. Acknowledge diversity
7. Ensure easy identification of our offices
8. Provide mechanisms for effective feedback on our services.
9. Provide a friendly and efficient environment for our clients.

3.0 WHAT WE EXPECT FROM OUR CLIENTS

1. submission of timely and accurate information.
2. Clear communication
3. Close collaboration
4. Cordial relations
5. Respect
6. Sincerely
7. Trust
8. Understanding
9. Cooperation
10. Reliability
11. Feedback

4.0 SERVICES OFFERED BY THE ASSEMBLY

4.1 BUILDING CONSTRUCTION PERMIT

Any person or organization that wishes to put up a building, transform an existing building, demolishing an existing structure must apply for a building and construction permit. The process is outlined below;

4.1.1 STEP ONE

- Submission of the application
- Title clearance form duly signed by appropriate authority (certification of ownership)

- Building permit application forms duly completed on behalf of the applicant.
- Four (4) sets of Architectural drawings including site and blocks plans scale of 1/20 or 1/40 showing the position of the building(s) and other work on site and duly signed by a registered Architect or building professional.
- Four (4) sets of drawings of the building at an appropriate scale duly signed by a Structural Engineer if it is multi-storey.
- Business Operating Permit (for organizations).
- Property Rate duly paid.
- Any other document as may be necessary

4.1.1.1 For Multi-User and Multi-Level Development:

- Fire Report and appropriate fire engineering drawing duly vetted and approved by Ghana Fire Service (3 copies).
- Geo-Technical (Soil investigation) Report (3 copies)
- Structural Integrity Report where the vertical extensions are proposed on existing building (3 copies)
- Traffic Impact Assessment Report (3 copies)
- Hydrological Report and appropriate drawings (3 copies)
- Structural calculation/Analysis Report (2 copies)
- Environmental Impact Assessment Report (3 copies, if required)
- Any other document as may be necessary.

(contact the offices of the works and the Physical Planning Departments of the Old Tafo Municipal Assembly, relevant agencies or consultants for advice and assistance)

4.1.1.2 Applicants Requiring Permission in Principle (AIP)

- Three (3) sets of sketch drawings
- Three (3) copies of brief outline of project covering the location, design, activities and operational characteristics.
- Evidence of neighbourhood consultation and comments.

4.1.1.3 Applications Seeking Change of Use of an Existing Permit

- Previous permit on existing building
- Proposed amendments to drawings if relevant
- Evidence of neighbourhood consultation and comments for the new use of premises.

4.1.1.4 Validation of Development and Building Permit

- Development and building permits are valid for five years
- Applicants who are unable to complete developments within permit validity period are required to Permit for extension of Time.

4.1.1.5 Application for Extension to Existing Building Should Comprise

- Previous permit on existing building
- Four (4) new copies of block and site plan to scale of 1/20 or 1/40 showing the position of the building(s) and other works on site.

4.1.2 STEP TWO

- Purchase of Forms** – buy building permit application form from the Works and Physical Planning Departments’ Office

- ii. **Completion of Forms** – complete in full, both the building permit application forms. (where you are difficult in completing the forms, contact the Works & Physical Planning Department Office for advice and assistance)
- iii. **Submission** – Submit completed forms with all other attachments as specified in the Building Permit Application to the Physical Planning Department Office. (Contact Officer in charge to be informed of corrections to be made or additions if any, the process fee, date for inspection of site etc.)
- iv. **Site Inspection** – Site Inspection would be undertaken by a team from Physical Planning and Works Departments.

4.1.3 STEP THREE

Presentation

- Application is vetted by officers from various institutions
- Comment compiled and forwarded to applicants if any
- Recommendation to Spatial Planning Committee for decision
- Endorsement of permit and collection by applicant
- Finally, the works department shall inspect the facility upon completion and grant a certificate of habitation.

4.1.4 STEP FOUR

Collection of Permit

- Pay approved building permit fee to the Works Department on receipt of approval letter.
- Collect building permit and seek further instructions for commencement of building project from Works Department

Please note:

- i. Difference between the Development Permit and Building Permit
 - Development permit is issued by the Physical Planning Department for the developer to enter the land for the needed preparation.
 - Building Permit is issued by the Works Department for the developer to start construction.
- ii. It is important to note that the validity of a Building Permit issued in accordance with the above process is five (5) years after which a new permit must be sought.
- iii. Developers are therefore required to seek renewal of Building Permit if development is not completed within five (5) years.

4.2 BUSINESS OPERATING PERMIT

It is expected that every business within the Old Tafo Municipal Assembly's jurisdiction obtains a Business Operation Permit.

As the name sounds a Business Operating Permit Is a license that enables you to undertake/do business in the Municipality.

Applications for this license are done at the Revenue Unit of the Assembly, on the 1st Floor of the Post Office Building of the Tafo-Mampong Road.

4.2.1 ACQUISITION OF A BOP LICENSE

1. Submission of an application or introductory letter to the Municipal Chief Executive
2. Submit relevant documents for processing. The relevant documents include;
 - o Registration/Certificate of Incorporation from the Registrar General’s Department
 - o Tax Identification Number (TIN)
 - o Name of Business
 - o
 - o Business Location (GPS Location/Address)
 - o Contact Details
3. A premises check would be rendered by designated officers of the Municipal Assembly.

4.2.2 BUSINESS CHANGE & CLOSURE

A change of business name/closure of business shall be communicated to the Assembly. Please note that an operating license is not transferable. Transfer of ownership shall be deemed as termination of license agreement.

4.2.3 BUSINESS LICENSE RENEWALS

The BOP expires 31st December in the of issue and is subject to renewal the following year.

The renewal is done in accordance with satisfaction of the Assembly guidelines on permit renewals.

5.0 COMPLAINT AND COMMENTS

5.1 LODGING OF COMPLAINTS

- a) We encourage clients to lodge complaints and make suggestions, comments and compliment through the Physical address, the postal address or e-mail.
- b) We guarantee and privacy regarding the complaints’ identity and the subject of complaints.
- c) We encourage complaints to identify themselves adequately to enable us to handle their issues adequately and efficiently without unnecessary bottlenecks that may be caused by anonymity.

5.2 SERVICE DELIVERY TIME FRAME

| SERVICES | DELIVERY TIME FRAME | EXPECTATION FROM CLIENTS |
|--|-----------------------------|--|
| <ul style="list-style-type: none"> • Petitions,....., Grievances • Review and decision making • Conveyance of decision to clients | 2 weeks 1 week 3 days | Prompt response and provision of further and detail information on the request by the petitioner and Management of the Organization. |

5.3. CLIENT SERVICES UNIT (CSU)

In case for, assistance and complaints related to services provided by the Assembly In writing, by phone or in person through:

Name:

Tel:.....

Email:.....

5.4 RESPONSE TO COMPLAINTS

Complaintsto within seventy-two (72) hours upon receipt. A client who is not satisfiedmay complaint to the Municipal Chief Executive through the Municipalwith the address below:

The Municipal Chief Executive

Old Tafo Municipal Assembly

P. O. Box TA 80

Old Tafo-Kumasi

[Tel:\(+233\) 0203945459](tel:+2330203945459)

Email: oldtafomunicipalassembly@gmail.com

Website: www.otma.gov.gh

When You Can Find Us

During normal working hours **08:00 – 17:00hrs (8am – 5pm)**

Where You Can Find Us

We are located at Pankrono Estate Junction on the Tafo-Mampong Road

GHANA POST GPS ADDRESS: AK-154-8566