



FANTEAKWA NORTH DISTRICT ASSEMBLY

CLIENT SERVICE CHARTER

FEBRUARY 2019

MISSION STATEMENT

“The Fanteakwa North District Assembly exists to improve the wellbeing of the people through effective and efficient mobilization and utilization of its resources and to provide an avenue for the people's participation in Local Governance”.

VISION

“To become the most developed district and the preferred tourist destination in Ghana through increased agricultural productivity within a decentralized environment and efficient Local Government administration”

CHAPTER ONE GENERAL INTRODUCTION

INTRODUCTION

LOCAL GOVERNMENT ACT 2016, ACT 936 SECTION 106 (3) states that;

"Every person shall, before constructing a building or other structure or undertaking any work obtains a permit from the district planning authority which shall contain such conditions as the District Planning Authority may consider necessary".

Service delivery in the Ministries, Departments and Agencies (MDAs) over the years has not always been of satisfactory standards and has often been characterized by cumbersome procedures which do not encourage transparency and openness.

This has led to regular complaints from the public and has tended to reduce trust and confidence in the public system of service delivery.

The Local Government Service has, therefore, embarked on a mission of improving the quality of service delivery in the MMDAs through simplifying processes, clarifying rules and procedures, and setting-frames for prompt completion of tasks in order to render them more transparent to the public. The objective is to create a customer-oriented Local Government Service focused on providing value-for-money services.

LEGISLATIVE INSTRUMENT ESTABLISHING THE F.N.D.A

The Fanteakwa District Assembly was carved and created out of the East Akyem District Council by Legislative Instrument (L.I) 1411 of 1988 and then divided into North and South with Legislative Instrument (L.I) 2346 of 2017 in pursuance of Government's Decentralization Policy with Begoro as its capital. The population of the District is varied in terms of ethnicity. It includes Akyem, Krobo, Kotokole, Ewe, Chamba, Gwan, Dagomba, Grushie, Basare and Moshi.

FUNCTIONS OF FANTEAKWA NORTH DISTRICT ASSEMBLY

Like all other District Assemblies, the functions of Fanteakwa North District Assembly are basically derived from the status as mandated by the Local Government Act of 2016 and Legislative Instrument No. L.I 2346 of 2017. The functions which are aimed at achieving the objectives and mission statement of the Assembly can be categorized under the following genera functions:

- i. Give directives, supervise and provide guidance to all local administrative authorities in the District.
- ii. Ensure the effective mobilization of all available resources for the development of the district through effective planning and budgeting.
- iii. Responsible for the development, improvement and management of human settlements and the environment in the District.
- iv. Provide district services and basic socio-economic and technical infrastructure facilities.
- v. In co-operation with national security, agencies and the people are responsible for the maintenance of security and public safety in the district.
- vi. Promote productive activities and remove all barriers to private sector development.

OBJECTIVES OF THE ASSEMBLY

To fulfill its mission, the Fanteakwa North District Assembly has set for itself the following objectives:

- i. Provide basic Socio-Economic Infrastructure in the District.
- ii. Ensure efficient and effective revenue mobilization and management.
- iii. Ensure clean, safe and healthy environment in the District.
- iv. Promote economic activities in the district especially for the vulnerable and the excluded.
- v. Improve upon the logistic and Human Resources of the District Assembly.
- vi. Enhance good governance by strengthening the Administrative set-up of the Assembly.
- vii. Promote effective sector participation in the development of the District.
- vii. Facilitate the development of information communication and technology base of the District.

Vision Statement

To become the most developed District and the preferred tourist destination in Ghana through increased agricultural productivity within a decentralized environment and efficient Local Government administration.

Mission Statement

The Fanteakwa North District Assembly exists to improve the wellbeing of the people through effective and efficient mobilization and utilization of its resources and to provide an avenue for the people's participation in Local Governance.

Core Values of the Assembly

We strive for accountability, integrity, transparency, client-orientation, efficiency and effectiveness through:

- a) Fairness;
- b) Confidentiality;
- c) Equity; and,
- d) Timely delivery of quality services.

THE ORGANIZATIONAL STRUCTURE

To deliver on its mandate, the Assembly operates under the following Twelve (12) decentralized departments:

- a) Education, Youth & Sports;
- b) Social welfare & Community Development;
- c) Works;
- d) Physical Planning;
- e) Finance;

- f) Central Administration;
- g) Trade & Industry;
- h) Disaster Prevention;
- i) Health; and,
- j) Agriculture,
- k) Natural resource conservation, Forestry, Game and Wildlife.
- l) Human Resource Management

THE DISTRICT ASSEMBLY'S PRINCIPLES

In order to maximize clients' satisfaction, the Assembly adheres to the following principles:

- i) Good governance;
- ii) Competence within the District Assembly;
- iii) Equity;
- iv) Honesty;
- v) Respect;
- vi) Humility; and,
- vii) Integrity.

CHAPTER TWO

PROCEDURE AND REQUIREMENT FOR OBTAINING BUILDING PERMIT

Any person or organization which intends to commence construction of a building whether for residential or for other purposes within the jurisdiction of the Fanteakwa North District Assembly must obtain a building permit.

The purpose of the permit is to ensure, among other things that the proposed project conform to the building regulations, development control guidelines and planning scheme of the Assembly.

However, the Development Authority has observed that the general public find the processes involved in obtaining the permit is unclear and cumbersome. This therefore results in unnecessary delays in submission of their necessary documents for the processing of the permit.

This document provides specific information on the requirement and procedures to prospective developers and the general public on obtaining building permits as early as possibly from the Fanteakwa North District Assembly.

The purpose of the document is to serve as a practical guide, with clear and simple procedures to the public (customer and client) and the Fanteakwa North District Assembly to enhance transparency and trust in the processing of building permits.

Stage 1

Basic Requirement for All Building Developments

Any prospective developer is required to have and present the following documents before applying for a building permit;

- Building Permit Application Form
- Physical Planning Application Form 1
- Two (2) sets of site plans (one on transparency)
- 4 set of working drawings
- Certificate, official letter or search on status of land (from the Lands Commission or Land Title Registration) i.e. Land title.
- Soil test reports (from commercial and huge buildings)

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Types of Developments

The types of developments include schools, hotels, restaurants, and places of worship, buildings, factories, hospitals, residential buildings, offices, shops, and others.

Additional Reports (Documents)

- Buildings – 3 storey and above (including basement) must have **Structural Analysis Report and Geotechnical Report** and this applies also to **single storey warehouses, industrial buildings, building with wide spans.**
- The applicant should contact the **Works Department**, or the **Physical Planning Department** or consultants for advice and assistance.

Stage 2

Completion of Forms

Complete in full the **Building Permit Application Form** and the **Physical Planning Department Application Form 1.**

Stage 3

Submission of Forms

- Submit completed **Development application** and the **Building Permit Application** forms with **all necessary attachments** to the **Desk Officer at the Physical Planning Department (PPD)**
- On submission, applicant would be informed of corrections and or additions to be made, if any, date for site inspection and the processing fee payable by the prospective developer.
- Pay the appropriate processing fee. Fees payable are specified in the Local Government Bulletin, thus the Fee Fixing Resolution (**please note, applicants must obtain an official receipt for any payment made** and any fee paid must be in the **Fee Fixing Resolution**).

Stage 4

Processing

- The Joint Technical Sub-Committee would undertake site inspection with the applicant(s) (prospective developer[s]) on an agreed date.

Stage 5

Final Approval

- The Spatial Planning Committee meets for final approval of application within nine (9) working days after the Joint Technical Sub-Committee evaluation meeting.
- Applicants notified of decision by the Spatial Planning Committee within ten (10) working days after the meeting

Stage 6

Notification of Payment

Applicants would be notified when to pay building permit fees. Fees payable are specified in the Local Government Bulletin, thus the Fee Fixing Resolution **(please note, applicants must obtain an official receipt for any payment made and any fee paid must be in the Fee Fixing Resolution)**:

1. The Assembly would post the **list of names** of applicants on the notice boards of the following offices;
 - District Assembly Office, Begoro
 - Physical Planning Department
 - District Works Department
2. Or if requested, it is posted through registered mail to the applicant within Fourteen (14) days after day of site inspection.

Stage 7

Payment of Building Permit Fees

Applicant or developer would only pay building permit fee to the District Account Office of the Assembly. Please note that the **payment receipt is not a building permit certificate** and should be submitted to District Works and Physical Planning Departments.

Also note that **refusal to make payment within Twenty-Eight (28) working days indicates loss of interest**. The process is re-activated when the applicant settles the appropriate bill. Applicants will bear the cost for re-inspection.

Stage 8

Issue of Building Permit and Collection

Applicants would collect building permit certificate from the **District Works Department** duly **signed by the District Works Engineer** within Ten (10) working days of receipt of approval list from the Secretary of the Spatial Planning Committee, provided the applicant has paid the full building permit fee and no anomaly is discovered.

Caution

- Act 936 provides that any unauthorized structure or structures attached to premises shall be demolished or removed on notice by Fanteakwa North District Assembly (F.N.D.A).
- Any such development shall be considered unauthorized and liable to demolition and or removal by F.N.D.A.
- Any applicant who makes a false declaration does so at his or her own risk.

GENERAL INFORMATION

- It is important to note that the validity of a Building Permit issued in accordance with the above process is five years.
- Developers are therefore required to seek renewal of Building Permit if development is not complete within five (5) years.

CHAPTER THREE

DISTRICT ENVIRONMENTAL HEALTH UNIT

The Environmental Health Unit is responsible for the software aspects of Environment Health in the Districts, Urban and Area and Town Councils.

It provides the following services delivery, rules and processes to ensure a clean and healthy environment.

MONITORING AND ENVIRONMENTAL MANAGEMENT ACTIVITIES

Providing Environmental Health and Sanitation profile for policy formulation

Process

- Survey
- Identify socio-economic / cultural activities
- Identify sanitary sites and other facilities e.g schools, hospitals, churches etc
- Identify hard core sanitary problems existing within the community

Premises inspection

Process

- Name and Address
- Inspection
- Identification of sanitary problems and abatement of nuisance

Methods

- Health Education
- Issues of notices and court summons
- Prosecution
- Bench warrant execution
- Public places (markets, lorry parks,)
- Sanitary facilities (abattoir, slaughter slabs, public toilets, public cemeteries)

Receiving and abatement of sanitary complaints

- Investigation
- Health Education
- Notices and Summons
- Prosecutions

Resources Needed

- Statutory Notice books, summons books
- Fuel and transport
- Noise measuring and sound meters

- Vehicle emission detectors
- Stationery

Hygiene / Health Education

Process

- Identification of Community Health problems and needs
- Set strategic objectives
- Design of program manuals, handbooks, brochures, leaflets etc
- Implementation and Evaluation

Disposal of the dead

When Death Occurs at Hospital

A formal notice of death is provided by a Medical Practitioner who issues a medical cause of death in accordance with Sec. 18, Act 301 of Births and Deaths registry.

The body remains in the morgue until a member of the family brings to the registry of death, a copy of the medical cause of death, duly signed by a Medical Practitioner stating:

1. Name of Deceased
2. House No.
3. Age of Deceased
4. Cause of Death
5. Date and Time of Death
6. Disease Condition
7. Antecedent Cause
8. Other significant conditions contributing to the death, but not related to the disease on condition causing it.

Having satisfied the above conditions, the Environmental Health Unit which is responsible for issuing burial permit in the District, will then issue permit to any member of the deceased family who reported the death and may sign as an informant of the death. This is subject to Sec. 20 Act 301, Regulation 17 and 18.

Where Death Occurs at Home

A family member calls a doctor or the last doctor the patient had seen. Report to the nearest District Police Station within the area where death had occurred.

The Police assist family member in acquiring a coroner's report, after which a burial permit is issued subject to Sec .20 (2) Act 301, Regulation 17 and 18.

Process

- Record keeping on deaths
- Sanitary disposal of the dead
- Ordinary burial
- Cremation
- Exhumation
- Disinfection

Management and Control of Cemeteries

- Allocation of grave space
- Ensures the clearing of overgrowth of weeds in cemeteries
- Enforcement of burial standards
- Enforcement of cemeteries and burial bye-laws

Resources Needed

- Chemicals
- Standby Ambulance / Hearse

Collaborating with Health Centers on Diseases Control

Process

- Prioritization of disease cases in community e.g. In malaria
- Larviciding
- Hygiene Education (e.g. Distribution of mosquito nets)
- Enforcement of sanitary bye-laws

Monitoring and Reporting of all Waste Management issues

Process

- Refuse collection and Disposal
- Drain Cleansing
- Liquid and Solid Waste disposal e.g supervision of drain cleansing, refuse and public toilet contractors
- Prosecution (enforcement of bye – laws)

Prosecuting sanitary offenders

Process

- Serving of statutory notices
- Serving of summons
- Prosecution
- Effecting of bench warrant

1.) Providing Back-up Support to the Lower Levels of the Assembly

- Training of Assembly members and opinion leaders on health related issues
- Provide logistics / resources to other stakeholders

Premises Inspection of Industries

- Name and Address of industry
- Inspection location, structure, facilities, products
- Health and safety of workers
- Identification of sanitary problems and abatement of nuisances
- Enforcement of bye-laws on industries

Methods

- Health Education
- Issue of notices and court summons
- Prosecution
- Bench warrant arrest

2.) Serving on the Site Advisory Board of the Assembly.

3.) Prosecutions: effecting bench warrant arrest

- Serving Statutory Notices
- Serving of Court Summons
- Prosecutions
- Effect Arrest

4.) Supervision over the Sanitation Gang (Sanigang) which is responsible for Pest Control, control of Stray Animals and Disposal of Unclaimed Corpses (where applicable)

Pest Control

- Survey
- Identification of breeding sites
- Disinfection
- Larviciding

Control of Stray Animals

- Health Education, awareness creation on stray animals, bye-laws on control of cattle, sheep, goat etc
- Arrest
- Impound
- Fine / Auction

Disposal of Unclaimed Corpse

- Organizing Transport
- Ensure sanitary disposal of the dead

5.) Provide Monthly, Quarterly, Yearly reports to the appropriate quarters for decision making.

Certification of Food Handlers

Food Handlers are to contact the staff of Environmental Health Unit to receive specimen bottle to present their stool for laboratory examination. The examination is to investigate for pathogenic micro-organisms by means of stool culture.

The Handlers are issued with certificate when they are found to be fit. Those found to be unfit are directed for treatment.

After two weeks they present their stool for re-examination and thereafter the handler is issued with medical health certificate to confirm fitness to handle food for public consumption.

For those who pass the examination the first time, the process takes a week while those who have to undergo the examination twice or re-examination, the process takes a month for certification to be complete.

CHAPTER FOUR

ACQUISITION OF F.N.D.A COMMERCIAL DRIVERS LICENSES

All commercial drivers are to acquire FNDA Commercial Driver's License before operating within the District.

STEPS TO THE ACQUISITION

Step 1 - Drivers are to provide original professional or original Temporary driving License with Classifications A, B, C, D, and F

Step 2 - Drivers Residential Address (House Number)

Note that;

- Professional or Temporary driving licenses not Renewed, Expired, fake, photocopies and classifications A and E do not qualify a driver to acquire Fanteakwa North District Assembly commercial Driver's license.

- Fees charged are subject to review every year

For further information please contact

The Head, Revenue office

0342292088 Begoro Lorry Station

CHAPTER SIX

SERVICES OF MARRIAGE REGISTRY

- Filling of Notice for Marriage
- Issue of Registrar's Certificate (License for Marriage Celebration)
- Register of Customary Marriage
- Records Keeping (Marriage Certificate)
- Search (Marriage Certificate)
- Whenever any persons desire to marry under the Ordinance, one of the parties to the intended marriage shall give notice of the intended marriage.

This is signed by the party giving the notice at the Registry of the Assembly.

Information required for the Notice includes:-

NAME	CONDITION	OCCUPATION	AGE	DWELLING OR ABODE	CONSENT IF ANY, AND BY WHOM GIVEN
Bridegroom	Bachelor or Single / widowed / Divorced				
Bride	Spinster/ Single/ Widow/ Divorced				

A copy of the notice is then fixed on a notice board of the office at the Assembly for twenty one (21) days.

(b) After the expiration of twenty one (21) days and before the expiration of three months from the date of notice, a registrar's certificate is issued to the couple. This is done after the registrar is satisfied that there is not any impediment or any other lawful hindrance to the marriage.

Note: If the marriage shall not take place within three months after the date of the notice, the notice and all proceedings consequent thereupon shall be void, and a fresh notice must be given before the parties can lawfully marry under a registrar's certificate.

(c) Marriages may hereafter be celebrated in any licensed place of worship by any recognized Minister of a Church, denomination or body.

Note: No Minister shall celebrate any marriage except in a building which has been duly licensed by the Government.

Current Rates are found in the Fee Fixing Resolution of the Fanteakwa North District Assembly and are subject to review.

CHAPTER SEVEN

DEPARTMENT OF CO-OPERATIVES

VISION

The vision of the Department of Co-operatives of the Fanteakwa North District Assembly objective is ***“to strengthen the process of decentralization and good Governance as to facilitate the creation of an enabling environment for private sector development, growth and employment generation”***.

FUNCTION

- Organization and Registration of Co-operative Societies
- Audit and Inspection of Co-operative Societies
- Settlement of disputes and arbitration
- Education and creation of Public awareness of the values and Co- operatives Principles

CHAPTER EIGHT

SOCIAL WELFARE AND COMMUNITY DEVELOPMENT GENERAL INTRODUCTION

The Department of Social Welfare (DSW) and housing was established in 1946 and derived its mandate from statutory orders that made it responsible for social services encompassing health, housing, education and agriculture. Over the years its mandate has been redefined under various ministries. Presently the Head Office of the DSW is an integral part of the Ministry of Gender, Children and Social Protection.

Mission

The Department works in partnership with people in their communities to improve their well-being through promoting development with equity for the disadvantaged, vulnerable and the excluded.

Vision

The vision of the Department is to take the lead in integrating the disadvantaged, vulnerable and excluded in mainstream of development. The activities of the Department include the following:

- Maintenance of children
- Child custody
- Paternity
- Family reconciliation
- Probation service
- Prison aftercare
- Running of children's homes
- Adoption
- Supervision of day care centres
- Hospital welfare services
- Psychiatric social work services
- Services for the destitute
- Registration of NGOs
- Community Based Rehabilitation
- Provision of vocational training for the poor and disabled
- Income generation for rural women
- Poverty alleviation through LEAP

CORE PROGRAMMES OF THE DEPARTMENT

The Department has classified their activities under four core program namely: Child Rights and family welfare, Community care, Justice Administration.

Under the child rights and family welfare are activities such as maintenance of children, Child custody, paternity, adoption, running of children's homes and supervision of day care Centre's.

Community care program runs such activities as Hospital Welfare Services, Psychiatric, Social Work Services, Services for the Destitute, Registration of NGOs, Community Based Rehabilitation, provision of vocational training for the poor and disabled, income generation for rural women and poverty alleviation through LEAP. The justice administration program deals with probation and prisons aftercare services as well as domestic violence. With the promulgation of LI 1961, the Department of Community Development and Department Of Social Welfare at the local level have now been merged to become Department of Social Welfare and Community Development with the following functions:

1. The Social Welfare and Community Development Department shall assist the Assembly to formulate and implement social welfare and community development policies within the framework of national policy.

2. The Department shall:

a) Facilitate community-based rehabilitation of persons with disabilities;

b) Assist and facilitate provision of community care services including:

- o Registration of persons with disabilities;
- o Assistance to the aged;
- o Personal. social welfare services;
- o Hospital welfare services;
- o Assistance to street children, child survival and development; and
- o socio-economic and emotional stability in families;

c) Assist to maintain specialized residential services in the districts;

d) Facilitate the registration and supervision of non-governmental organizations and their activities in the district;

c) Assist to organize community development programmes to improve and enrich rural life through:

- o Literacy and adult education classes;
- o Voluntary contribution and communal labour for the provision of facilities and services such as water, schools, library, community centres and public places of convenience or
- o Teaching deprived or rural women in home management and child care

REGISTRATION OF EARLY CHILDHOOD CARE AND DEVELOPMENT CENTRES

There are many Day Care Centres operating in our communities and they are expected to register with the Department of social welfare. The Department is to monitor such centres. Many proprietors/proprietresses operating the day care centres do not know that they are to register with the Department of social welfare.

All proprietors/Proprietresses will have to register any early childhood development centre with the Assembly by:

1. Business operating Certificate issued the Registrar Gneral department/ District Assembly,
 2. Apply through the Social Welfare Unit of the Department of Social Welfare and Community Development for permit to operate An ECDC
 3. The unit carries out field visit to the institution to asses the facility
 4. Report submitted to the Social Welfare Regional Office for approval and certification within five months.
- (1) The application shall be accompanied by such fees as prescribed in a bye-law of the District Assembly as well as ertification fee as determined by the regional Social Welfare Department.

ESTABLISHMENT OF REHABILITATION CENTRES

- ↓ The Disability Act established Rehabilitation centres for the training of Persons with disability. Section 14(1-2) authorizes the Ministry to progressively establish rehabilitation centres in regions and in districts for persons with disability.

- ✦ A rehabilitation centre shall offer guidance, counselling and appropriate training for persons with disability who are unable to enter into the mainstream of social life.
- ✦ A rehabilitation centre shall be provided with the staff and other facilities that are necessary for the performance of its functions.
- ✦ These rehabilitation centres operate under the Department of Social Welfare.

REGISTRATION OF NGOs

Any client or person desirous of operating an NGO in the District is required to provide the under listed documents to the Director of the Department of Social Welfare and Community Development for processing and approval before such person start operation.

1. All documents acquired from the Registrar General Department.
2. Constitution of N.G.O
3. Social Investigative Report from Social Welfare and Community Development Department.
4. Directory of the NGO – Social Welfare and Community Development Department.
5. Application letter for Registration to the District Chief Executive-F.N.D.A
6. Recommendation letter from Social Welfare and Community Development Department.
7. Payment of an amount as an appropriate fee as per the prevailing Fee Fixing Resolution.

RENEWAL OF NGO CERTIFICATE

A certificate issued to NGOs to operate in the District is valid for one year. Each year it is expected that NGO operators renew their permits with the Assembly by providing the following documents

1. Annual report of the NGO
2. Copy of previous certificate
3. Recommendation letter from Social Welfare and Community Development Department
4. Payment of an approved fee as per the prevailing Fee Fixing Resolution.

CHAPTER NINE

AGRICULTURE DEPARTMENT

1. The Local Government Act of 2016, Act 936 enjoins certain Government Departments and Agencies to operate under the ambit of the Local Government System.
2. In accordance with this statute, the Ministry of Food and Agriculture was effectively decentralized by October 1997 and operates under the Local Government system variously as the Department Agriculture / Metropolitan / Municipal / District Agricultural Development Units.

FUNCTIONS

The Department of Food and Agriculture has a core mandate of providing technical education and innovative services to farmers, agro-processors, foodstuff sellers and other agricultural related stakeholders in the District.

SPECIFIC RESPONSIBILITIES

- Apart from the Department's core objective to provide technical education and innovative services to farmers, agro-processors, foodstuff sellers and other agricultural related stakeholders, it specifically ensures:
- That, practical demonstrations of innovations are carried out to stakeholders that fall under its ambit.
- The involvement of research institutions and other relevant stakeholders of the industry to development modules of agriculture best practices for farmers.
- The consumption of wholesome and safe foods in our markets and our households through consistent education on food safety practices on our markets.
- That, opportunities are created for actors along the production to marketing chain through trainings on processing techniques of perishable food items to help reduce post-harvest losses.

- The promotion of the livestock industry through a Livestock Development Project to avail quality and affordable meat products for consumption to meet our protein needs.
- The promotion of non-traditional agriculture such as grasscutter and rabbit production, mushroom production, etc which require lesser spaces for production.
- The promotion of home gardening in the District to augment household food security need.
- The protection and greening of the environment through education on safe environmental practices.

SERVICE PROVISIONS MECHANISMS

The mandate of the Department of Agriculture is to provide technical education and innovative services to farmers, agro-processors, food stuff sellers and other agricultural related stakeholders in the District. These services are provided through;

- Routine Farm and Home Visit – Extension Delivery
- Assessment of information in the Department by Farmers and other agro stakeholders
- Refresher trainings and workshops organized for agro stakeholders
- Demonstrations for new innovations
- Institutional collaborations (especially the research institutions) to introduce new technologies to farmers
- Forum and Seminars
- Development of simple and applicable training materials and flyers for extension delivery
- Field Trips
-

CHAPTER TEN

PARKS AND GARDENS

The department of Parks and Gardens is to take charge of the beautification of the entire District through the maintenance of open spaces and recreational centers.

RESPONSIBILITIES

- To develop public Parks and Gardens, and the promotion of Eco-tourism.
- To promote landscape beautification of the District.
- To pursue urban roads landscaping embodying avenue tree planting to provide the much needed tropical shade and floral beauty and to check erosion.
- To monitor all trees pruning / cutting activities to ensure that the eco-system of District is not depleted.

FUNCTIONS

The functions of Parks and Gardens are to:

- Develop and promote effective beautification of the Horticultural landscape of Ghana.
- Maintain and sustain the landscape beauty of the natural environment with effective management program.
- Propagate and cultivate Horticultural products for sale to the general public.
- Provide Horticultural education, training and advice.

SERVICES RENDERED TO THE PUBLIC

- Develop Nurseries to raise plants for the state and the public
- Collecting Ghanaian flowering plants for multiplication and offered for sale to the public
- Investigating and implementing new methods of propagation of plants for public purchase.
- Establish and maintaining Arboreta and Botanic Gardens for the Country.
- Promoting Agricultural, Olericulture, Pomology.
- Preparing and marketing wreaths, bouquets and undertaking civic decorations
- Undertaking exports of plants and cut flowers and also imports the exotic plants for sale to the general public.
- Promoting the sale of trees, shrubs, and annual seeds to the general public.
- Undertaking Horticultural Landscaping projects for public and private institutions as well as the entire Ghanaian populace.
- Developing national Parks and Gardens, recreational centers, prestige areas etc, to beautify the open space of the country for people to visit for games, leisure and gardening.

CHAPTER ELEVEN

NATIONAL DISASTER MANAGEMENT ORGANIZATION (NADMO)

The National Disaster Management Organization was established by an Act of Parliament, Act 517, 1966. This organization was established as a result of the Governments' determination to protect lives and property from the ravages of Natural and Man-Made hazards and to ensure prompt relief for disaster victims.

National Disaster Management Organization (NADMO) came to replace the National Disaster Relief Committee. The committee lacked preparedness to respond to disasters, and concentrated mainly on post disaster and relief operations.

MISSION

The National Disaster Management Organization is Inter Sectoral body responsible for the management of disasters and similar emergencies in Ghana

- Drawing up District Disaster Management Plans for the various Disaster types.
- Implementation and evaluation of disaster management plans
- Installation of early warning systems
- Public awareness creation through education and training of the communities
- Provision of basic needs to disaster victims
- Rehabilitation and reconstruction continuum

FUNCTIONS

The functions of the organization go beyond relief. They include pre-crises of preventive public information and education, response to crises or crises control, and post disaster rehabilitation and reconstruction activities.

As indicated by 2(2) of the Disaster and Prevention Management Act, the organization shall;

- Prepare National Disaster plans for preventing and mitigating the consequences of disasters
- Monitor, evaluate and up-date District disaster plans

- Ensure the establishment of adequate facilities, technical training and the institution of adequate facilities, technical training and the institution of educational program to provide public awareness, warning systems and general preparedness for its staff and the general public
- Ensure that there are appropriate and adequate facilities for the provision of relief, rehabilitation and reconstruction after any disaster.
- Co-ordinate local and national support for disaster or emergency control relief services and reconstruction and;
- Perform any functions that are incidental to the functions specified.

CHAPTER TWELVE

THE BUSINESS ADVISORY CENTER (BAC)

The Business Advisory Center is the district office of Ghana Enterprises Agency (GEA), formerly, National Board For Small Scale Industries (NBSSI). It is the district representation of the Ministry of Trade and Industries. The BAC is intended to provide a constant and continuous medium of interaction between micro and small scale enterprises and the business support system.

The primary objective of the BAC is to assist micro and small scales entrepreneurs to increase their productivity, generate employment, increase their income level and contribute significantly towards the socio-economic development of the country.

The scope of the BAC activities is to facilitate MSEs access to Business Development Services. It provide operators of small scale enterprises with relevant information and implement schemes and programmes aim at supporting business activities. It also provide a forum for exchange and ideas between small scale entrepreneurs.

TARGET BENEFICIARIES

The ultimate objective of the BAC activities will be to accelerate the creation of new and innovative businesses as well as improve the operations of existing one. The client are potential and practicing entrepreneur in growth oriented sectors in the districts.

TARGET ACTIVITIES

CHAPTER THIRTEEN

PHYSICAL PLANNING DEPARTMENT LEGAL FRAMEWORK

The department derives its mandate from five (5) main legal instruments namely;

1. Local Government Act, 2016 (Act 936)
2. National Development Planning Commission Act, 1194 (Act 479)
3. National Building Regulation, 1996 (LI 1630)
4. Town and Country Planning Ordinance, 1945 (Cap 84)

The department also depends on thirty-two (32) other legal instruments including the Highway Code; Environmental Protection Agency Act; Lands (Statutory Way leaves) Act; State Lands Act; Land Registry Act; Lands Commission Act; and National Fire Services Act.

MISSION

To formulate policies and draw up strategies for the socio-economic, environmental and physical development of the District to facilitate the exploitation and progressive use of land and other resources in an orderly way for the benefit of the people.

VISION

To become a unique technically capable and proactive entity, able to contribute effectively to the rational development of sustainable human settlements in the Panteakwa North District.

AIMS AND OBJECTIVES

1. To ensure transparency in dealing with clients
2. To provide timely services to clients
3. To ensure a high level of efficiency and integrity in the provision of services to clients

4. To ensure more collaboration between the department and other departments and agencies to facilitate the provision of more efficient services.

FUNCTIONS OF PHYSICAL PLANNING DEPARTMENT

- Preparation of detailed planning schemes in conformity with the District's Structural Plan.
- Collection, collating and analysis of data on the natural and human resources of the District, and the production of reports thereon.
- Identification of resources and potentials for commercial, industrial, housing, transport and other development and designing appropriate program of action to tap them.
- Ensure the protection of Ecological Sensitive Areas
- The department is also represented at all levels in many communities of the District Assembly, such as Works and Development Planning Sub Committees of the Assembly among others as well as Departments at National Level.
- The Department is also the Secretariat of the Spatial Planning Committee.

SERVICES RENDERED TO THE PUBLIC

1. Processing of applications for development and building permit.
2. We respond to complaints made by clients. i.e unauthorized developments, blockage of access to properties and encroachment on roads and other public / utility reservation amongst others.
3. Processing and responding to requests from individuals and organizations i.e zoning status requests; request for change of landuse; height zoning request; subdivision requests etc.
4. Preparation of site plan extracts for clients.

PROCESS AND SPECIFICATION FOR OBTAINING SERVICES

The process and specification for obtaining the services.

For the rest of the services however, client writes officially to the department with details of the subject site (site plan, pictures etc). An officer of the department is then assigned to investigate and take action.

REQUIREMENT AND PROCEDURE FOR ISSUANCE OF BUILDING PERMIT

Stage 1

Requirements

You must have the following:

- a) Five (5) sets of site plans, with two (2) on transparent paper (scale 1:1,250 or 1:2,500)
- b) Five (5) sets of building fence and block plans (scale not less than 1:20 or 1:40 or metric equivalent 1:1000 & 1:2000)
- c) Clearance letter after official search on status of land from Lands Commission or Land Title Registry following an enquiry letter issued by the Physical Planning Department (PPD)
- d) Three (3) sets of working drawings
- e) Building Permit Application Form and Physical Planning Form 1 (PP Form 1)
- f) Ensure that the under-listed professionals sign the various plans to be attached to the Building Permit Application
 - Professional Town Planner to sign the Block Plans
 - Architect or Licensed draughtsman for Architectural plans
 - Civil or structural Engineer for structural drawings for Two-Storey and above
- g) Five (5) self-addressed envelopes

For an official search the enquiry letter given by the Physical Planning Department to the Lands Commission or to the Land Title Registry must be accompanied with two (2) copies of the site plan on transparent paper.

Stage 2

Purchase of Forms

Buy the Building Permit Application Form (BPA) and Physical Planning form 1 from the District Assemblies Works Departments or the Physical Planning Department office.

Stage 3

Completion of Forms

Complete in full, both the Building Permit Application Form and the PP Form 1. Where you have difficulty in completing the forms, contact the Physical Planning Office or the District Assembly Works Department in the district for advice and assistance.

Stage 4

Submission

Submit completed forms with all the other attachments as specified in the Building Permit Application and PP Form 1 to the Physical Planning Office in the District.

On submission you shall be informed of:

- Corrections to be made or additions (if any)
- The processing fee
- Date for inspection of site (if necessary)

Stage 5

Processing

1. The secretary of the Spatial Planning Committee (SPC) and the Planning Officers process the application within two (2) weeks of receipt of application
2. The Technical sub-committee meets to evaluate the application, visits site and makes recommendation to the Spatial Planning Committee (SPC) within a month of receipt of application.
3. The Spatial Planning Committee considers the Development Application within nine (9) working days of Technical Sub-Committee meeting
4. The secretary of the Spatial Planning Committee submits approved plan to District Assembly Works Department five (5) working days of approval for issue of building permit.

Stage 6

Collection of Permit

1. Pay approved building permit fee to the District Assembly's Revenue office on receipt of approval letter.
2. Collect building permit from the District Assembly within three (3) months after submission of development application.
3. Applicants may seek further instructions for commencement of building project from the Works Department of the District Assembly.

CHAPTER FORTEEN

DISTRICT FIRE STATION (GHANA NATIONAL FIRE SERVICE)

LEGAL FRAMEWORK

Ghana National Fire Service was established in 1963 by Acts 219 with the primary aim of fighting undesired fires. In 1978 Act 537 was enacted to repeal the Act 219 of the GNFS.

With the passage of time from 1963 to this day, there has been an upsurge in the country's population, infrastructure development e.g the springing up of high-rise buildings, importation of sophisticated gadgets etc. These new developments pose a new challenge and these new challenges demand a better equipped Fire Service that is highly knowledgeable with adequate equipment to work with.

This precarious situation in the history of the service gave birth to the enactment of Act 537 of 1997 to expand the short falls of all the functions in the old Act 219.

MISSION STATEMENT

The Ghana National Fire Service is committed to, developing and maintaining quality personnel capable of effectively educating the general public in terms of fire safety, rescue, disaster management, firefighting operations as well as carrying out routine public fire safety education.

This will be achieved by adequately resourcing and motivating personnel and also providing opportunities for retaining and upgrading the knowledge and skills of personnel to meet local and international standard with total commitment and discipline. We can live up to the expectations of Ghanaians.

VISION

Ensuring a fire free Ghana through fire safety.

AIMS AND OBJECTIVES

The objective of the service is to prevent and manage undesired fires. To help achieve the objective the Service performs the following roles;

- Offer technical advice for building plans.
- Inspect and advice on fire extinguishers.
- Rescue and evacuation services to those trapped by fire or any other emergency situations.
- Organize public fire safety education programs.
- Fight, prevent as well as manage undesired fire.
- Undertake any other function incidental to the objective of the service.

FUNCTION

The function now thrust on the service by Act.537 has become more complex and over demanding.

- Organize public fire education programs
- Create and sustain awareness of the hazards of life
- Heighten the role of the individual in the prevention of fire
- Provide technical advice for building plans in respect of machinery and structural layouts to facilitate escape from fire, rescue operations and fire management (An inspectorate Division has been created to serve this purpose).
- Inspect and offer technical advice on fire extinguishers
- Train and organize fire volunteers at community level
- Offer rescue and evacuation services to those trapped by fire or in other emergency situation and undertake any other function incidental to the objective of the service.

SERVICES RENDERED TO THE PUBLIC

The Ghana National Fire Service renders the following services to the public.

1. Fighting of fires
2. Rescue / Evacuation of people, Animals and property from the threat of fires or natural disaster
3. Training in fire management
4. Issue of Fire Certificate / Permit
5. Education to heighten the role of the individual in basic fire management

PROCESSES AND SPECIFICATION FOR OBTAINING SERVICES

The process for obtaining responds for firefighting and rescue operations are as follows;

1. One may call on the emergency line 192 / 999 or dial any of the Fire Station Tel numbers 0302-266-576 / 7
2. One may drive to the fire station or any means by which he / she may get in touch with Ghana National Fire Service.

TRAINING

The client would have for training for its members of staff in basic fire management. Here, the client would have to pay a fee for the training which includes materials for demonstration such as Fire extinguishers, Petrol, Diesel; and also certificate for participants.

REVIEWING

The drawings and the report submitted are subjected to review at a fee. This is provided in schedule 4 of the L1 1742, and is based on the total floor area of the structure in place or as proposed. The fee is not fixed and varies depending on the floor area and the height of the structure.

INSPECTION OF PREMISES

After submission of documents the site or the premises shall be inspected to check on the information provided. The property owner shall provide means of transport for the above exercise.

FEES

These include review fees based on the floor area plus Fire Certificate Fee and Processing fee.

COLLECTION OF CERTIFICATE

The Fire Certificate is issued if about 80% of the items demanded in the checklists are in place. In addition, the items should be satisfactory. These include:

- Installation of suitable firefighting equipment
- Adequate means of escape
- Means of detecting fire and warning the occupants (Fire Alarm)

DURATION OF FIRE CERTIFICATE (VALIDITY)

A Fire Certificate shall be valid for twelve month from the date of issue and it is subject to renewal for a fee.

LOG BOOK

This is added to the Fire Certificate to enable the owner/ occupier and provide adequate information on the state of firefighting facilities for use by the Fire Service, the book helps the fire service to monitor the activities of Fire Protection service contractor and Fire Safety officers in organization, companies etc.

RE: INSPECTION RENEWALS

Re-inspection of premises before the issue of Fire Certificate and Renewals are made at a cost to the client.

PROCESSES OF ACQUIRING THE CERTIFICATE

Fire Certificate, is a certificate issued by the Chief Fire Officer certifying the adequacy of the Precaution measures in particular premises.

PREMISES ELIGIBLE FOR THE FIRE CERTIFICATE

By L1 1724 under regulation I state the following:

1. Public residential accommodation (Hotels, Guest Houses, Restaurants, Tourism Plants etc).
2. For the purpose of entertainment and recreational or as a club etc.
3. As an institution providing health treatment or care for infant, disabled, aged persons.
4. For the purpose of which involves access to the building by the members of the public.

WHO CAN APPLY

The owner or occupier of the premises (place) which fall under the above can apply for Fire Certificate.

ACQUISITION / PURCHASING OF FORM

Application forms attached with a checklist

WHAT TO DO WHEN THINGS GO WRONG

If you are not satisfied with the service that you have received please contact the Client Service Unit of the F.N.D.A. You can also write, phone or call personally via;

THE OFFICER- IN- CHARGE

CLIENT SERVICE UNIT

F.N.D.A

PO.BOX 16, BEGORO

TEL: 0500207114 / 0500207112

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**THE OFFICER - IN- CHARGE
CLIENT SERVICE UNIT
F.N.D.A
PO.BOX 16, BEGORO
TEL. 0244742697**