

KPONE – KATAMANSO MUNICIPAL ASSEMBLY



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OUR SERVICE CHARTER

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INTRODUCTION

Moving the decentralization process forward and promoting effective and efficient local government services have preoccupied the attention of government culminating into the creation of more new District Assemblies and upgrading few others to Municipal and Metropolitan status. The Kpone-Katamanso District was one of the fortunate Assemblies to be created in the year 2012 and later elevated into a Municipal status in the year 2017.

In conformity with our mandate and in line with our service principles, this document (our service charter) has been developed to provide information on the services and expected standards to facilitate expedient transaction of business to with our clients. It defines the purpose, scope and standards of the Assembly's commitment in discharging its responsibilities and functions in a timeous and efficient manner to enhance good customer service.

DISTRICT PROFILE

The Kpone-Katamanso District is located in the eastern part of the Greater Accra Region and stretches from the coast to the southern lower slopes of the Akuapim Mountains. It shares boundaries with Shai-Osudoku and Ningo-Prampram District Assemblies on the East, Adentan and Ashaiman Municipal Assemblies, and Tema Metropolitan Assembly and Tema West Municipal Assembly on the West, Gulf of Guinea on the south and Akuapim South District Assembly on the North. The Kpone-Katamanso District is only 38 kilometers drive from Accra, the capital city of Ghana and falls on longitude 004'0E and latitude 5^o 40' 60N.

The population of the District, according to the 2010 Population and Housing Census, was 114,617 comprising 55,854 males and 58,763 females, with a projected annual growth rate of 2.6%. The number of households in the District as at 2010 was 27,935 with the household population at 111,158 and household size at 4.0. In spite of its proximity to Accra, the District is largely peri-urban under developed.

The economy of the District is made up of agriculture, industry and commerce/ service. The industrial and service sectors form the Backbone of the economy as they employ majority of the labour force. The main occupation in the area includes fishing, fish mongering, farming (crop production and livestock rearing) and sand/gravel mining.

ABOUT THE KPONE-KATAMANSO MUNICIPAL ASSEMBLY

The Kpone-Katamanso Municipal Assembly (KKMA) was originally carved out as a District Assembly from the Tema Metropolitan Assembly in 2012 with the promulgation of the Legislative Instrument (L.I.) 2031 on 28th June 2012 and commenced business on 4th July 2012. The Assembly was later declared a Municipal Assembly with the promulgation of the Legislative Instrument (L.I.) 2271. The Assembly has a membership of 29 made up as follows: (18 elected, 9 appointed, 1 Member of Parliament and 1 Municipal Chief Executive). The Municipal Assembly was inaugurated on 15th March 2018.

VISION

The Kpone-Katamanso Municipal Assembly envisions a well-developed Metropolis in which the inhabitants will enjoy the benefits of modernization and higher living standard, peacefully and sustainably.

MISSION

The Kpone-Katamanso Municipal Assembly exists to improve the living conditions of the inhabitants of the Municipality through the provision of effective and efficient services within a conducive physical, socio-economic environment and a well-established legal framework.

FUNCTIONS:

The Kpone-Katamanso Municipal Assembly is required to perform all the functions conferred on District Assemblies by the Local Governance Act, 2016 (Act 936) and the Legislative Instrument, (L.I 2271) that established the Municipal Assembly.

These functions are summarized as follows:

- The day-to-day administration of the District
- Implementation of Government policies and programmes

- Mobilization of material and human resources for the development of the District
- Management of the allocation of District Assemblies Common Fund and other grants for the provision of public amenities/social infrastructure such as schools, water, electricity, health and sanitation facilities
- Passing and enforcement of bye-laws to regulate public behaviour
- Preparation and approval of development plans to regulate/control physical development
- Ensuring peace and security in the District
- Supervision of sub-structures of the District Assembly
- Co-ordination of plans of Non-governmental Organizations (NGOs) to avoid duplication of efforts, etc.
- Investing in income-generating activities
- Assuming responsibility for the overall development of the District.

COMPOSITION OF ELECTORAL AREAS

The legislative instrument (L.I. 2271) of 2016 that established the Kpone-Katamanso Municipal Assembly spells out the area of authority and electoral areas as follows;

1. **Dingala** – Dingala
2. **Onyainshi** – Onyainshi, Akrowai, Santeo, Adigon, Akpatasan-Gon
3. **Akweitse-Gon** – Akweitse-Gon, Nmanoman, Saduase, Mensah-Bar, Sam and Sam and Quarters
4. **Bossah** – Agyenkwa Down, Tormah, Kubekro 1, Kubekro 2, Mantseman, Ebenezer Bible Way, Kokotse
5. **Afieye** – Afieye
6. **Pinkwai** – Pinkwai, Manhean, Katamanso, Akwei-Gon
7. **Appolonia** – Appolonia, Okusibri
8. **Akamsa-Zenu** – Kwatsekope, Masalachi, Obaatan, Washington, New York, Ataa Deka
9. **Onukpai-Abu** – Adomrebe, Akrubi, Akono, Gonton

- 10. **Bethlehem** – Motorway Roundabout, Timber Market, Tulaku Bethlehem, Golf City 2, Bus Terminal, Kpone Police Barrier
- 11. **Laaloi** – Laaloi
- 12. **Mlitsakpo** – Golf City 1 (Brighter Area), Saki Central, Saki Up Town (Asare Bediako), Community 25
- 13. **Gbetsile** – Goshen, Gbetsile, Adjensusei, Dam Site
- 14. **Sebrepur** – Havana Junction, Free Town, Yellow Sign Board, Sebrepur, New Sebrepur, Coastal Estates
- 15. **Tunmai** – Oyibi, Kom, Obenyime, Saasaa
- 16. **Kakasunanka** – Michel Camp, Nsrehu, Kakasunanka No.1, Attukope Area, Zenu, Teikope, Bukorkope, Adakope
- 17. **Sraha** – Bridge, St. Emmanuel, Agyenkwa, Zenu Dam, Jerusalem, Lebanon Zone 2 Annex
- 18. **Hebron** – Bawaleshie, Abonya, Adenhesu

SUB-STRUCTURES

- **ZONAL COUNCILS**

There are four Zonal Councils at the Substructure Level.

NAME OF TOWN/AREA COUNCIL	ELECTORAL AREAS
KPONE ZONAL COUNCIL	Dingla Laaloi Afieyie
KAMSBURG ZONAL COUNCIL	Kakasunanka Bethlehem Gbetsile Sebrepur Mlitsakpo

ZEKAS ZONAL COUNCIL	Appolonia Zenu Katamanso Santeo Kubekro
ONSBa ZONAL COUNCIL	Oyibi Bawaleshie Nanoman Saduase

WE ARE RESPONSIBLE FOR

- Issuance of Building Permits, Renovation Permits, Certificate of Habitation etc.
- Approval of planning schemes/ layouts
- Development control/ enforcement of building codes, regulation and bye laws for orderly physical development of settlements
- Issuance of Business Operating Licenses/ permits
- Registration of Businesses/ Non-Governmental Organizations (NGOs)
- Sanitation & Waste Management
- Revenue Mobilization
- Fixing of Rates and Fees
- Preparation of Medium Term Development and Action Plans
- Provision of basic socio-economic infrastructure such as schools, electricity, furniture, health facilities, markets, roads, lorry parks, institutional/public toilets and other pro-poor interventions.
- Facilitate the provision of water and other utilities
- Maintenance of peace and security
- Supporting sports and recreational development
- Process interim and final payment certificates for payments to contractors/ consultants

SERVICE STANDARDS:

We shall issue certificates and provide other services within the following time frames:

Service	Time Frame (Months/Days)
Issuance of building permits	Within three(3) months
Preparation and approval of planning schemes/layouts	Within six (6) months to one (1) year depending on the size of the settlement.
Issuance of business Operating/ Permit License (BOP)	Within three(3) working days
Issuance of Birth Certificate	Under 1 Year (1day) Above 1 year (3weeks)
Issuance of Death certificate	Fresh death 1(day) Already buried (3 weeks)
Waste management	Two (2) times weekly collection
Issuance of food vendors certificate	Within eight (8) working days
Public education on hygiene practices	Quarterly
Clean public places	Daily
Disposal of liquid waste	Once weekly
Meat inspection	Daily
Premises Inspection	Daily

INFORMATION TRANSPARENCY AND CONVENIENCE:

- The Kpone-Katamanso Municipal Assembly will provide its clients with all the necessary information they need to access its services.
- Notice Boards will be made available at our offices and sub-offices.
- Information will also be made available at our revenue collection points throughout the District, General Assembly, Committees and Area Council meetings.
- Suggestion boxes will be put at vantage points including sub-district offices to solicit public view on our service delivery.

- Sign boards will be placed at projects sites indicating client, consultant, contractor, funding source, and contract sum.
- Procurement will be advertised and due process followed in award of contracts/supplies.
- A Client Service Unit will be established to serve as liaison between our clientele and Assembly.
- All the offices of the Assembly shall be made disability friendly.
- Various accountability structures such as Audit Committee, Internal Audit and Control System shall be strengthened.

WE STRIVE FOR:

- Continuous improvement in our service delivery
- The creation of an enabling environment for socio-economic development.
- Empowerment of women and other vulnerable groups to participate in governance and Assembly's development agenda.
- The protection and promotion of public health and the prevention of diseases.
- Provision of information in an open and transparent manner.
- Creation of a conducive environment for Public-Private Partnership (PPP)
- Compilation of a comprehensive socio-economic data base that will be accessible to the public.
- Maintenance of peace and security
- Promotion of discipline in urban development and settlements.

COURTESY AND COOPERATION:

- All office doors will be marked to facilitate easy identification by client.
- Assembly staff with valid and visible identification cards are also available to provide information and other support service.
- Well trained development control officers will visit various construction sites to ensure adherence to building regulations and siting of temporal structures.
- Developers are entreated to produce valid development permits.

- Courteous, educative and disciplined revenue collectors will go round daily to collect various rates.
- Rate payers are entreated to pay approved sums and collect receipts covering amounts paid
- We shall hold regular stakeholder consultations/ dialogue
- A well-established Client Service Unit with trained and professional Personnel available to provide needed services to clients.

WHAT WE EXPECT FROM THE PUBLIC

The Kpone-Katamanso Municipal Assembly expects full co-operation and compliance with its rules, regulations, bye-laws and procedures to ensure smooth service delivery from the clientele.

Our requirements are:

- **To obtain a Business Operating License**

Business should be duly registered with the Registrar General's Department. Business address and location including Street Names and Property Numbers should be made available

- **Issuance of Building Permits**

Provide registered indenture (Land Title Certificate) and four (4) sets of Architectural/structural Drawings for the issuance of Building/Development Permits.

- **Birth Certificate**

Ensure that every child has a weighing card and in the case of those above one (1) year, Baptismal Certificate and ID card.

- **Death Certificate**

To obtain a death certificate, it is expected that a duly signed cause of death Certificate/Affidavit is provided.

- **Tax compliance**

Compliance with Assembly's bye-laws and other regulations

- **Other Expectations**

- We expect the public to participate actively in the various community level educational programmes on sanitation, hygiene, revenue collection among others.
- Provide relevant information and expertise to support development efforts in the District.
- Public self-check on indiscipline
- Use of dialogue to resolve disputes (chieftaincy, land and religions)
- Respect for motor-traffic regulations
- Environmental and sanitation consciousness
- Expect the public to participate in all programmes and activities of the Assembly.

OTHER COLLABORATING AGENCIES

The Kpone-Katamanso Municipal Assembly shall collaborate with the following department and Agencies to provide essential and needed services:

- Ghana Revenue Authority
- The Ghana Police Service
- Ghana Fire Service
- Ghana Statistical Service
- Ghana Health Service
- Ghana Education Service
- Ghana Immigration Service
- Public Procurement Authority
- National Development Planning Commission
- Ghana Publishing Press Company Limited
- Internal Audit Agency
- Office of the Regional Co-ordinating Council, Accra
- Office of Head of Local Government Service
- Controller and Accountant Generals Department
- Electoral Commission
- First Battalion of Infantry, Michel Camp

- Ghana Water Company Limited
- Power Distribution Services Ltd (*formerly Electricity Company of Ghana*)
- Telecommunication Companies
- Lands Commission
- Land Valuation Board
- Tema Development Company Limited
- House of Chiefs/Traditional Authorities' of Kpone, Tema and Nungua
- Ghana Free Zone Authority
- Community Water and Sanitation Agency
- Ghana Aids Commission
- Minerals Commission
- Department of Urban Roads
- Decentralized Departments
- Economic and Organised Crime Office
- Local Communities
- Ghana Highways Authority
- National Identification Authority
- National Health Insurance Authority
- Department of Urban Roads
- NGO's/ Bilateral /Multi-lateral Agencies
- Civil Society Organisations
- Governance Institutions (CHRAJ, DOVSU, NCCE, SFO & Office of Accountability.
- Religious Bodies

PHYSICAL PLANNING DEPARTMENT

We are the Physical Planning Department (PPD) of Kpone-Katamanso Municipal Assembly.

Mandate

The mandate of the Department is derived from five main legal instruments, namely;

Local Governance Act, 2016 (Act 936)

Land Use and Spatial Planning Act, 2016 (ACT 925)

National Development Planning Commission Act, 1984 (Act 479)

National Development Planning (systems) Act, 1994 (Act 480)

National Building Regulations, 1996 (LI 1630)

Town and Country Planning Ordinance, 1945 (cap 84)

We are responsible for:

- Preparation of land use plans (structure plans) to direct and guide the growth and sustainable development of human settlements in the various communities within the District.
- Assessment of zoning status of lands and proposal of re-zoning where necessary.
- Coordination of the diverse physical development promoted by departments, agencies of government and private developers.
- Administration of land use, management procedures in settlements and channeling of day to day physical developments into efficient forms and sound environmental practices.
- Processing of development/building permit application document for consideration by the Statutory Planning Committee. Processing of sand and gravel winning application.
- Creating awareness about the need to obtain planning and development permits as well as the right procedure to use.

We strive for:

1. Rational and sustainable human settlement development.
2. Increased collaboration between the Department, the Lands Sector Agencies and the institutions responsible for providing utility services aimed at cost reduction in the development of human settlements.
3. A participatory approach to land planning and management involving chiefs, land owners and the general public.
4. High level of efficiency and integrity in the processing of applications for building and development permits.

Information, Transparency and Convenience

- The Physical Planning Department will endeavour to make available to its clients/customers all the necessary information to enable them access its services.
- Up-to-date information sheets, brochures and fliers will be available at the Clients/Customers Service Unit of the Assembly.

Our Service Standards

We promise the standards in the table below:

Service	Time frame
✓ Process development/ building applications for further consideration by the Statutory Planning Committee	✓ Within two (2) weeks of receipt of application.
✓ Ensure that the Technical Subcommittee meets and assesses the application, visits the site and make recommendation to the Statutory Planning Committee.	✓ Within one (1) month of receipt of application.
✓ Ensure that the secretary of the Statutory Planning Committee submits the approved plans to the works Department of K.K.M.A.	✓ Five (5) working days
✓ Communicate to applicants, reasons for all deferred, queried and/or refused applications.	✓ Within five (5) working days
✓ Ensure that building permits are ready for clients from PPD.	✓ Three (3) months after submission of development application.
✓ Discuss the draft plan	✓ One (1) day

✓ Ensure that the second draft plan is discussed by the Technical Sub-committee.	✓ Within two (2) weeks of first discussion.
✓ Submit improved draft plan for consideration by the Statutory Planning Committee.	✓ Within two (2) of the discussions by Technical Sub-Committee.
✓ Publicize the final draft plan for public comments	✓ Within two (2) weeks of Statutory Planning Committee's approval
✓ Ensure the final approval by the Statutory Planning Committee and signing of the plan by the Municipal Chief Executive and the Secretary to the Statutory Planning Committee.	✓ Within two (2) weeks Of approval.
✓ Ensure that settlement Development Plans are ready for clients from PPD.	✓ Within two (2) months after submission of the application.

What we expect from the public

To enable the Physical Planning Department satisfy the needs of its clients in a timely manner, we expect the following from the public:

- Ensure that all necessary requirements are met before submission of application for development and building permits.
- Ensure that the approved processing, application and building permits fees are paid.
- Strictly adhere to the procedure for lodging development/building applications and obtaining official receipt for every service paid for.
- Demand written communications for queries and refusals.
- Report back immediately any irregularities noticed in the decision of the Statutory Planning Committee.
- Be courteous and civil to our staff and demand the same from them.

Complaints

All complaints and comments regarding physical development may be addressed to the:

**Municipal Physical Planning Officer,
Physical Planning Department,
Kpone-Katamanso Municipal Assembly,
P. O. Box 33,
Kpone.
Tel: 0302 979798**

Where clients are still not satisfied, they may address their comments/complaints to:

**The Municipal Chief Executive,
Kpone-Katamanso Municipal Assembly,
P.O. Box 33,
Kpone.
Tel: 0302 979798**

Where you can find us

Our office is located at the Assembly's Annex building in Kpone.

Other collaborating Land Sector Agencies

The Department collaborates with the Division of the Lands Commission as follows:

- Public & Vested Lands Management Division for the provision of confirmation of titles.
- Land Valuation Division for the provision of valuation when needed.
- Survey & Mapping Division for the provision of base maps.
- Land Title Division for the provision of confirmation of Titles
- Tema Development Company (TDC) for the verification of land ownership within the TDC Acquisition area that falls in the Municipality

We also assist the office of the Administrator of Stool Lands with provision of layouts to facilitate the determination of rents.

Fees charged

Fees are charged for the processing of development applications, permits, application for rezoning and sub-division of plots. The details on fees charged are contained in the fee-fixing resolution of the Kpone-Katamanso Municipal Assembly and published in the Local Government Bulletin published every year.

Copies can be purchased at the Ghana Publishing Company Limited. They are also available at the Physical Planning Department and Finance Department of K.K.M.A. for reference

CLIENT SERVICE UNIT

A client service unit has been set up within the Assembly's main office complex. The objective of this unit is to respond timeously to clients' request for information, assistance and complaints related to services provided by the Assembly.

The unit can be contacted by phone on **03022979798**.

PUBLIC COMPLAINTS

Kpone-Katamanso Municipal Assembly welcomes comments, suggestions, complaints from the public, its valued clients and customers. Such should be addressed to:

**THE CHAIRMAN (PRESIDING MEMBER)
PUBLIC RELATIONS AND COMPLAINTS COMMITTEE
KPONE-KATAMANSO MUNICIPAL ASSEMBLY
KPONE**

In case you are still not satisfied; you may seek further assistance from:

**THE MUNICIPAL CHIEF EXECUTIVE
KPONE-KATAMANSO MUNICIPAL ASSEMBLY
POST OFFICE BOX 33
KPONE**