**SERVICE CHARTER**

**TEMA METROPOLITAN ASSEMBLY**

**Introduction:**

The Tema Metropolitan Assembly is one of the 216 Assemblies in Ghana and also one of the 6 Metropolitan Assemblies, established by the 1992 Constitution of Ghana, Act 462.

It was established in 1974 as the Tema District Council having been carved- out of the then Accra- Tema City Council. It became a Municipal Assembly in 1990 and subsequently a Metropolitan Assembly in 2008 by LI 1929.

It is located 30km East of Accra and shares borders with 8 other Districts Assemblies. As a Local Government Institution our main goal is to bring governance and development close to the people.

The Tema Metropolitan Assembly is the highest political, administrative and planning authority in the Metropolis. It has an overall mandate for planning and development of the Tema Metropolis, in doing that it exercises deliberative, executive and legislative functions.

Our area of jurisdiction includes; Tema Township, Sakumono,Klagon, Adjei-Kojo, Lashibi, Baatsona and Tema Manhean.

**Vision**

The Tema Metropolitan Assembly (TMA) envisions an international standard metropolis where its inhabitants will enjoy full benefits of modernization and comfort on a peaceful, reliable and sustainable basis.

**Mission:**

The Tema Metropolitan Assembly (TMA) is committed to improving the quality of life of the people in the metropolis through the provision of essential services and the creation of enabling environment to ensure the total sustainable development of the Tema Metropolis.

**Objectives:**

1. To promote socio-economic infrastructure and service in the metropolis.

2. To ensure the effective and efficient revenue mobilization and management.

3. To ensure a clean, safe and healthy environment.

4. To Promote socio-economic activities in the metropolis especially among the vulnerable and the marginalized.

5. To improve upon the logistics and the human resources in the metropolis.

6. To enhance good governance and civic responsibility by strengthening the administrative set up.

7. To promote effective private sector participation in the development of the metropolis.

8.To facilitate the development and application of information and communication technology (ICT) base in the metropolis.

**Functions:**

The assembly is mandated by **section 10, act 462 of the 1992constitution** of Ghana and by LI 1929 of the Local Government Act to;

1. Maintain security and public safety in collaboration with the appropriate national security agencies.
2. See to the overall development of the metropolis and ensuring the preparation and submission of development plans and budget for the metropolis to the central government for approval.
3. Formulate programs and strategies for effective mobilization and utilization of human, physical, financial and other resources in the metropolis.
4. Promote and support the productive activities, social development and the removal of obstacles hindering the development of the metropolis.
5. Initiate programs for the development of basic infrastructure and the provision of works and services.
6. Develop, improve and manage the human settlement and the environment.
7. Ensure that inhabitants of the metropolis have access to the courts and public tribunals to promote justice.
8. Initiate, sponsor or carry out duties that may be necessary for the discharge of functions conferred by this law and any other enactment.
9. Perform such other functions that may be referred to it by government.

**WE ARE RESPONSIBLE FOR**:

1. Maintenance of Peace and Security.
2. Approval of planning schemes layouts.
3. Issuance of business operating licenses (quarries, etc).
4. Issuance of Building Permits.
5. Registration of Births and Deaths.
6. Development control – orderly physical development of settlements.
7. Waste management.
8. Fixing of fees and rates.
9. Revenue mobilization.
10. Provision of Basic Socio-Economic Infrastructure and services including, schools, Markets, Lorry Parks, Institutional Toilets and Roads
11. Facilitate the provision of water, electricity etc.
12. Sports Development.
13. Tourism.

**OUR SERVICES**

**PERMITS**

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| --- | --- | --- | --- | --- | --- | --- |
| **SERVICE** | **REQUIREMENT** | | **PROCEDURE** | | **DURATION** | |
| Building permits | 4 sets of drawing including site plan, block plan, architectural drawings, and septic tank plan.  Title clearance from lands commission or land title registry.  Environmental Protection Agency (EPA and fire permits for public use buildings.  Other reports may include Structural Integrity Report, Geotechnical Report, Transport Impact Assessment, etc as the development may require. | | * Purchase permit form from the works department of TMA . * Submit drawings to secretariat of the statutory planning committee including title clearance, and pay processing fee. * Technical sub-committee vets the application (drawings). * Permit fee is calculated by the works department. * Technical sub-committee submits recommendations to the statutory planning committee for consideration. * The secretariat of the statutory planning committee informs applicants of the decisions of the committee, be it approval, deferment or refusal of application. * Successful applicants collect their approved plan after the payment of the permit fee. | | 3 months | |
| **Permit(banner)** | Sketches of the banner, size and the location. | | * Apply to the city engineer stating the purpose of the banner, location and duration. * Inspection will be carried out, followed by the permit. * Minimum fee of GH ¢3.00 daily. | | 1 week | |
| **Permit (Billboard**) | Sketches of the billboard, size and the location. | | Buy application form for GH ¢5.00.  Submit sketches of the billboard and the location.  Inspection will be carried out before permit is given.  NB; fee is charged based on the size and the location of the billboard. | | 1 week | |
| **Death registration for burial Permit:** | | A medical certificate of cause of death or a coroner’s certificate. | | Submit a Medical certificate of the cause of death or coroner’s certificate.  A fee would be paid then a permit to bury would be given. | | **20 minutes** | |
| **Transport Operating Permit** | | -duly completed route operating permit  - Legal documents (charter, company’s registration certificate) as proof of being a registered entity.  -valid DVLA certificates and licenses covering all vehicles and drivers.  -other documents or information relating to capacity or evidence to deliver the service. | | Obtain the route operation permit application form.  apply to the assembly through the unit by submitting the duly completed route operating permit application form and attach all other documents required.  Subject to review, approval is given and permit will be issued. | | 1 week | |
| **Environmental Health and Sanitation permit (Hospitals, Clinics, Bakeries, Restaurants, Schools(etc)** | | A medical report.  Passport picture. | | Acquire a form from the assembly.  A team of experts will be assigned to assess the facility and the location.  If approved, a sanitation permit would be given.  NB: the permit is subject to renewal annually. | | 1 day | |
| **Animal raring permit** | |  | | Acquire a form from the assembly.  A team of experts will be assigned to assess the facility and the location.  If approved, a sanitation permit would be given.  NB: the permit is subject to renewal annually. | | 1 day | |

**CERTIFICATES**

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| **SERVICE** | **REQUIREMENT** | **PROCEDURE** | **DURATION** |
| **Marriage Registration** | Name(s)  Age(s)  Occupation(s)  House address(s)  A witness from each party,  -any national identity card or passport, (colored)  - affidavit | * File a notice for 21 days. * Should there be a complaint the matter will be referred to the courts for redress. * If not, the couple will be given a license after the 21 days period.   **NB:** it is illegal for marriages to be conducted on weekends and on public holidays,  Registration expires after 3 months | 21 days |
| **Registering an NGO**  **DAYCARE SUPERVISION, MONITORING AND CERTIFICATION**  **LEAP IMPLEMENTATION**  **DISABILITY FUND DISBURSEMENT** | certificates of registration from the registrar general,  certificate from fire service,  menu chart approval from Ghana Health Service  certificates from the Ghana Education Service.  approval from parliament through ministry of finance  Proof of disability  All necessary documents | Apply to the co-coordinating director,  The assembly will write to the police and social welfare.  The police will visit the  NGO involved for approval.  The organization is then permitted to operate.  NB: Registration fee is GH¢70.00 is subject to renewal every year at GH¢30.00.  Apply to the metro coordinating director through the head of social welfare,  Necessary documents will be inspected by a committee  Certificates is given if the committee approves the documents  Poor households are identified and enrolled on the program and on the Ghana Interbank Payment Settlement Systems (GHIPSS)  LEAP cash grants are disbursed  Receives applications for support (medical, educational, income generating activities etc.)  Committee peruses all documents and applications  Funds are disbursed if documents are approved. | 3 months  3 months  3 months |
| **Birth Certificate** | Weighing Card/ Baptismal Card | Submit weighing or baptismal card.  A minimum fee would be paid.  Certificate would be given after a period. | 1 week |
| **Food vendor’s certificate** | A medical report from a recognized health provider  Passport picture | * Buy a form for GH¢ 10.00. * Applicants would be required to have a medical screening of all communicable diseases, e.g., Hepatitis, HIV/AIDS, amongst others. * The certificate would be given if the applicant is clear of all diseases.   NB: the license is subject to renewal annually. |  |
| **Road Construction** | The contractors track record.  Document to show contractors financial resources.  Tax clearance certificate (IRS, SSNIT, and LABOUR certificate.  Social Security and Insurance Trust (SSNIT) Certificate.  - Human resource base.  -Registered business certificate.  - Performance bond. | Acquire a registration form for GH¢ 50 –GH¢100 depending on the type of construction.   * Inspection of machines and equipment would be carried out. * The human resources base would also be inspected. * If cleared, the permit will be given. | 1 month |

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| **solid waste(refuse) collection** | Register with the service provider appointed by TMA.  Pay a prescribe fee.  Provide a standard refuse storage container. | Apply to the assembly or the service provider in your area. | Refuse must be collected at least once a week or as may be agreed between the waste generator and the service provider. |
| **Cesspit emptier services and septage treatment** |  | Request TMA for service.  Pay a prescribed fee.  All cesspit emptier operators must register with TMA. | 2 days |
| **Sewer maintenance:**  **. blockage clearance** |  | Report to the sewerage maintenance unit of the assembly.  Pay a prescribe fee. | house drains (2 days)  main drains (1 week) |

**NUTRITIONAL SERVICES PROVIDED**

1. INFANT YOUNG CHILD FEEDING:

Exclusive breastfeeding

Timing of complementary feeding (6 months)

Reduce underweight and stuntings away from children.

1. **MICRO NUTRIENTS DEFICIENCY CONTROL:**

Vitamin A supplements for 6-11 months, 12-59 months.

1. MATERNAL NUTRITION PROGRAM
2. GIRLS IRON FOLATE TABLETS SUPPLEMENTATIONS

**PENALTIES**

|  |  |
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| **OFFENCE** | **PENALTY GH¢** |
| **Traffic offence:**  No parking/ stopping/ waiting/loading  Refusal to obtain commercial driver license  Refusal to obtain TMA sticker  Refusal to emboss Taxi | Fine :   * 50.00 * 20.00 * 20.00-60.00 * 60.00 |
| **Towing and clamping**;  Traffic offence (e.g. obstruction, no parking)  Clamping (private company) light duty vehicles.  Towing (private company) light duty vehicles.  Clamping (private company) heavy duty vehicles.  Towing (private company) for heavy vehicles. | * 50.00 * 50.00 * 50.00 * 55.00 * 120.00 |
| Hawking at unauthorized places. | Fine: 50.00 |
| Refusal to obtain environmental health and sanitation permit. | Fine: 40-2,000 |
| Indiscriminate/unauthorized dumping/burning of refuse/garbage. | fine: 10-1000 |
| Refusal to obtain health certificate for cooked food vendors. | fine: 50.00 (per person) |
| Building at unauthorized places. | Fine; cost of demolishing multiplied by the floor size |
| Building without permit | Fine: defaulter will pay 4 times the permit fee |
| erecting without permit | Fine: 10,000.00 |
| Penalty for non- renewal | Fine: 5,000.00 |
| Defaulting/ unauthorized installation | Levy of 50% of initial fee plus approved fee |
| Refusal to pay daily market tolls | Fine: 20.00 |
| Refusal to pay park tolls | Fine: 50.00 |
| Refusal to pay basic rate | Fine: 10.00 |
| Refusal to register business with the assembly | Fine 1,000.00 – 20,000.00 |
| **Refusal to obtain environmental permit**;  Hotels,  restaurant/chop bars, Industrial establishments, Educational institutions,  Car washing bay,  Health facilities,  Herbal centre,  Bakeries  Poultry and livestock farmers  Private laboratory  Industrial establishments  Poultry/ livestock famers  Private laboratories | Fine:   * 40.00-200.00 * 40.00-200.00 * 200.00-2,000.00 * 40.00 * 300.00-1,000.00 * 300.00-1,500.00 * 500.00-1,000.00 * 40.00 * 50.00-100.00 * 300.00-1,000.00 * 200.00-2,000.00 * 50.00-100.00 * 300.00-1,000.00 |
| Refusal to obtain health certificate for food/beverage/confessionary industry | Fine: 1,000.00 |
| Refusal to comply with notice of abatement | 500.00 |
| Refusal to provide sanitary facilities at business and residential premises | 200.00-1,000.00 |
| Refusal to pay business operating permit fee (license) by 31st March. | The appropriate business operating permit fee in addition to 50% of the amount involved. |
| building on a sewer line | cost of demolishing |
| Refusal to pay for any waste services provided by the assembly | Court action |
| **Retrieval of seizes tools(for various offences)** | Fine: 50.00-150.00 |

**NB: ALL FEES ARE SUBJECT TO CHANGE**

**INFORMATION TRANSPARENCY AND CONVENIENCE:**

The TMA will ensure information transparency and convenience by;

1. Creating and equipping a client services unit (located on the ground floor (RM 1) of the metropolitan building) to assist client with information.
2. Removing all communication barriers.
3. Placing suggestion boxes at vantage points including sub-metro offices to solicit public views on our services
4. Providing clients with hand bills and brochures detailing the roles and responsibilities of the assembly which will be available at the reception
5. Erecting notice boards at our offices and sub-metro offices

Vi. Publishing the agenda and achievements of the assembly to ensure public participation

**CUSTOMER RESPONSIBILITTY:**

The public is responsible for assisting and cooperating with the assembly in the performance of its duties. We expect that the public to:

* Honor their tax obligations to the assembly
* Trust the assembly and its staff for the upkeep of the metropolis.
* Keep the metropolis clean
* Provide accurate information to the assembly
* Adhere to the processes involved in lodging documents, complaints and official receipts to the assembly.
* Respond to sermons promptly

**WE STRIVE FOR:**

1. Excellent and efficient service delivery
2. Continuous improvement in our services delivery
3. Provision of information in an open and supportive transparent manner
4. Protection and promotion of public health and the prevention of diseases+.
5. Stakeholder involvement in our activities for the satisfaction of inhabitants of the metropolis

**PARTNER AGENCIES:**

The Tema metropolitan assembly works in collaboration with all decentralized ministries, departments, agencies and government organization as well as traditional authorities.

**COMPLAINTS:**

Complaints may be directed to:

**The client service unit**

**Tema metropolitan assembly**

**P.O. BOX 301**

**Tema**

**LOCATION:**

**COMMUNITY CENTER**

Tel: 0303- 202827

0303- 202828.

WEBSITE: [www.tma.gov.gh](http://www.tma.gov.gh)

You may appeal to the office of the Metropolitan Chief Executive through;

**P. O. BOX CO 301, TEMA**

**TEL: 0303202498**

**FAX: 0303208011**