

**TEMA WEST MUNICIPAL
ASSEMBLY**



**SERVICE DELIVERY
CHARTER
2022**

PROFILE OF TEMA WEST

1. HISTORICAL BACKGROUND

The Tema West Municipal Assembly (TWMA) is one of the 10 newly created MMDAs in the Greater Region of Ghana situated in the South Eastern and diagonally located between Latitudes 5°42"00' N and Longitudes 0°00"30' W and Latitudes 5°36"20' S and Longitudes 0°7"10' W. It has a total land area of about 66.8 square km, which represents almost 2.1 percent of the total land size of the Greater Accra Region. The Municipal Assembly was carved from the Tema Metropolitan Assembly and was inaugurated on 15th March, 2018. The Assembly was established with Legislative Instrument (LI) 2317.

2. LOCATION AND SIZE

The Municipal Assembly shares boundaries with Krowor Municipality to the West, Adentan to the North –West, Kpone to the North, Ashaiman Municipality to the North - East, and the Tema to the East, with the Gulf of Guinea sharing the south-eastern boundaries. Community 2 is the District capital of the Tema West Municipal Assembly and is located at the south eastern part of the Municipality, and lies close to the coast. The location of the Municipality makes it economically viable in relation to the many Companies and Industries existing in the area.

The population of the Municipal Area, according to the 2021 PHC is 196,224. It is projected to increase to 233,106 by 2025. It is made up of 49.4% males and 50.6% females. Largely attributed to the migration of young men and women into the city of Tema in search of jobs

3. MISSION STATEMENT

To provide socio-economic and spatial development through the mobilization and utilization of quality human and material resources to improve the living conditions of people within the Municipality.

4. VISION STATEMENT

Tema West Municipal Assembly (TWMA) is, ‘A model of Decentralization in providing client-oriented services to its people’.

5. Objectives

- 1.To provide socio-economic infrastructure and service in the Municipal.
2. To provide effective and efficient revenue mobilization and management.
3. To ensure clean, safe and healthy environment.
4. To promote socio-economic activities in the
5. Municipal especially for the vulnerable and excluded. To improve upon the logistics and human resource of the Municipal.

- 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 Municipal.
- 8. To facilitate the development and application of Information and Communication Technology (ICT) base in the Municipal.

6. GOVERNANCE IN TEMA WEST

TWMA has eleven (11) Electoral Areas with a representation each from these areas making up the Assembly and six (6) members who were duly appointed by the President. These electoral areas are Halcrow, Dzata-Bu, Kassadjan, Railways, Kaiser, Wolei, Sakumono, Baatsonaa, Lashibi, Kla-Gon and Adjei-Kojo. Each electoral area has a five-member Unit Committee who are also elected and work hand in hand with the Assembly Members and the Traditional Authorities.

Composition of Tema West Electoral Areas

The table below shows the towns and communities under the electoral areas in Tema West Municipality

NO.	NAME OF ELECTORAL AREA	COMMUNITIES
1.	HALCROW	COMMUNITY 2

2.	DZATA-BU	COMMUNITY 3
3.	KASSADJAN	COMMUNITY 2
4.	RAILWAYS	COMMUNITY 5
5.	KAISER	COMMUNITY 5
6.	WOLEI	SAKUMONO VILLAGE
7.	SAKUMONO	SAKUMONO ESTATE, CELEBRITY GOLF COURT, MF ESTATE, SUN CITY
8.	BAATSONA	BAATSONA, LIGHT INDUSTRIAL AREA
9.	LASHIBI	COMMUNITY 14,15,16,17,18,19,20
10.	KLAGON	KLAGON
11.	ADJEI-KOJO	ADJEI-KOJO, KANEWU, BORTEYMAN, SANTOE, COMMUNITY 23,24

The Unit Committees are at the lowest level and form the basic unit of the Local Government Structure. The General Assembly is headed by a Presiding Member. The Municipality has one constituency called the Tema West Constituency.

The Assembly is headed by the Municipal Chief Executive (MCE) who is nominated by the President and approved by two-thirds majority of the Assembly. The MCE is also the chair of the Executive Committee of the Assembly which reviews the sub-committee reports.

The Municipal Coordinating Director (MCD) all the activities of the various departments and is also the Secretary to the General Assembly. One other significant actor in Tema is the TDC Company Limited, which was established to ensure appropriate development of the Acquisition Area. To date the TDC manages a total land area of 180 square kilometers.

1. ADMINISTRATION

The decentralization policy of the Government has given rise to the establishment of the District Assembly Concept. The present Tema West Municipal Assembly (TWMA) is a 16-member Assembly. 11 Elected, 5 appointed. It is the highest political and administrative authority. It is composed of:

MEMBERS OF THE GENERAL ASSEMBLY

- **The Municipal Chief Executive**

Hon. Assembly Members of which two-thirds are directly elected by universal adult suffrage, and 1/3 approved by the President of the Republic of Ghana in consultation with members of parliament withing its Assembly. The Assembly has a Presiding Member who presides over the General Assembly meetings. The Municipal Co-ordinating Director who is a Career Civil Servant is the Secretary to the Assembly and performs administrative functions and policies which are implemented by the Municipal Authority

The Municipal Authority has seven (7) sub-committees which are responsible for collating and deliberating on issues relevant to its deliberative, executive and legislative functions. They submit their recommendations to the Municipal authority for consideration which are later ratified by the General Assembly.

The Assembly has a Public Relations and Complaints Committee chaired by the Presiding Member

Functions / Responsibilities of Tema West Municipal Assembly

- 1.Be responsible for the overall development of the district
- 2.Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;
- 3.Promote and support productive activity and social in the district and remove any obstacles to initiate and development
- 4.Sponsor the education of students from the district to fill particular manpower needs of the district especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;

Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district.

5. Be responsible for the development, improvement and management of human settlements and the environment in the district;

6. In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;

7. Ensure ready access to courts in the district for the promotion of justice;

8. Act to preserve and promote the cultural heritage within the district;

9. Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and

10. Perform any other functions that may be provided under another enactment.

No.	Services	Time frame (months/days)
1.	Issuance of Building Permit	1-90 days depending on the submission of all relevant documents
2.	Preparation and approval of planning schemes/layouts	Three (3) months

3.	Issuance of Business Operating Permit (BOP)	Within one working day
4.	Waste Management	Twice weekly collection
5.	Issuance of food vendors certificate	Three (3) months
6.	Public Education on Hygiene Practices	Daily
7.	Registration of marriages	Daily

PRE-SUBMISSION REQUIREMENT BY PROSPECTIVE APPLICANTS/DEVELOPERS:

1. Obtain certified site plan to Check Land Use Zoning of the plot to determine if the intended purpose meets the approved plan/ purpose of the Assemble Local Scheme.

2. Obtain Good title or any document as proof of ownership of the Plot/Land

3. The following may also be required for multi-user and multi-level developments (3-storey and above/ commercial facility)

Environmental Protection Agency Permit (EPA).
- Fire Permit by Ghana National Fire Service.

Soil Investigation Report

- Hydrological Report

- Structure Integrity Report-if structure is already Existing

Traffic Impact Assessment Report (Certified Engineer)

- Air Safety Permit (if site is at Aviation Zone Area)
- Petroleum License by National Petroleum Authority

PLEASE CONTACT

The Physical Planning Director / Municipal Work Engineer for compliance and Technical Guidance before submission of documents.

1. PLANNING PERMIT

- Use or change of use parcel of land (rezoning)
- Orientation of physical development
- Size and plot of sewage
- Sub-division of land
- Consolidation of land
- Physical accessibility to facilities
- Temporary structures
- Minimum facility requirements

2. DEVELOPMENT PERMIT

Building or structure permit except those exempted by law
 Making structure alteration and or transformation (renovation) to a building.

- Installation of any fittings on a building
- Installation of any fitting on a building
- Hoarding of a properly.

3. TEMPORARY STRUCTURE PERMIT

- Short term structure not permanent
- Directional and informational signages.

4. REGULARIZATION OF EXISTING STRUCTURES/BUILDING

- Structures developed without permit (this requires structural integrity report)

5. EXTENSION OF EXISTING BUILDING PERMIT

* 6.SUPERVISION OF APPROVED DEVELOPMENT OF CLIENTS

7. DEMOLITION/REMOVAL PERMIT

8. CERTIFICATE OF COMPLETION FOR HABITATION (COH)

9. EXTENSION OF PERMIT VALIDITY. (WHERE DEVELOPER FAILS TO START AND COMPLETE DEVELOPMENT WITHIN THE PERMIT VALIDATION PERIOD OF 5-YEARS)

NOTICE OF COMMENCEMENT AND COMPLETION OF CERTAIN STAGES OF WORK

Every Developer Constructing any Structure/Building shall give 48 hours' notice in writing to the Municipal Engineering of the date on which it is intended to begin the construction.

National Building Regulations, 1996 Regulations 10 (1)

No construction work shall be covered until it has been inspected and approved by the Municipal

Engineer/Authorized Building Inspector. (National Building Regulations, 1996 Regulations 10 (4))

NOTICE OF COMPLETION

No building shall be occupied until the Municipal Engineer has granted a certificate of completion for habitation.

National Building Regulations, 1996 Regulations 10(7)

PENALTY ON STRUCTURE BUILT WITHOUT APPROVED PERMITS FROM THE TEMA WEST MUNICIPAL ASSEMBLY

Members of the General Public are reminded that building without approved Development and Building permits contravenes the express provision of the local Governance Act 2016 Act (936) with amendment (Act 940) and the TWMA Bye-Law. The Assembly would therefore like to notify all persons and companies who have constructed structures and building within the Tema West Municipality without the Approved Building Permits that they shall be fined before regularization. Developers without the Approved Building Permits are hereby advised to pay the approved penalties within 21-days to avoid being sanctioned by the Assembly. ALL DEVELOPERS who have put up structures without permit shall have the following fines imposed on their developments as PENALTY.

LOCAL GOVERNANCE ACT 2016 ACT 936 (SECTION 97)

(1) A District Planning Authority may affect or carry out an instant prohibition, abatement, alteration, removal or demolition of any unauthorized development carried out or being carried out that encroaches or will encroach on a community right of space or that interferes or may interfere with the use of the space.

(2) The action to stop the encroachment on the community right of space shall be without prior notice.

BUILDING OFFENSES AND ITS PENALTY FEES

Penalty for development without permit (Minimum 500 penalty Units, Maximum 1000 penalty Units and above depending on the type of Project)

Penalty for unauthorized placement of Temporary Structure: (Minimum 100 penalty Units, Maximum 500 penalty Units and above depending on type of structure and location)

Penalty for occupying newly completed development without occupancy (Habitation) Certificate (Minimum 500 penalty Units, Maximum 1000 penalty Units and above depending on the type of Project)

Penalty for renovation without permit-(Minimum 200 penalty Units, Maximum 600 penalty Units and above depending on the type of Project)

Penalty for violation "STOP WORK" ORDER-(Minimum 500 penalty Units, Maximum 1000 penalty Units and above depending on the type of Project).

HOW TO ACQUIRE PLANNING AND DEVELOPMENT (BUILDING) PERMIT WITHIN 30 DAYS

Physical planning & work department for Pre-submission requirement:

-4 building drawings

41 Documents to proof ownership of Land

other agencies, professionals and authorities if Commercial

buld be allowed to purchase building permit application form if he/she satisfies the pre-submission requirements

application form with all relevant document to the spatial planning secretariat for processing (physical planning dept.) and pay processing fees

Conduct joint site inspection to confirm ground situation with assemblies planned layout

Technical sub-committee meets to vet and take decisions on application

Lessing tee is Non-refundable

period for obtaining a permit is 30 days if no queries are raised on submitted documents.

Tema west municipal spatial planning committee meets to take decisions on technical sub-committee recommendations
Pay permit fees and obtain your approved permit from the work department

Information Transparency and Convenience

1. We have a Municipal Information Department that will generate positive Publicity for the Assembly and enhance our reputation.

2. The public will be duly informed about the activities of government and the Assembly in addition to drafting the press releases and contact people in the media who will print or broadcast Assembly's programmes and activities regularly.

3.Lock and key notice boards will be made available at our offices and Zonal Council offices.

4. Clients of the Municipal Assembly will be provided with all necessary information they need to access our services.

5. Town Hall meetings for the public will be organized by the Assembly to keep the public informed about developmental projects undertaken in the Municipality.

6. Client Service Desk has been provided at the Assembly as the first point of call for our clients who visit our offices.

7. Suggestion boxes will be erected at vantage points to solicit public views on our service delivery

We strive for

1.Continuous improvement in our service delivery.

2. The creation of an enabling environment for socio-economic development

3. Empowerment of women and other vulnerable groups to participate in government and Assembly's development agenda.

4. The protection and promotion of health and the prevention of diseases.

5. Provision of information in an open and transparent manner.

6. Creation of conducive environment for Public Private Partnership (PPP) in our delivery to ensure efficiency and effectiveness.

WHAT THE ASSEMBLY EXPECTS FROM THE PUBLIC:

The Assembly expects full co-operation and compliance with its rules, regulations and procedures to ensure smooth service delivery.

To access any of the services provided by Assembly;

1. Business should be dully registered with the Registrar General's Department

2. Business address and location including street names should be made available to the Assembly immediately

3. Registered indenture (Land Title Certificate) and four (4) copies of Architectural drawings for the issuance of building/development permits.

4. A child has weighing card and in the case of persons above one (1) year, provision of baptismal certificate and ID cards are required.

5. The public will participate in the various community level education programmes on sanitation, hygiene, revenue collection and others.

6. The bye-laws of the Assembly will be complied to ensure effective administration of the Municipality.

Other Collaborating Agencies

Tema West Municipal Assembly shall collaborate with the following departments and agencies among several others.

1. Ghana Revenue Authority
2. The Internal Audit Agency
3. The Ghana Police Service
4. Electricity Company of Ghana
5. Land Commission
6. Land Valuation Board
7. Community Water and Sanitation Agency
8. Ghana Aids Commission
9. The Private Sector is also a major collaborating agent that we cherish most and are always welcome to do business with us.
10. Non-Governmental Organization
11. Development Partners

COMPLAINTS

TWMA welcomes complaints from the public, clients and customers. Complaint against the Assembly as an Institution, Assembly members and staff should be addressed to:

THE CHAIRMAN
PUBLIC RELATIONS AND COMPLAINTS
COMMITTEE (PRCC)
TEMA WEST MUNICIPAL ASSEMBLY
TEMA

In case you are not satisfied, you can visit the Head Office of the Assembly at Baatsona, Community 17 Junction or write to:

CO-ORDINATING DIRECTOR
TEMA WEST MUNICIPAL ASSEMBLY
P.O.BOX SK 1957
SAKUMONO, TEMA.

Tel: 0302-2935-73