CHARTER

YILO KROBO MUNICIPAL ASSEMBLY

FEBRUARY 2026



HIS EXCELLENCY

JOHN DRAMANI MAHAMA

PRESIDENT OF THE REPUBLIC OF GHANA



HON. FRANCIS ADDO AKUMATEY
MUNICIPAL CHIEF EXECUTIVE



HON. ALBEERT TETTEH NYAKOTEY
MEMBER OF PARLIAMENT

CLIENT SERVICE

Contents

1.0 INTRODUCTION **7**

2.0 ABOUT US **7**

2.1 Who We Are 7

2.2 Our Mission 8

2.3 Our Vision 8

2.4 Our Core Values 8

3.0 OUR PLEDGE **8**

4.0 WHAT WE EXPECT FROM YOU **8**

5.0 OUR SERVICE STANDARDS **8**

5.1 *Acquisition of Building/Development Permit* 8

5.2 *Acquisition of Temporary Structure Development Permit* 10

5.3 *Preparation of Land Use Plan/Local plan/Planning scheme/ Lay out.* 11

5.4 Assessment of Rezoning Status 12

5.5 *Acquisition of Business Operating Permit* 12

5.6 Services Provided By the Urban Roads Department 13

5.6.1 Acquisition of Road(s) Block Permit 13

5.6.2 Acquisition of Road Crossing Permit 14

5.6.3 Acquisition of Road Reservation Trenching Permit 16

5.7 *Services Provided By the Environmental Health and Sanitation Management Department* 18

5.7.1 Frontline Officers of the Department 18

5.8 Acquisition Of Food Vendors/Handlers Certificate 19

5.9 Licensing Of Hospitality Facility/Premises 20

5.10 Waste Management Service 21

5.10.1. Zoomlion 21

CLIENT SERVICE

5.10.2 Solid Waste (Door- to- Door) Services 21
5.10.3 Solid Waste (Roll on bins and Skip Bins) Community Services 21
5.10.4 Additional Responsibility of Zoomlion Company limited. 21
5.11 Disability Fund 21
5.12 Registration of Marriages 22
5.13 Customary Divorce 23
5.14 Licensing Of Church Premises For Celebration Of Marriages . 23
5.15 Hiring of Assembly's Industrial/Commercial Vehicles. 23
5.16 Acquisition of Taxi Driving License 23
5.17 Taxi/Commercial Vehicle License 24
5.18 Outdoor Advertising Permit 25
5.19 Non-Governmental Organization (NGO) Registration 25
5.21 Birth Registration 26
5.22 Death Registration 27
6.0 TABLE OF OUR SERVICES 28
7.0 FEEDBACK 29

CLIENT SERVICE

1.0 INTRODUCTION

This Service Charter is the commitment of Yilo Krobo Municipal Assembly (YKMA) to provide unparalleled level of service to the people in the Municipality and beyond. The document serves as a guide to staff and Customers on standards of services rendered by the Assembly with the aim to improve transparency and accountability. Ultimately, this Charter is aimed at informing and educating our customers on the types and requirements of services we render to the public.

We commit ourselves to the deliverables outlined in the Charter to be carried out by employees and service providers contracted by the Assembly. We recognized however that sometimes there will be circumstances beyond our control which may hamper the normal standards of service we provide. In such circumstances, the service levels set out in this Charter will not apply, although every effort will be made to maintain normal services or to reduce the inconvenience to customers,

At such times service delivered is below the standard defined by this Charter, remedial actions will be taken without undue delay and communicate to the complainant action(s) taken to address the complaint.

2.0 ABOUT US

2.1 Who We Are

The Yilo Krobo Municipality was established under Legislative Instrument (L.I) 1427 1988. In the 1980s, it was part of what was known as Kaoga District Council which comprised Yilo Krobo, Manya Krobo and Asuogyaman Local Councils. Eventually, it was split into three distinctive administrative districts; Yilo Krobo, Manya Krobo and Asuogyaman. The District was accorded a Municipal status on the 6th of February, 2012 with the passage of Legislative Instrument (L.I.) 2051. The population of the Yilo Krobo Municipality according to the 2021 Population and Housing Census is 122,398 (i.e. Male: 59,478 and Female: 62,920).

The Municipality shares common boundaries with Lower and Upper Manya Krobo Districts to the North and East respectively. To the South, the Municipality shares boundary with Shai-Osudoku and Okere Districts. In addition, the municipality shares boundaries with the New Juabens and Abuakwa North in the South-West respectively. The municipality also shares its western boundary with Fanteakwa North and South Districts. It lies approximately between Latitude 6º 00'N and 0º 30'N and between Longitude 0º 30'W and 1º .00'W. The Municipality covers an estimated area of about 807 square kilometers.

CLIENT SERVICE

2.2 Our Mission

The Yilo Krobo Municipal Assembly exists to improve the standard of living of the people through the formulation and implementation of policies and programmes in all sectors of the local, social and economic settings in line with Government Policy.

2.3 Our Vision

The vision of the Municipality is to achieve sustainable local economic development through prudent management and equitable distribution of resources and efficient service delivery within Ghana's decentralized environment

2.4 Our Core Values

The core values of the Yilo Krobo Municipal Assembly which is largely informed by that of the Local Government Service include: Integrity, Client-Focus and Hard work, Timeliness, Discipline, Service and Transparency.

3.0 OUR PLEDGE

a) We commit ourselves to treat every customer with respect by showing friendliness, Openness and care when serving a customer.
b) We endeavor to engage our stakeholders in preparation of our annual Fee Fixing Resolution and publish the approved document for public information.
c) We aim to review this charter regularly to match with emerging trend of development with regards to effectiveness and efficiency in our service delivery.

4.0 WHAT WE EXPECT FROM YOU

a) Ensure your application form is properly completed and attached with all necessary documents/requirements before submission.
b) Adhere strictly to the procedures for completing and submitting application forms/letters.
c) Endeavor to produce valid General Counterfoil Receipt (GCR) for all payments of application and processing fees.
d) Be courteous and polite to our staff and demand same from them
e) Endeavor to honor your tax obligation to the Assembly timely.

5.0 OUR SERVICE STANDARDS

5.1 *Acquisition of Building/Development Permit*

CLIENT SERVICE

What is a building/development permit?

Ans. A building/development permit is a written notice/permit issued by the Local Authority (The District Assembly) to a developer in a prescribed form before carrying out any physical development on, under or above land. This includes building permit and other physical development permits.

This permit is important because the Local Governance Act, 2016 (ACT 936) Section 91. States that, a person shall not carry out a physical development in a district except with the prior written approval in the form of a written permit issued by the District Planning Authority. These among others are to promote proper planning, management of orderly and harmonious development of human settlements.

Who can apply?

Any person or organization who has legal title to immobile property or plot of land and intends to develop, redevelop/renovate or change its use.

How to Apply

Purchase the Building Permit Application Form (BPA) from the Revenue office and present it to the Physical Planning Department of the Assembly.

Requirements

The prospective developer must have the following:

a) Clearance letter after official search on status of land from Lands Commission/Land Title Registry.

B) Clearance from the physical planning dept. with respect to land use type.

c) Copy of title deed to the land.

D) Four (4) sets of working drawings with the following

Requirements;

i. Site Plan (scale 1:1:250 or 1:2, 500)

ii. Building, Fence, and Block Plans (scale not less than 1:20 or 1:40or metric equivalent 1:1000 & 1:2000).

c) Building Permit Application Form and Physical Planning Department Form 1.

d) Ensure that the under-listed professionals sign the various plans to be attached to the Building Permit Application.

i. Professional Town Planner to sign the Block Plan
ii. Architect or Licensed draughtsman for Architectural plans
iii. Civil or Structural Engineer for structural drawings for Three (3) stores and above.

Please Note:

CLIENT SERVICE

You may have to provide the following reports if your development is a multi-story structure or complex, filling station, guest house, gas service station, ware house and mosque/church: Environmental Impact Assessment Report, Structural Report, Fire Service Report, Hydro Report, Geological Report and Traffic Management Report.

Submission

a) Submit completed forms with all other requirements as specified in the Building Permit Application and TCP 1 Forms to the officer in charge at the Town and Country Planning Department, which is the secretariat for SPC (Spatial Planning Committee)

b) On submission, applicant is informed of corrections to be made or additions if any; the processing fee and date for inspection of site (if necessary).

Processing Procedure

a) Team of officers from Physical Planning and Works Departments and any other relevant technical dependent/unit inspects the site with the Developer within two (2) weeks of receipt of application to confirm the site as shown on the Site Plan and its suitability for the proposed development.

b) The Spatial Planning Committee Secretary (Municipal Physical Planning Officer) process the application within two (2) weeks after inspection of site

c) Technical Committee meets to evaluate the application, visits site and makes recommendation to the Spatial Planning Committee (SPC) within four (4) weeks after inspection of site.

d) Spatial Planning Committee considers the Development Applications within fourteen (14) working days after the Technical Committee meeting. (i.e.) The Spatial Planning Committee Secretary submits approved plans to the Municipal Works Department for issuance of development permit within five (5) working days after approval.

Collection of Permit

Pay approved building permit fee at the Revenue office of the Assembly and collect your Development Permit from the Secretariat- Physical Planning Department (Town and Counting Planning Dept.) Three (3) months after submission of application.

Please Note:

- Receipt issued as payment for processing fee is **NOT** a Building Permit.
- Permit can be obtained within the stipulated three (3) month subject to proper title to land and standard drawings.
- Building Permit is valid for five (5) years. Applicants who do not start or complete their project within five (5) years must apply for renewal of Permit
- Development must conform to the approved Planning Scheme.
- Fees charge are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.
- Do not make any false declaration on your application else your application shall be rejected.

5.2 ***Acquisition of Temporary Structure Development Permit***

Who can apply**?**

CLIENT SERVICE

Any person or organization who intends to develop a Temporary Structure on the side of roads, road reservation, public open space or acquired land.

How to Apply

Write to the District Chief Executive with details of the applicant's name, mailing address, telephone contact(s) and intended use of the structure

Requirements

a) Four (4) sets of working drawings with Site Plan (Scale 1:1,250 or 1: 2,500)

b) Evidence of ownership or letter of consent from landowner or relevant state institution as may be applicable.

Processing Procedure

a) Application is forwarded to Municipal Physical Planning Officer for processing within five (5) working days of submission of application.

Officers from Municipal Physical Planning and Works Departments inspect the site with the developer to confirm the site as shown on the site plan and its suitability for the proposed development within ten (10) working days of submission of application.

c) The inspection team makes appropriate recommendations to approve or reject the application within five (5) working days of site inspection.

d) Pay approved temporal structure permit fee at the Revenue office and submit the receipt to Development Control Officer.

e) Approved application is forwarded to the following officers for their signature;

i. District Physical Planning Officer
ii. District Building inspector
iii. District Works Engineer

Collection of Permit

Collect your Development Permit from the secretariat- Physical Planning Department one (3) month after submission of application.

***Please Note*:**

- Temporary Structure Permit is valid for six (6) months and subject to renewal. In some cases, validity is twelve calendar months (a year) e.g. ATM sites.
- Development must conform to the approved temporary structure permit.
- Temporary structure permit can be obtained within the stipulated time subject to suitability of location for intended purpose, proper title to land and standard drawings.
- Fees charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually.

5.3 ***Preparation of Land Use Plan/Local plan/Planning scheme/ Lay out.***

a) Apply to the District Chief Executive with a base map from Survey Department.
b) Application is forwarded to Physical Planning Department for designing within five (5) working days of submission

CLIENT SERVICE

c) The initial design is subjected to public consultation for further inputs, recommendation and/or corrections within fourteen (14) months of submission.
d) Technical committee meets to evaluate the application and makes recommendation to the Spatial Planning Committee (SPC) within fifteen (15) working days after public consultation.
e) Spatial Planning Committee meets to approve/deny the application within ten (10) working days after the Technical Committee meeting.
f) Pay the appropriate fee and collect your approved Land Use Plan from the Physical Planning Department sixteen (16) months after submission of application.
g) The Physical Planning Department then distribute the approved Land Use Plan to other land sector agencies

5.4 Assessment of Rezoning Status

a) Apply to the District Chief Executive with a copy of the Land Use Plan / (site plan)
b) An officer from Physical Planning Department is detailed to inspect the site with the Applicant within five (5) working days of submission of application
c) The application is presented at Technical Committee for consideration within ten (10) days after the inspection
d) Statutory Planning Committee approve/deny the application within five (5) working days after the Technical Committee meeting.
e) Pay the appropriate fee and collect your approved Rezone Land Use Plan from the Physical Planning Department one (1) month after submission of application.
f) The Physical Planning Department then distribute the approved Rezone Land Use Plan to other land sector agencies

5.5 *Acquisition of Business Operating Permit*

Who can apply?

Any individual or registered entity/organization wishing to operate a business within the District.

How to Apply

a) Pay for the form and provide necessary information for filling of the form
b) Take Certificate at the Revenue Office at the main office.

Requirements

a) Must have registered with the Registrar General's Department and have been issued with Certificate of Incorporation/Certificate to commence Business.
b) Registration and permit(s) from Government Agencies/Recognized Association(s) as may be applicable.

Processing Procedure

CLIENT SERVICE

a) An inspection team made up of members from Physical Planning Department Budget and Rating Department, Environmental and Public Health Unit and Works Department inspect the premises of the applicant within 5 business days of submission of application.
b) The team makes appropriate recommendations to the District Budget Analyst within 2 business days from the day of their inspection.
c) Upon recommendation by the inspection team, permit is issued after five (5) working days of submission of application at approved fee.
d) Business Operating Permit is valid for one (1) year and subject to renewal.

***Please Note*:**

• Fee charged depends on the Business type, size and location. Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.

• The process for acquiring license/permit for some category of businesses may differ from what has been provided above.

5.6 Services Provided By the Urban Roads Department

5.6.1 Acquisition of Road(s) Block Permit

Who can apply?

Any family, individual, or registered entity / organization wishing to conduct funeral, wedding, festival and any other occasions within the Hohoe Municipality.

How to Apply

Write to the District Urban Roads Director/ Engineer's office with details of applicant's name, mailing address, telephone number(s), the name of the road(s) to be blocked and the details of the functions to be performed on the road(s)

Requirements

No Requirement is needed

Processing Procedure

(a) The applicant is invited to the Urban Roads Department of the District Assembly the following working day after the submission of the request for road block permit by telephone call or applicant making himself available for the inspection of the road(s) intended to be blocked or closed

(b) At the inspection of the site of the intended road(s) to be blocked, the Road Maintenance Engineer and his inspection team decide on the suitability of the intended road(s) to be closed or otherwise

(c) If the intended road(s) to be blocked is suitable for the occasion, then the Road Maintenance Engineer recommends to the District Urban Roads Director for approval. And if the intended road(s) to be blocked is not suitable for the occasion due to traffic circulation and other traffic management issues in the corridor after the inspection, the application is turned down or rejected

CLIENT SERVICE

(d) When the application is approved by the Municipal Urban Roads Director, the applicant is requested to go to the Revenue section of the Kwahu East District Assembly to pay for the number of the approved days within 24 hours

(e) The applicant submits the receipt to the Road Maintenance Engineer immediately for the issuance of the Road Block Permit within a working day

Please Note:

- Fee charged depends on the number of days approved. Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually

5.6.2 Acquisition of Road Crossing Permit

What is a Road Crossing Permit?

Answer: A Road Crossing Permit is a written notice / permit issued by Kwahu East Urban Roads Department of the District Assembly to an individual, a developer and organizations (e.g. Ghana Water Company Limited-GWCL, Electricity Company of Ghana-ECG and Telecommunications Companies such as Vodafone, MTN, Airtel, Tigo, etc.) in a prescribed format before carrying out road cutting activities on the road surface and thrust-boring activities under the road surface. This permit includes

- Permit to cut the road surface
- Permit to carrying out thrust-boring under the road surface
- Permit to reinstate the two road crossing activities above

Who can apply?

Any individual or a developer and organization who intends to carry out road crossing activities

How to apply

Write to the District Urban Roads Director with details of applicant's or organization's name, mailing address, telephone number(s), and the name of the road to be cut or thrust-bored, the location of the road and the road surface type.

Requirements

(a) Collect Municipal Urban Roads Department road crossing and reinstatement application form from the unit and fill with details stated on the form

(b) The applicant must therefore provide line diagram of installations in the area of the intended road crossing activity

Processing Procedures

CLIENT SERVICE

- The applicant is invited to the Urban Roads Department of the Kwahu East District Assembly the following working day after the submission of the request for road crossing permit by telephone call or make yourself available for submission for the inspection of the road(s) intended to be cut or thrust-bored
- The Maintenance Road Engineer and his inspection team will visit the site to determine the type of road to be cut or thrust-bored. E.g. asphaltic surface road, bituminous surface dressed road, graveled road, etc.
- The Maintenance Road Engineer and an inspection team will take measurements immediately of the intended area of the road to be cut or thrust-bored and reinstate if the site is suitable for the road crossing activities
- The Maintenance Road Engineer after the site inspection and measurements taking recommends to the District Urban Roads Director for approval the same day
- After the approval, the District Urban Roads Director refers the completed application form and the measurements to both Maintenance Road Engineer and the Contract Manager for the determination of fees within one working day to be paid by the applicant
- The applicant is supposed to pay **road crossing permit fee** to the Revenue section of the Kwahu East District Assembly and the reinstatement of road to be cut or thrust-bored and their supervision fees to be paid to the Municipal Urban Roads Department's Accountant
- Upon submission of all payment receipts to the District Urban Roads Director, the permit is issued immediately that very day to the applicant.

Who should carry out the road crossing activities?

The road crossings and reinstatement have to be undertaken by a classified road contractor, registered with Ministry of Roads and Highways

NOTE:

- A duct shall mandatorily be placed at road crossing points (thrust-bored or otherwise)
- Trench shall not be less than 1m in depth
- Trench shall not be left open for a period of more than two (2) days. Open trenches have to be protected using the necessary safety devices
- Backfilling of trenches have to be done using approved materials and compacted appropriately in layers not exceeding 150mm depth

PLEASE NOTE AGAIN:

- Road crossing permit fee charged depends on the type of road surface, **e.g. asphaltic surface road, bituminous surface dressed road, gravel surface road, etc**. Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually

CLIENT SERVICE

- Fees charged for reinstatement of road to be cut or thrust-bored and its supervision depends on the type of road surface, e.g. asphaltic surface road, bituminous surface dressed road, gravel surface road, etc. Fees charged are subject to change due **material and labor costs** and **not** regulated by Fee Fixing Resolution adopted by the General Assembly annually

5.6.3 Acquisition of Road Reservation Trenching Permit

***What is a Road Reservation Trenching Permit*?**

Answer: A Road Reservation Trenching Permit is a written notice / permit issued by District Urban Roads Department of the Kwahu East District Assembly to utility organizations (e.g. Ghana Water Company Limited-GWCL, Electricity Company of Ghana-ECG and Telecommunication Companies such as Vodafone, MTN, Airtel, Tigo, etc.) in a prescribed format before carrying out road reservation trenching activities along the roads for installation of service lines. This permit includes

- Permit to trench along an engineered pedestrian walkway
- Permit to trench along an unengineered pedestrian walkway
- Permit to trench along the road reservation without the carriageway and the pedestrian walkway

Who can apply?

Any utility organization who intends to carry out road reservation trenching activities for installation of service lines

How to apply

Write to the District Urban Roads Director with details of the organization's name, mailing address, telephone number(s), and the name of the road reservation which is to be trenched.

Requirements

(a) Collect District Urban Roads Department road reservation trenching application form from the unit and fill it with details stated on the form

(b) The applicant must therefore provide the area service lines installation layout of the intended road reservation to be trenched

Processing Procedures

- The applicant is invited to the Urban Roads Department of the Kwahu East District Assembly, the following working day after the submission of the request for road reservation trenching permit by telephone call for the inspection of the road(s) reservation intended to be trenched

CLIENT SERVICE

- The Road Maintenance Engineer and his inspection team will visit the site to determine the type of road reservation to be trenched. E.g. engineered pedestrian walkway, unengineered pedestrian walkway and road reservation without the carriageway and the pedestrian walkway
- The Road Maintenance Engineer and his inspection team will take measurements immediately of the intended area of the road reservation to be trenched if the road reservation for trenching is suitable for the service lines installation
- The Maintenance Road Engineer after the site inspection and measurements taking recommends to the District Urban Roads Director for approval the same day
- After the approval, the District Urban Roads Director refers the completed application form and the measurements to both Maintenance Road Engineer and the Contract Manager for the determination of fees within one working day to be paid by the applicant.
- The applicant is supposed to pay **road reservation trenching permit fee** to the Revenue section of the Kwahu East District Assembly and the reinstatement of the road reservation trench and the supervision fees to be paid to the District Urban Roads Department's/ Revenue section.
- Upon submission of all payment receipts to the District Urban Roads Director, the road reservation trenching permit is issued immediately for the applicant to carry away that very day

- ***Who should carry out the road reservation trenching activities and reinstatement?***

The road reservation trenching activities and reinstatement have to be undertaken by the utility companies under the supervision of the District Urban Roads Department of Kwahu East Assembly.

NOTE:

- Trench shall not be less than 1.5m in depth
- Trench shall not be left open for a period of more than two (2) days. Open trenches have to be protected using the necessary safety devices
- Backfilling of trenches have to be done using fill materials and compacted appropriately in layers not exceeding 200mm depth

PLEASE NOTE AGAIN:

- Road reservation trenching permit fee charged depends on the type of road reservation (**e.g.** engineered pedestrian walkway, unengineered pedestrian walkway and road reservation without the carriageway and the pedestrian walkway)

CLIENT SERVICE

- Fees are subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually
- Fees charged for reinstatement of road to be trenched and its supervision depends on the type of road reservation surface (e.g. engineered pedestrian walkway, unengineered pedestrian walkway and road reservation without the carriageway and the pedestrian walkway) and **not regulated** by Fee Fixing Resolution adopted by the General Assembly annually

5.7 *Services Provided By the Environmental Health and Sanitation Management Department*

5.7.1 Frontline Officers of the Department

i. The frontline officers of the Environmental Health and Sanitation Management Department (EHSMD) are ***ENVIRONMENTAL HEALTH OFFICERS***; they are responsible for enforcing environmental health standards and statutes as enshrine in all Public Health Laws and Bye-laws within the jurisdiction of the Yilo Krobo Municipal Assembly.

(b). THE SPECIFIC RESPONSIBILITIES OF THE ENVIRONMENTAL HEALTH OFFICERS ARE AS FOLLOWS:

i. Create Data Base

Creating and maintaining a database on all premises and facilities of environmental importance in the District Assembly.

ii. ***Inspect All Premises***

Inspect all premises to identify their state of sanitation and public health e.g. Domiciliary, Health care, Industries, Hospitality facilities, Schools, Shops etc. to ascertain as to their state of sanitation & hygiene and take all necessary actions for their remedy.

iii. Monitor the Environment

- Monitor environmental sanitation facilities and activities.
- Compilation and reporting of problems requiring inter-sectorial collaboration.
- Management of environmental sanitation complaints.
- Provide health education and promotion on appropriate environmental health issues.
- Educate the public on safe and hygienic waste disposal methods, practices and technologies
- Educate the public on safe keeping animals and control the straying of domestic animals.

iv. Food Hygiene

- Cop bar/Restaurant inspection
- Meat inspection
- Inspection of drinking bars
- Inspection of purified water producing factories

CLIENT SERVICE

- Regular inspection of the slaughter house to ensure meat is handled under hygienic conditions in the market.
- Regular meat inspection to ensure the public consumes wholesome meat.
- Inspection of Food/Drink premise to ensure food/drink for public consumption is prepared and sold under hygienic conditions.

v. Premises Inspection

- Inspection of Private premises
- Guest Houses / Hostel premises inspection
- Inspection of factories
- Prevent mosquito and houseflies breeding as well as vectors of public health importance.
- Supervise work by solid waste management companies in the district.

vi. Market Inspection

- Conduct regular market inspection to ensure good sanitation and personal/food hygiene is practiced in the market.
- Ensure all food vendors operating in the market are medically screened.
- Ensure regular cleaning of the market

vii. Sanitary Complaints from the Public

- All complaints by the public shall be registered with the particulars of the complainant well documented.
- All complaints shall be attended to within 24 hours to 5 Working days.
- Identity of complainant shall be protected.

5.8 Acquisition Of Food Vendors/Handlers Certificate

The Yilo Krobo Municipal Assembly (Control of Restaurant and Eating-Houses) By-Laws, requires any person wishing to operate a restaurant or eatery or anyone who engages in the preparation, handling or serving prepared food in any Restaurant or eatery to be medically certified as free from any communicable disease and renew such certification as directed by appropriate medical authority.

Who can apply? All individuals or organizations wishing to operate, handle, serve or sell food within the District.

How to apply

a) Purchase a medical form from the Environmental Health Officer at the Assembly
b) Submit the medical form to a medical laboratory facility assigned for that matter for medical examination the same day.

CLIENT SERVICE

c) The form will be given to you with the result and two (2) passport size pictures to the Municipal Environmental Health Officer.
d) When found to be medically fit to handle, prepare, serve or sell food, the certificate is issued accordingly.

Please Note:

- Fee charged by the Assembly for issuance of Food Vendors/Handlers Certificate is subject to change and regulated by Fee Fixing Resolution adopted by the General Assembly annually.

5.9 Licensing Of Hospitality Facility/Premises

Owners, managers or operators of Motel, Guest House, Hostel, Restaurant and Eating-houses are required to acquire Environmental Sanitation Inspection Certification from the Assembly on the suitability of their facility or premises for the intended purpose and renew same annually.

Who can apply?

All individuals or organizations operating or wishing to operate a Hotel, Motel, Hostel, Restaurant or Eating-House within the Municipality.

How to Apply

a) Purchase application form from Revenue Office at main office.
b) Submit the completed application form to the Municipal Environmental Health Officer at the old assembly site

Requirements

a) Must have registered with the Registrar General's Department and have been issued with certificate of incorporation/certificate to commence Business.
b) Introductory letter from Ghana Tourist Authority.
c) Evidence of medically certified attendants to operate in the hospitality facility.

Processing Procedure

a) Officers from Environmental and Health Unit inspect Applicant's premises and submit report on findings within three (3) working days of submissions of application form.
b) Municipal Environmental and Public Health Officer issues a certificate of suitability to the applicant for the attention of the Ghana Tourism Authority within ten (10) working days after the inspection.
c) The applicant is informed to contact Ghana Tourism Authority (GTA) for his/her license after the issuance of the Health Inspection Certificate.
d) The Municipal Environmental Health Officer upon approval by Ghana Tourism Authority recommends the Applicant to the Assembly for registration and issuance of Business Operating permit (BOP) at an approved fee.

Please Note:

CLIENT SERVICE

Fee charged by the Assembly depends on the type, size and location of the business. Fees are subject to change and regulated by fee fixing resolution adopted by the Assembly annually.

5.10 Waste Management Service

5.10.1. Zoomlion

Zoomlion Ghana Limited is in charge of managing solid waste at all public places in the District.

5.10.2 Solid Waste (Door- to- Door) Services

a) Register with Zoomlion company Limited
b) Timetable for collection of waste would be made within five (5) working days to the customer upon registration.
c) The company is responsible for the provision of appropriate refuse container(s) for storage of solid waste.
d) The customer is to pay a monthly fee to the Waste Collection Company as may be determined

5.10.3 Solid Waste (Roll on bins and Skip Bins) Community Services

a) Skip bins shall be provided by the Zoomlion company at designated point in the community determined by the Assembly.
b) The bins shall be lifted on regular basis to avoid spillage
c) No container shall be allowed to spill over for a day without lifting it and the place cleared of all refuse.
d) Every skip bin shall be properly covered to avoid spread of the refuse in the community and along the road when in transit to the final disposal site.

5.10.4 Additional Responsibility of Zoomlion Company limited.

a) Sweep all the streets daily in the Yilo Krobo Municipality and collect all refuse on streets for proper disposal.
b) Desilt all drains in the Yilo Krobo Municipality.
c) Carry out spraying of all mosquito and fly breeding places at least once a month.
d) Regular spraying of the final solid waste disposal site,
e) Grade and cover with sand/gavel the final solid waste disposal site every quarter.
f) Regular spraying of all sanitary site including public latrines and refuse dumps in the communities within the District.

5.11 Disability Fund

What is disability fund?

This is two percent (2%) of the District Assemblies Common Fund (DACF) allocated to Persons with Disability in the District.

For the effective utilization of the fund, a District Fund Management Committee is put in place to oversee the disbursement and utilization of the fund to the PWDs.

***Who qualifies to access the disability* fund?**

i. Visually impaired
ii. Hearing and speech impaired
iii. Physically challenged
iv. Multiple Disabled person

How to access the* fund*?

CLIENT SERVICE

i. Person with disability applies to the Municipal Chief Executive stating all necessary details
ii. The applications are referred to the Fund Management Committee
iii. The committee meets and sorts the applicants within seven (7) working days
iv. Applicants are interviewed or talked to within fourteen (14) working days
v. After satisfaction with the authenticity of applicants as person with disability, the applications are reviewed and approved.
vi. A report is written by the committee stating the names, type of disability, applicant's profession, amount requested, the urgency of the applicant's need, age and sex of applicant.

The reports are submitted to the Municipal Chief Executive and the Internal Audit Unit and upon satisfaction; a P.V. is prepared with the names of approved individual.

Beneficiaries are invited to the Assembly by the committee within one month for payment with their identification cards.

Balance of unpaid sums are kept with the Assembly for continuous payment to those beneficiaries who could not make it earlier.

The Management Committee from time to time checks on the payees.

All payments are made in cash.

5.12 Registration of Marriages

Who can apply?

A man and a woman who have consented to marry

How to Apply

a) Ordinance Marriage; Either or both couple to the intended marriage files a notice at the Registry.

b) Customary Marriage; either or both couple submits a formal application to the Registrar of Marriages for the purpose of registering the marriage.

Processing Procedure

a) Ordinance Marriage

i. Applicant files Notice of Marriage with the Registry (for 21 days) by providing personal data plus photo identity cards.
ii. Applicant submits a Statutory Declaration, verifying fulfillment with specified statutory requirements in the Marriages Act, 1884-1985 (CAP 127).
iii. The Registrar's Certificate is issued to the applicant after twenty-one (21) days (in the absence of a caveat/objection).
iv. Thereafter, the Marriage may be celebrated within 3 months from the date of the Notice of Marriage.

b) Customary Marriage

i. Apply to the Registrar of Marriages in the District in which the marriage was celebrated.
ii. Statutory Declaration by Applicant and parents of couple

CLIENT SERVICE

iii. Marriage is duly registered.
iv. Notice of Registration of the Marriage is published on the Notice Board within Twenty-Eight (28) days from the date of registration.

5.13 Customary Divorce

a) Apply to the Registrar of Marriages in the District in which the marriage was dissolved.
b) Statutory Declaration by Applicant.
c) Dissolution of Marriage is then duly registered.

5.14 Licensing Of Church Premises For Celebration Of Marriages

a) Apply to the District Chief Executive, with a copy to the Registrar of Marriages.
b) Attach copies of Ordination Certificate, Church Registration Certificate, building Permit.
c) A technical team of officers from the Assembly inspects the Church Premises (with particular reference to sanitary facilities, parking lot, firefighting equipment, etc.).
d) Church Premises is then duly licensed /denied within one month of submission of application.

5.15 Hiring of Assembly's Industrial/Commercial Vehicles.

The Yilo Krobo Municipal Assembly operates industrial/commercial vehicle services (Tipper truck, Grader, Bulldozer, Cesspool- emptier, Water Tanker) at subsidized rates.

HOW TO APPLY.

a) Contact the Transport Officer of the Assembly for site inspection.
b) The site is inspected by the Transport Officer or any person(s) authorized by him within twenty-four hours.
c) You pick a form with all conditions guiding hiring of Assembly's commercial vehicle at the transport unit/ Account Office if satisfied with the inspection.
d) Fill and submit the form stating the number of trips you wish to engage the vehicle (Tipper Truck, Cesspool emptier and the Water Tanker) as well as the number of days you wish to engage the Grader and the Bulldozer.
e) Your fee will be given to you by the Transport Officer/Account Office based on the number of trips or days you wish to engage the vehicle and payment made at the Revenue office/ Account Office of the Assembly. Note: Hiring fee (Refer to fee-fixing resolution of the Assembly)
f) Fueling of the vehicle is the responsibility of the applicant.

For any enquiries on the hiring of Assembly's Commercial vehicle, one can contact the Transport Officer, **Client** or ***Customer Service*** or Account Office for details.

5.16 Acquisition of Taxi Driving License

Who can apply?

Any person who drives taxi or ply hiring or conveyance goods or passengers within the District.

How to Apply

Purchase Taxi Driving License application form from Revenue Office at the main office (Somanya).

Requirements

a) Applicant must be above the age of 18 years.
b) Completed Taxi Driving License application form.

CLIENT SERVICE

c) Valid professional driving license issued by the Driver and Vehicle Licensing Authority.
d) Driving experience of two (2) years and above.
e) Sufficient knowledge of the District.
f) Two (2) Passport size photographs.

Submission

Submit the completed form with two (2) passport size photographs and a photocopy of a valid professional driving license issued by the Driver and Vehicle Licensing Authority to the Municipal Local Government Inspector or the Revenue superintendent at the Assembly's main office (Somanya).

Processing Procedure

a) The authorized officers receive the application and process for the Licensing Committee.
b) A date is booked for the Applicant to be interviewed by the Licensing Committee within five (5) working days of submission.
c) The Licensing Committee approved/denied the application within one month of submission.
d) Pay approved fee at the Revenue office and collect your Taxi Driving License.

Please Note:

- Taxi Driving License is valid for one year from the date of issue subject to its subsequent renewal.
- Fees charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually.

5.17 Taxi/Commercial Vehicle License

Who can apply?

Motor vehicles to be used as a taxi or commercial vehicle within the Municipality.

How to Apply

Purchase Taxi/Commercial Vehicle License application form Revenue Office at the main office (Somanya).

Requirements

The vehicle must have been licensed by Driver and Vehicle Licensing Authority to be used as a taxi or commercial vehicle with valid road worthy certificate and insurance.

Submission

Submit the completed form with photocopies of valid vehicle's road worthy certificate and insurance to the Revenue superintend or Local Government Inspector at the Assembly's main office.

Processing Procedure

CLIENT SERVICE

a) The authorized person(s) receives the application and examine the vehicle with the applicant within two (2) working days of submission of application.
b) The relevant license in respect of the vehicle is approved/denied within five (5) working days of submission of application.
c) Pay approved fee at the Revenue office and collect the appropriate sticker.

Please Note:

• Taxi/Commercial Vehicle License is valid for one year from the date of issue subject to its subsequent renewal.

• Fees charge are subject to change and regulated by fee fixing resolution adopted by the General Assembly annually.

5.18 Outdoor Advertising Permit

How to Apply

Apply through a letter to the Municipal Chief Executive and copy same to the Municipal Works Engineer with the size, quantity and location(s) of the sign(s).

Upon receipt of response to the written application, purchase a registration form from Revenue office.

Processing Procedure

a) Submit the completed application form to the Budget office.

b) A team will inspect the site with the Applicant within two (2) working days of receipt of registration form, to confirm the site as indicated in the application letter and its suitability for mounting/displaying the signage.

c) Pay approved fee at the Revenue office and proceed to mount the signage within ten (10) working days of submission of application letter.

Please Note:

• Applicant would have to mount the signage/structure (Advert) under strict supervision of an Officer of the Works Department or any officer assigned based on the details provided in the application letter and registration form. Outdoor Adverting Permits are renewable annually and late renewal attracts a 50% fine.

5.19 Non-Governmental Organization (NGO) Registration

How to Apply

Apply through a letter (on letterhead) to Municipal Director of Department of Social Welfare and Community development.

CLIENT SERVICE

Requirements

Attach to the application letter;

a) Registrar General's
    i. Certificate of Incorporation
    ii. Certificate to Commerce Business
    iii. Regulation
b) Constitution of the Organization
c) Profile of the Organization
d) Any Brochure/Publication

Processing Procedure

a) The Municipal Director of Department of Social Welfare and Community Development prepare Social Investigation Report and submit to District Chief Executive.
b) The application and the report are forwarded to National Director of Social Welfare Department for certification through the Regional office.
c) Certificate is issued after one (1) month of submission of application subject to proper and timely submission of requirements.

5.20 **Application to operate Day Care Centre**

How to Apply

Apply through a letter (on letterhead) to Municipal Director of Social Welfare and county Development.

Processing Procedure

a) Officers from Department of Social Development inspect the facility/structure for proposed day-care center with emphasis on;
    i. Building/Development Permit
    ii. Location of structure/facility
    iii. Space for Car parking
    iv. Sanitation facilities
    v. Availability of manpower etc.

a) If the applicant meets the required standard, the application is forwarded to National Director of Social Welfare Department for certification through the Regional office.
b) Certificate is issued after one (1) month of submission of application subject to timely fulfillment of all requirements.

5.21 Birth Registration

a. Particulars of child
    i. Full name of child
    ii. Sex
    iii. Date of birth
    iv. Detailed address of place of delivery (hospital, clinic, maternity home, house, other specify

CLIENT SERVICE

b) Particulars of mother
   i. Full name of mother
   ii. Age at birth
   iii. Nationality
   iv. Place and address of usual residence
   v. Occupation
c) Particulars of father
   i. Full name of father Occupation
   ii. Religion
d) Particulars of informant (where applicable)
   i. Full name
   iii. Relationship
   iv. Residential address

5.22 Death Registration

a. Particulars of deceased person:
   i. Full name
   ii. Sex
   iii. Age
   iv. Hometown
   v. Nationality
   vi. Married status
   vii. Level of formal education attained
   viii. Occupation
   ix. Place and address of usual residence
b) Death identification particulars
   i. Date of death
   ii. Detailed address of place of death (hospital, clinic, maternity home, house, other) specify
c) Cause of death:
   i. Death certified by full name and qualification of medical doctor with contact address
d) Coroners order issued by
   i. Full name of coroner
   ii. Address of court
   iii. Place of burial
   iv. Cemetery name
   v. Cemetery town/city etc.
e) Particulars of mother and father (to be completed if decease age is below 15 years)
   i. Full name of mother and father
   ii. Age
   iii. Nationality
   iv. Level of formal education attained
   v. Occupation

CLIENT SERVICE

f) Particulars of informant (where applicable)
   i. Full name
   ii. Relationship
   iii. Residential address

Please Note:

Downloaded forms should be submitted with the appropriate payment receipt/slip.

6.0 TABLE OF OUR SERVICES

NO	SERVICE		TIMEFRAME	RESPONSIBLE DEPARTMENT
1.	Issuance of Building/Development Permit		3month/90 days	Physical Planning /Works Dept.
2.	Issuance of Temporal Structure Development Permit		3 Month/90 days	
3.	Preparation of land use plan (layouts)		16 month	Physical Planning Dept.
4.	Assessing of Rezoning Status		1 month	
5.	Issuance of Business operating permit		5 working days	Budget & Rating /Finance Dept.
6.	Services provided by Urban Roads Dept.		24hrs	Urban Roads Department
	Services provided by the Env. Health			
7.	Issuance of Food Vendors/Handlers Certificate		5 working days	Environmental Health and Sanitation Unit
8.	Licensing Of Hospitality Facility/Premises		7 working days	
9.	Disability Fund		1 month	Social Welfare and community Development Department
10.	Registration of marriage	Ordinance	21 days	Marriage Registry
		Customary	28 days	
11.	Issuance of Customary Divorce Certificate		5 working days	
12.	Licensing of Church premises for celebration of Marriage		5 working days	
13.	Waste Management Services	Environmental Health and Sanitation Unit/ Zoomlion		
		Solid Waste	Twice a week	
			5 working days	

CLIENT SERVICE

14.	Hiring of Commercial Industrial/Vehicle	1 day/depending on the itinerary of the vehicle	Transport Unit
15.	Issuance of Taxi Driving License		Local Gov. Inspected and Revenue Unit
16.	Issuance of Taxi/Commercial License	5 working days	
17.	Outdoor Advertising Permit	10 working days	Dept. of Works /physical Planning
18.	Registration of Non-Governmental Organization(NGO)	1 month	Planning Unit and Dept. of Social Welfare and community Development.
19.	Licensing to operate Day Care Centre	1 month	Social Welfare and community Development Dept.
20.	Training of Day care Attendants	6 months	
21.	Birth Registration	Under one yr-1 week Above 1yr-4 weeks	Birth and Death Registry
22.	Death Registration	4 weeks	
23.	Response to complaints from the public	Two weeks	Client Service Unit.

7.0 FEEDBACK

We welcome complaints, comments and suggestions from our clients and the public on our performance and service procedures for improvement.

Our website, online complaint platform and suggestion boxes are available to facilitate feedback on the quality of our services. You can be assured that your complaints and suggestions will be taken seriously.

CLIENT SERVICE

We respond to complaints, comments and/or suggestions within ten (10) working days of receipt. If this is not possible, we will inform you when to expect a response.

All feedback should be channeled to:

CLIENT SERVICE OFFICER
YILO KROBO MUNICIPAL ASSEMBLY
POST OFFICE BOX SA 102, Somanya.

E-mail: admin@ykma.gov.gh
Website: ykma.gov.gh

Date: 24th FEB. 2026

- You can contact us via:

Client Service Unit- (+233) 0303976856

District Chief Executive-(+233) 249651953

Human Resource Manager – (+233) 557 592 121

CLIENT SERVICE