

**REPORT ON SENSITIZATION WORKSHOP HELD FOR PUBLIC RELATIONS
AND COMPLAINTS COMMITTEE MEMBERS AND SELECTED
STAKEHOLDERS ON TUESDAY, 12TH MARCH, 2019 AT JAYEE UNIVERSITY,
WEIJA**

1.0 INTRODUCTION

On Tuesday, 12th March, 2019 Public Relations and Complaints Committee held a sensitization workshop at the Jayee University Weija, on the Assembly's mandate for revenue collection and the rate payers role in the development of the Municipality.

A total number of 63 persons attended the workshop.

2.0 OPENING REMARKS

The opening remarks was given by Hon. Patrick Baidoo the Chairman of the committee. He welcomed all to the workshop and thanked them for responding to the invitation. He said that the development of every nation depends on the taxes that the people pay hence the needed for a workshop like this to outline some of the developments which come into existence as a result of the rates paid.

He therefore entreated all to participate fully in the activity.

2.0 PRESENTATION BY THE MUNICIPAL BADGET ANALYST

The municipal Budget Analyst presented that there were different types of levies by the Municipal Assembly. The various types were

- a. Property Rate: This was bills issued out to property owners within the Municipality. She submitted that the amount paid by individuals varied depending on the type of property ie commercial building, residential, the number of rooms etc. She added that the rate charged on these property comes as a result of land valuation officers having valued the various property in the Municipality. Then a decision is made on the rates issued to property owners.

- b. Business Operating Permit: This is the permit an individual or an institution requires to set up any form of business in the Municipality. The amount paid depends on the type of business and its size. She added that receipts are given out for all the payments.
- c. Fees and Finds: Fees are the various charges for services rendered by the Assembly to any individual or institution. An example is the money paid for the celebration of marriage at the Assembly. Finds are the money paid by the offenders of the laws of the Municipality. For example if an individual disposes refuse indiscriminately and he is caught by a sanitary inspector, the money paid is a find.
- d. Penalty: Penalties are normally paid when a deadline for certain payments are not met.

She submitted that the money collected is used for development within the Municipality. The Assembly has revenue collectors on the field for the collection of money but individuals could also come to the Assembly for payments.

4.0 Open Forum

Various questions and suggestions were made which included the following:

- a. A member wanted to know some of the developmental projects done by the Assembly.
- b. the delay in approving permits by the Assembly
- c. Why the Assembly is unable to put into use the Kokroko Lorry Park
- d. Why the Assembly is not enforcing its bye laws on noise making in the Municipality.

Answers were provided to the questions with the assistance of Heads of Department present and visual presentation of projects undertaken by the Assembly was presented.

5.0 RECOMMENDATIONS

It was recommended that such workshops should be organized on monthly basis and rotated in all the electoral areas.

6.0 CONCLUSION

The programme was well attended and successfully held.

Report prepared by:

Richard Agyemang

SENSITIZATION WORKSHOP BY THE PUBLIC RELATIONS AND COMPLAINTS COMMITTEE ON THE ESSENCE OF ACQUIRING BUILDING PERMIT HELD ON MONDAY 10TH JUNE, 2019

As part of the functions of the Public Relations and Complaints Committee is to educate the general public on the activities of the Assembly and also address complaints by the general public to the Assembly.

1.0 INTRODUCTION

On 10th June, 2019 the Public Relations and Complaints Committee in collaboration with the Physical Planning Department held a sensitization programme at the Institute of Technical Supervision (I.T.S) Hall to educate the general public on the need to acquire building permit before putting up any structure.

2.0 IN –ATTENDANCE

In attendance were various stakeholders in the Municipality. They were, residence associations, GPRTU and other private transport associations, leadership of the market association, among others.

3.0 OPENING REMARKS

The chairman of the Public Relations and Complaint Committee welcomed all to the programme. He admonished all the people present to participate actively and bring out their contribution and suggestions.

4.0 PRESENTATION BY THE HEAD OF THE PPD

The following were outline of the Building Permit Processes;

- (i) Who Should Apply for A Building Permit

Any person or organization that wants to put up a building, transform an existing building, demolition of an existing structure.

STEP 1: Submission of The Application Form

- Title clearance form duly signed by appropriate authority (certification of ownership)
- Building Permit application forms duly completed on behalf of the applicant.

- Four sets of Architectural drawings including site and block plans scale of 1/20 or 1/40 showing the position of the buildings and other work on site and duly signed by a registered architect or building professionals.
- Four sets of structural drawings, of the building at appropriate scale duly signed by a structural engineer if it is multi storey.
- Business Operating Permit (for organizations)
- Property rates duly paid
- Any other document as may be necessary.

APPLICANTS REQUIRING PERMISSION IN PRINCIPLE

- Three sets of sketch drawings
- Three copies of brief outline of project covering the location, design, activities and operational characteristics.
- Evidence of neighborhood consultation and comments

APPLICATIONS SEEKING CHANGE OF USE OF AN EXISTING PERMIT

- Previous permit on existing building
- Proposed amendments to drawings if relevant
- Evidence of neighborhood consultation and comments for the new use of premises.

VALIDATION OF DEVELOPMENT AND BUILDING PERMIT

- Development and Building Permits are valid for five years.
- Applicants who are unable to complete development within permit validity period are required to seek permit for extension of time.

APPLICATION FOR EXTENSION TO EXISTING BUILDING SHOULD COMPRISE

- Previous permit on existing building
- Four new copies of block and site plan to scale of 1/20 or 1/40 showing the position of the building(s) and other work on site.

STEP 2: Purchase of Forms

- Buy building permit application form 1 from the works departments and the physical planning department offices.

COMPLETION OF FORMS

Complete in full, the building permit application form. (where you have difficulty in completing the forms contact the works or physical planning department offices or assistance)

SUBMISSION

Submit completed forms with all other attachments as specified in the building permit application form to the physical planning department office.

SITE INSPECTION

By a team from physical planning department, works departments and technical sub-committee

STEP 3: Presentation at Technical Sub-Committee

- Application is vetted by officers from various institutions
- Comment compiled and forwarded to applicants if any.
- Recommendation to spatial planning committee for decision
- Endorsing of permit and collection by applicant
- Finally, the works department shall inspect the facility upon completion and grant a certificate of habitation.

STEP 4: Collection of Permit

- Pay approved building permit fee to the works department on receipt of approval letter.
- Collect building permit and seek further instructions for commencement of building project from works department.
- At the end of the presentation, the officer chipped in a very important notice. He said it is important to note that the validity of a Building Permit issued in accordance with the above processes is five years after which a new permit must be sought.

5.0 CHALLENGES

After the lengthy presentation by the Physical Planning Officer, the stake holders present at the programme voiced out their concerns which included;

- Paying monies to wrong persons who pose as staff of the Assembly
- Delay in getting the building permit from the Assembly.
- Applicants ends getting frustrated due to cumbersome of the processes.

The above were the issues raised by the members. The chairman of the Public Relations and Complaints Committee however assured all present at the programme that all the concerns will be addressed but also advised people to come to the appropriate office to acquire the building permit.

During the questions and answers section, a lot of the people appreciated the education they had on the Building Permit and wished that more of such education goes on.

6.0 CONCLUSION

The sensitization programme ended successfully and all the participants were happy.

**REPORT ON ONE DAY SENSITIZATION WORKSHOP HELD FOR PRCC
MEMBERS AND SELECTED STAKEHOLDERS ON MONDAY, 2ND SEPTEMBER, 2019
AT THE FORECOURT OF THE GBAWE CHIEF'S PALACE FOR STAKEHOLDERS**

1.0 INTRODUCTION

On the Monday, 2nd September, 2019 the Public Relations and Complaints Committee held a sensitization workshop at the forecourt of the Gbawe Chief's Palace to help create awareness of the existence of the PRCC and its functions to the general public in accordance with the Local Governance Act 936. the responsibilities and duties of the members of the committee, and the processes members of the Assembly and of the Public can present their complaints to the Committee for redress.

2.0 IN – ATTENDANCE

Present at the event were seventy-eight (78) people. In addition to the members of the GA South Municipal Assembly's unit of the Public Relations and Complaints Committee, Heads of Department, delegates from the Regional Co-ordinating Council, officials of the Weija-Gbawe Municipal Assembly, Traditional Authority, Media, Resident Associations, Civil Associations and varied stakeholders were present. Included as Appendix 1 is a list of all who were present.

3.0 OPENING REMARKS

The opening remarks was given by Hon. Patrick Baidoo the Chairman of the committee. He welcomed all participants to the event and cited that the Local Governance Act 936 as the legal document backing the formation of the committee. He entreated all present to partake actively in the event.

7.0 PRESENTATION

The Chairman of the Committee explained the purpose of the committee as existing to educate the public on Assemblys activities, investigate complaints or allegations against members of staff of the Assembly in the discharge of their duties as well as phenomena plaguing the various communities.

5.0 FUNCTIONS OF THE COMMITTEE

Functions of the Public Relations and Complaints Committee as stated in the Local Governance Act 936 includes:

a. The Public Relations and Complaints Committee shall

- (a)* educate the members of the public on the activities of the District Assembly;
- (b)* promote transparency, probity and accountability in the dealings of the District Assembly with the public;
- (b)* investigate complaints or allegations made against the conduct of the District Chief Executive, members of the District Assembly, staff of the District Assembly and staff of the departments of the District Assembly
- (c)* investigate complaints or allegations of administrative justice, abuse and misuse of office and violation of the fundamental human rights of any member of the public in the district against the District Chief Executive, a member of the District Assembly, staff of the District Assembly and staff of the departments of the District Assembly;
- (d)* investigate a complaint or allegation of failure made by person about the performance of the District Assembly or a department of the District Assembly in the discharge of its statutory duty or corporate responsibilities; and
- (f)* perform any other functions reasonably related to its core functions that the District Assembly may decide.

6.0 ACTIONS NOT TO BE UNDERTAKEN BY THE COMMITTEE

- (1) The Public Relations and Complaints Committee shall not investigate a matter which is pending before a court or the Commission on Human Rights and Administrative Justice.

- (2) The Public Relations and Complaints Committee shall comply with the rules of natural justice in the performance of the functions of the Committee and make recommendations to the District Assembly in respect of its investigations for the appropriate action of the District Assembly.

7.0 RECOMMENDATIONS TO BE MADE BY THE PRCC

The Public Relations and Complaints Committee may make the following specific recommendations through the District Assembly:

- (a) to the Electoral Commission to commence processes for the revocation of the mandate of an elected member of the District Assembly under subsections (1) to (6) of section 10;
- (b) to the President for the revocation of the appointment of an appointed member under subsections (7), (9) and (10) of section 10; or
- (c) to the President for the removal of the District Chief Executive from office.
- (d) recommend that the District Assembly commences the processes to pass vote of no confidence in the District Chief Executive.

8.0 MEMBERSHIP TO THE COMMITTEE

He listed membership of the Public Relations and Complaints Committee as follows:

- (a) the Presiding Member who shall be the chairperson;
- (b) five members of the District Assembly elected by the members of the District Assembly;
- (c) a representative each of the district offices of the following:
- (i) National Commission for Civic Education,
 - (ii) Commission on Human Rights and Administrative Justice,
 - (iii) Information Services Department, and

(iv) civil society organizations in the district selected by the civil society organizations.

9.0 OPEN FORUM

Open forum was given for members to ask questions which answers were given to.

Some of the questions and suggestions includes

- a. Hon. Caroline queried why it takes the Assembly couple of days to some extent months before complaints are addressed by the Assembly and applauded the team for bringing governance to the doorsteps of citizens.
- b. Megan Mole a resident asked if security issues could be addressed by the committee and the Assembly since they work with the Security people. He gave a scenario of his encounter with armed robbers who took his belongings in exchange of his Life. he further said, the case has been reported to the police but nothing has been done yet.
- c. Godwin Laryea media personnel at UTV lauded the committee's commitment in executing their work as well as involving media in their activities. He said, this indicates transparent governance and was hopeful to witness this often.
- d. Baiden Amankwah G wanted to know if stakeholders will be rewarded for submitting complaints to the Assembly.
- e. David Mato asked why the middle lane on the main road is very bushy and filled with heft lumps of soil and do not understand why the Assembly are witness to the issue at hand but do not seem to work on it.

Heads of departments responded to the various questions.

The chairman informed that complaints could always be lodged at the client service unit of the Assembly.

10.0 CONCLUSION

The sensitization workshop was well organized and members were happy with the feedback.

It was recommended by participants that the next workshop should be held at Mallam Junction so that a lot of the traders and drivers will be in attendance to enable them be aware and understand the functions of the PRCC.

REPORT PREPARED BY:

Richard Agyeman

**REPORT ON SENSITIZATION WORKSHOP HELD FOR PRCC MEMBERS AND
SELECTED STAKEHOLDERS ON WEDNESDAY, 15TH NOVEMBER, 2017 AT
JAYEE UNIVERSITY, WEIJA**

1.0 INTRODUCTION

On the Wednesday, 15th November, 2017 Public Relations and Complaints Committee held a sensitization workshop at Jayee University, Weija to help create the awareness of the existence of the PRCC and its functions to the general public in accordance with the Local Government Act 936. the responsibilities and duties of the members of the committee, and the processes members of the Assembly and of the Public should go through in having their issues addressed.

2.0 participant

A total number of 63 persons attended with 26 being females and 37 being males.

The event was attended by members of the committee, officers of the Municipal Assembly, Traditional Authorities, Media houses and various stakeholders in the Municipality per the attached attendance.

2.0 OPENING REMARKS

The opening remarks were given by Hon. Ahordagbe the Chairman of the committee. He welcomed all participants to the event and cited that the Local Government Act 936 as the legal document backing the formation of the committee. He entreated all present to partake actively in the event.

3.0 PRESENTATION

The Chairman of the Committee explained the purpose of the committee as existing to educate the public on Assembly activities, investigate complaints or allegations against members of staff of the Assembly in the discharge of their duties as well as phenomena plaguing the various communities.

4.0 FUNCTIONS OF THE COMMITTEE

Functions of the Public Relations and Complaints Committee as stated in the Local Governance Act 936 includes:

- b. The Public Relations and Complaints Committee shall**

- (e) educate the members of the public on the activities of the District Assembly;
- (b) promote transparency, probity and accountability in the dealings of the District Assembly with the public;
- (f) investigate complaints or allegations made against the conduct of the District Chief Executive, members of the District Assembly, staff of the District Assembly and staff of the departments of the District Assembly
- (g) investigate complaints or allegations of administrative justice, abuse and misuse of office and violation of the fundamental human rights of any member of the public in the district against the District Chief Executive, a member of the District Assembly, staff of the District Assembly and staff of the departments of the District Assembly;
- (h) investigate a complaint or allegation of failure made by person about the performance of the District Assembly or a department of the District Assembly in the discharge of its statutory duty or corporate responsibilities; and
- (f) perform any other functions reasonably related to its core functions that the District Assembly may decide.

8.0 ACTIONS NOT TO BE UNDERTAKEN BY THE COMMITTEE

- (3) The Public Relations and Complaints Committee shall not investigate a matter which is pending before a court or the Commission on Human Rights and Administrative Justice.
- (4) The Public Relations and Complaints Committee shall comply with the rules of natural justice in the performance of the functions of the Committee and make recommendations to the District Assembly in respect of its investigations for the appropriate action of the District Assembly.

9.0 RECOMMENDATIONS TO BE MADE BY THE PRCC

The Public Relations and Complaints Committee may make the following specific recommendations through the District Assembly:

- (e)* to the Electoral Commission to commence processes for the revocation of the mandate of an elected member of the District Assembly under subsections (1) to (6) of section 10;
- (f)* to the President for the revocation of the appointment of an appointed member under subsections (7), (9) and (10) of section 10; or
- (g)* to the President for the removal of the District Chief Executive from office.
- (h)* recommend that the District Assembly commences the processes to pass vote of no confidence in the District Chief Executive.

7.0 MEMBERSHIP TO THE COMMITTEE

He listed membership of the Public Relations and Complaints Committee as follows:

- (a)* the Presiding Member who shall be the chairperson;
- (b)* five members of the District Assembly elected by the members of the District Assembly;
- (c)* a representative each of the district offices of the following:
 - (i)* National Commission for Civic Education,
 - (ii)* Commission on Human Rights and Administrative Justice,
 - (iii)* Information Services Department, and
 - (iv)* civil society organizations in the district selected by the civil society organizations.

10.0 open forum

various questions and suggestions were made which includes

- e. trading along the Mallam Junction road reservations
- f. the delay in approving permits by the Assembly
- g. why the Assembly is unable to put into use the lorry park at krokoko
- h. why the Assembly is not enforcing its bye laws on noise making in the Municipality.

Answers were provided to the questions with the assistance of Heads of Department who were present.

11.0 RECOMMENDATIONS

It was recommended that the bye laws of the Assembly should be sensitized to the public through the various media outlet in the Region to enable residents be abreast with them.

12.0 CONCLUSION

The programme was well attended and successfully held.

Report prepared by:

ISACC ADJEI

