

**KPANDO MUNICIPAL ASSEMBLY**

**CLIENT SERVICE  
CHARTER**

## **TOURIST SITES**

**Several Tourist sites exist:**

*Notable among them include:*

- Glotto at Agbenorxoe.
- Captain Lilly's Residence & Tomb.
- Volta Lake at Torkor.
- Dayiba Kaka Festival.
- Parks and Gardens at Abanu.

## **Faith-Based Organisations**

1. Christian Faith with several denominations
2. Moslem (Islam)
3. Traditional Religion

**NOTE:** Christians and Moslems Co-exist

There is a Zongo Community with Several Mosques

# **KPANDO MUNICIPAL ASSEMBLY**

## **CLIENT SERVICE CHARTER**

**Thank You & Welcome to "AKPINTI"**

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## SOME POPULAR RESTAURANTS

- ❖ Cassava In - Fufu with Light Soup (Goat, Grass Cutter Meat, Fish etc).
- ❖ Always Always - Banku, Akple with variety of soups, Fufu with variety of soup.
- ❖ Fesi Fufu - Fufu with Goat Light Soup etc.
- ❖ Peace and Love - Rice with Stew, Jollof Rice and Salad

## The following Subvented Agencies/Organisations also exist in the Municipality

They can be accessed via the Client Service Unit Desk

- ✓ Ghana Library Board
- ✓ Electoral Commission
- ✓ National Youth Council
- ✓ National Sports Authority
- ✓ National Commission for Civic Education (NCCE)
- ✓ Commission on Human Rights and Administrative Justice (CHRAJ)
- ✓ Non-Formal Education Division
- ✓ Ghana Immigration Service
- ✓ Ghana Police Service
- ✓ Ghana Prison Service
- ✓ Ghana National Fire Service
- ✓ Audit Service
- ✓ Judicial Service
- ✓ Ghana Fire Service
- ✓ National Ambulance Service
- ✓ Legal Aid

### Financial Institutions & Others

- Ghana Post
- Electricity Company of Ghana
- Ghana Commercial Bank
- Agricultural Development Bank
- Asubonten Rural Bank
- Weto Rural Bank
- Ferol Rural Bank
- Vodafone GH
- Ghana Water Company Limited
- MTN
- SIC

## THE CLIENT SERVICE UNIT

The Kpando Municipal Assembly in a bid to build a strong client customer relationship and satisfaction, in 13<sup>th</sup> July 2016, established its Client Service Unit.

The unit is to answer enquiries, provide detail information on services rendered by the Assembly to its client and to receive complaints from the public for redress.

Our clients and the General Public are entreated to direct all their enquires and complaints to the unit for detail information and redress for the best client relationship and satisfaction.

Please call us:

E-Mail us: [info@kpma.gov.gh](mailto:info@kpma.gov.gh)

Website: [kpma.gov.gh](http://kpma.gov.gh)

Phone Number:0342296810

**Address:** C/O KPANDO MUNICIPAL ASSEMBLY  
P.O BOX KD 45  
KPANDO- VOLTA REGION

## KPANDO MUNICIPAL ASSEMBLY

### VISION

The vision of the Assembly is to be one of the leading performing districts in good governance in Ghana.

### MISSION STATEMENT

The Assembly exists to facilitate the improvement in the quality of life of the people through equitable provision of services for the total development within the context of good governance.

### CORE VALUES

- Accountability
- Client-oriented
- Creativity
- Diligence
- Discipline
- Equity
- Integrity
- Innovativeness
- Timeliness
- Transparency

### AMBULANCE SERVICE

The Municipality provides ambulance service. There is established ambulance base that operates ambulance service. The ambulance base is located at the premises of the Kpando Municipal Assembly. The ambulance facility is accessed by contacting this contact/service line.

### MEMBER OF PARLIAMENT

Constituency: Kpando Municipality has One (1) constituency called Kpando Constituency with one Member of Parliament.

### SUB-COMMITTEES

There are five (5) statutory sub-committees namely:

- a) Works Sub-committee
- b) Finance & Administration Sub-committee
- c) Social Services Sub-committee
- d) Development Planning Sub-committee
- e) Justice and Security Sub-committee

### SUB- DISTRICT STRUCTURES

There are three (3) Sub-structures namely:

- i. Kpando Zonal Council
- ii. Sovie Zonal Council
- iii. Gbefi Zonal Council

These Zonal Councils performs delegated functions of the municipal Assembly.

Their major function is to mobilise financial resources (Revenues) that is shared with the Municipal Assembly on basis of 50/50.

They serve as intermediaries between the Municipal Assembly and their respective communities in their jurisdiction.

They mobilise their communities for development activities.

They also champion provision of key social services in the communities.

## Conditions Guiding the Hiring of the Tipper Truck/Payloader/Compacter

All conditions guiding the hiring of the grader/tractor can be found on the application form.

### PUBLIC RELATIONS AND COMPLAINTS COMMITTEE

The Kpando Municipal Assembly by virtue of the Local Governance Act, 2016 (Act 936) section 26/27 have established the Public Relations and Complaints Committee which is Chaired by the Presiding Member and is responsible for receiving complaints made against the conduct of Assembly Members and staff of the Assembly from the public and makes recommendations to the Assembly.

### ESTABLISHED DEPARTMENTS OF THE ASSEMBLY

Statutorily, The Assembly has Thirteen (13) departments. These are:

➤ Central Administration
➤ Finance Department
➤ Department of Education, Youth and Sports
➤ Department of Health
➤ Department of Agriculture
➤ Physical Planning Department
➤ Department of Social Welfare And Community Development
➤ Department of Natural Resources Conservation, Forestry, Game and Wildlife
➤ Works Department
➤ Department Of Industry and Trade
➤ Transport Department
➤ Disaster Prevention and Management Department
➤ Roads Department

Departments of Human Resource Management and Statistics have also been created and are functioning.

## INTRODUCTION

The Kpando Municipal Assembly was one of the forty-six (46) administrative districts created in 2012 with its capital Kpando, which is about 70km from Ho and 250km from Accra. The Municipal Assembly is legally backed and Governed by one (1) main act namely; Local Governance Act, 2016 (Act 936). The Municipality was established by Legislative Instrument 2073 and inaugurated on 13<sup>th</sup> August, 2012.

The Kpando Municipal Assembly is the highest political, administrative and planning authority in the Assembly. The General Assembly is made up of Twenty-eight (28) members including the Honourable Member of Parliament and the Municipal Chief Executive. Nineteen (19) of the members are elected and Nine (9) are appointed.

The total population of the Assembly per the 2010 Population and Housing Census is about 53,736 with males constituting 48.21 percent while females form the remaining 51.79 percent. The population of the Assembly constitutes 2.5% percent of the regional population.

The Assembly is mandated to ensure and promote the overall development of the Assembly through the formulation and implementation of policies, programmes and the provision of infrastructure.

The Assembly, projects, provision of services and infrastructure, notwithstanding challenges, as seen remarkable development. This piece therefore seeks to inform stakeholders, clients and the citizenry about the functions, programmes and services the Assembly renders.

### KEY FUNCTIONS OF THE ASSEMBLY

The Kpando Municipal Assembly was created to serve as a pivot of the administrative and developmental decision making body in the Assembly and the basic unit of Local Government Administration. It has deliberative, legislative as well as executive functions.

It has been established as structure to which is assigned the responsibility of the totality of government, to bring about integration of political, administrative and development support needed to achieve a more equitable allocation of power, wealth and geographically dispersed development, and above all is constituted a Planning Authority for the Assembly.

Section 12(3) Act 2016, (Act 936) prescribes the functions of Assemblies which the Kpando Municipal Assembly is included as follows:

- Be responsible for the overall development of the Assembly and to ensure the preparation and submission through the Regional Coordinating Council for the approval of the development plan of the Assembly to the National Development plan of the Assembly to the National Development and Planning Commission (NDPC) for approval and of the budget of the Assembly related to the approved plans to the Minister for Finance for approval.
- Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the Assembly;
- Promote and support productive activity sand social development in the Assembly and remove any obstacles to initiative developments;
- Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district;
- Be responsible for the development, improvement and management of human settlements and the environment in the Assembly;
- In cooperation with appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the Assembly;
- Ensure ready access to the courts and public tribunals in the Assembly for the promotion of justice;
- Initiate, sponsor or carry out such studies as may be necessary for the discharge of any of the functions conferred by the Act or any other enactment; and

## **ABOUT SPONSORSHIP FOR BRILLIANT BUT NEEDY STUDENTS IN THE MUNICIPALITY**

In a bid to promote Formal Education in the Assembly, the Kpando Municipal Assembly at its General Assembly meeting held on 14<sup>th</sup> April, 2014, resolved to support brilliant but needy students in the district with the payment of school fees.

### **How to Access the Sponsorship**

- Apply to the Municipal Chief Executive with the relevant supporting documents
- Applications would be considered by the Municipal Education Oversight Committee/ Social Service Sub-committee
- Selected applicants would be notified to receive their cheques for the payment of school fees

### **ELIGIBILITY**

- Must have attained admission to the Basic, Secondary of Tertiary Institution or be in school
- Must be brilliant but needy

### **OPERATION OF TIPPER TRUCK/PAYLOADER/COMPACTER**

The Kpando Municipal Assembly operate Tipper Truck/Payloader/Compacter services which is available to the general public. Any individual who needs the services of any of the earth moving equipment should follow the following steps:

- ❖ Contract the transport officer of the Assembly for inspection of the site where the grader/tractor is to work
- ❖ When the site is inspected and the grader/tractor can do the work, the applicant fills an application form at the finance unit and pay the hiring fee.

*Note: Hiring fee (refer to Fee-fixing Resolution of the Assembly) Fueling and salary of the operators are the responsibility of the Assembly.*

- Monitoring urban development processes and recommending for management by the Municipal.
- Coordination of the diverse physical developments promoted by departments, agencies of government and private developers.
- Providing technical guidance for both public and private institutions and individuals.

### Frequently asked questions (FAQs)

#### What is a Development Permit?

**ANS:** A 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 the land. This includes building permit and other physical development permits.

#### Why should one obtain Development Permit?

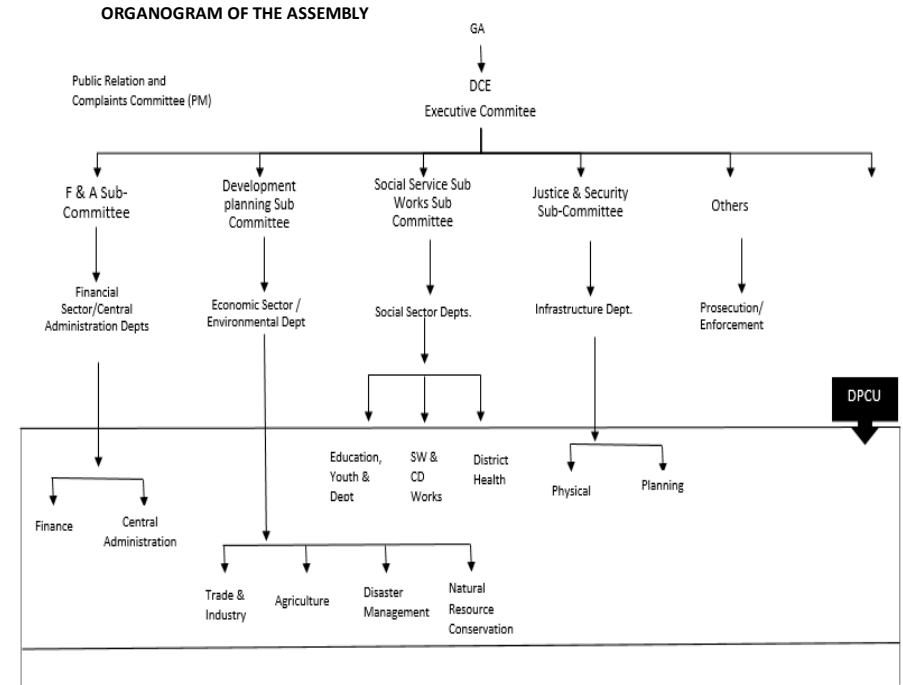
**ANS:** Per Local Government Act 1993, Act 462 subsection 49, no physical development shall be carried out in a Assembly without prior approval in the form of written permit granted by the Assembly Planning Authority. This among others, is to promote proper planning management of orderly and harmonious development of human settlements.

#### Where can I obtain a Development Permit?

**ANS:** All forms of Development Permits are submitted to the Assembly Secretariat of the Physical Planning Department of the Assembly.

- Perform such other functions as may be provided under any other enactment

The Assembly performs its key functions as outlined through the existence and establishment of Departments (decentralized) and units as displayed in the organizational structure below:



## **INFORMATION ON SOME SERVICES PROVIDED BY THE ASSEMBLY**

### **BUSINESS OPERATING PERMIT**

Metropolitan/Municipal/ District Assemblies are created as the basic unit of Government Administration assigned with the overall development of the various areas within their jurisdiction and are also responsible for the effective mobilization of financial and other resources for development, improvement and management of settlement and Environment in the various catchment areas.

Mobilization of funds by the Assemblies is done through the issuing of among other things Business Operating Permit.

Business Operating permit is a permit that is issued by government agencies that allows individuals or companies to conduct business within the government (Assemblies) jurisdiction. It is the authorization to start a business issued by the Local Government.

The Local Governance Act, 2016 (Act 936) sections 34, 78,94,98 and also the Fee-Fixing Resolution of the Kpando Municipal Assembly mandate Kpando Municipal Assembly to collect the Business Operation Permit.

### **PROCESSES TO OBTAIN A BUSINESS OPERATING PERMIT FROM KPANDO MUNICIPAL ASSEMBLY**

- Write an application or introductory letter to the District Chief Executive stating the name of the Business, Type of Business and Location of Business.
- Add all relevant documents (Certificate to Commence Business, Certificate of Incorporation etc. If any).
- Cross check of the relevant documents with the Registrar General Department and other issuing authority like the Bank of Ghana for Financial Institutions.
- Inspection of office premises if necessary
- A bill is generated and served on the applicant with reference to the Local Governance Act, 2016 (Act 936) sections 34,78,94,98 and



## **2. C/O DIRECTOR THE DEPARTMENT OF SOCIAL WELFARE KPANDO MUNICIPAL ASSEMBLY P.O. BOX KP45 KPANDO**

- Stating reason for requesting for the Funds with supporting document if necessary
- Obtain Application Forms from the Department of Social Development
- Filled form should be accompanied by two (2) passport sized photos

### **PHYSICAL PLANNING DEPARTMENT**

#### **(THE TOWN AND COUNTRY PLANNING SECTION)**

The Kpando Municipal Assembly's Physical Planning Department Town and Country Planning Section; exists to address all issues relating to settlement and town planning in order for the Assembly to have well-planned towns and cities.

The Physical Planning Department performs three (3) specific functions at the three (3) levels of governance under the decentralization programme. These include the National, Regional and Assembly Level.

The Assembly level functions, as a matter of concern include the following:

- Preparation of Assembly Development Framework Plans, Structure Plans, Structure Plans and Local Plans (layout) to direct and guide the growth and sustainable development of human settlements.
- Processing of development applications and preparation of planning schemes for consideration of the District Assembly.
- Championing Street Naming & Property Address System in the Municipality.



2. Strengthening of OPWSs (Organisation Development)
3. Training in employable skills/Apprenticeship
4. Income generation activities (input/working Capital)
5. Some educational support for children, students and trainees with Disability
6. Provision of technical aids, assistive devices, equipment and registration of NHIS.

### **ACCESS TO DISABILITY FUND**

Both groups and individuals shall have access to the fund. Individual PWDs who are not members of any OPWS can access funding from the fund for any of the purposes stated above.

Who qualifies to access the disability fund

Any person who falls under the following categories of disability;

- i. Visually Impaired
- ii. Hearing and Speech Impaired
- iii. Physical Challenged
- iv. Multiple Disabled Person
- v. The person must be residing in Kpando Municipality

### **WHERE TO DIRECT APPLICATIONS**

PWDs must apply through the Department of Social Welfare and Community Development

### **MODE OF APPLICATION**

A written letter for Financial Assistance to:

1. **The Municipal Chief Executive**  
**Kpando Municipal Assembly**  
**P. O. BOX KD 45**  
**Kpando           OR**



also in accordance with the Fee Fixing Resolution of the Kpando depending on the location of the business.

- Receipt and a certificate are issued after payment is done at the Finance Unit of the Assembly.
- The certificate is renewable yearly. All Business permits expire on December 31<sup>st</sup> each year.

Some of the revenue for the assembly is collected based on the extract from the Local Governance Act, 2016 (Act 936) as indicated below:

Revenue of Local Government Bodies

### **8. Licenses:**

- i. Dog Licenses
- ii. Hawkers
- iii. Extension of Hours
- iv. Hotels and restaurants
- v. Beer and Wine Sellers
- vi. Petroleum Installations
- vii. Palm-wine Sellers
- viii. Akpeteshie Distillers/ Sellers
- ix. Herbalists
- x. Taxi Cabs
- xi. Lorry Parts Overseers
- xii. Taxi Drivers (Driving License)
- xiii. Self-employed Artisans
- xiv. Fishing Tolls
- xv. Births and Deaths



9. Taxes chargeable on the income of the following categories of self-employed persons:

- a) Spare Parts Dealers
- b) Chemical Sellers
- c) Tailors and Dressmakers
- d) Sand Crete Blocks Manufacturers
- e) Musical Spinners
- f) Radio and Television Repairers
- g) Gold and Silver Smiths
- h) Drinking Bar Operators
- i) Professional Photographers
- j) Chop Bar Keepers and Cooked Food Sellers
- k) Butchers
- l) Refrigeration and Air Conditioning Workshop Owners
- m) Hairdresser
- n) Garage Owners
- o) Video Operators
- p) Corn Mill Owners
- q) Co-operative Distillers
- r) Scrap Dealers
- s) Livestock Breeders and Traders
- t) Traders
- u) Liquor Sellers

**SOURCE: THE LOCAL GOVERNANCE ACT, 2016 (ACT 936)  
SIXTH SCHEDULE (SECTION 86)**



## **PROPERTY RATE**

under section 96(3) a General Rate per cedi on ratable value of value immovable property situated within the area of jurisdiction of the Kpando Municipal Assembly is imposed on the following:

- ✓ Residential Properties all categories
- ✓ Commercial Properties
- ✓ Residential/Commercial Properties
- ✓ Industrial Building
- ✓ Private Schools
- ✓ Hospitals
- ✓ Churches

## **WHAT IS PEOPLE WITH DISABILITY FUND (PWD FUND)**

The Disability Fund is three percent (3%) of the District Assemblies Common Fund allocated to persons with Disability in the Municipality. 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 Persons with Disabilities (PWDs) Membership of the Committee is made up of the following:

1. District Representative, national Council on Person with Disability (NCPD)
2. Chairperson, Social Services Sub-committee
3. District Social Welfare Officer, Department of Social Welfare
4. District Representative, Ghana Federation of persons with Disability
5. Co-opted technical member (s) that the Committee deems fit.

## **MODE OF ACCESSING FUNDS FOR PWDS**

### **AREAS FOR FUNDING**

The under listed are areas for support under the DACF for PWDS

1. Advocacy awareness raising on the rights and responsibilities of PWD

