



*Kintampo Municipal Assembly*



*Republic of Ghana*

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## KINTAMPO MUNICIPAL ASSEMBLY

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*“Unity Productivity & Development”*

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# CLIENT SERVICE CHARTER

P.O. Box 20, Kintampo – Bono East Region  
Tel: +233 (0) 035 2291823 | Email: [info@kintampo.gov.gh](mailto:info@kintampo.gov.gh)

OCTOBER, 2025



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SEPTEMBER, 2025

## Foreword

This Client Service Charter has been prepared by the Kintampo Municipal Assembly to guide effective and responsive service delivery. It defines the range of services the Assembly provides, the standards we uphold, and the timelines within which these services will be delivered.

The Charter clarifies the responsibilities of both the Assembly and its clients, while outlining mechanisms for complaints and feedback to ensure accountability and continuous improvement. It seeks to enhance transparency, accessibility, and trust between the Assembly and its stakeholders, including citizens, businesses, community groups, traditional authorities, contractors, and civil society organization.

Through this Charter, the Assembly reaffirms its commitment to promoting citizen participation in local governance, improving service delivery, and ensuring inclusive and sustainable development.

We invite all stakeholders to work with us in upholding the values of transparency, accountability, efficiency, professionalism, and responsiveness as we serve the people of Kintampo.



**KWASI MINTAH OWUSU**  
MUNICIPAL COORDINATING DIRECTOR



**HON. SEIDU MUAZU HARRISON**  
PRESIDING MEMBER

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## **CHAPTER ONE**

### **INTRODUCTION, VISION, MISSION AND CORE VALUES**

#### **1.0 Introduction**

The Kintampo Municipal Assembly is the highest political and administrative authority in the Municipality, established under the Legislative Instrument (L.I.) 1871 of 2007. The Assembly provides leadership in local governance and development through policy formulation, planning, implementation, monitoring, and evaluation of programmes and projects. This Client Service Charter highlights:

- The Assembly's vision, mission, and values.
- Core functions and services delivered.
- Service standards and timelines.
- Responsibilities of clients.
- Procedures for complaints and feedback.

It is designed to promote efficiency, accountability, and public confidence in the Assembly.

#### **1.1.Mandate**

The Kintampo Municipal Assembly was established in 2007 as a municipality through Legislative Instrument (LI) 1871, marking a significant milestone in its development journey. However, its roots as a local government authority dated back to 1988. This transformation underscores the Assembly's growth and expansion of its responsibilities over time.

The Assembly's mandate is guided by the Local Governance Act 2016 (Act 936), which outlines its roles and responsibilities in promoting local development and governance.

#### **1.2 Vision**

The Kintampo Municipal Assembly aspires to be shining example where every citizen/resident has opportunity to participate in decision making regarding issues that affect the development of the Municipality

#### **1.3 Mission**

The Kintampo Municipal Assembly exist to improve the socio-economic wellbeing of the Municipality through a reliable and efficient provision of needed services.

#### 1.4 Core Values

- Client Oriented
- Neutrality
- Transparency
- Accountability
- Effectiveness and Efficiency
- Participation
- Commitment
- Professionalism

## CHAPTER TWO

### FUNCTIONS, DEPARTMENTS AND SERVICES OF THE ASSEMBLY

#### 2.0 Introduction

The Assembly, mandated by L.I. 1871 and the Local Governance Act, 2016 (Act 936), promotes development, delivers social services, safeguards the environment, and ensures peace and security in the Municipality through its decentralized departments and units.

#### 2.1 Functions of the Assembly

1. Formulate and implement plans, programs, and strategies for development and resource mobilization.
2. Promote economic activities and social development.
3. Initiate programs for basic infrastructure and community development.
4. Provide municipal works and services.
5. Maintain peace, security, and public safety with security agencies.
6. Facilitate access to quality education, health, and social services.
7. Safeguard the environment and manage sanitation.
8. Mobilize and manage financial and human resources efficiently.
9. Monitor and evaluate development projects and programs.
10. Perform other statutory functions as prescribed by law.

#### 2.2 Departments

- i. **iCentral Administration Department** – Coordinates Assembly activities, records management, public relations, and administrative support.
- ii. **Finance Department** – Mobilizes revenue, manages budgets, accounts, and financial reporting.
- iii. **Education, Youth & Sports Department** – Oversees basic education, youth development, and sports promotion.
- iv. **Health Department** – Promotes public health, sanitation, and disease prevention in collaboration with the Ghana Health Service.
- v. **Agriculture Department** – Provides farmer extension services, input distribution, food security programmes, and agribusiness support.
- vi. **Physical Planning Department** – Manages land use, building permits, spatial planning, and orderly development.

- vii. **Works Department** – Supervises construction and maintenance of roads, drains, markets, and public infrastructure.
- viii. **Social Welfare & Community Development Department** – Protects vulnerable groups, registers NGOs/CBOs, and promotes community self-help projects.
- ix. **Human Resource Management Department** – Handles staff recruitment, postings, promotions, and capacity building.
- x. **Statistics Department** – Collects, analyses, and reports data for planning, monitoring, and evaluation.
- xi. **NADMO (Disaster Prevention & Management)** – Provides disaster preparedness, emergency response, and relief services.
- xii. **Urban Roads Department** – Maintains municipal roads, streetlights, and related infrastructure.
- xiii. **Transport Department** – Regulates and manages transport services, road safety education, and monitoring of transport operations in the Assembly

## **CHAPTER THREE SERVICE STANDARDS AND TIMELINES**

### **3.0 Introduction**

The Assembly is committed to timely, transparent, and responsive services in line with Act 936. Service standards and timelines have been established to guide operations and ensure fairness and accountability.

### **3.1 Service Standards and Timelines**

See Annex 1 for full details of service standards, requirements, and timelines.

## **CHAPTER FOUR CLIENT RESPONSIBILITIES, COMPLAINTS AND FEEDBACK MECHANISM**

### **4.0 Introduction**

The effectiveness of service delivery depends on both the Assembly and clients fulfilling their roles.

### **4.1 Expectations from Clients**

Clients are expected to:

- Provide accurate and complete information.
- Comply with relevant laws, procedures, and regulations.
- Pay statutory fees, levies, and charges.
- Treat Assembly staff with respect.
- Participate in public hearings and community engagements.

### **4.2 Complaints and Feedback**

The Assembly welcomes feedback and complaints from clients. All complaints will be acknowledged, investigated, and addressed promptly. This mechanism helps to improve services and strengthen accountability.

## CHAPTER FIVE

### DECENTRALIZED STRUCTURE OF SERVICE DELIVERY

#### **5.0. Introduction**

To enhance participatory governance and ensure equitable service delivery, the Kintampo Municipal Assembly operates a decentralized structure comprising Zonal Councils and Electoral Areas. These substructures bring governance closer to the people and provide direct channels for citizen participation.

#### **5.1. Zonal Councils**

The Municipality is divided into four (4) Zonal Councils, namely:

1. Kintampo Zonal Council
2. Babatokuma Zonal Council
3. Kadelso Zonal Council
4. New Longoro Zonal Council

The Zonal Councils serve as substructures of the Assembly, supporting community mobilization, local revenue collection, monitoring of projects, and grassroots engagement for effective service delivery.

#### **5.2. Electoral Areas**

The Municipality has forty-five (45) Electoral Areas, each represented by an elected Assembly Member. Together, they form the basic political units through which community needs and concerns are transmitted to the Assembly for decision-making.

## CHAPTER SIX

### CONTACT INFORMATION

#### **6.0. Introduction**

The Kintampo Municipal Assembly maintains open and accessible communication channels to ensure that citizens, businesses, and development partners can easily engage with the Assembly. Our offices are located at Kintampo in the Bono East Region.

#### **6.1. Contact Information**

Kintampo Municipal Assembly

P.O. Box 20, Kintampo – Bono East Region

Ghana Post GPS: BK-00013-2941

Tel: 035 2291823

Email: [info@kintampo.gov.gh](mailto:info@kintampo.gov.gh)

Facebook: <https://www.facebook.com/kintampomunicipalassembly>

Website: [www.kintampo.gov.gh](http://www.kintampo.gov.gh)

#### **Key Contacts:**

Hon. Isaac Donkor – Municipal Chief Executive – 0244993833

Hon. Muazu Seidu Harison – Presiding Member – 0244901590

Kwasi Mintah Owusu – Municipal Coordinating Director – 0244244976

Client Service Centre – 035 2291823

#### **Emergency Services:**

- Police: 191 / 112

- Fire Service: 192 / 112

- Ambulance: 193 / 112

- NADMO: 0243034665

## **References**

*Government of Ghana. (2016). Local Governance Act, 2016 (Act 936). Accra: Assembly Press.*

*Local Government Service Secretariat. (n.d.). Client Service Standards. Accra: Local Government Service Secretariat.*

*Government of Ghana. (2007). Legislative Instrument (L.I.) 1871: Establishment of Districts. Accra: Assembly Press.*

## ANNEX 1

### Service Standards and Timelines

| Service Area                           | Specific Service                                | Requirements from Clients   | Timeline for Delivery                               |
|--|---|---|---|
| Central Administration                 | Processing of business operating permits        | Application form, business registration certificate, TIN, payment of prescribed fees      | Within 5 working days                               |
| Central Administration                 | Marriage registration & certification           | Birth certificates of couple, affidavits (if required), payment of fees                   | Within 21 working days                              |
| Works Department                       | Inspection of ongoing construction works        | Written request/notice, payment of fee  | Within 5 working days                               |
| Physical Planning                      | Processing of building permits                  | Completed application form, site plan, land documents, building drawings, payment of fees | Within 30 working days                              |
| Physical Planning Department           | Processing of temporary structure permits       | Application form, land documents, site plan, drawings, fees                               | Within 20 working days                              |
| Physical Planning Department           | Processing of signage permits                   | Application form, site plan/drawings, fees  | Within 10 working days                              |
| Environmental Health & Sanitation      | Food vendor inspection & certification          | Application form, medical screening report, fees  | Within 10 working days                              |
| Environmental Health & Sanitation      | Handling environmental nuisance complaints      | Complaint with location/address details   | Investigated within 72 hrs; resolved within 10 days |
| Environmental Health & Sanitation      | Issuance of sanitary permits                    | Application form, payment of fee  | Within 7 working days                               |
| Social Welfare & Community Development | Registration of NGOs/CBOs/FBOs                  | Application form, constitution, registration documents, fee                               | Within 14 working days                              |
| Social Welfare & Community Development | Support to Persons with Disabilities (PWD Fund) | Application form, disability ID, project proposal   | Within 10 working days after fund release           |
| Social Welfare & Community Development | Child protection & welfare cases                | Report/complaint, child/guardian details  | Within 5 working days (urgent cases immediate)      |
| Agriculture Department                 | Distribution of subsidized inputs               | Farmer registration, payment slip, Ghana Card   | Per planting season                                 |

|                                   |   |   |                           |
|-----------------------------------|---|---|---------------------------|
| <b>Agriculture Department</b>     | Extension & advisory services                   | Request for service, farmer details               | Within 7 working days     |
| <b>Human Resource Department</b>  | Recruitment & postings                          | Application form, qualifications, clearance       | As per LGS policy         |
| <b>Statistics Department</b>      | Provision of municipal data/statistical reports | Official request letter                           | Within 10 working days    |
| <b>Statistics Department</b>      | Conduct of surveys & data collection            | Approved instruments/permissions                  | As per annual work plan   |
| <b>Births and Deaths Registry</b> | Birth registration & certification              | Birth notification, parent ID                     | Within 5 working days     |
| <b>Births and Deaths Registry</b> | Death registration & certification              | Death notification, burial permit, informant's ID | Within 5 working days     |
| <b>NADMO</b>                      | Disaster relief response                        | Report/complaint, list of affected persons        | Immediate – within 24 hrs |
| <b>NADMO</b>                      | Disaster risk education & training              | Community/group request                           | Within 14 working days    |
| <b>Client Service Unit</b>        | Acknowledgment of complaints                    | Complaint details, contact information            | Within 48 hrs             |