



**DIGITAL REVENUE COLLECTION  
PLATFORM FOR GA MUNICIPAL  
ASSEMBLY IN ACCRA, GHANA**

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**PROJECT PROPOSAL**

## **EXECUTIVE SUMMARY**

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Ga North Municipal Assembly is a local governance institution mandated to provide public goods and services, facilitate trade and industry, provide peaceful and enabling environment for economic and social development of Ga North Municipality.

Despite the government effort in working on a comprehensive revenue strategy to address challenges and factors that influence local revenue collection outcomes, which include the quality and capacity of human resources and innovation that underpin revenue mobilisation activities, extensive reliance on manual collection, revenue collection mechanisms such as revenue management software and electronic databases, there is still large amounts of tax remain uncollected partly because of collection capacity challenges.

This proposal offers a comprehensive approach to offer robust Digital Revenue Collection Platform aim at enhancing revenue collection efficiency, transparency, accountability, and taxpayer satisfaction in the Municipality.

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## **BACKGROUND**

The mission of Ga North Municipal Assembly is dedicated to effective planning and mobilize resources to implement projects that generate income and promote rapid socio – economic development in an environmentally friendly manner. The Assembly also has a developmental goal to improve quality of life of citizens through provision of social and economic infrastructure development and support private sector to thrive to generate needed resources and ensure effective participation at all levels.

However, despite having sufficient revenue potential, the Ga North Municipal Assembly is unable to generate enough money due to a number of inefficient revenue collection methods, including inadequate monitoring and supervision, a lack of property valuation data, fewer revenue collectors with inadequate training, and the absence or ineffective use of revenue management software and electronic databases.

Many Ghanaian municipal assemblies now handle several revenue streams by hand, which results in inefficiencies, revenue leaks, faulty data, and challenges for taxpayers, as a results there is a gap between what they could collect and what they actually collect, which gaps are hard to quantify.

According to reports, assembly in locations including Korle Klotey, Accra, and Achiasse reported huge increases in revenue following the digital changeover, with KoKMA's property rates rising by up of 252%. Transparency, accountability, taxpayer satisfaction, and collection efficiency can all be greatly improved with a digital system.

## **PROJECT DESCRIPTION:**

The project aims to provide a software and digital platform made to improve and expedite the revenue collection process, especially for Ga North Municipal Assembly. The system is robust to enhance efficiency and transparency by managing the complete revenue cycle, from data gathering and billing to payment

processing and reporting. The system will also feature a mobile application that enables residents in the community to pay their rates directly through the app.

### **PROJECT MISSION:**

Our mission is to empower the municipal Assembly by providing a robust Digital Revenue Collection Platform aim at enhancing revenue collection efficiency, transparency, accountability, and taxpayer satisfaction in the Municipality.

### **PROJECT OBJECTIVES**

- Consolidate revenue sources into a unified digital platform
- Automate billing, payment, and receipting
- Ensure transparency with real-time reporting and audit trails
- Increase compliance via convenience and reminders
- Improve service delivery and trust in the municipal administration

### **PROJECT ACTIVITIES:**

Improving revenue mobilization has proven to be challenging, to address this, our digital platform offers a holistic approach in generating revenue. Key areas the system will be looking to help generate revenue will be as follows:

#### **Property income [GFS]**

- Mast Permit
- Royalties
- Property Rate Arrears
- Property Rate
- Basic Rate
- Ground Rent
- Parks
- Transit Quarters
- Rental of Facilities

- Market and Stores Rental

### **Sales of goods and services**

- Herbalist License
- Restaurant/Chop Bar/Caterers
- Corn / Rice / Flour Miller
- Liquor License
- Business Centers
- Bakers License
- Artisans
- Sand and Stone Dealers Licence
- Service/Filling Stations
- Hotel Services
- Timber Products
- Commercial Vehicles
- Manufacturing/Processing Companies
- Canopy / Chairs / Bench
- Communication Sevices
- Private Education Int.
- Private Professionals
- Private Health Facilities
- Mobile Sale Van
- Entertainment Services
- Stores
- Petrochemical Companies
- Dress Makers/Tailor Services
- Billboards/Outdoor Advert
- Second Hand Clothing
- Vehicle Garage/Automobile Companies
- Financial Institutions
- Commercial Houses/Departmental Stores

- Advertising Companies
- Mattress Makers / Repairers
- Millers
- Mechanics & Repairers
- Block And Concrete Products
- Cleaning/Laundry Services
- Printing Services / Photocopy
- Airline Agents
- Real Estate Agents
- Florists And Allied Products
- Public Letter Writers
- Alcoholic and non-Alcoholic beverages
- Private Recreational Parks
- Business Providers
- Contractor/Supplier Registration
- Restaurant License
- Aluminum products
- Cold storage facilities
- Courier Services
- Funeral Homes/Mortuaries/Undertakers
- Non-Governmental Institution
- Telecommunication Companies
- Transport Companies
- Transport unions
- Travel & Tour
- Veterinary License
- Publishing House
- Scrap Metal Dealers
- Embossement/Embroidery Services
- Electronic/Media Services

- Self Employed
- Business Licence
- Sale of Building Permit Jacket
- Registration fee
- Building Plans / Permit
- Comm. Mast Permit
- Markets Tolls
- Livestock / Kraals
- Sale of Poultry
- Registration /Renewal of Contractors
- Burial Fees
- Billboard/Signage Offences
- Export of Commodities
- Marriage Registration
- Sanitary Facilities
- On-Street Parking Fees
- Loading Fees
- Education Fees
- Professional Fees
- Vehicle Stickers for Embossment
- Donation
- Renewal of License
- Application forms

### **Fines, penalties, and forfeits**

- Miscellaneous Fines, Penalties
- Lorry Park Fines
- Spot fine
- Traffic Offences
- Impounding Fines
- Building Offences

## **PROJECT CORE FEATURES**

- Master Taxpayer and Asset Registry
- Automated Billing and Assessment
- Multi-Channel Payment Hub
- Field-Agent Deployment
- Self-Service Portal
- Dynamic Dashboards and Reporting
- Integrated Enforcement Tools
- Audit Trail and Security
- Stakeholder Education and Support

## **PROJECT TECHNOLOGY AND IMPLEMENTATION**

- a) Web and mobile platforms with offline syncing for field agents
- b) GIS mapping integration as a fiscal cadastre backbone
- c) Secure payment gateways connected to mobile money, banks, and USSD
- d) Central database with encrypted access and role-based permissions
- e) Real-time analytics dashboard using BI tools

## **ORGANISATIONAL STRUCTURE AND ROLES**

- Steering Committee: Led by the Municipal Chief Executive, includes heads of treasury, IT, and revenue
- Implementation Team: IT personnel, GIS specialists, revenue officers, field agents
- Field Agents: Accredited and trained to assist frontline users
- Citizen Support Desk: For inquiries, complaints, and assistance



## **PHASED ROLL-OUT STRATEGY**

Phase 1: Planning and Pilot – Asset survey; GIS mapping; pilot in one sector (e.g., property rates)

Phase 2: Expansion – Rollout to permits, business licenses, market fees, fines

Phase 3: Field Support – Train agents; conduct community sensitization; deploy helpdesk

Phase 4: Monitoring and Evaluation – Track KPIs; gather feedback; iterate

Phase 5: Full-Scale Launch – All revenue streams live; ongoing optimization

## **EXPECTED BENEFITS**

- Revenue Growth: Expect a 70% increase in IGF
- Cost Savings: Lower operational costs from automated billing and reduced manual labor
- Transparency: Real-time tracking reduces leakage and disputes
- Ease for Citizens: 24/7 access to bills/payments; mobile payments; field assistance
- Stronger Compliance: USSD/mobile payments drive voluntary compliance

## **RISK MANAGEMENT**

- Digital Literacy Gaps: Mitigated through field agents, USSD, and community training
- Connectivity Issues: Offline-capable field apps; redundancy in server infrastructure
- Resistance to Change: Early stakeholder engagement; transparent communication
- Data Privacy and Security: Robust encryption, access control, and audit logging

## **BUDGET AND INVESTMENT**

- Development and Setup: Platform customization, GIS integration, server infrastructure
- Equipment: Tablets/phones for field agents
- Capacity Building: Training for staff and agents
- Awareness Campaign: Community outreach, materials, and events
- Monthly Maintenance: Technical support, server hosting, software updates

## **EVALUATION AND REPORTING SYSTEM:**

The project will be subject to evaluation on a quarterly basis. However, regular monitoring of its progress will be carried out by the system developer and the Municipal Chief Executive in consultation with other decision makers at the Assembly to ensure attainment of the project goal. Quarterly reports are to be made to the MCE and project sponsors to confirm proper and effective use of the system

## **SUSTAINABILITY OF PROJECT:**

If approved, BK will continue to work with Ga North Municipal Assembly, departments and other key stakeholders, to build on this capacity. Our team will work with various stakeholders and invest in skills needed to maintain the system robustness

## **CONCLUSION**

Implementing this digital revenue collection platform aligns fully with Ghana's local-government digitalisation goals. It leverages proven strategies, modern payment channels, and field support to unlock higher IGF, enhance transparency, and build trust—thereby empowering the municipal assembly to sustainably serve its citizens.

## **NEXT STEPS:**

1. Establish the Steering Committee
2. Secure seed funding and technical partnerships
3. Conduct pilot in one revenue stream
4. After evaluation, initiate full rollout

## **THE BK SUCCESS STORY**

1. **NACCA** : Instructional Resource and Assessment platform
2. **The World Bank /Driver Vehicle and Licensing Authority (DVLA) / Public Sector Reform for Results Project (PSRRP)**: Consultancy Service to develop and implement an electronic reporting tool
3. **GES** : HR MIS (Recruitment, Posting, Promotion & Transfers System)  
<https://gespromotions.gov.gh/>
4. **Ghana Hostels Limited/SSNIT** : Hostels Management Platform with Revenue Assurance
5. **Ministry of Education** : CSSPSS Portal System audit(<https://csspss.gov.gh>)
6. **GES** : Promotions Portal System Audit
7. **Ghana Post** : Postal system audit.