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09/07/25

GOMOA EAST DISTRICT ASSEMBLY

POTSIN



REPUBLIC OF GHANA



MEMO

TO : DCE /DCD/DFO
FROM: ASSISTANT CLIENT SERVICE OFFICER
DATE: 7TH JULY, 2025
SUBJECT: PRESENTATION OF SECOND (2ND) QUARTER CLIENT SERVICE REPORT, 2025

Kindly, find attached the report for client service activities for the 2ND Quarter, 2025

Submitted for your approval

JOSHUA DONKOH
(ASSISTANT CLIENT SERVICE OFFICER)

2ND QUARTER REPORT FOR 2025

Table of Content:

- Introduction
- Visitors overview
- Complaints summary
- Enquiry report
- Key Trends & Observation
- Conclusion

1.0 INTRODUCTION

The Client Service Unit (CSU) stands as the mouth piece to strengthen the bond between all communities of the District and the Assembly. We deal with analytical, direct, expensive and amiable clients every day.

Our month to month report and interactions with our client each day has empowered us to anticipate/fulfil their needs and achieve solutions to their complaints and enquiries.

1.1 EXECUTIVE SUMMARY

This report compromises the activities of the month of April, May and June as our **2nd QUARTER REPORT**. In each month there were reports on **VISITORS, COMPLAINTS AND ENQUIRIES**. Resolutions on how grievances were resolved to bring satisfaction were also inclusive.

2.0 VISITORS OVERVIEW

Over the three-month period, a total of 433 visitors were received:

- April: 115
- May: 164
- June: 154

Key Departments Visited:

- Physical Planning (PP)
- Works Department (WKS)
- District Chief Executive (DCE)
- Records Management/Registry
- Budget and Accounts Units

- Visitor numbers peaked in May, with Physical Planning and Works/DCE consistently receiving the highest traffic.

3.0 COMPLIANTS SUMMARY

A wide range of complaints were submitted by residents during this period, categorized into the following areas:

3.1 Environmental Issues

- Odor from poultry farms, poor sanitation, nuisance from bio-digester.
- Septic tank overflow, weed overgrowth, and uncovered open tanks.
- Frequently the most reported category across all months.

Resolutions: Environmental Health Unit conducted inspections and recommended sanitation and maintenance solutions.

3.2 Social Matters

- Family neglect, child welfare, relationship disputes, and financial abuse.
- Sexual abuse case involving a minor (June).

Resolutions: Cases referred to Social Welfare, DOVVSU, or the District Court. Follow-ups and interventions were done.

3.3 Natural Disasters

- Fire outbreaks affecting shops at Buduburam (May).

Resolutions: Cases were documented and referred to NADMO and higher coordinating bodies for action.

3.4 Others

- Issuance of container permit cover letters (May & June).

Resolutions: Inter-departmental coordination resolved conflicts regarding issuing authority.

4.0 ENQUIRY REPORT

Enquiries covered a consistent range of topics each month, including:

- Building Permits
- Business Registration & Business Permits
- Commercial & Container Licenses
- Marriage Registration (June)
- Burial Inspections (May)
- Disability Certification (May)

4.1 Resolutions:

Clients were guided by the relevant departments (Works, Budget, Registry, Environmental Health, etc.). Clear instructions and requirements were communicated to ensure understanding of processes.

5.0 KEY TRENDS & OBSERVATIONS

- Environmental complaints were consistently the highest across all months.
- There was a steady number of visitors and enquiries, with May recording the highest footfall.
- The Client Service Unit demonstrated strong collaboration with other departments such as Social Welfare, Environmental Health, and NADMO.
- There was evidence of improved response mechanisms and referrals, including legal escalation where necessary.

6.0 CONCLUSION

The Client Service Unit of the Gomoa East District Assembly maintained a steady level of service delivery from April to June 2025. Despite the challenges presented by social and environmental issues, effective interdepartmental coordination, timely interventions, and community engagement helped resolve many cases. The unit continues to be a crucial bridge between the Assembly and the public.