



GOMOA EAST DISTRICT ASSEMBLY

POTSIN



REPUBLIC OF GHANA



MEMO

TO: DCE /DCD/DFO
 FROM: ASSISTANT CLIENT SERVICE OFFICER
 DATE: 3RD OCTOBER, 2025
 SUBJECT: PRESENTATION OF THIRD (3RD) QUARTER CLIENT SERVICE REPORT, 2025

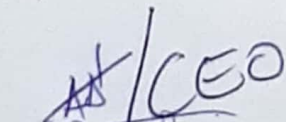
Kindly find attached the report for client service activities for the 3RD Quarter, 2025

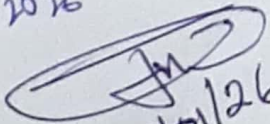
Submitted for your approval

② DCE
 Pls for your attention
 Tsh
 13-01-2026

③ DCD
 Pls. Well noted
 14/1/2026
~~Tsh~~


 JOSEPH DUNKOH
 (ASSISTANT CLIENT SERVICE OFFICER)

 / CEO
 Pls file
 Tsh
 14-01-2026


 19/01/26

3RD QUARTER REPORT FOR 2025

This quarterly report presents a detailed compilation of Client Service Unit activities undertaken at the Gomoa East District Assembly during the third quarter of 2025, covering July, August, and September. The report focuses on visitors received, complaints handled, and enquiries attended to, including resolutions provided.

1. VISITORS REPORT

A total of Four Hundred and Ninety-Two (492) visitors were received during the quarter. Visitors sought assistance from various departments including Physical Planning, Works, Records Management, Budget, and others. The steady flow of visitors reflects the importance of the Client Service Unit in facilitating access to public services.

Month	Male	Female	Total
July	130	28	158
August	136	33	169
September	116	49	165

2. COMPLAINTS REPORT

The Client Service Unit received various complaints during the quarter. Complaints received during the quarter largely centered on Environmental Issues, Natural Disasters, land encroachment, and obstruction of access roads. All complaints were handled with professionalism and confidentiality. Appropriate departments were engaged, site visits were conducted, and resolutions were provided in collaboration with relevant stakeholders.

Month	Category of Complaint	No. of Cases
July	Natural Disaster	2

August	Environmental / Land Issues	4
September	Environmental & Natural Disaster	2

3. ENQUIRIES REPORT

Enquiries during the quarter mainly focused on Business Registration, Building Permits, Layout Acquisition, Bin Supply, and Social Issues related to ongoing road construction projects. Clients were guided accordingly and referred to the appropriate departments for effective service delivery. August recorded the highest number of enquiries.

Month	Type of Enquiry	No. of Enquiries
July	Business Registration / Layout Acquisition	2
August	Business Registration / Permits / Social Issues	8
September	Business Registration / Building Permit	3

4. RECOMMENDATIONS

- Enhance public sensitization on permit and registration procedures.
- Strengthen collaboration among departments for quicker resolution of complaints.
- Introduce digital enquiry tracking to improve service efficiency.

5. CONCLUSION

The Client Service Unit continues to play a vital role in ensuring effective service delivery and promoting public confidence in the District Assembly. The achievements recorded during the third quarter of 2025 demonstrate the commitment of staff to professionalism and client satisfaction.