

# GOMOA EAST DISTRICT ASSEMBLY



REPUBLIC OF GHANA

## POTSIN



TO : DCE /DCD/DFO  
FROM: ASSISTANT CLIENT SERVICE OFFICER  
DATE: 6<sup>TH</sup> JANUARY, 2026  
SUBJECT: PRESENTATION OF FOURTH (4<sup>TH</sup>) QUARTER CLIENT SERVICE REPORT, 2025

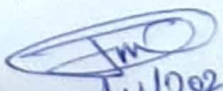
Kindly find attached the report for client service activities for the 4<sup>TH</sup> Quarter, 2025

Submitted for your approval

  
.....  
JOSHUA DONKOH  
(ASSISTANT CLIENT SERVICE OFFICER)

③ ~~DCD~~  
Pls. well noted!  
28/4/2026  
~~##~~

② DCE  
Pls for your attention  
Tsh  
14-04-2026

④ ~~DCD~~ / CEO  
Pls file  
w  
  
30/4/2026

### 4<sup>TH</sup> QUARTER REPORT FOR 2025

This quarterly report presents a consolidated summary of Client Service Unit activities for the fourth quarter of 2025, covering October, November, and December. The report highlights visitors received, complaints handled, enquiries attended to, and resolutions achieved during the period under review.

#### ❖ SUMMARY OF ACTIVITIES

During the fourth quarter of 2025, the Client Service Unit recorded a high volume of client engagement. A total of three hundred and sixty-five (365) visitors were received across various departments. Client interactions primarily involved enquiries related to business registration, social welfare, environmental concerns, and administrative support.

**Table 1: Monthly Visitors Summary**

Month	Number of Visitors	Remarks
October	152	Highest turnout
November	137	Moderate turnout
December	76	Reduced due to festivities

This reflects steady client engagement throughout the quarter, with October recording the highest turnout.

**Table 2: Complaints Summary**

Month	Category	Number	Status
October	Social Welfare	2	Resolved / Referred
October	Environmental	1	Resolved
November	None	0	N/A
December	Social Welfare	2	Resolved / Pending

Complaints largely concerned social welfare and environmental issues and were mostly resolved amicably through counselling and administrative action, with a few cases referred to external bodies for further handling.

**Table 3: Enquiries Summary**

Month	Type of Enquiry	Number
October	Business Registration	1
October	Support for Disabled	1
November	Business Registration	3
November	Pre – school Day Care	1
November	Investigation Request on Fence wall Demolition	1
December	Business Registration	2
December	Signboard Mounting	1

All enquiries were promptly addressed, and clients were referred to the appropriate departments for further assistance.

#### **GENERAL OBSERVATIONS**

The quarter demonstrated the importance of the Client Service Unit as a first point of contact for residents seeking assistance. Effective coordination with internal departments contributed to timely resolutions and improved client satisfaction.

#### **CONCLUSION**

The Client Service Unit successfully executed its mandate during the fourth quarter of 2025. Through effective client engagement, counselling, and inter-departmental collaboration, the unit ensured that visitors, complaints, and enquiries were handled professionally and in accordance with established procedures.