

# GOMOA EAST DISTRICT ASSEMBLY

POTSIN

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REPUBLIC OF GHANA



CG-1849-9601



Our Ref: GEDA-01/10/03/4  
Your Ref:

Date: 15/05/2026

In case of reply, the number and date of this letter should be quoted.

## ANNUAL REPORT FOR 2025

I submit hereby with the Annual Report of Client Service Unit activities for the period under review your perusal and action please.

SELORM K. TIBU

DISTRICT COORD. DIRECTOR

For: DISTRICT CHIEF EXECUTIVE

Cc:

The Regional Minister

Central Regional Coordinating Council

Cape-Coast



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## ACKNOWLEDGEMENT

The Client Service Unit expresses its sincere appreciation to the District Chief Executive, District Coordinating Director, Heads of Departments, and staff of the Gomoa East District Assembly for their continuous support and cooperation throughout the 2025 operational year.

Special appreciation also goes to the Environmental Health Unit, Physical Planning Department, Works Department, Social Welfare Department, NADMO, Budget Unit, and all stakeholders who contributed immensely toward the successful resolution of complaints and enquiries received during the year.

Finally, gratitude is extended to the residents and clients of the District for their cooperation and confidence in the services of the Assembly.

## EXECUTIVE SUMMARY

This report presents a comprehensive account of activities undertaken by the Client Service Unit (CSU) of the Gomoa East District Assembly during the 2025 operational year.

The report covers:

- Visitor management activities
- Complaints received and resolved
- Enquiries handled
- Statistical analysis
- Key achievements
- Challenges encountered
- Recommendations for improving service delivery

During the year under review, the Client Service Unit recorded a high level of public interaction through visitors, complaints, and enquiries. A total of over one thousand five hundred (1,500+) visitors were received across various departments of the Assembly.

The Physical Planning Department, Works Department, Births and Deaths Registry, and Budget Unit recorded the highest visitor patronage.

Environmental sanitation issues and natural disaster-related complaints constituted the majority of complaints received. These included:

- Flooding
- Refuse dumping
- Poultry farm nuisance
- Smoke nuisance
- Child neglect
- Unauthorized developments
- Land disputes

The Assembly responded to these concerns through inspections, mediation, sensitization exercises, referrals, enforcement actions, and disaster response interventions.

Business registration, business permits, and building permit enquiries also dominated the enquiries received during the year.

Despite several operational challenges such as inadequate logistics and increasing public complaints, the Client Service Unit remained committed to professionalism, confidentiality, accountability, and efficient customer service delivery.

## CHAPTER ONE

### INTRODUCTION

#### 1.1 BACKGROUND OF THE CLIENT SERVICE UNIT

The Client Service Unit (CSU) is an important administrative unit within the Gomoa East District Assembly established to facilitate effective communication between the Assembly and the public.

The Unit serves as the first point of contact for clients who visit the Assembly for information, complaints, enquiries, and other official business.

The CSU contributes significantly toward promoting:

- Public confidence
- Transparency
- Accountability
- Customer satisfaction
- Efficient service delivery

The Unit also ensures that clients are properly directed to the appropriate departments for assistance.

#### 1.2 MANDATE OF THE CLIENT SERVICE UNIT

The mandate of the Client Service Unit includes:

- Receiving visitors and clients.
- Providing information and guidance.
- Handling complaints and ensuring proper redress mechanisms.
- Responding to public enquiries.
- Coordinating client referrals.
- Promoting quality customer service delivery.
- Monitoring client satisfaction.

### **1.3 OBJECTIVES OF THE UNIT**

The objectives of the Client Service Unit are to:

1. Improve customer service delivery within the Assembly.
2. Promote professionalism and responsiveness.
3. Ensure timely handling of complaints.
4. Improve communication between the Assembly and the public.
5. Promote accountability and transparency.
6. Enhance public confidence in local governance.

### **1.4 SCOPE OF THE REPORT**

This report covers the activities undertaken by the Client Service Unit from January to December 2025.

The report specifically focuses on:

- Visitor management
- Complaint handling
- Enquiry management
- Public relations activities
- Operational challenges
- Recommendations for improvement

## CHAPTER TWO

### VISITOR MANAGEMENT REPORT

#### 2.1 INTRODUCTION

Visitor management remained one of the core operational activities of the Client Service Unit during the reporting year.

The Unit ensured that all visitors were:

- Welcomed professionally
- Properly attended to
- Directed to the appropriate offices
- Assisted with information required

#### 2.2 MONTHLY VISITOR STATISTICS

Month	Visitors Received
January	196
February	150
March	140
April	115
May	164
June	154
July	158
August	169
September	165
October	152
November	137
December	145

### 2.3 ANALYSIS OF VISITOR TREND

The year recorded high patronage of services at the Assembly. January recorded the highest number of visitors due to increased public activities at the beginning of the year.

The departments with the highest number of visitors included:

- Physical Planning Department
- Works Department
- Births and Deaths Registry
- Budget Unit
- Records Management Unit

The high patronage of the Physical Planning and Works Departments was largely due to increasing demand for:

- Building permits
- Layout approvals
- Development control services
- Land documentation

### 2.4 GENDER DISTRIBUTION OF VISITORS

Analysis of visitors received during the year showed that male visitors constituted the majority of clients who visited the Assembly.

#### SUMMARY

##### Gender Estimated Number

Male 1,202

Female 358

This trend suggests higher male participation in development-related activities and permit acquisition processes.

## CHAPTER THREE

### COMPLAINT MANAGEMENT REPORT

#### 3.1 INTRODUCTION

Complaint management remained one of the critical responsibilities of the Client Service Unit throughout the reporting year.

Complaints received were documented and referred to the relevant departments for investigation and resolution.

The Unit ensured confidentiality, professionalism, and fairness in handling all complaints.

#### 3.2 MAJOR CATEGORIES OF COMPLAINTS

The following categories of complaints were received:

- Environmental sanitation issues
- Natural disasters
- Child neglect and welfare issues
- Land disputes
- Unauthorized construction
- Flooding
- Poultry farm nuisance
- Refuse dumping
- Encroachment issues

#### 3.3 ENVIRONMENTAL ISSUES

Environmental complaints constituted the highest proportion of complaints received during the year.

Common environmental complaints included:

- Poultry farm nuisance
- Smoke nuisance
- Septic tank leakage
- Refuse dumping
- Bushy lands
- Grey water discharge
- Unauthorized cattle rearing

#### **ACTIONS TAKEN**

The Environmental Health Unit:

- Conducted site inspections.
- Issued abatement notices.
- Educated residents on sanitation practices.
- Enforced sanitation regulations.
- Facilitated mediation among affected parties.

These interventions helped reduce environmental nuisance and improve sanitation within affected communities.

#### **3.4 NATURAL DISASTER ISSUES**

Several complaints related to flooding, fire outbreaks, and storm damage were received during the year.

#### **ACTIONS TAKEN**

#### NADMO:

- Conducted disaster assessments.
- Distributed relief items.
- Submitted reports to regional offices.
- Coordinated with contractors and external agencies.

Affected victims received support including:

- Rice
- Oil
- Mosquito nets
- Mattresses

## CHAPTER FOUR

### ENQUIRY MANAGEMENT REPORT

#### 4.1 INTRODUCTION

The Client Service Unit ensured that clients who visited the Assembly for information and guidance were properly attended to.

The Unit collaborated with various departments to provide clients with accurate information regarding procedures and requirements.

#### 4.2 MAJOR ENQUIRIES RECEIVED

The following enquiries were commonly received:

- Business registration

- Business permits
- Building permits
- Layout acquisition
- Marriage registration
- Container permits
- Commercial licensing
- Social welfare support

### **4.3 BUSINESS REGISTRATION ENQUIRIES**

Business registration enquiries constituted the highest number of enquiries received during the year.

Clients sought information regarding:

- Registration procedures
- Permit requirements
- Licensing fees
- Documentation requirements

### **ACTIONS TAKEN**

The Budget Unit guided clients through:

- Registration procedures
- Payment processes
- Permit acquisition requirements

## **CHAPTER FIVE**

### **ACHIEVEMENTS OF THE UNIT**

During the year under review, the Client Service Unit achieved the following:

- Improved customer service delivery.
- Increased public confidence in the Assembly.
- Strengthened complaint resolution mechanisms.
- Improved collaboration among departments.
- Enhanced public awareness on permit acquisition procedures.
- Improved client satisfaction levels.

## CHAPTER SIX

### CHALLENGES ENCOUNTERED

Despite the achievements made, the Unit encountered several challenges including:

- Inadequate logistics.
- Limited office equipment.
- Increasing public complaints.
- Transportation challenges during field inspections.
- Inadequate staffing capacity.
- Delays in response from some departments.

## CHAPTER SEVEN

### RECOMMENDATIONS

To improve operational efficiency and service delivery, the following recommendations are proposed:

1. Provide additional logistics for the Unit.
2. Increase staffing capacity.
3. Organize regular customer service training.

4. Improve interdepartmental coordination.
5. Intensify public education on Assembly procedures.
6. Improve monitoring and enforcement of sanitation regulations.
7. Digitize complaint recording and tracking systems.

## CONCLUSION

The Client Service Unit of the Gomoa East District Assembly continued to play a major role in ensuring responsive and citizen-centered service delivery throughout the 2025 operational year.

The Unit successfully handled visitors, complaints, and enquiries while promoting professionalism, accountability, transparency, and client satisfaction.

Despite operational challenges, the collaborative efforts of departments contributed significantly toward resolving public concerns and improving confidence in the Assembly's services.

The Assembly remains committed to strengthening the operations of the Client Service Unit in order to improve service delivery and enhance public trust in local governance administration.