

TEMA METROPOLITAN ASSEMBLY

MEMORANDUM

TO: CO-ORDINATING DIRECTOR

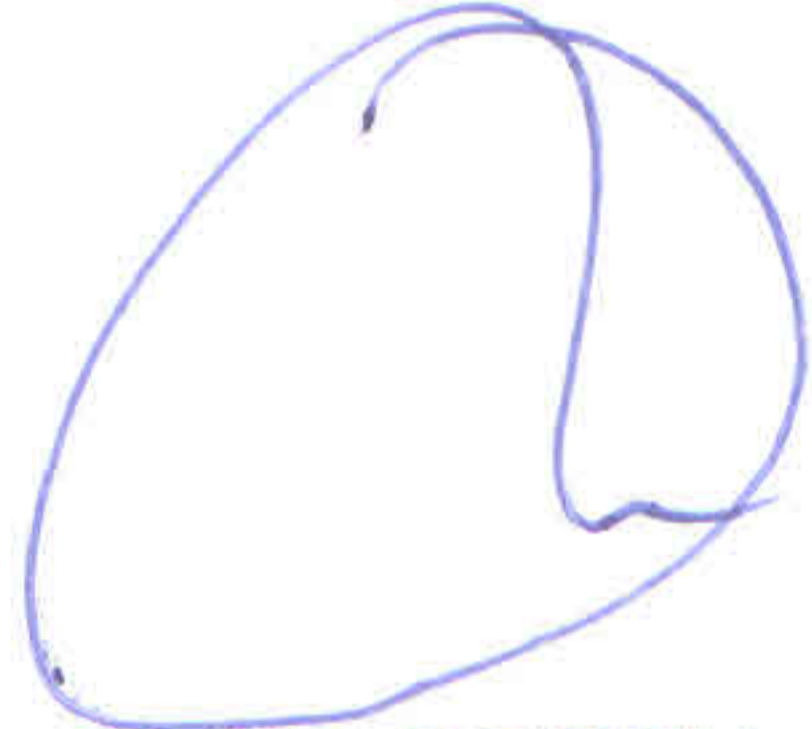
FROM: HEAD, CLIENT SERVICE UNIT

DATE: 9th April, 2019

SUBJECT: SUBMISSION OF FIRST QUARTER 2019

Please find attached the First Quarter report of the Client Service Unit for the year 2019 for your perusal and action.

Thank you



**IRENE OPOKU
(HEAD)**

FIRST QUARTER REPORT FROM THE CLIENT SERVICES UNIT FOR THE YEAR 2019.

INTRODUCTION:

Customer Service Delivery is the provision of services to a buyer in such a way that the buyer's expectations can be met or exceeded while at the same time the business remains viable.

The commitment to providing value added service to internal and external customer including attitude, knowledge, technical support and quality of service in a timely manner.

OBJECTIVES:

The unit is set to achieve maximum organizational productivity by providing services beyond measure to our clients (both internal and external). The unit is also set to provide excellent customer relations services to our clients.

To do this the unit has started with the provision of complaint or grievances forms, which has details and contacts of clients to fill. The form will be sent to the officers responsible for redress.

This move, we believe, will enable us relate more effectively with our clients and follow up to see if the grievance has been solved or not.

COMPLAINTS RECEIVED:

1. INNAPPROPRIATE SITING OF BILLBOARDS AND BANNERS:

A Complaints was made on the inappropriate citing of billboards and banners along the road side which has the tendency of causing accidents to motorists and pedestrians

2. SANITATION:

Complaints received included the indiscriminate dumping of refuse at unauthorized places in the metropolis causing unpleasant stench in the metropolis, chocked septic and sewer lines and the overflow of waste eater into the houses of residents.

Also, there were complaints on the waste management departments refusals to head to the complaints of clients and sometimes clients had to use their own monies to repair their own septic tanks

3. REVENUE COLLECTORS:

Clients complained of difficulty in identifying revenue collectors of the assembly making it very easy for imposters to swindle client of their money.

4. DIFFICULTY LOCATING OFFICES:

clients complained of difficulty in locating offices

SUMMARY

Almost all complaints received were referred to the appropriate office and successfully resolved.

OBSERVATION:

It is observed that some heads of department are reluctant to brief officers on their duties and responsibilities making it difficult for officers to execute their duties effectively and efficiently

RECOMMENDATION:

We humbly recommend that offices should have their names boldly written on their doors for easy identification by clients, both internal and external.

We also recommend that the assembly properly identifies all revenue collectors to make client feel comfortable in their dealings with them, and also prevent imposters from defrauding the assembly.

CONCLUSION:

Client services unit of every organization is the spine or the back bone of the organization since **they are the** first point of call, therefore, the unit should be well equipped and giving all the **necessary support** from management, heads and staff so that the unit can perform effectively.

.....
(IRENE OPOKU)
HEAD OF UNIT



TEMA METROPOLITAN ASSEMBLY



P.O. BOX CO 301 TEL: 0303-202827, 0303-202828, FAX: +0303-208011

CLIENT COMPLAINT FORM

DETAILS OF COMPLAINTS:

DATE: 4-3-2019

NAME: ASI Dokeh
 ADDRESS: Hs No. AF 7
 TEL. NO: 020916630
 EMAIL ADDRESS:

SEX: F

COMPLAINTS:

There is an over flow of sewer into my home and that of 3 houses on the same stretch.

SIGN: [Signature]

COMPLAINT REFERED TO: WASTE MANAGEMENT

SIGN: [Signature]
(HEAD OF DEPT.)

RECEIVING DEPARTMENT: Andar
RECEIVING OFFICER:

DATE: 6-3-2019

ACTION TAKEN:

Sewer line repaired

SIGN: [Signature]

FOR CLIENT SERVICE USE:

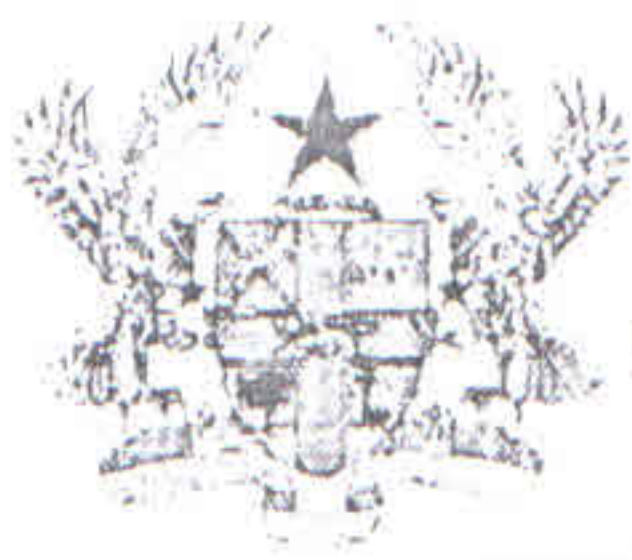
RECEIVING OFFICER: Edwina

DATE: 15-03-2019

FEEDBACK: Sewer line repaired

[Signature]

NB: THIS FORM SHOULD RETURN TO THE CLIENT SERVICE UNIT AFTER ACTION IS TAKEN.



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P.O. BOX CO 301 TEL: 0303-202827, 0303-202828, FAX: +0303-208011

CLIENT COMPLAINT FORM

DATE: 07/03/2019

DETAILS OF COMPLAINTS:

NAME: JOHN BARNES SEX: MALE
 ADDRESS: C4 TEMA
 TEL NO: 0235152810
 EMAIL ADDRESS:

COMPLAINTS:

Having difficulty in locating the departments in the assembly

SIGN: J. B.

COMPLAINT REFERED TO: WORKS

SIGN:
(HEAD OF DEPT.)

RECEIVING DEPARTMENT:

RECEIVING OFFICER: DAVID DATE: 07/03/2019

ACTION TAKEN: Report made to the metro works metro Engineer.

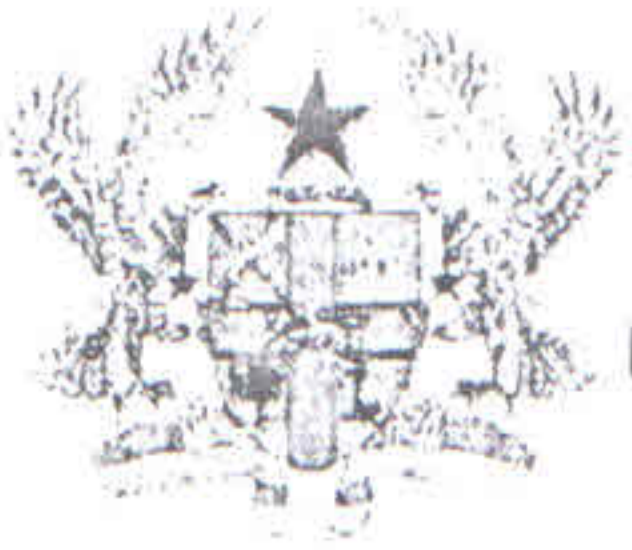
SIGN:

FOR CLIENT SERVICE USE:

RECEIVING OFFICER: ALHASSAN DATE:

FEEDBACK: Assessment is been made by the works dept as to how to get sign post to the unit and department get.

NOTE: THIS FORM SHOULD RETURN TO THE CLIENT SERVICE UNIT AFTER ACTION IS TAKEN.



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P.O. BOX CO 301 TEL: 0303-202827, 0303-202828, FAX: +0303-208011

CLIENT COMPLAINT FORM

DATE: 02/01/2019

DETAILS OF COMPLAINTS:

NAME: OPINION LEADER SEX: MALE
 ADDRESS: CY TEMA
 TEL NO: 0202445489 / 0540767476
 EMAIL ADDRESS:

COMPLAINTS:

Methodist church within the Community have been creating noise and obstruction for the pavement way. They have blocked the pavement road making it inaccessible to pedestrians

SIGN: *[Signature]*

COMPLAINT REFERED TO: PUBLIC HEALTH DEPT. SIGN: *[Signature]*
 (HEAD OF DEPT.)

RECEIVING DEPARTMENT:

RECEIVING OFFICER: ABBEF DATE: 02/01/2019

ACTION TAKEN:

The officer in charge went to verify the complaint and officers at Methodist Church were interrogated.

SIGN: *[Signature]*

FOR CLIENT SERVICE USE:

RECEIVING OFFICER: ALHASSAN DATE: 4/01/2019
 FEEDBACK: The issue was resolved amicably

NOTE: THIS FORM SHOULD RETURN TO THE CLIENT SERVICE UNIT AFTER ACTION IS TAKEN.



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P.O. BOX CO 301 TEL: 0303-202827, 0303-202828, FAX: +0303-208011

CLIENT COMPLAINT FORM

DATE: 02/01/2019

DETAILS OF COMPLAINTS:

NAME: ALHASSAN MUMUNI RABA SEX: MALE
 ADDRESS: SITE TWO, COMMUNITY ONE
 TEL. NO: 050 6626 230
 EMAIL ADDRESS:

COMPLAINTS:

At inappropriate citing of billboard and banners along the road side which had tendency to cause accident to both motorists and pedestrians

SIGN: *[Signature]*

COMPLAINT REFERED TO: WORKS DEPT.

SIGN: *[Signature]*
(HEAD OF DEPT.)

RECEIVING DEPARTMENT: KENNEDY
RECEIVING OFFICER:

DATE: 02/01/2019

ACTION TAKEN: Officer in charge went to verify the complaint at the said place and the issue investigated.

SIGN:

FOR CLIENT SERVICE USE:
RECEIVING OFFICER: ALHASSAN
FEEDBACK: The issue was resolved.

DATE: 04/01/2019

NB: THIS FORM SHOULD RETURN TO THE CLIENT SERVICE UNIT AFTER ACTION IS TAKEN.



TEMA METROPOLITAN ASSEMBLY



P.O.BOX CO 301 TEL: 0303-202827, 0303-202828, FAX: +0303-208011

CLIENT COMPLAINT FORM

DATE: 13-02-2019

DETAILS OF COMPLAINTS:

NAME: Mercy Hanson SEX: F
 ADDRESS: HS No. AE/27 Comm 8.
 TEL. NO: 056 91 36 20
 EMAIL ADDRESS: _____

COMPLAINTS:

There is a heap of rubbish at Comm. 8 & 9 junction, just behind the Comm. 8 No 2 School which is causing unpleasant smell at the area.

SIGN:

COMPLAINT REFERED TO: P.H.D SIGN:
 (HEAD OF DEPT.)

RECEIVING DEPARTMENT:

RECEIVING OFFICER: Sauda DATE: 13-02-2019

ACTION TAKEN:

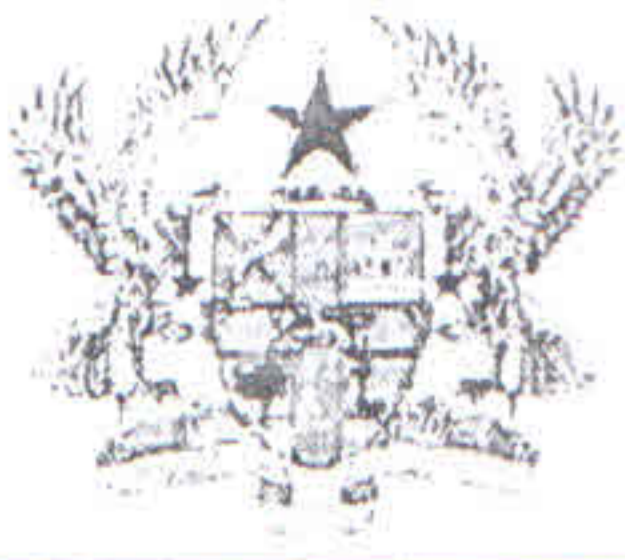
P.H.D has gone to assess the situation and a report has been presented. Rubbish will be cleared in 3 days time

SIGN:

FOR CLIENT SERVICE USE:

RECEIVING OFFICER: Echina DATE: 20-02-2019
 FEEDBACK: P.H.D has cleared the heap of rubbish at the said area.

NB: THIS FORM SHOULD RETURN TO THE CLIENT SERVICE UNIT AFTER ACTION IS TAKEN.



TEMA METROPOLITAN ASSEMBLY



P.O. BOX CO 301 TEL: 0303-202827, 0303-202828, FAX: +0303-208011

CLIENT COMPLAINT FORM

DATE: 05/02/2019


DETAILS OF COMPLAINTS:

NAME: RICHARD MENSAH SEX: MALE
 ADDRESS: SITE ONE
 TEL. NO: 0242224779
 EMAIL ADDRESS:

COMPLAINTS:

Am complaining about revenue collectors who don't have identity cards how do we know they are coming from the assembly

SIGN: R. M.


COMPLAINT REFERED TO: REVENUE HEAD SIGN: 
 (HEAD OF DEPT.)

RECEIVING DEPARTMENT:

RECEIVING OFFICER: SYLVESTER DATE: 05/02/2019

ACTION TAKEN:

Making the necessary arrangement to get identity cards to all revenue collectors who don't have the identity cards.

SIGN: 

FOR CLIENT SERVICE USE:

RECEIVING OFFICER: ALHASSAN DATE: 8/02/2019
 FEEDBACK: Process is on the way to get identity cards to revenue collectors who don't have it.

NB: THIS FORM SHOULD RETURN TO THE CLIENT SERVICE UNIT AFTER ACTION IS TAKEN.