

TEMA METROPOLITAN ASSEMBLY

MEMORANDUM

TO: CO-ORDINATING DIRECTOR

FROM: HEAD, CLIENT SERVICE UNIT

DATE: 8th July, 2019

SUBJECT: SUBMISSION OF SECOND QUARTER 2019

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

Thank you



**IRENE OPOKU
(HEAD)**

SECOND 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. NOISE AND NUISANCE:

Complaints were received on some artisans who carry out their activities at home creating noise and nuisance to other residents within the community.

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. HEALTH CERTIFICATES:

Clients also complained of some food vendors selling without health certificates, permits and in an untidy environment.

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:

The unit recommends that offices should have their names boldly written on their doors for easy identification by clients, both internal and external.

The unit also recommends that management should give the unit adequate support to carry out outreach programs or customer service clinics to create the awareness of the unit and the services and projects of 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.

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(IRENE OPOKU)
HEAD OF UNIT



TEMA METROPOLITAN ASSEMBLY



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

CLIENT COMPLAINT FORM

DATE: 10-08-19

DETAILS OF COMPLAINTS:

NAME: NATHAN PINTO SEX: MALE
 ADDRESS: VR-BT-025 PRAMPAN
 TEL. NO: 054 2694647
 EMAIL ADDRESS: nabledpinto@gmail.com

COMPLAINTS:

ACQUIRE OF DEATH CERTIFICATE

COMPLAINT REFERED TO: Birth and death office SIGN: [Signature] 10/08/19
 SIGN: [Signature]
 (HEAD OF DEPT.)

RECEIVING DEPARTMENT:

RECEIVING OFFICER: John DATE: 11-08-2019

ACTION TAKEN:

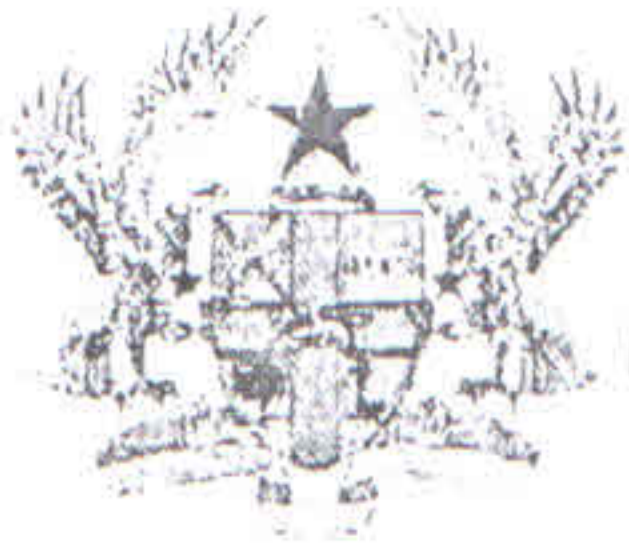
Customer has been taking through the process of acquiring death certificate.

 SIGN: _____

FOR CLIENT SERVICE USE:

RECEIVING OFFICER: Edwina DATE: 20-08-2019
 FEEDBACK: Customer is satisfied and satisfied

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: 12/08/2019

DETAILS OF COMPLAINTS:

NAME: Jesse Hammond SEX: Male

ADDRESS:

TEL NO: 0207512784

EMAIL ADDRESS: jessehammond94@gmail.com

COMPLAINTS:

Information about an organization that collects waste from commercial building

SIGN: [Signature]

COMPLAINT REFERED TO: Waste Management

SIGN: [Signature]

(HEAD OF DEPT.)

RECEIVING DEPARTMENT: Hamda

RECEIVING OFFICER:

DATE: 13/08/2019

ACTION TAKEN:

Information given.

SIGN: Hamda

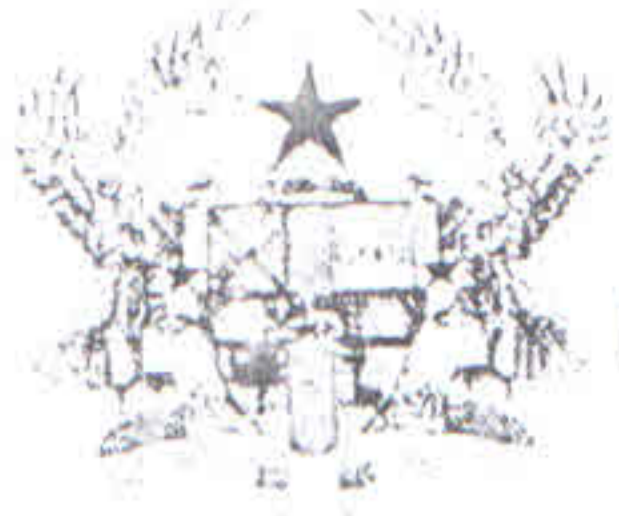
FOR CLIENT SERVICE USE: Irene Opedu

RECEIVING OFFICER:

DATE: 13/08/2019

FEEDBACK: client satisfied

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: 24-08-2019

DETAILS OF COMPLAINTS:

NAME: Mama Helena SEX: F
 ADDRESS: W 16, Tema
 TEL. NO: 0244 284379
 EMAIL ADDRESS: _____

COMPLAINTS:

A Chinese woman in Ghana (marginal building) near the complex millennium is selling and selling food to companies without documents and health certificate. Sadly, the environment in which she lives the food is very bad. All effort to get her to stop has proven futile. Kindly please help.

WhatsApp NO: 0244 284379

COMPLAINT REFERED TO: RHD SIGN: [Signature]
 (HEAD OF DEPT.)

RECEIVING DEPARTMENT:

RECEIVING OFFICER: Sanda DATE: 26-08-2019

ACTION TAKEN:

Food vendors were asked to come for health certificate and permits as well as relocate their kitchen to a better place.

SIGN: [Signature]

FOR CLIENT SERVICE USE:

RECEIVING OFFICER: Edwina DATE: 7th SEP 2019

FEEDBACK: Clients Complained and
Complaints addressed.

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: 13-07-2019

DETAILS OF COMPLAINTS:

NAME: Mr. Bernard Othene
ADDRESS: 0244 841746
TEL NO:
EMAIL ADDRESS:

SEX: MALE

COMPLAINTS:

A metal workshop has been opened next door to my house. The owner makes so operation of the shop create so much noise and nuisance that inhabitants of the said area can barely sleep be it in the day or in the night

WATSAPP NO: 0244 841746

SIGN: *[Signature]*

COMPLAINT REFERED TO: P.H.D

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

RECEIVING DEPARTMENT

RECEIVING OFFICER: Sandra

DATE: 15-07-2019

ACTION TAKEN:

referred to EPA to check the noise level.

SIGN: _____

FOR CLIENT SERVICE USE:

RECEIVING OFFICER: Edwina

DATE: 20-7-2019

FEEDBACK: Complainant was reached via whatsapp and attested that sanitation officers have visited the said workshop and have asked the owner to relocate.

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

3. HEALTH CERTIFICATES:

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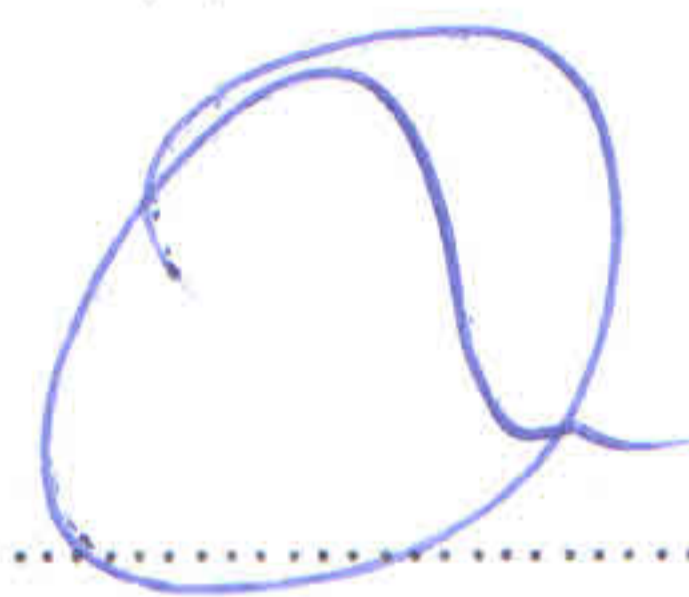
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