

# TEMA METROPOLITAN ASSEMBLY

## MEMORANDUM

TO: CO-ORDINATING DIRECTOR

FROM: HEAD, CLIENT SERVICE UNIT

DATE: 10<sup>th</sup> October, 2019

**SUBJECT: SUBMISSION OF THIRD QUARTER 2019**

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

Thank you



**IRENE OPOKU  
(HEAD)**

# LAST 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. BUSINESS OPERATING PERMITS:**

Clients visits the unit to make enquiries into how to acquire business operating permits and rates.

### **2. INDISCRIMINATE PARKING OF COMMERCIAL VEHICLES**

Clients complained of indiscriminate parking of vehicles along the shoulders of roads making it difficult for other road users to drive through. A complaint was also received from a client of commercial drivers using the frontage of her property as a parking space making it difficult for her to assess her property.

### **3. METRO GUARDS:**

complaints of abuses of clients, both physical and verbal, by metro guards were received from a client.

#### 4. HEALTH CERTIFICATE

clients also complained of some food vendors selling without health certificate, without permit and in an untidy environment.

#### SUMMARY

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

#### OBSERVATION:

It is observed that staff who deal directly with clients are not properly trained to handle clients, which tend to affect revenue mobilization.

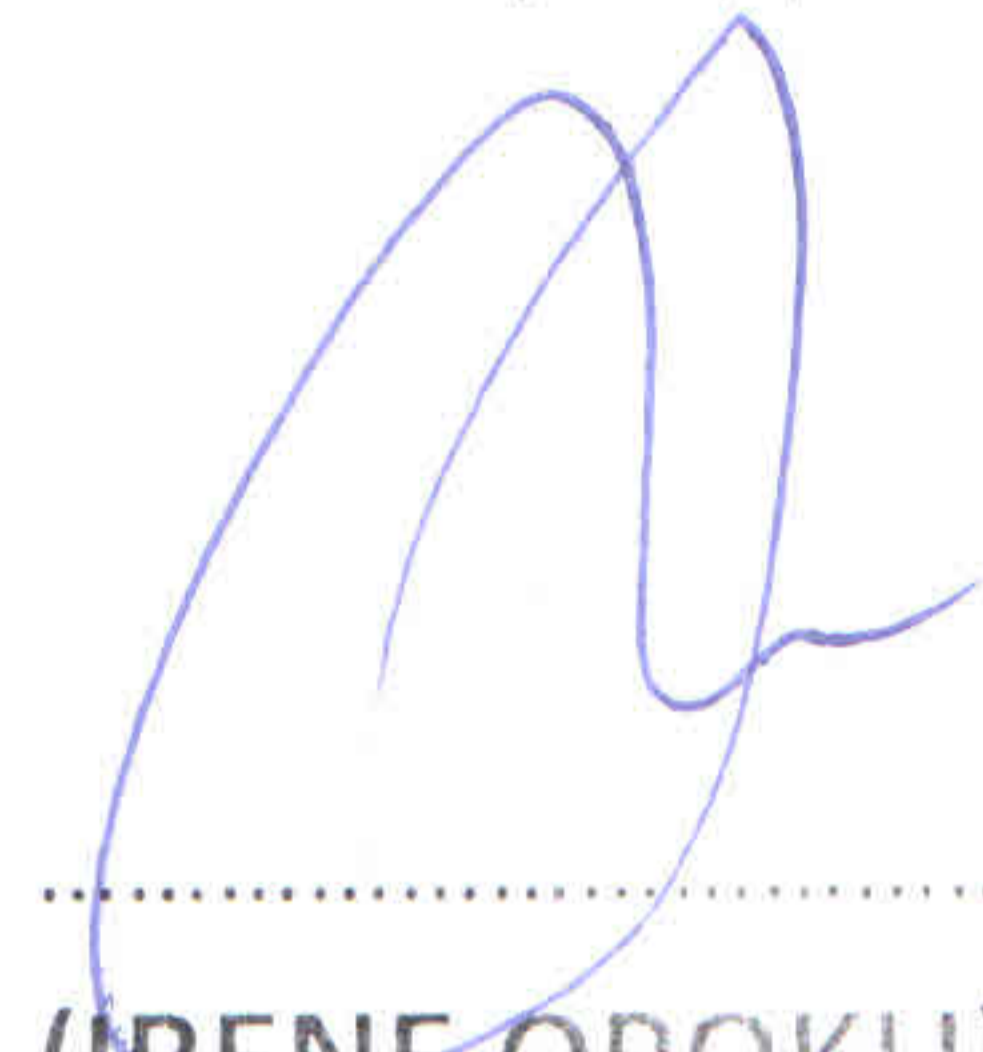
#### RECOMMENDATION:

The unit recommends a training on customer or client relations for the metro guards and all staff who deal directly with clients, so that they can learn and relate to clients appropriately and professionally.

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

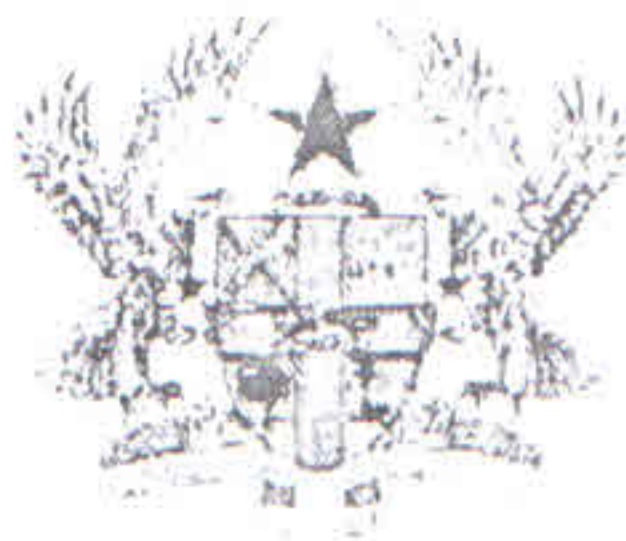
#### CONCLUSION:

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.



(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: 21/9/2019

### DETAILS OF COMPLAINTS:

NAME: Alhassan Mumuni SEX: M  
 ADDRESS: Site One  
 TEL. NO: 0506626230  
 EMAIL ADDRESS: /

### COMPLAINTS:

I was physically assaulted by the metro guards of the assembly for refusing to pay a specified amount with the allegation that I paid wrongly.

SIGN: [Signature]

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

### RECEIVING DEPARTMENT:

RECEIVING OFFICER: DERRICK DATE: 22/09/2019

### ACTION TAKEN:

Complaint was invited and interrogated and subsequently the issue was resolved amicably

SIGN: [Signature]

### FOR CLIENT SERVICE USE:

RECEIVING OFFICER: Alhassan DATE: 28/9/19

FEEDBACK: Issue resolved

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: 24/08/2019

### DETAILS OF COMPLAINTS:

NAME: Wana Adwo SEX: F  
 ADDRESS: W 16 COMM 8  
 TEL NO: 0244284379  
 EMAIL ADDRESS: \_\_\_\_\_

### COMPLAINTS:

A chinese woman at comm 9 (marquis building) near the complex mellenum is cooking and selling food to companies without documents and health certificate. Secondly the environment in which she cooks the food is very bad. All effort to get her to stop has proven futile.

SIGN: [Signature]

COMPLAINT REFERED TO: PHD

SIGN: [Signature]  
(HEAD OF DEPT.)

### RECEIVING DEPARTMENT:

RECEIVING OFFICER: Abbey

DATE: 27/08/19

### ACTION TAKEN:

Officer in charge went to the site for inspection and interrogated

SIGN: [Signature]

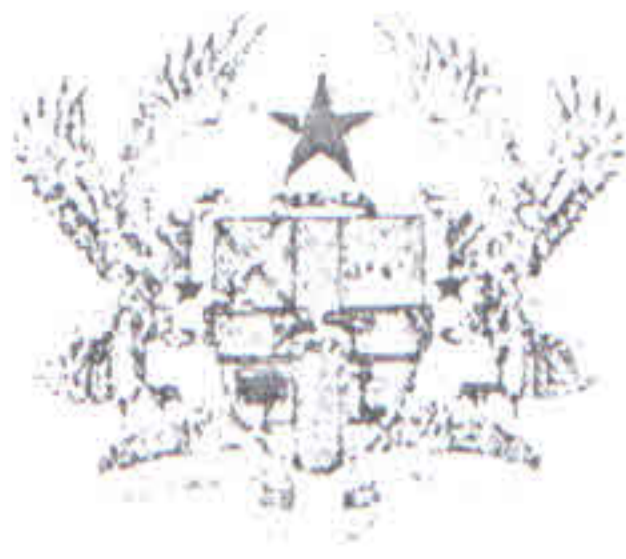
### FOR CLIENT SERVICE USE:

RECEIVING OFFICER: IRENE

DATE: 2-9-19

FEEDBACK: Resolved

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: 26/8/2019

### DETAILS OF COMPLAINTS:

NAME: David Mensah SEX: Male  
 ADDRESS: P.O. Box CS 8356.  
 TEL. NO: 0243685062  
 EMAIL ADDRESS: \_\_\_\_\_

### COMPLAINTS:

I have an intention of opening a Shop  
 so I want to find out the process of  
 doing that

SIGN: David

COMPLAINT REFERED TO: Works department SIGN: \_\_\_\_\_  
 (HEAD OF DEPT.)

RECEIVING DEPARTMENT: David DATE: 27/8/2019  
 RECEIVING OFFICER: \_\_\_\_\_

### ACTION TAKEN:

was taken through the necessary procedures  
 to acquire the permit

SIGN: [Signature]

### FOR CLIENT SERVICE USE:

RECEIVING OFFICER: ALHASSAN DATE: 29/8/2019  
 FEEDBACK: \_\_\_\_\_

The Issue Addressed.

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: 18/09/19

### DETAILS OF COMPLAINTS:

NAME: FLORA AGGREY-TYNN Amisraff SEX: FEMALE  
 ADDRESS: 1/S 25, SITE 18, COMMUNITY ONE, TEMA  
 TEL. NO: 020 820 4776  
 EMAIL ADDRESS: floratetteh.kat@gmail.com  
 COMPLAINTS: PAMPAM AREA, OPPOSITE AMICAL HOTEL.

The issue of trotro drivers parking their vehicles on our street making it difficult to drive through especially when driving my SUV. There are times I have to wait for several minutes for a driver to move his vehicle. Several warnings have fallen on deaf ears.

SIGN: *[Signature]*

COMPLAINT REFERED TO: Transport dept

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

### RECEIVING DEPARTMENT:

RECEIVING OFFICER: EDEM

DATE: 21/09/2019

### ACTION TAKEN:

The officer in charge went to verify the complaints at that particular area.

SIGN: *[Signature]*

### FOR CLIENT SERVICE USE:

RECEIVING OFFICER: ALHASSAN

DATE: 02/10/2019

FEEDBACK: The complaint was addressed amicably.

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