



SUHUM MUNICIPAL ASSEMBLY
MEMORANDUM

TO: MUNICIPAL CHIEF EXECUTIVE
THRO: MUNICIPAL CO-ORDINATING DIRECTOR
FROM: CLIENT SERVICE OFFICER
DATE: 4TH JULY 2025
SUBJECT: SUBMISSION OF THE SECOND QUARTER REPORT ON THE
ACTIVITIES OF THE CLIENT SERVICE

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I submit herewith the quarterly report detailing the activities of the Client Service Unit from April
– June 2025 for your perusal.

Counting on your usual co-operation.

Thank you.



AZIAGA EMMANUEL
CLIENT SERVICE OFFICER

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P/S S/G
AA 4/07/25

SECOND QUARTER REPORT ON THE ACTIVITIES OF THE CLIENT
SERVICE UNIT OF SUHUM MUNICIPAL ASSEMBLY

Introduction

The Client Service Unit is the first point of contact between the Suhum Municipal Assembly and its external stakeholders. It is responsible for documenting, classifying, and managing complaints, inquiries, and feedback according to approved procedures. This report provides an analysis of the activities conducted during the second quarter of 2025.

Activities of the Client Service

Visitors

From April to June 2025, the Client Service Unit received and assisted **13 clients** in accessing a range of services offered by the Assembly. These visitors sought assistance with various services, including permit applications, fee payments, and offering personalized support to the client based on their specific needs and requirements.

Complaints

From April – June 2025, the unit recorded two (2) complaints and the details are as follows:

S/N	DATE	FROM WHOM RECEIVED	SUBJECT	ACTION
1.	12/05/2025	Emmanuel Yaw Boateng	Petition Against Blockage of Access Road	The Matter was referred to P.R.C.C. for resolution. It has been resolved accordingly.
2.	24/06/25	Ernest Osei Yiadom-Boakye	ZoomLion Truck Drivers Blocking Access to our Farms.	The Matter was referred to P.R.C.C. for resolution. It has been resolved accordingly.

Enquiries/Requests:

The Unit addressed several enquiries, primarily from clients who visited in person, as outlined below:

- Permit Applications – Clients sought guidance on business and building permits.
- Fee Payments – Requests for clarification on burial permits, property rates, and other fees.

Client Feedback

The CSU received positive feedback from clients regarding its responsiveness and professionalism.

Challenges Encountered

The absence of a printer created difficulties in handling administrative tasks and preparing necessary documents. Additionally, the inadequate supply of A4 sheets caused delays in printing frequently used client forms.

Recommendation

To enhance service delivery, the following measures are recommended:

- Provision of a Printer – Acquiring a high-quality printer will facilitate timely document processing and administrative work.
- Consistent Supply of A4 Paper – Ensuring a steady supply of A4 sheets to prevent delays in printing frequently used client forms will help maintain smooth operations and prevent service disruptions.

Conclusion

The Unit remains steadfast in its mission to provide exceptional service and support to clients seeking assistance from the Assembly.