

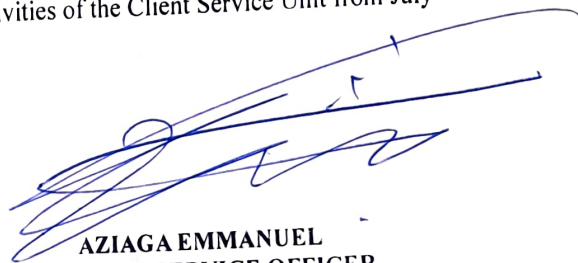


SUHUM MUNICIPAL ASSEMBLY
MEMORANDUM

TO: MUNICIPAL CHIEF EXECUTIVE
THRO: MUNICIPAL CO-ORDINATING DIRECTOR
FROM: CLIENT SERVICE OFFICER
DATE: 6TH OCTOBER 2025

SUBJECT: **SUBMISSION OF THE THIRD QUARTER REPORT ON THE ACTIVITIES**
OF THE CLIENT SERVICE

I submit herewith the quarterly report detailing the activities of the Client Service Unit from July – September 2025 for your perusal.
Counting on your usual co-operation.
Thank you.



AZIAGA EMMANUEL
CLIENT SERVICE OFFICER

REGION

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

Introduction

This report provides an analysis of the activities of the Client Service Unit conducted during the third quarter of 2025.

Activities of the Client Service

Visitors

From July – September 2025, the Client Service Unit received and assisted **12 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

During the third quarter, the Client Service received one (1) complaint and the details are as follows

S/N	DATE	FROM WHOM RECEIVED	SUBJECT	ACTION
1.	30/09/25	Mad. Gladys Awusi	Unauthorized Construction on Family Compound by a Relative	Management tasked the Physical Planning Officer to act 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.

Recommendations

In consideration of optimizing the functionality and comfort of the Client Service Unit the following recommendations are proposed:

- Sensitization of the services of the Assembly.
- Training and development for unit personnel ensure they remain equipped with the necessary skills and knowledge to assist clients effectively.
- 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.