



SUHUM MUNICIPAL ASSEMBLY
MEMORANDUM

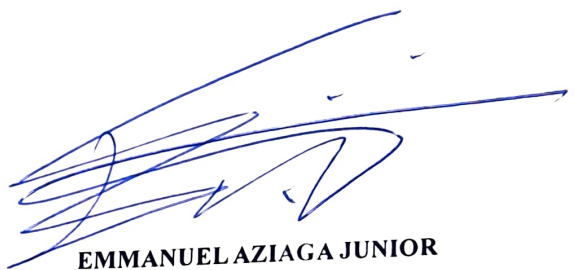
TO: MUNICIPAL CHIEF EXECUTIVE
THRO: MUNICIPAL CO-ORDINATING DIRECTOR
FROM: CLIENT SERVICE OFFICER
DATE: 7TH APRIL 2025
SUBJECT: SUBMISSION OF THE FIRST QUARTER REPORT ON THE ACTIVITIES OF THE CLIENT SERVICE

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

Counting on your usual co-operation.

Thank you.



EMMANUEL AZIAGA JUNIOR

② PRO
Pls SL
AA 7th April 2025

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

Introduction

The Client Service Unit (CSU) serves as the first point of contact between the Suhum Municipal Assembly and its external stakeholders. It ensures that complaints, enquiries, and feedback are documented, classified, and managed in line with approved procedures. This report presents an analysis of CSU activities for the first quarter of 2025.

Activities of the Client Service

Visitors

Between January and March 2025, the Client Service Unit (CSU) received and assisted **9 clients** who visited the Assembly in person. These visitors sought assistance with various services, including permit applications, fee payments, and general enquiries. The CSU ensured clients received timely support and guidance on Assembly procedures.

Complaints, Enquiries/Requests

During the first quarter, the CSU recorded one (1) complaint and addressed several enquiries, primarily from clients who visited in person, as outlined below:

Complaint:

S/N	DATE	FROM WHOM RECEIVED	SUBJECT	ACTION
1.	13/03/25	Abdul-Munin Razak	Request for Security Personnel Assisting School Children Crossing Principal Roads to and from School	The Matter was referred to P.R.C.C. It has been resolved accordingly.

Enquiries/Requests:

- Requests for clarification on burial permits, property rates, and other fees.
- Assistance with submitting letters.

Client Feedback

The CSU received highly positive feedback from clients regarding the Assembly's prompt response to their requests and the professionalism demonstrated in addressing their needs.

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 and operational efficiency, 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.
- Refrigerator: A refrigerator would offer the convenience of storing refreshments and perishable items for both clients and staff, promoting a hospitable environment and ensuring their comfort during visits.