ASSIN SOUTH DISTRICT ASSEMBLY

REPUBLIC OF GHANA

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TO :D.C.E. / D.C.D.

FROM :CLIENT SERVICE UNIT

DATE :22nd DECEMBER 2026

SUBJECT :**ANNUAL REPORT OF THE ASSIN SOUTH CLIENT SERVICE UNIT FOR THE YEAR, 2026**

I submit herewith, the attached Annual Report of the Assin South Client Service Unit for your information and necessary action.

Thank you for your cooperation.

JOANA AKUA DANSOAH ADJEI DANSO

(CLIENT SERVICE OFFICER)

ANNUAL REPORT OF THE ASSIN SOUTH CLIENT SERVICE UNIT FOR THE YEAR, 2026

Prepared by: The Client Service Unit

1.INTRODUCTION

The Client Service purpose of operationalizing is to ensure quality and efficient service delivery to the general public within the jurisdiction of Assin South District Assembly. The Client Service Unit purposed at educating the populace within the district to demand services that are due to them at an acceptable standard. These services provide feedback on the level of satisfaction of services received would be evaluated, and eventually provide grounds for management to review systems and processes with the expected aim of serving the people of Assin South District better.

2.0 PERSONNEL

The strength of the staff of the unit is two(2) which consist of one focal person and one(1) supporting officer.. The above mentioned officers are Client Service officer and National Service Personnel. In order to stay informed on the experiences of the client departments which are not accommodated in the same office complex of the client service unit, a designed template was giving to tire offices such as the Education Directorate, Health Directorate, Works Department and Agriculture Department to track clients.

3.0 OBJECTIVES

The Client service provide feedback on the level of satisfaction received, and eventually provide grounds for management to review systems and processes with the expected aim of serving the people of Assin South District better.

In view of this, the following objectives were set out to be achieved by the Client Service for the year under review;

- Review of 2025 Setback and Address them
- Client Complaint and Follow up
- Sensitization on the importance and benefits of using the client service unit
- Prepare Annual Report
- Client Service Appraisal

4.0 IMPACT OF THE ACTIVITIES TAKEN

4.1 REVIEW OF 2025 SETBACK AND ADDRESS THEM

On , Monday 12th January, 2026, the unit as part of its work plan reviewed the setbacks for the year. The failure of clients to visit the client service unit was a major setback for the year. The absence or lack of engagement from clients in visiting the client service unit, possibly indicating a reluctance on their part to utilize the services provided. Some strategies were adopted to educate clients on the need to visit the client service unit before going to the various departments. Also, there were proactive communication on the benefits of utilizing the client service unit and easy accessibility to the office. The unit employed various strategies to address issues that arose when serving the clients are stated below;

- Comprehensive training programs were provided for the Heads of Departments and Units to equip them with the necessary skills and knowledge to handle diverse client inquiries and challenges effectively.

The receptionist was tasked to direct clients to the various department, units within the assembly to easily access the needed information for the individual use or purpose.

4.2 SENSITIZATION ON THE IMPORTANCE AND BENEFITS OF USING THE CLIENT SERVICE UNIT

Through a customer focused approach aimed at improving overall client satisfaction, the unit held engagement with 6 communities from each Area Council within the district from 18th to 22nd May 2026. The communities included Assin Darmang, Assin Nsuta, Assin Nyankumasi, Assin Homaho, Assin Nuanua, and Assin Manso. They were sensitized on the importance of the benefits of utilizing the client service unit. During the session, community members raised concerns regarding the unit, and the issues presented were addressed. .

4.3PREPARE ANNUAL REPORT

The Annual and Activities Report of the client service unit was duly prepared and submitted to the District Coordinating Director for approval. This exercise was done on Thursday 22nd, December 2026 and was supervised by the client service supervisor to ensure the client service officer deliver timely on its mandate.

5.0 COMPLAINTS RECEIVED

The Client Service Unit which is the first point of call for the general public and all other persons who come to the Assembly for both official and unofficial purposes. Among the complaints received from the general public that came to the Assembly were issues related to child maintenance and neglect, Enquires on General Advice and welfare, paternity issues, complaints

against resident of wrongfully building, request for educational support and enquires on loan application.

6.0 MAJOR CHALLENGES

The Client Service unit faces several major challenges including;

- Lack of Logistics such Laptops, Printers, Visitors Tag, Television, Newspapers, Telephone etc
- Lack of Personnel
- Resource Constraints

7.0 RECOMMENDATIONS

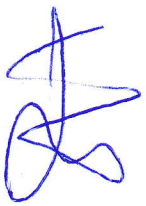
The unit can establish a successful client service unit that effectively meets the needs of the clients and enhance overall customer satisfaction by implementing these recommendations.

- By fostering a customer centric culture within the Assembly, where all staff are committed to prioritizing the needs and satisfaction of clients.
- Implementing multiple communication channels for clients to reach the client service unit
- Investing in regular training and development programs for staffs to enhance their customer service skills, product knowledge and conflict resolution activities.
- Allocating of adequate resources, including staffing, budget and technology to ensure that the unit is equipped to handle the volume and complexity of clients inquiries and complaints effectively.
- Maintaining proactive communication with clients to manage expectations, provide updates on the status of their inquiries and complaints and demonstrate a commitment to resolving issues promptly.

8.0 CONCLUSION

The year under review was an insightful one. The report highlights the vital role of the client service unit in ensuring customer satisfaction and fostering positive relationships with clients.

Signed by:



JOANA AKUA DANSOAH ADJEI DANSO

(CLIENT SERVICE OFFICER)