

MINISTRY OF TRANSPORT



CLIENT SERVICE UNIT END OF YEAR COMPLIANCE REPORT 2023

(JANUARY – 29TH DECEMBER, 2023)

TABLE OF CONTENTS

Contents

LIST OF FIGURES	i
LIST OF TABLES.....	i
1.0 INTRODUCTION	1
2.0 OBJECTIVES	1
3.0 METHODOLOGY	2
4.0 CONTACT DETAILS OF OFFICERS AT THE CLIENT SERVICE UNIT	2
5.0 ANALYSIS ON ACTIVITIES	2
6.0 CHALLENGES	4
7.0 RECOMMENDATIONS	5
8.0 CONCLUSION	5
APPENDIX 1: SERVICE DELIVERY STANDARDS (SDS) RESULTS MATRIX	6
OTHER SERVICES RENDERED	7

LIST OF TABLES

Table 1: Contact Officers at CSU	2
--	---

LIST OF FIGURES

Figure 1: Applications Received Vs Processed	3
Figure 2: Standard Timeframe vs Average Days Used.....	4

1.0 INTRODUCTION

The Ministry of Transport is mandated to formulate policies on Road Transport Services, Aviation, Maritime and Inland waterways; coordinate sector specific interventions; and monitor and evaluate the implementation of policies, programs/projects to ensure high standards of safety, security and cooperation in the transport sector to the general public.

As part of efforts to improve service delivery enshrined in the Ministry's mandate, the Client Service Unit has been established to ensure that government services were delivered promptly, efficiently and properly address concerns of the general public.

The Unit serves as the liaison between the Ministry's Clients and Management and assists Management of the Ministry by ensuring that complaints and other related matters were addressed and information provided to stakeholders in the Transport Sector. This compliance report provides information on the performance of the Unit over the period under review.

The Client Services Officers of the Ministry had the opportunity to attend a Client Service Charter Template and Compliance Monitoring and Reporting Framework Training Workshop. The workshop was held in Koforidua from the 11th – 14th December, 2023 (attached is a report).

2.0 OBJECTIVES

The objectives of this CSU compliance report is to:

- Provide information on details of activities of the Unit for the 1st – 4th quarter of 2023.
- Examine the Ministry's compliance with the service delivery standards as indicated in the Client Service Charter.
- To find appropriate means of addressing complaints from clients as well as provide recommendations for the Unit.

3.0 METHODOLOGY

This reporting period covers January to December, 2023. This section outlines the systematic approach used in collecting, analyzing and interpreting data for the development of the report. Data on complaints, applications and information on Clients as indicated in appendices 1 and 2 were employed for the analysis of this report. The client service unit of the Ministry has provided client request forms that walk-in clients fill-out providing details to the service required or being sort after. The data collection tool provided by the OHCS was shared with the other directorates of the Ministry. These directorates were tasked to take regular records of requests for reconciliation and reporting. Service delivery standards provided by the client service charter were used as the yardstick to measure performance output of the Unit all other supporting directorates.

4.0 CONTACT DETAILS OF OFFICERS AT THE CLIENT SERVICE UNIT

Table 1: Contact Officers at CSU

NO	NAME	GRADE	TELEPHONE NO.	EMAIL
1.	Linda Anoon	ADIIA	0242141703	nanaadjoa184@yahoo.com
2.	Mischel Racheal Yeboah	Principal Executive Officer	0246257577	raehealmischelyeb@gmail.com

5.0 ANALYSIS ON ACTIVITIES

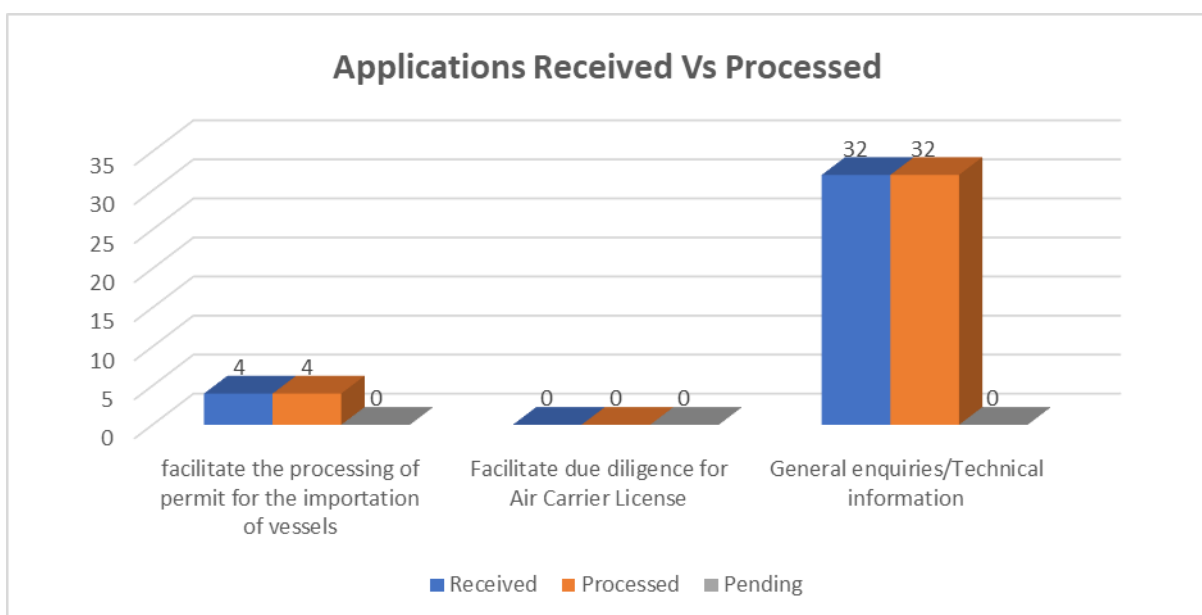
5.1 Analysis on total applications received, total applications processed, total applications not processed and reason for non-processing;

The Ministry commits itself and subscribes to three (3) service standards within certain time frames:

- i. Facilitate the processing of permit for the importation of vessels: In the period under review, four (4) applications were received and all received requests were delivered.
- ii. Facilitate due diligence for Air Carrier License: There were no applications received for this services.

- iii. General enquiries/Technical Information: Thirty-two (32) applications were received during the period under review and all request were successfully delivered.

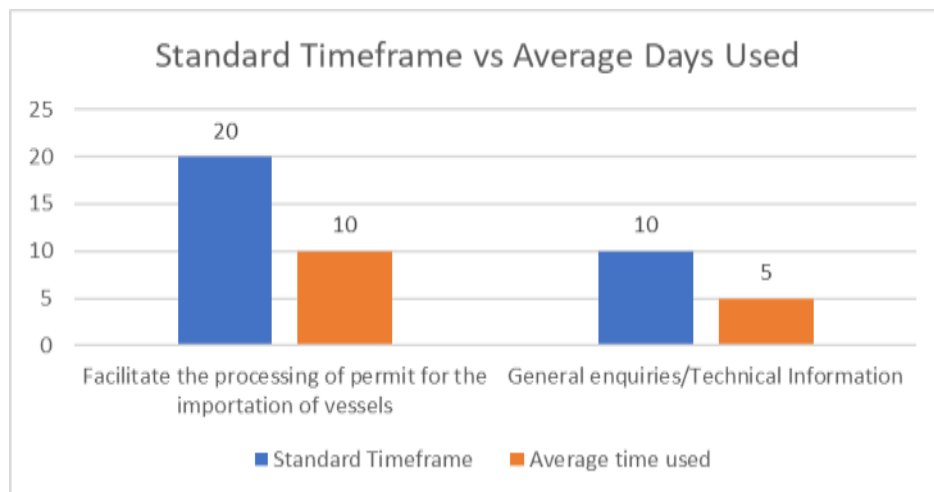
Figure 1: Applications Received Vs Processed



5.2 Analysis on standard timeframe, actual number of days taken for processing, average number of days taken for processing applications and reasons for the shortfall

- i. Facilitate the processing of permit for the importation of vessels: The standard time frame for this service is twenty (20) days and each service was delivered within the stipulated time frame. The average number of days taken to process each application was ten (10) days.
- ii. General enquiries/Technical Information: The standard time frame for this service is ten (10) days and each service was delivered within the time frame. The average number of days taken to process each application was five (5) days.

Figure 2: Standard Timeframe vs Average Days Used



5.3 Analysis on other Services not listed in the CSC but processed; total number of other services received, numbers processed, numbers not processed and average time taken to process

- i. An organization walked in to enquire about dredging/excavator services in Ghana. The client was directed to the Hon. Minister’s office for information to be provided. (what follow up was done to ensure the successful execution of this service)

5.4 Number of Complaints Received, Resolved, and Pending

- i. The Ministry recorded no complaints during the period under review.

6.0 CHALLENGES

- i. There is a disconnection between the Client Service Unit and the various Directorate/Units in terms of information sharing.

- ii. In relation to the importation of vessels, meeting service delivery standards as proposed in the Client Service Chapter and reporting on feedback were sometimes challenging. This is because the activities involve in the granting of permit for the importation of boats and licensing sits with Ghana Maritime Authority making it difficult in tracking service progress and reporting on feedbacks.

7.0 RECOMMENDATIONS

- i. There is the need for improved communication/information sharing between the Client Service Unit and the various Directorates/Units.
- ii. Based on the challenge in relation to the vessel permit, it is recommended that, there should be reengineering of the process and the service delivery standards to reflect the situation with the real work in granting permits and licensing.
- iii. There should also be the creation of a shared platform with the various Agencies to track and report on the progress of applications received.

8.0 CONCLUSION

With support from Management and staff of the Ministry, the Unit was able to efficiently and effectively provide clients with the needed assistance required during the review period. All applications received were processed and feedback given to Clients. Striving for excellence service means continuous improvement to delight our Clients.

PREPARED BY:

LINDA ANOON
(HEAD OF CLIENT SERVICE UNIT)

APPENDIX 1: SERVICE DELIVERY STANDARDS (SDS) RESULTS MATRIX

NO.	SERVICE	TIME FRAME	NO. APPLICATIONS RECEIVED	NO. OF APPLICATIONS PROCESSED	AVERAGE NO. OF DAYS TAKEN TO COMPLETE PROCESSING OF APPLICATION	REMARKS
1.	Facilitate the processing of permit for the importation of vessels	20 days	4	4	Less than 10 days for each application	Applications were successfully carried out and forwarded to GMA
2.	Facilitate due diligence for Air Carrier License	10 days	-	-	-	No applications received during the quarter in review
3.	General enquiries/Technical Information	10 days	32	32	Less than 10 days for each application	Clients were attended to by Directorates in charge successfully

OTHER SERVICES RENDERED

NO.	SERVICE	NO. APPLICATIONS RECEIVED	NO. OF APPLICATIONS PROCESSED	AVERAGE NO. OF DAYS TAKEN TO COMPLETE PROCESSING OF APPLICATION	REMARKS
1.	Enquiry on Dredging Services	1	1	1 day	The client was directed to Minister's office and information was provided within one working day.