



2023 END -OF -YEAR REPORT ON THE OPERATIONS OF OHCS CLIENT SERVICE UNIT



DECEMBER 2023

TABLE OF CONTENTS

LIST OF ACRONYMS..... ii

1.0 INTRODUCTION 1

2.0 OBJECTIVES 1

3.0 METHODOLOGY 1

4.0 CONTACT DETAILS OF OFFICERS AT THE CLIENT SERVICE UNIT 1

5.0 ANALYSIS OF FINDINGS:..... 2

 5.1 OHCS Compliance with Service Delivery Standards (SDS) 2

 5.2 Analysis on total applications received, total applications processed, total applications not processed and reason for non-processing..... 4

 5.3 Analysis on standard timeframe and average number of days taken for processing applications and reasons for the shortfall..... 5

 5.4 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 6

 5.5 Number of Complaints Received, Resolved, and Pending 7

6.0 CHALLENGES 7

7.0 RECOMMENDATIONS..... 8

8.0 CONCLUSION..... 8

 APPENDIX 1: SERVICE DELIVERY STANDARDS (SDS) RESULTS MATRIX AS AT THE END OF 2023..... 9

 APPENDIX 2: OTHER SERVICE NOT LISTED IN THE CHARTER BUT PROCESSED IN 2023 12

LIST OF FIGURES

Figure 1: Applications received against Applications processed (A) 4

Figure 2: Applications received against Applications processed (B) 4

Figure 3: Time frame against average no. of days taken 5

LIST OF TABLES

Table 1: Contact Officers at the CSU 2

Table 2: List of Services 4

LIST OF ACRONYMS

CMD	-	Career Management Directorate
CSC	-	Client Service Charter
CSU	-	Client Service Unit
IPPD	-	Integrated Personnel Payroll Database
MDAs	-	Ministries, Departments and Agencies
OHCS	-	Office of the Head of the Civil Service
PBMED	-	Planning, Budgeting, Monitoring and Evaluation Directorate
PSCMD	-	Procurement and Supply Chain Management Department
RCU	-	Reforms Coordinating Unit
RSIMD	-	Research, Statistics and Information Management Directorate
RTDD	-	Recruitment, Training and Development Directorate
SDS	-	Service Delivery Standards

1.0 INTRODUCTION

Providing excellent client service is crucial for any organization striving to establish a strong reputation and thrive in its industry. The level of service directly impacts client loyalty, and it also plays a significant role in obtaining valuable feedback. Feedback is essential for organizations to understand their clients' perspectives on their products and services.

In pursuit of these objectives, the Client Service Unit of the Office of the Head of the Civil Service (OHCS) was established. This Unit serves as the interface between OHCS and its clientele, providing pertinent information to stakeholders upon request. Additionally, it actively collects information from diverse sources to accurately address client concerns and gather feedback for the continuous enhancement of service delivery standards within the OHCS.

This report presents details regarding the status of implementing the Service Delivery Standards (SDS) of the OHCS and outlines various activities undertaken by the CSU spanning from January to December 2023.

2.0 OBJECTIVES

The objectives for reporting on the operations of the OHCS CSU are to:

- Conduct a thorough analysis of the extent to which the Service Delivery Standards specified in the OHCS CSC were adhered to as of December 2023.
- Present a comprehensive report on the services provided to clients and other operational activities conducted by the OHCS CSU up to December 2023

3.0 METHODOLOGY

The Unit gathered information on services provided by the implementing Directorates using the Client Service Charter Framework Template. The data received was analysed to produce this report.

4.0 CONTACT DETAILS OF OFFICERS AT THE CLIENT SERVICE UNIT

The contact details of officers managing the OHCS client Service Unit are indicated below:

NO.	NAME	GRADE	PHONE NUMBER	EMAIL
1.	Francis Osei-Mensah	Research Officer	0249832588	Omf10000@yahoo.com
2.	Helena Wireko-Tawiah	Assistant Information Officer	0242623695	helena.wireko-tawiah@ohcs.gov.gh

Table 1: Contact Officers at the CSU

5.0 ANALYSIS OF FINDINGS:

Three (3) broad categories were established from the data analysis results: compliance with Service delivery Standards, services provided that are not included in the OHCS Client Service Charter, and the number of complaints that were received, resolved, and still ongoing. Appendix 1 contains a detailed breakdown of the service delivery standards (SDS) results matrix table.

5.1 OHCS Compliance with Service Delivery Standards (SDS)

The Office has nineteen (19) services outlined in its Client Service Charter as of December 2023. These services, as well as their implementing Directorates/Units are listed below.

No	Service	Time Frame	Implementing Directorates
1.	a. Approval of Schemes of Service, Organisational Manual, Establishment Levels & b. Client Service Charter	3 working days after CS Council's decision	a. Career Management Directorate b. Planning, Budgeting, Monitoring and Evaluation Directorate
2.	Approval for the Creation of Posts	3 working days after CS Council's decision	Career Management Directorate & Civil Service Council
3.	Processing of completed IPPD II input forms	9 working days after the IPPD system is opened	Research, Statistics and Information Management Directorate
4.	Processing of Salary related issues	9 working days after the IPPD system is opened	Research, Statistics and Information Management Directorate
5.	Processing of Conversion	3 working days after CS Council's decision	Career Management Directorate
6.	Processing of Upgrading	5 working Days. 10 working days	Career Management Directorate
7.	Transfer of Service	10 working Days after receipt of document	Career Management Directorate

No	Service	Time Frame	Implementing Directorates
		10 working days after receipt of feedback from receiving organisation	Career Management Directorate
8.	Processing of Leave of Absence	10 Working Days	Career Management Directorate
9.	Processing of Secondment	10 Working days	Career Management Directorate
10.	Processing of application for Promotions	Annually (Dates determined by corresponding letters) Convey feedback to candidates 60 working days after interview process	Career Management Directorate
11.	Re-instatement	10 Working Days	Career Management Directorate
12.	Approval for Change of Name	3 working days	Career Management Directorate
13.	Approval for Correction of Date of Birth	10 working days	Career Management Directorate
14.	Recruitment / Replacement of exited staff into the Civil Service	Graduate entry level: 10 working days after Council's approval. Non- Graduate entry level: 10 working days	Recruitment, Training and Development Directorate
15.	Approval of study leave with or without pay	7 working days	Recruitment, Training and Development Directorate
16.	Resignation out the Service	3 working days	Career Management Directorate
17.	Approval of Notification for Studies	3 working days	Recruitment, Training and Development Directorate
18.	Sale of Employee Handbook, Schemes of Services for various classes and relevant Human Resource Policy Documents	Within 30 minutes after payment made	Reforms Coordinating Unit
19.	Provide general information	3 days	All Directorates

Table 2: List of Services

Applications for the above specified services were received by the Office, and the number of applications processed, the duration for processing these applications, and the actual number of days needed to process these applications were all compared with the data on applications received. *(Find details of Services requests received and processed in Appendix 1)*

The number of applications received compared to the number of applications processed is summarised in Figure 1 and 2. The time estimated for processing applications is compared with the actual number of days required to process applications is presented in Figure 3. The number of applications received with regards to services not listed in the CSC but processed is presented in figure 4. *(Find details of Services not listed in the CSC but processed in Appendix 2)*

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

Figure 1: Applications received against Applications processed (A)

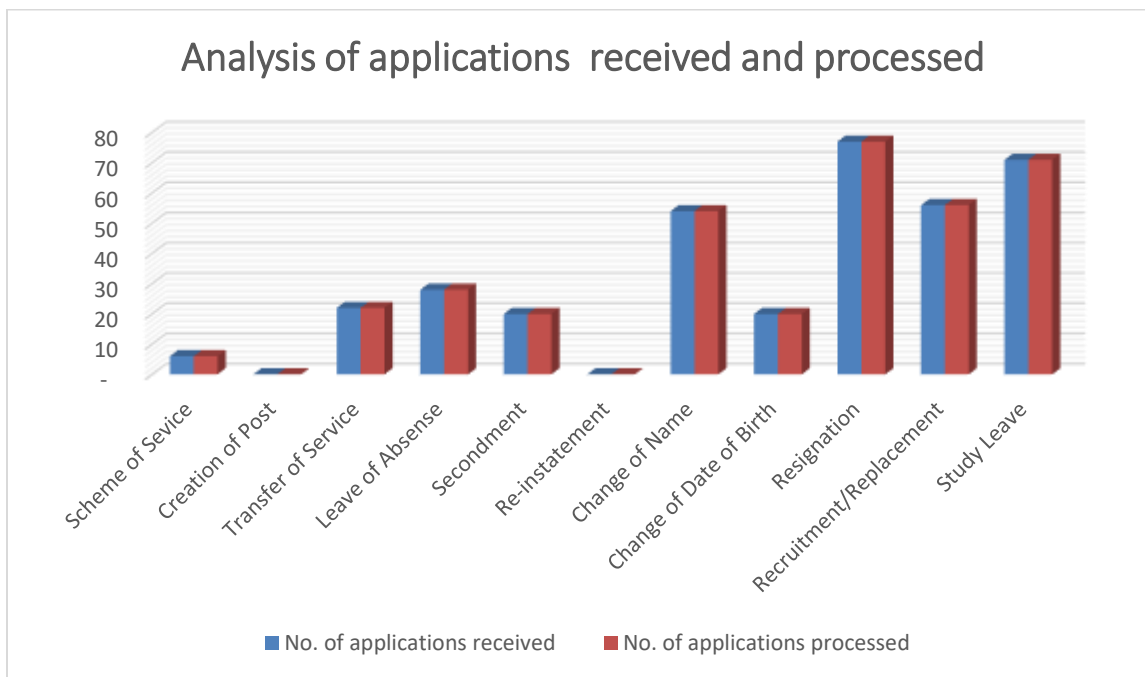


Figure 2: Applications received against Applications processed (B)

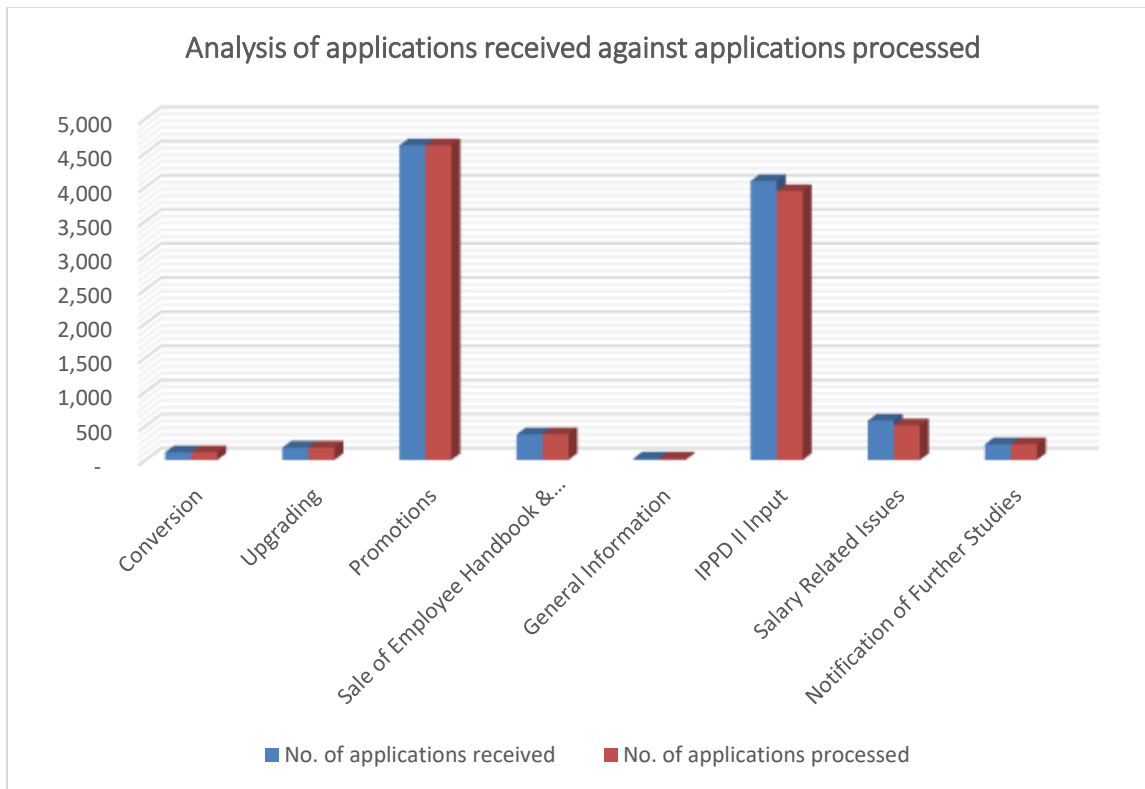


Figure 1 and 2 above shows that a total of Ten thousand, five hundred and Forty (10,540) applications were received. Out of this number Ten thousand and three hundred and twenty-three (10,323) applications were successfully processed as at the end of 2023. This represents a 97.94% processing rate of services listed in the CSC. The Office has an outstanding two hundred and seventeen (217) requests to be processed. See Appendix 1 for details.

5.3 Analysis on standard timeframe and average number of days taken for processing applications and reasons for the shortfall.

Figure 3: Time frame against average no. of days taken

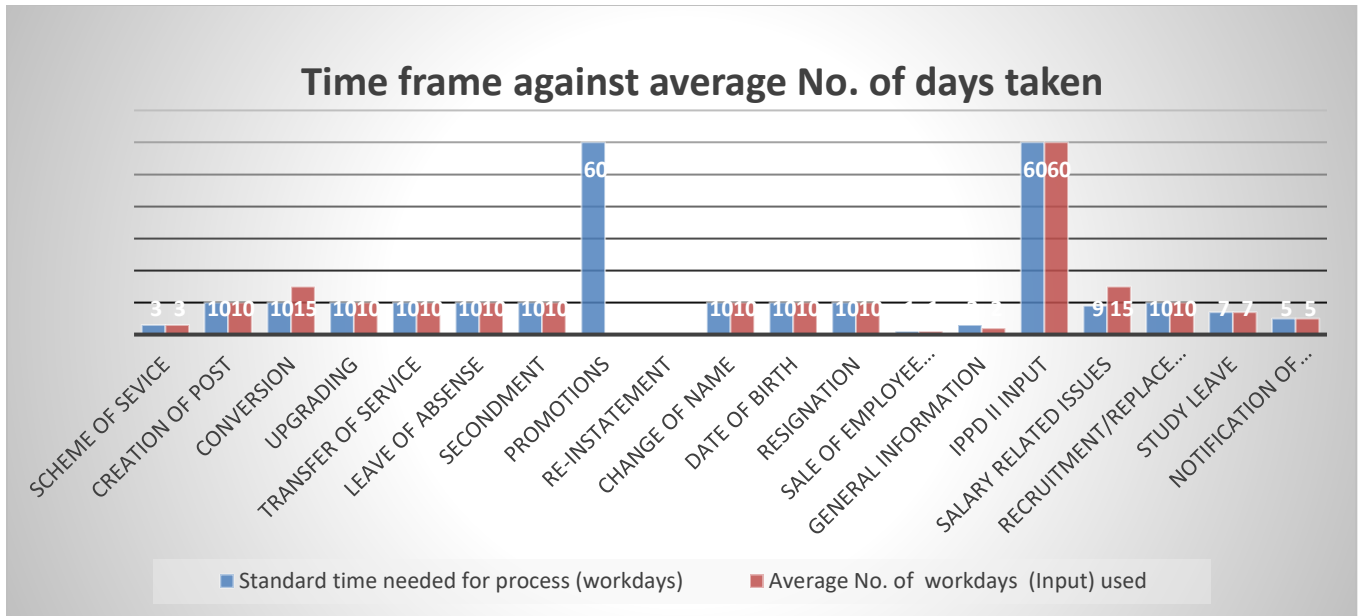


Figure 3 shows that, as at the end of 2023 twenty-one (21) requests received were processed before their stipulated timeframe. Again, fourteen (14) services were processed within/on their specified timeframe. This indicates that, 84.21% of requests received were processed on or before their stated timeframe. Processing of conversion, approval of change of name and resignation out of service were processed beyond their scheduled timeframe. The timeframe for processing promotions was not yet ascertained as at the time of preparing this report since the promotion process is still on-going.

5.4 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

Figure 4: Other services not listed in the CSC but processed

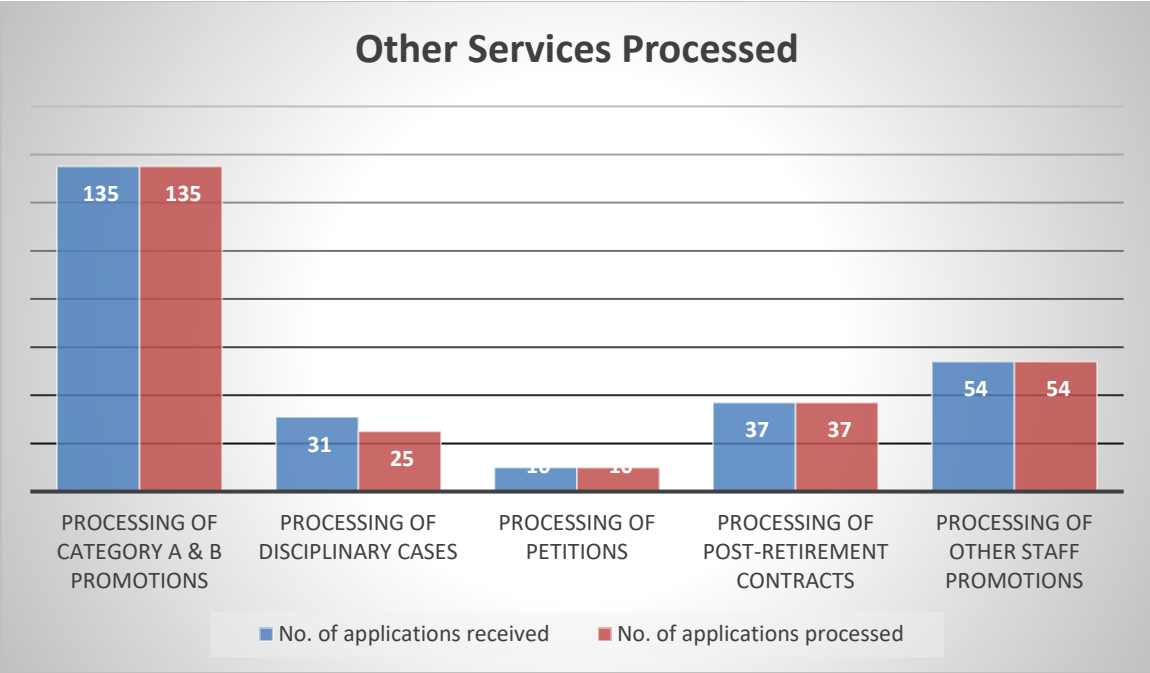


Figure 4 shows that, as at the end of 2023, out of two hundred and sixty-seven (267) applications for other services, two hundred and sixty-one (261) requests were processed before/on their stipulated timeframe. This represent a 97.75% compliance rate when it comes to services that are not listed in the CSC but processed.

5.5 Number of Complaints Received, Resolved, and Pending

The Unit did not receive any complaints during the period under review.

6.0 CHALLENGES

a. Tracking of complaints and services referred to implementing directorates

The Unit lacks a centralised and efficient system for tracking complaints, service requests and managing information. There is minimal collaboration between the Client Service Officer(s) and the implementing directorates making it difficult to track services or responses provided to Client on time hence making it challenging to track progress. In addition, the Unit employs a manual process for tracking complaints and services which is time consuming.

b. Logistics

The absence of internet resources in the Unit results in delayed responses during client interactions, adversely affecting the overall consumer experience. Additionally, the Unit is yet to be provided with logistics to facilitate its prompt delivery of services.

7.0 RECOMMENDATIONS

a. Workflow Automation

The implementation of workflow automation, along with the establishment of consistent communication protocols between Client Service Officers and the implementing directorate, should be considered by the office. This approach would provide Client Service Officers with immediate information regarding services provided by the implementing directorate, thereby optimizing the tracking process and improving the overall client service experience.

b. Investing in Logistics

Investing in modern computer equipment, dependable printers, and a stable internet connection is recommended for the Unit. This initiative will decrease turnaround time in client service, ultimately enhancing the quality and efficiency of service delivery, resulting in increased client satisfaction.

8.0 CONCLUSION

The Client Service Unit (CSU) serves as the main point of contact for all individuals visiting the office in need of services. Throughout the specified period, the unit demonstrated commendable performance by delivering exceptional service to its clients.

It is envisaged that with management continuous support the service delivery standard of the OHCS will be enhanced in the ensuing year.

APPENDIX 1: **SERVICE DELIVERY STANDARDS (SDS) RESULTS MATRIX AS AT THE END OF 2023**

S/No	Services	Time Frame	No. of Applications Received	No. of Applications Processed	Actual No. of Days Taken to Process Application	Remarks
1.	Approval of Schemes of Service, Organisational Manual, Establishment Levels & Client Service Charter	3 working days after CS Council's decision	6	6	3 working days	
2.	Approval for the Creation of Posts	3 working days after CS Council's decision	0	0	0	No applications were received in the year under review
3.	Processing of Conversion		110	110	15 working days	Processing of Conversion sometimes delayed because of bureaucracy
4.	Processing of Upgrading	10 working days	180	180	10 working days	
5.	Transfer of Service	10 working Days after receipt of document	22	22	10 working days	
6.	Processing of Leave of Absence	10 Working Days	28	28	10 working days	
7.	Processing of Secondment	10 Working days	20	20	10 working days	
8.	Processing of application for Promotions	Annually (Dates determined by corresponding letters)	4,610	4,610		

S/No	Services	Time Frame	No. of Applications Received	No. of Applications Processed	Actual No. of Days Taken to Process Application	Remarks
		Convey feedback to candidates 60 working days after interview process				
9.	Re-instatement	10 Working Days	0	0	10 working days	No applications were received in the year under review
10.	Approval for Change of Name	10 working days	54	54	10 working days	
11.	Approval for Correction of Date of Birth	10 working days	20	20	10 working days	
12.	Resignation out the Service	10 working days	77	77	10 working days	
13.	Sale of Employee Handbook, Schemes of Services for various classes and relevant Human Resource Policy Documents	Within 30 minutes after payment is effected	374	374	5-10 minutes	
14.	Provide general information	3 days	21	21	2 days	
15.	Processing of completed IPPD II input forms	60 working days after the IPPD system is opened	4088	3939	60 days	149 Outstanding applications yet to be processed, which was as a result of applicant not providing all necessary documents
16.	Processing of Salary related issues	9 working days after the IPPD	575	507	15 days	68 Outstanding applications yet to be processed, which was as a

S/No	Services	Time Frame	No. of Applications Received	No. of Applications Processed	Actual No. of Days Taken to Process Application	Remarks
		system is opened				result of applicant not providing all necessary documents
17.	Recruitment / Replacement of exited staff into the Civil Service	Graduate entry level: 10 working days after Council's approval.	56	56	10 working days	
		Non- Graduate entry level: 10 working days				
18.	Approval of study leave with or without pay	7 working days	71	71	7 working days	
19.	Approval of Notification for Studies	5 working days	228	228	5 working days	
	Total		10540	10323		217 Outstanding applications yet to be processed, which was as a result of applicants not providing all necessary documents

No.	Service	Time Frame	No of Application Received	No of Application Processed	Average Time Used	Remarks
1	Processing of Category A & B promotions	5 working days after approval of report/memo by HCS	135 Officers received from CMD	135 Officers processed to PSC for promotion and appointment	2 working days upon receipt of approved report/memo	

APPENDIX 2: **OTHER SERVICE NOT LISTED IN THE CHARTER BUT PROCESSED IN 2023**

				interviews		
2	Processing of Disciplinary Cases	3 working days	31	25	2 working days per disciplinary case after decision by Council/Management	Decision on six disciplinary cases to be conveyed.
3	Processing of Petitions	3 working days	10	10	2 working days after management decisions	
4	Processing of Post - Retirement Contracts	2 working days	37	37	1 working day per application/request	
5	Processing of Other Promotions (2023)	3 working days after approval of RODs by HCS	54 RODs received	54 RODs processed	2 working days per ROD upon receipt from CMD after approval	Other RODs yet to be processed
	TOTAL		267	261		