REPUBLIC OF GHANA

'2023 END OF YEAR REPORT ON COMPLIANCE WITH SERVICE DELIVERY STANDARDS AND CLIENT SERVICE UNIT OPERATIONS'

MINISTRY OF LOCAL GOVERNMENT, DECENTRALISATION AND RURAL DEVELOPMENT

DECEMBER, 2023

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INTRODUCTION

The Ministry of Local Government, Decentralisation and Rural Development exists to ensure good, equitable and balanced development at the local level. This is achieved through the promotion of good governance of the urban and rural communities and the formulation of policies and plans, coordination, monitoring and evaluation of programs using highly trained and motivated staff and adoption of appropriate technology for national development.

The Client Service Unit of the Ministry provides various services including handling of complaints/petitions, requests, enquiries about the Local Government Sector etc. from the public. For accessibility purposes, the Unit has its Office located on the ground floor of the main block of the Ministry, labelled **Client Service Unit (CSU) 45.**

1.0   OBJECTIVE

The objective of this report seeks to communicate compliance levels of the Client Service Unit with the service delivery standards after thorough assessment of:

- the unit's responsiveness to client's requests/petitions;
- redress approaches to complaints;
- received client feedback on services rendered and ;
- an effective monitoring and evaluation of the services provided by the Ministry to its clients.

2.0   METHODOLOGY

The data for this report is based on correspondence that came through walk-in clients from 2nd January to December, 2023, as well as requests and mails that were received by the Unit within the same period. Correspondences which are mistakenly addressed to the Ministry and received at the Unit are forwarded to the appropriate Ministries, Departments or Agencies (MDAs).   Petitions received are collated, reviewed and analysed by a redress committee.

The committee, following considerations makes recommendations to management for necessary action. Petitions requiring urgent action are provided with immediate response upon receipt. The data collection tool provided by the OHCS is used in gathering information on these petitions received. The respective start and completed dates of the petitions received have been used in generating this end-of-year report on the compliance level of the CSU in rendering services to the clients of the Ministry. The Ministry receives requests and petitions from clients through all directorates who handle the various services of the Ministry. These directorates provide the information to the CSU on work done on applications received and status achieved. This approach was implemented following the training and sensitization workshop held in Koforidua. The CSU unit held an orientation session to train nominated liaison officers on the data collection tool and reporting framework provided by the OHCS.

These officers from the various directorates therefore collaborate with the CSU in recording data on all requests and applications that come into the Ministry.

Request for Official Letters: Another approach used to address clients' request and petitions is to request them to submit official letters for processing and information gathering.

Committee for Petitions: The Committee handles petitions that come into the Ministry from troubled clients and makes recommendations to Management where necessary.

4.0   CONTACT DETAILS OF OFFICERS AT THE CLIENT SERVICE UNIT

Table 1: Contact officers at the CSU

NO.	NAME	GRADE	PHONE NUMBER	EMAIL
1.	Esther Tetteh	Senior Programme Officer	055-8242345	Esther.tetteh@mlgrd.gov.gh
2.	Rita Akweley Sanku Nettey	Asst. Chief Executive Officer	027-476-6403	Rita.nettey@mlgrd.gov.gh

5.0   ANALYSIS:

For the period under review, the Unit received a total number of twenty-four (24) correspondences with eight(8) requests on local government enquiries , three(3) on general information, three (3) on data on MMDAs revenue and eight (8) on general petitions. All the eight (8) requests were responded to including the three on MMDAs. Six (6) out of the eight (8) petitions/complaints were resolved respectively with two (2) petitions that are still pending. Two (2) on boundary disputes still awaiting feedback from the Electoral Commission.

The above analysis is shown in Tables 2 &3 and Chart 1&2 below. Appendix 1 highlights the Service Delivery Standards (SDS) Results Matrix in response to clients' requests, complaints and petitions.

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

Table 2:*Analysis on total applications received, total applications processed, total applications not processed and reason for non-processing*

| No	List of Services (Service as listed in the CSC)	Baseline (Applications Processed Last Year)	Standard time needed for process (workdays)	No. of applications received	No. of applications processed	Actual Delivery time in workdays (Input)	Average Delivery time in workdays (Input)	Applications Pending	Remarks on each service ([1] Why use more days than expected to process? [2] Why not been able to process everything received?)
1	Request for information on loca government enquiries	12	1	8	8	8	1	-	Information readily available
2	General Petitions	5	20	8	6	117	15	2	Variations due to difference in petitions and mitigation measures
3	Boundary Disputes	3	60	2	-	-	-	2	Waiting for feedback from Electoral Commission's
4	Data on MMDAs Revenue	1	5	3	3	16	5	-	Information readily available
5	General Information	6	3	3	3	3	1	-	information readily available
								-	
	TOTAL	27		24	20	144	22	4	

Chart 1: Analysis on total applications received, total applications processed, total applications not processed and reason for non-processing

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

Legend:
- Average Delivery time in workdays (Input)
- Actual Delivery time in workdays (Input)
- No. of applications processed
- No. of applications received
- Standard time needed for process (workdays)

Categories (top to bottom):
- General Information
- Data on MMDAs Revenue
- Boundary Disputes
- General Petitions
- Request for information on loca government enquiries

Table 3: ***Applications received vs Total Applications processed***

Service	No. Applications Received	No. of Applications Processed
Response to General Petitions on Sector issues	8	6
Request for information on local Government enquiries : List of MMDAs	8	8
Data on MMDAs revenue	3	3
Petition on Boundary Disputes	2	0
General Information	3	3

Chart 2:***Applications received vs Total Applications processed***
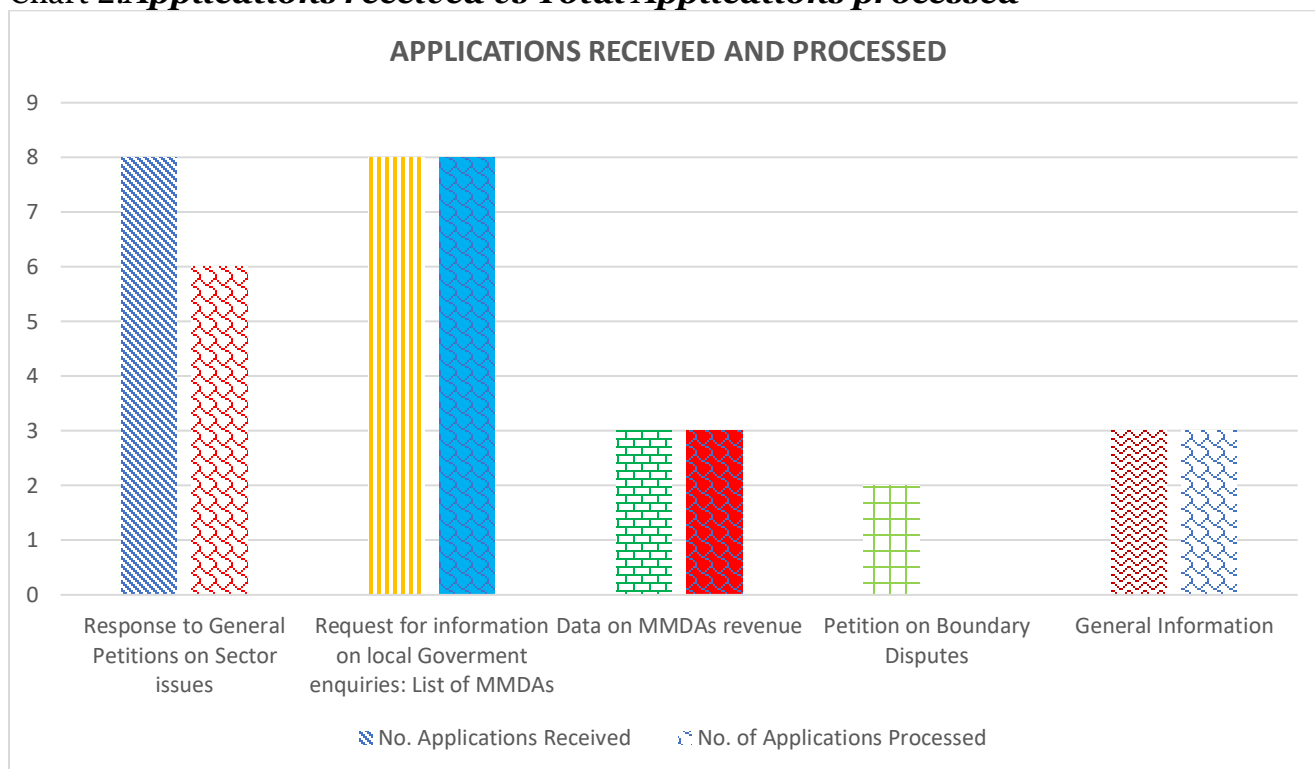
5.2 Analysis on Standard Timeframe, Actual number of days taken for processing, average number of days taken for processing applications and reasons for shortfall

Table 4: Timeframe vs Average Time Used

Service	Time Frame	Actual Delivery time in workdays (Input)
Request for information on local Government enquiries : List of MMDAs	1	**1**
Response to General Petitions on Sector issues	20	15
Data on MMDAs revenue	5	16
Petition on Boundary Disputes	60	-
General Information	3	3

Chart 3: Timeframe vs Average Time Used
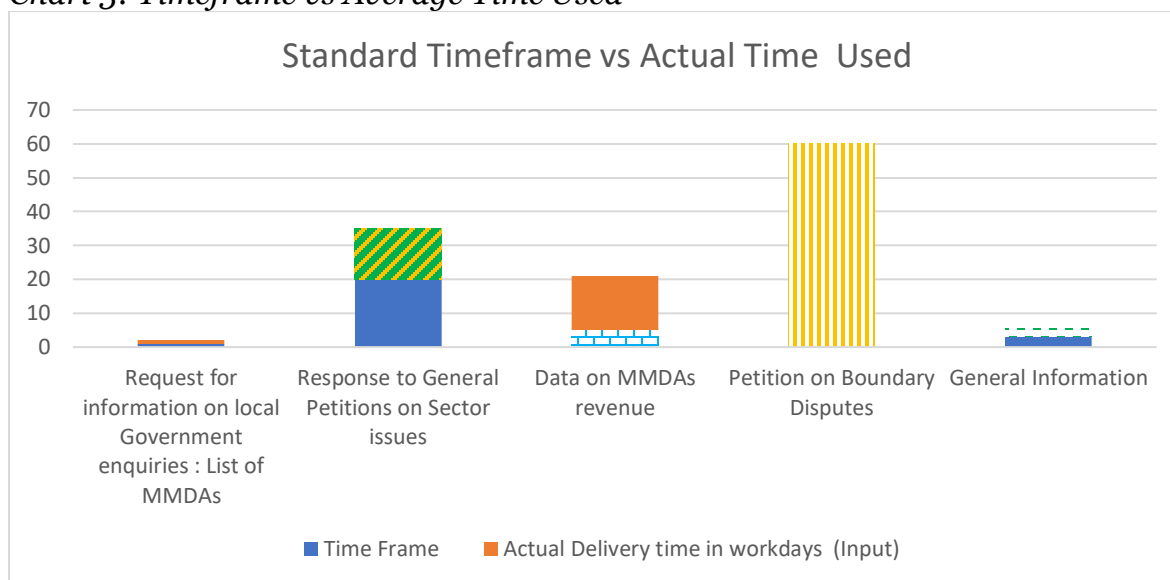
From the analysis derived, most of the requests and petitions pending require further engagement with the District Assemblies, petitioners and respondents.

OTHER ENGAGEMENTS/ACTIVITIES

The Unit was represented the Ministry at the Anita Hotel in Kumasi, during the Client Service Operational Manual Workshop organised by the Office of the Head of the Office of Local Government Service (OHLGS) from 17th – 23rd September, 2023.

The workshop was to train management and key officers of the Client Service Units across the Local Government Service.

CLIENT SERVICE CHARTER

The Unit also organised a Sensitization Workshop on the Client Service Charter for all staff of the Ministry after the review exercise.

6.0   CHALLENGES & MITIGATING STRATEGIES

Internet Connectivity: Currently, the Unit's internet connectivity is not consistent which is affecting the workflow since most information is provided by email to clients.

Delay in Service Delivery: There has been much improvement as a result of management's intervention. The Complaints Committee has also sat to resolve most lagging petitions and complaints.

7.0   RECOMMENDATIONS

The Unit would like the following recommendations to be considered by management for optimum client satisfaction:

- Consistent internet connectivity
- Emphasise collaborative work between liaison officers of the various directorates to facilitate accurate record keeping

8.0 CONCLUSIONS

The CSU of the Ministry has been effective in the delivery of its services to clients. Out of a total of twenty-four (24) correspondences received, only four(4) are pending. These requests are mostly related to boundary disputes which require the intervention of the Electoral Commission and other institutions hence the delay. The Unit believes service delivery will be much more impressive in the coming year when given the needed attention   and   recognition.

9.0

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.	Response to General Petitions on Sector issues	20	**8**	**6**	days	Variations due to difference in petitions and mitigation measures
2.	Request on local Government enquiries: List of MMDAs	1	**8**	**8**	1 Week	Information readily available
3.	Data on MMDAs revenue	5	**3**	**3**	5 Days	Responses given
4.	Petition on Boundary Disputes	60	**2**	**0**	0	-Written to Electoral Commission -Waiting for feedback from
5.	General Information	3	**3**	**3**	1	Responses given