

PASSPORT OFFICE



CLIENT SERVICE UNIT THIRD QUARTER REPORT

JULY 2023 – SEPTEMBER 2023



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1.0 INTRODUCTION

This Third Quarter compliance report for the Client Service Unit (CSU) of the Ministry of Foreign Affairs and Regional Integration (MFARI) on behalf of the Passport Office highlights the efforts of the bureau in meeting and exceeding compliance standards while ensuring quality service delivery to clients.

The Client Service Unit is responsible for providing assistance and support to the public seeking passports.. The Unit's primary goals include ensuring prompt service delivery, improving customer satisfaction, and maintaining the integrity of vital records.

The report covers key areas of compliance, performance metrix, challenges, and recommendations for improvement. This report outlines the key activities and achievements of the CSU as at the third quarter of 2023. It seeks to provide in-depth analysis on the activities of the Client Service Unit of the Passport Office in compliance with Service Delivery Standards and outline a thorough report on the current status of the unit for the Third Quarter of 2023.

2.0 OBJECTIVES

The primary objectives of this report includes the assessment and evaluation of:

- CSU's performance in terms of the number of applications processed, processing times, and other key performance indicators.
- the CSU's compliance with legal and regulatory requirements related to passport issuance and client service.
- client satisfaction through feedback mechanisms, surveys, or client complaints.

This report also provides actionable recommendations for addressing challenges and enhancing performance of the CSU.

3.0 METHODOLOGY

Daily, the Client Service Unit attended to about a thousand applications on various issues relating to passport acquisition. Since the beginning of the year, clients had called the Unit on issues concerning passport applications, specifically, cases of invalid voucher pins, network issues, directions to application centres, corrections on passport forms and on the main passport booklets. To ensure accuracy and efficiency, the Passport Office with assistance from the Office of the Head of the Civil Service adopted effective procedures in collecting data for the

preparation of this report. Data on all interactions were collated using a primary data collection framework. A backend data officer from the printing unit of the Passport Office provided data on passport applicants, status of processing and condition of booklet upon completion. The findings were summarized in a clear and concise manner, highlighting any significant issues or recommendations for improving service delivery. Ultimately, the CSU was able to monitor performance and identify opportunities for enhancing customer satisfaction within the Passport Office.

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.	Christiana Deladem Afagbedzi	FSO B4	0546 763311	christiana.afagbedzi@mfa.gov.gh

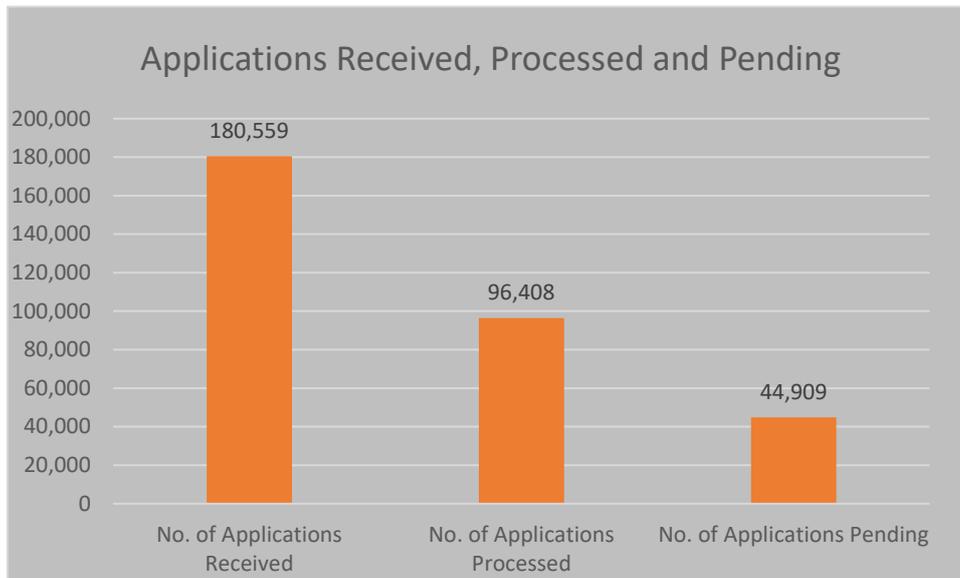
5.0 ANALYSIS AND FINDINGS

This analysis encompasses a comprehensive evaluation and interpretation of the results obtained from data collected during the Third Quarter within the Client Service Unit. It illuminates the performance of the Unit in adhering to service delivery standards (SDS); gauging customer satisfaction; recognizing trends; and identifying potential areas for enhancement. The purpose of this analysis is to uncover key insights that can inform decision making, advance adherence to performance indicators, or address areas of improvement. The goal is to offer a thorough insight into the status of the client service operations.

5.1 Analysis of total applications received, total applications processed, and total applications not processed.

Throughout the Third Quarter, there was a significant influx of applications to the Client Service Unit and a comprehensive review of these submissions yielded valuable insights into the effectiveness of our operations. Our analysis of total applications processed provides valuable insights into our operational efficiency. The Office received a total of 180,559 applications out of which 96,408 were processed with 44,909 applications pending.

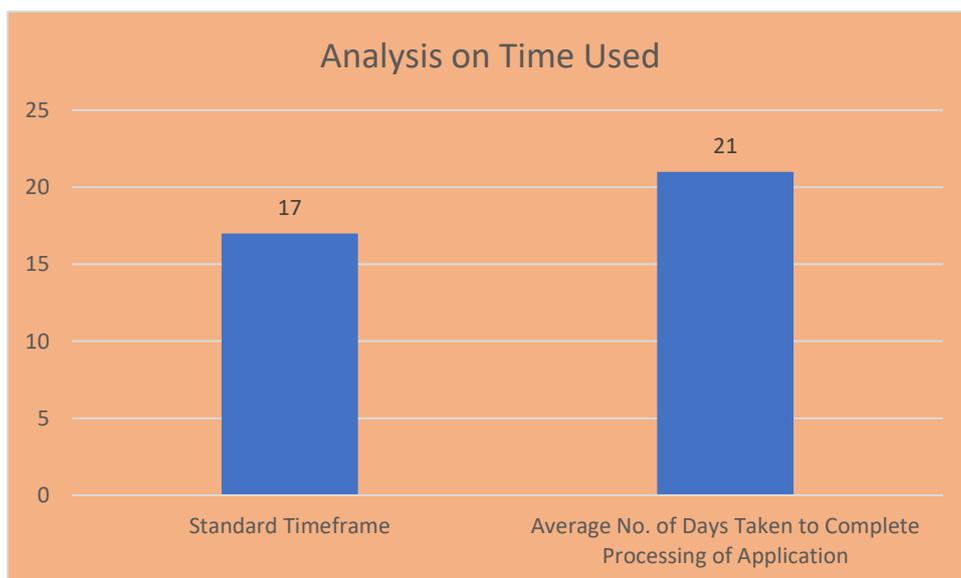
Figure 1: Application Received vs Application Processed



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.

By examining processing times, we determined whether we met our service delivery standards (SDS) consistently.

Figure 2: Timeframe vs Average Time used



From the graph above, it was observed that the average days used (21 working days) exceeded the standard time of 17 working days. This indicates a lag time of 4 working days.

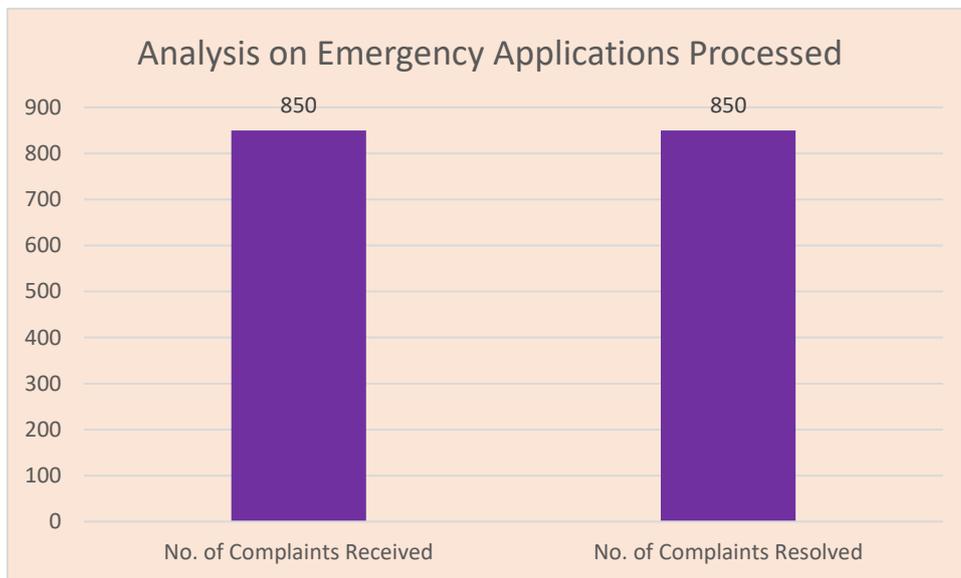
5.3 Analysis on other Services not listed in the CSC but processed; total number of other services received, numbers processed, numbers not processed and average time taken to process

During the period under review, the Office processed a total of 180,559 applications which were classified under other services that are not listed in the Charter but were handled by the CSU.

5.4 Number of Complaints Received, Resolved, and Pending

The Passport Office recorded a total of 850 complaints between July and September 2023. All 850 were resolved within the standard time of 17 days. The cases received during the period under consideration were resolved expeditiously in accordance with the Service Delivery Standards.

Figure 3: Complaints received and resolved



6.0 CHALLENGES

Despite the progress made, several challenges were identified that require attention and strategic planning for the Client Service Unit:

- Inadequate staffing;
- Intermittent distraction of internet services;
- Lack of training for Client Service Officers;

- Lack of information pertaining to updates on applications making it difficult to resolve the requests from clients; and
- Difficulty in getting updated contact details of officers in charges at the various application centres.

7.0 RECOMMENDATIONS

To address these challenges, the following are recommended:

- The need for a Client Service Unit to be situated at the Passport Head Office.
- Regular training sessions for Client Service Officers on a quarterly basis.
- The provision of a dedicated emergency Passport Application Centre where applicants can put in an application and have their passports processed within 2 to 5 days.
- Timely redress and early provision of information to the Client Service Unit by the Passport Office on cases that require recapturing.
- That the Unit be furnished with vital information on the Ministry's activities such as upcoming meetings, policy updates, and new directives to enable the Unit to advise clients accordingly.

8.0 CONCLUSION

The Client Service Unit of the Passport Office under the Ministry of Foreign Affairs and Regional Integration will be able to put in more efficient, effective and diligent work if the points under section 7.0 are taken into consideration.

Christiana Deladem Afagbedzi

Client Services Units

Passport Office – Accra.

**Appendix 1: SERVICE DELIVERY STANDARDS (SDS) RESULTS MATRIX AS AT
THIRD QUARTER 2023**

No.	Service	Time Frame	No. of Applications Received	No. of Applications Processed	Average No. of Days Taken	Remarks
1	Provide stakeholders with passport acquisitions	17 days	180,559	96,408	21 days	Completed