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

BIRTHS AND DEATHS REGISTRY, GHANA

DECEMBER 2023

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1.0 INTRODUCTION

The Clients Service Unit of The Births and Deaths Registry is the unit responsible for procedures and interactions that the Registry has with its clientele. Client services are crucial to sustaining client and customer interactions in building relationships and retention. The Client Service Unit of the Births and Deaths Registry is an important component of the Registry because it is positioned at its doorstep and tasked with the mandate of assisting clients in accessing the services rendered by the Registry. The unit is responsible for accepting complaints from clients and redirecting them to the appropriate units, where needed. The unit consists of three sub-teams that have been formed to support and enhance the satisfaction of clients. These are;

- Call Centre team
- Public Relations team
- Online response team

The Client Service Unit (CSU) at the Births and Deaths Registry (BDR) has had an active and productive year, aiming to provide efficient and responsive services to our clients while also improving our internal processes. This report outlines the key activities and achievements of the CSU for the year ending 2023.

The Client Service Unit is responsible for providing assistance and support to the all clients of BDR and the general public seeking to acquire the registration of birth and death events. The CSU's primary goals include ensuring prompt service delivery, improving customer satisfaction, and maintaining the integrity of vital records.

This report seeks to provide an in-depth analysis of the activities of the Clients Service Unit of the Births and Deaths Registry in compliance with Service Delivery Standards and outline a thorough annual report on the current status of the unit for the year ending 2023.

2.0 OBJECTIVES

While acknowledging that the unit's performance varies monthly, quarterly and yearly, the scope of this report extends to identifying the output of the CSU in the delivery of its services. The objective of this report is to communicate the assessment and evaluation of;

- the performance of the CSU on compliance with Service Delivery Standards (SDS).
- customer satisfaction with the services of the Registry.

- identify areas for improvement and make data-driven decisions to enhance service quality.
- track trends and progress compared to previous years.
- the consistency of service methods and other management processes in delivering public service.

3.0 METHODOLOGY

This section of the report outlines the procedures and tools used to collect data for the Client Service Unit's annual report. It provides a clear understanding of the processes involved in assessing the performance and client satisfaction of the CSU, ensuring data-driven decision-making and continuous improvement. It is important to note that a standardized framework provided by the OHCS is followed throughout this process to maintain consistency and objectivity in the reporting process. Additionally, collaboration with cross-functional teams has also been adopted as a necessary step to obtain accurate progress status reports on the various aspects of client service performance and service delivery.

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.	RAHINATU SULEMANA	PRINCIPAL ASST. REGISTRAR	0244570807	Rahinatu.sulemana@bdr.gov.gh
2.	FIDELIA SENAM SUNUH	SENIOR ASST. REGISTRAR	0503585630	fsunuh@gmail.com
3.	FLORID ASANTEWAA GYAMFI	ASSISTANT REGISTRAR	0204134161	Irifloyd233@gmail.com
4.	GLORIA AZAH	SENIOR ASST. REGISTRAR	0541566492	Gloria.azah@bdr.gov.gh
5.	LETICIA AMANKWAA	SENIOR ASST. REGISTRAR	0205815369	Leticia.amankwaa@bdr.gov.gh
6.	ERICA OPPONG	ASSISTANT REGISTRAR	0249091055	Erica.oppong@bdr.gov.gh

5.0 ANALYSIS OF FINDINGS

In this section, we delve into the analysis of the data collected for the year within the Client Service Unit. This analysis sheds light on our performance in compliance with service delivery standards (SDS), customer satisfaction levels, trends, and areas for potential improvement. By exploring these findings, we aim to provide a comprehensive understanding of the state of our client service operations and set the stage for informed decision-making and enhancement of our services.

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

During the third quarter, the Client Service Unit received a substantial volume of applications, and a detailed analysis of these applications provides valuable insights into our operational efficiency. We observed a steady increase in the number of applications received throughout the quarter. This rise could be attributed to several factors such as the increase in demand for our services for school, visa, and recruitment application purposes.

Our analysis of total applications processed provides valuable insights into our operational efficiency. By examining processing times, we determined whether we met our service delivery standards (SDS) consistently.

SERVICE TYPE	No. of applications received	No. of applications processed	Applications Pending
GENERAL SEARCH	103	44	59
PARTICULAR SEARCH	2,567	805	1,762
CHANGE AT BIRTH	1,045	315	730
LATE CHANGE	764	185	579
LATE DEATH CHANGE	5	1	4
DEATH SEARCH	96	4	92
LATE DEATH REGISTRATION	11	3	8
DEATH CHANGE	7	4	3
CANCELLATION OF BIRTH/DEATH CERTIFICATE	73	73	-
EXPORTATION OF REMAINS	10	10	-
TOTAL	4,681	1444	3237

Table 1: Total applications received, total applications processed, and total applications not processed.
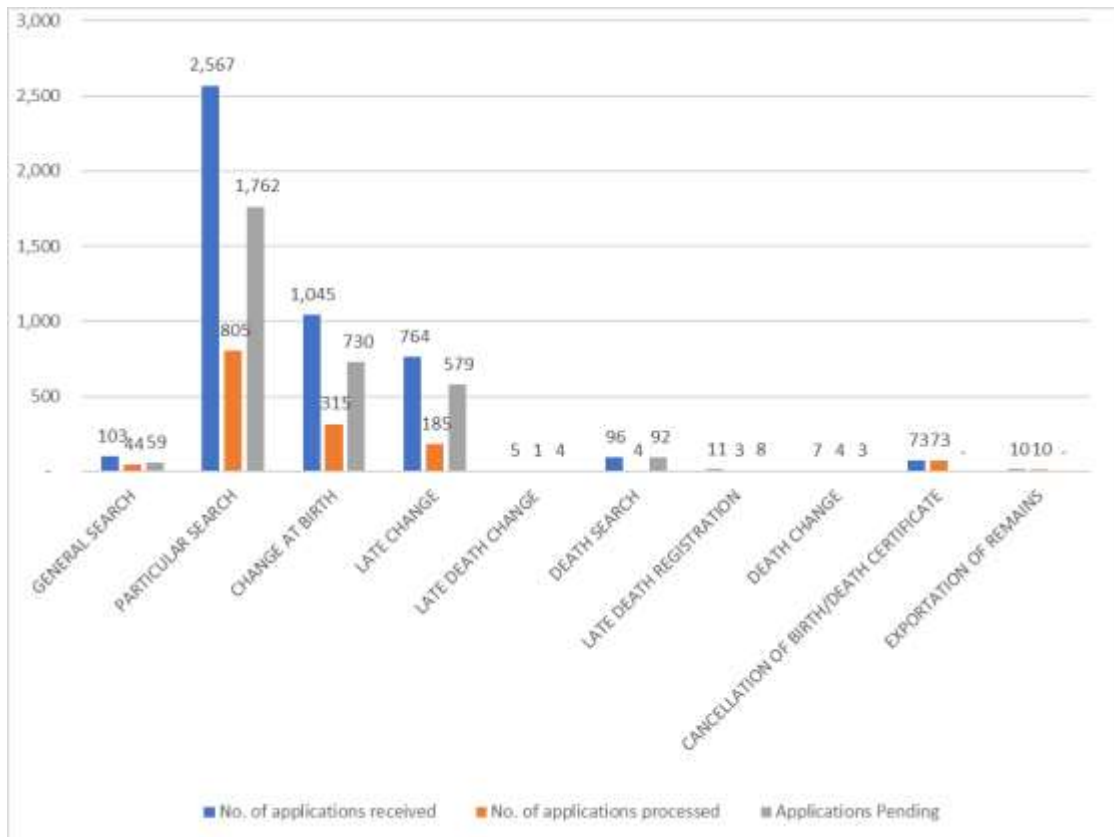
Figure 1: Graphical representation of total applications received, total applications processed, and total applications not processed.

Assessment of the applications that were not processed to understand the root causes was carefully undertaken. Common reasons included the unavailability of some register documentation, system challenges, and other administrative issues.

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.

➢ **Standard Timeframe:**

The standard timeframe for all types of services is 15 days.

➢ **Average Number of Days Taken for Processing Applications**

General Search: 17 days (2 days beyond standard)

Particular Search: 29 days (14 days beyond standard)

Change at Birth: 31 days (16 days beyond standard)

Late Change: 32 days (17 days beyond standard)

Late Death Change: 13 days (within standard)

Death Search: 30 days (15 days beyond standard)

Late Death Registration: 16 days (1 day beyond standard)

Death Change: 21 days (6 days beyond standard)

Cancellation of Birth/Death Certificate: 1 day (within standard)

Exportation of Remains: 2 days (within standard)

The majority of services takes longer than the standard timeframe, which indicates a shortfall in processing efficiency. Particular Search, Change at Birth, and Late Change have significant delays, due to complex procedures and high application volumes. Late Death Change and Cancellation of Birth/Death Certificate are processed relatively quickly, potentially due to simpler requirements. Exportation of Remains and Death Change applications are also processed within the standard timeframe.

SERVICE TYPE	Standard timeframe	No. of applications received	No. of applications processed	Average number of workdays	Applications Pending
GENERAL SEARCH	15	103	44	17	59
PARTICULAR SEARCH	15	2,567	805	29	1,762
CHANGE AT BIRTH	15	1,045	315	31	730
LATE CHANGE	15	764	185	32	579
LATE DEATH CHANGE	15	5	1	13	4
DEATH SEARCH	15	96	4	30	92
LATE DEATH REGISTRATION	15	11	3	16	8
DEATH CHANGE	15	7	4	21	3
CANCELLATION OF BIRTH/DEATH	15	73	73	1	-

CERTIFICATE					
EXPORTATION OF REMAINS	15	10	10	2	-
TOTAL		4,681	1444		3237

Table 2: Analysis on standard timeframe, actual number of days taken for processing, average number of days taken for processing applications

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

There was no process of other services not listed in the CSC as all services provided within the year are listed in the CSC.

6.0 CHALLENGES

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

- The unit faced resource limitations, including staffing and budget constraints, which impacted our ability to provide services at peak demand times.
- Dealing with a consistently high volume of applications during peak periods can strain resources and impact processing time, potentially leading to a backlog.
- Some service types involve complex application processes with numerous requirements, leading to increased processing times.
- Ongoing maintenance and updates for our digital services require constant attention and investment.
- Inability to follow up and confirm the status of applications due to inaccessibility of the printing view.
- Delay in feedback resulting in client dissatisfaction.

7.0 RECOMMENDATIONS:

To address these challenges, we recommend:

- Increasing the unit's staff strength and necessary technology upgrades.
- Seeking partnerships with consultants of the ghana.gov payment portal to ensure the sustainability of our digital payment services.
- Implement workflow automation and document management systems to reduce processing times and increase efficiency.
- Enhance communication with clients whose applications were not processed, providing clear and timely feedback on the reasons for non-processing.
- Addressing the backlog in services that involve high volume applications could help reduce the overall number of pending applications.
- To reduce wait times and improve the overall client experience, the unit will recommend an appointment system that will enable clients to schedule appointments in advance, resulting in reduced waiting times at our service centers.
- The CSU will also recommend organized workshops and training sessions to enhance the skills and knowledge of our staff. Topics will include customer service, data privacy, and record management.
- The CSU will recommend organized community engagement programs to increase awareness about the importance of birth and death registration. These efforts will help promote compliance with registration requirements.

8.0 CONCLUSION

The Client Service Unit at the Births and Deaths Registry has made significant progress in enhancing customer service, improving record management, and expanding the registry's digital services. By collecting customer feedback, implementing improvements, and investing in staff training and development, the CSU aims to continue providing efficient and accessible services to the public. The processing times for various services are generally beyond the standard timeframe, with backlogs in specific categories. Further investigation into the workflows, resource allocation, and potential procedural improvements may help address the processing delays and reduce the number of pending applications.

It is imperative to address resource constraints and ensure the long-term sustainability of our initiatives to maintain a high level of service quality.

9.0 APPENDIX 1: SERVICE DELIVERY STANDARDS (SDS) RESULTS MATRIX

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	Average No. of workdays (Input) used	Applications Pending	Remarks on each service ([1] Why use more days than expected to process? [2] Why not been able to process everything received?)
GENERAL SEARCH	81	15	103	44	17	59	
PARTICULAR SEARCH	1,360	15	2,567	805	29	1,762	
CHANGE AT BIRTH	840	15	1,045	315	31	730	
LATE CHANGE	800	15	764	185	32	579	
LATE DEATH CHANGE	14	15	5	1	13	4	
DEATH SEARCH	78	15	96	4	30	92	
LATE DEATH REGISTRATION	6	15	11	3	16	8	
DEATH CHANGE	5	15	7	4	21	3	
CANCELLATION OF BIRTH/DEATH CERTIFICATE	96	15	73	73	1	-	
EXPORTATION OF REMAINS	10	15	10	10	2	-	