



EAST MAMPRUSI
MUNICIPAL ASSEMBLY

Office of the Municipal Chief Executive
P.O Box 1

Gambaga- North East Region

Kindly quote the number and date on all correspondences

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CLIENT SERVICE UNIT

EAST MAMPRUSI MUNICIPAL ASSEMBLY

CLIENT SERVICE CHARTER, 2026

FOR: MUNICIPAL CHIEF EXECUTIVE
[ISSAKA MUSAH]
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THE ORGANIZATION AND FUNCTION OF THE CLIENT SERVICE UNIT

THE CLIENT SERVICE UNIT.

The client service unit (CSU) is the link between the local government service (OHLGS and MMDAs) and external stakeholders and partners who are considered as clients. A well-organized client service unit ensures that complaints, enquiries and feedback are well documented, classified and professionally managed.

The client service unit shall be the first port-of-call for all clients visiting the institution to facilitate the management of clients and their needs. It shall occupy an area adequate enough with necessary facilities for the convenience of clients.

The office shall be accessible and convenient for use by persons living with disability (PLWDs), the aged and other vulnerable groups. Logistics such as braille, animated posters and other assistive devices should be provided to ensure inclusiveness.

Each LGS institution shall have CSU, however, it may become necessary to establish satellite CSUs where the departments of the institution (including sub-district structures) are not all located within the same office premises.

ESTABLISHMENT OF CLIENT SERVICE UNIT (CSU)

The client service unit is one of the units under the central administration department at the MMDA (including sub-district structures). The client service unit also exists under the Central Administration Directorate of the office of the OHLGS.

Vision and Mission Of Client Service Unit

The guiding principles for the functioning of the client service unit are as follows;

Vision

A world class client service management system.

Mission

To manage clients' needs and expectations in a timely and effective manner to drive positive image and client satisfaction for the service.

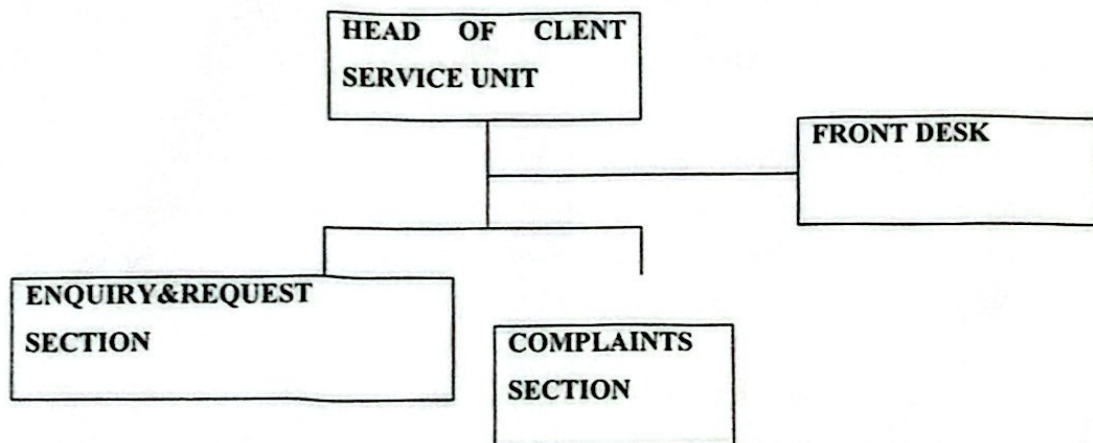
Specific Objective for the Establishment of the CSU

To ensure effective management of client's needs and expectation as well as the promotion of the image of the LGS institution in line with best practices and national standards.

Structure of CSU

CSU is made of the following sections as showed below

Head of client service unit



FUNCTIONS AND RESPONSIBILITIES OF CSU

1. Receive all clients/visitors to the institution
2. Receive, document and sort out complaints, enquiries and feedback from clients and stakeholders
3. Answer all phone calls and re-direct calls to appropriate offices or sections where necessary.
4. Forward complaints, enquiries, and feedback received to the respective head, appropriate office/department/directorate /unit for necessary action.
5. Direct clients/visitors to the appropriate office/department/Directorate/unit.
6. Follow up, collate feedback or updates on complaints, enquiries and requests for communication to clients and for management decision making.

7. Implement systems and proceedings for managing complaints, enquiries and feedback in line with this manual.
8. Expedite action on the needs and expectations of persons living with disability (PLWDs), the aged and other vulnerable groups.
9. Supervise and coordinate the operations of all satellite CSUs

Specific responsibilities of the CSU

1. *Assist in the preparation of annual departmental plan and budget.*
2. *Prepare and submit monthly, quarterly and annual reports.*
3. *Supervise the timely processing of all complaints and enquiries received, documented and collated for redress.*
4. *Supervise the monitoring and control system to ensure the effective management of complaints and enquiries.*
5. *Ensure that all action officers receive complaints and enquiries for necessary action*
6. *Ensure that feedback on all complaints and enquiries at each stage of the complaint and enquiries management cycle are communicated to clients timeously*
7. *Ensure that complaints and enquires received and documented are kept under safe and appropriate condition*
8. *Ensure that client experience is taken in the form of feedback from all clients*
9. *Ensure that the operations of all satellite CSUs are coordinated and managed in line with the client service*

EAST MAMPRUSI MUNICIPAL ASSEMBLY

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