

**ACTIVITY REPORT ON THE FUNCTIONS OF THE PUBLIC RELATIONS  
AND COMPLAINTS COMMITTEE (PRCC) AND THE CLIENT SERVICE UNIT  
(CSU) HELD ON THURSDAY, 8<sup>TH</sup> SEPTEMBER 2022 AT THE  
AUDITORIUM OF PRESBYTERIAN CHURCH OF GHANA, JUASO**

## **1.0 INTRODUCTION**

In the past few months, the Management has constantly been faced with reports purporting to imply that, their complaints and petitions are not being treated with the urgency and the attention they deserve. They are those who are reported to have claim that, between the PRCC and the Client Service Unit, they are unable to identify and understand their roles for which reasons they will have to submit the complaints and petitions to be addressed.

On the basis of this therefore, Management directed that, the PRCC mandated with the responsibility to educate citizens by the Local Governance Act, Act 936, 2016 should take up the task to sensitize citizens on the significance and functions of the CSU and the client service unit at the Assembly.

## **2.0 PARTICIPANTS**

Participants were drawn from 5 communities; Obogu, Asankare, Bompata, Adomfe and Juaso. In attendance were selected Hon. Assembly members, Traditional Authorities, Transport Union Executives, Traders.

## **3.0 PRESENTATIONS**

Presiding Member, Madam Beatrice Kyei, opened the meeting by informing Members on the purpose of their gathering. Which is to sensitize them on the significance and functions the PRCC and CSU of the Assembly.

Accordingly, she expressed the hope that, citizens will have a better appreciation of the PRCC and CSU through which they can interact well with the Assembly.

## **4.0 THE CLIENT SERVICE UNIT**

### **DEFINITION**

The information service officer in his presentation touched on the following as starters to enable Participants have some level of understanding on the subject matter

**Client;** is a person or a group of people to whom services or goods are provided. These people may be found remotely or in very close by. In that for those living in Asante Akim South, one will consider them as Clients closest to the Assembly. However, for those

outside the jurisdiction of the municipality, say Kumasi or Accra who for some services will have to consult the Assembly, are considered the municipality's remotest clients.

Altogether, participants were told that, whether far or near, for the purposes of the services and good provided, the Assembly will always have a variety of Clients.

**Client Service Unit;** is the unit to which clients visit to enquire and seek for help on any matter of concern they so have. The help being sought for may be written or oral.

### ***Operationalization of the Client Service Unit;***

- ✓ **Desk officer & location;** the unit has a **Desk Officer**, at the ground floor of the main block in room 8. The Officer in charge is responsible for taking complaints and answering to enquiries presented by Clients. Accessibility to the area is disability friendly, therefore there are no issues of discrimination among clients who can visit it.
- ✓ **Function;** the Client Service Unit exists to bring a direct focus on the service delivery standards of the Assembly particularly the following;
- ✓ **Client focus:** *focusing on needs that reflect priorities of service recipients.*
- ✓ **Accountability; public trust and responsibility for action and inactions**
- ✓ **Professionalism:** *adherence to the code of conduct and ethics and to professional codes of conduct, exhibiting a high degree of competence and best practices*
- ✓ **Effectiveness;** *achieving the intended results in terms of quality and quantity in accordance with set targets and performance standards set for service delivery.*
- ✓ **Significance;** the essence of the client service unit is to help the Assembly put keep Clients well informed on issues emanating from the level of the Assembly. It also stands as medium, through which the assembly is well able to assess the performance of their decisions and policies in the municipality. Finally, it helps reduce the amount of speculations and ill-informed perceived

### **THE PUBLIC RELATIONS AND COMPLAINTS COMMITTEE**

Section 26 of the Local Governance Act, Act 936 of 2016, outlines the following as members of the PRCC.

- *The Presiding Member*
- *Five (5) elected Hon Assembly Members*
- *A representative of the NCCE and*
- *CHRAJ*
- *A representative of the Information Service Department*
- *Representative of the Civil Society Group.*

Participants were told that, depending on the petition, persons invited to the meeting may well be beyond the prescribed membership. For example, in some cases, the meeting may demand the presence of the Police Commander or the BNI. These situations in no way affects the resolution of the petition. It is merely bring more clarity and understanding bring more clarity

## **VOTING**

Except for the civil society representation, and ex officio Members in attendance at a sitting, the other remaining Members prescribed by the law, can vote on tissues during proceedings.

## **FUNCTIONS**

The **PRCC** shall conduct the following;

- Educate the members of the public on the activities of the district assembly
- Promote transparency, probity and accountability in the dealings of the assembly
- Investigate complaints or allegations;
  - On the conduct of the District Chief Executive, staff off the assembly, administrative injustice abuse and misuse of office and violation of the fundamental human rights of any member of the public

The PRCC shall also act as mediators and arbiters on matters brought to them as petitions. Participants were informed that, despite these functions, the PRCC cannot and shall not sit on matters which are already before the law courts. Decisions taken are however binding on complainants.

## **MEETINGS AND SENSITIZATION;**

**Meetings;** Members were informed that, in every quarter of the year, meetings are convened by the PRCC to address the petitions received. During these meetings, both complainants and the defendants' persons are all invited to discuss contents of the said petition.

**Sensitization;** in the same way, sensitization programs are also facilitated by the PRCC to educate the public on policies and activities of the Assembly.

## **SUMMARY**

<b>NO</b>	<b>CLIENT SERVICE UNIT</b>	<b>PRCC</b>
1	Receives complaints and enquiries	Act on petitions submitted to it

2	Managed by a desk officer	Managed by a standing committee
3		Organize quarterly meeting and sensitization programs
4	Focus is on service delivery standards	Focus is on service delivery standards
5	Medium of effective communication between the assembly and the public.	Medium to create harmony and increase participation of citizens in the affairs of the assembly

### **RESPONSE FROM PARTICIPANTS.**

Participants were very appreciative of the education. They were thankful for the fact that; the Assembly had taken their concerns in good faith for which the program was organized.

As participants and Clients of the Assembly, they also pledged to ensure that, they will remain committed to performing their roles at the local level. Be it as traditional authorities' leaders, or political authorities.

### **RECOMMENDATION**

Considering the positive response from participants, it is recommended periodically the PRCC should meet and educate community members on issue concerning their day to day development of which the Assembly plays a key role.

.....  
**HON. BEATRICE KYEI**  
**(CHAIRPERSON, PRCC)**