

## **PUBLIC RELATION AND COMPLAINT COMMITTEE SENSITIZATION**

### **PROGRAMME**

#### **INTRODUCTON**

For the past few months the management has constantly been faced with complaints and petitions by clients. Those who reported claim that, between the PRCC and the client service Unit, they find it difficult to submit the complaints and petition to be addressed by PRCC

On the basis of this therefore, Management directed that, PRCC which is 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 PRCC and the client service at the Assembly

#### **PARTICIPANTS**

Participants were drawn from 45 communities; Obogu, Asankare, Bompata, Adomfe and Juaso to the Sensitization Programme at Dampong.

#### **PRESENTATIONS**

Presiding member, Madam Beatrice Kyei, opened the meeting by informing Members on the purpose of their gathering. Which is to sensitive them on the significance and functions of the Public Relation and Compliant Committee (PRCC) and Client Service Unit (CSU) of the Assembly.

Accordingly, she expressed the hope that, Citizens will have a better appreciation of the PRCC and Client Service Unit Through which they can interact well with the Assembly.

#### **THE CLIENT SERVICE UNIT**

##### **DEFINITION**

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 goods provided, the Assembly will always provide a service to variety of clients.

Client service unit; is the unit to which clients visit to enquired and seek for help on any matter of concern they have. The help being sought for ay be written or oral.

Operationalization of the Clients 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 issue of discrimination among clients who can visit it.

Function; the client service unit exist to bring a direct focus on the service delivery standards of the Assembly particularly the following;

Clients 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 the conduct, exhibiting a high degree of competence and best practices

Significance; the essence of the client's service unit is to help the Assembly keep client well informed on issues emanating from the Assembly. It also stands a medium; through which Assembly as well able to assess the performance of their decisions and polices in the municipality. Finally, it helps reduce the amount of speculations and ill -informed perceived

## **THE PUBLIC RELATION AND COMPLAINTS COMMITTEE**

The PRCC Secretary, Mr. D.L. Osei explained and educated the participants on

Section 26 of the local Governance Act, Act 936 of 2016, outline the following as member of the PRCC.

- The Presiding Member
- Five elected Hon Assembly members
- A representative of the NCCE and
- A representative of the information service department
- Representative of the civil society group.

He told Participants were told that, depending on the position on the petition, persons invited to the meeting may well be beyond the prescribed membership. For example, in some BNI. He said these situations in no way affects the resolution of the petition. It brings more clarity and understanding and also enhanced the work of the committee.

The secretary also explained the functions of the PRCC to the participants.

## **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 Municipal Chief Executive, staff off the assembly, administrative injustice abuses and misuse of the 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.