BEREKUM EAST MUNICIPAL ASSEMBLY (BEMA)

Citizens' Guide to Client Services

Client Service Unit

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Berekum East Municipal Assembly (BEMA)
Client Service Unit

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1. Introduction

The Client Service Unit of the Berekum East Municipal Assembly serves as the primary point of contact between the Assembly and the public. The unit is responsible for welcoming visitors, receiving enquiries and complaints, providing information on Assembly activities, and directing clients to the appropriate offices for assistance.

The Client Service Unit is committed to providing courteous, efficient, transparent, and responsive services to all citizens, residents, businesses, and stakeholders within the Municipality.

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2. Purpose of the Client Service Unit

The Unit exists to:

- Provide information about Assembly services and programmes.
- Receive and address public complaints and concerns.
- Guide clients to the appropriate departments and officers.
- Ensure timely resolution of complaints and requests.
- Promote transparency and accountability in service delivery.
- Facilitate communication between citizens and the Assembly.

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3. Our Service Commitment

The Client Service Unit is dedicated to:

✅ Treating all clients with dignity, respect, and courtesy.

✅ Providing accurate and timely information.

✅ Handling complaints fairly and confidentially.

✅ Following up on complaints and service requests.

✅ Providing feedback on matters reported to the Assembly.

✅ Ensuring equal access to information and services for all citizens.

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4. Services Provided by the Client Service Unit

The Unit offers the following services:

A. Complaint Management

- Receiving complaints from individuals, groups, and institutions.
- Registering complaints in the official records book.
- Verifying and documenting complaint details.

- Forwarding complaints to the appropriate department.
- Monitoring progress and following up on resolutions.
- Providing feedback to complainants.

B. Enquiry and Information Services

- Responding to public enquiries.
- Directing clients to the appropriate departments.
- Providing information on Assembly functions and services.
- Explaining procedures for accessing municipal services.

C. Public Education and Awareness

- Educating citizens on Assembly programmes and projects.
- Providing information on infrastructure development activities.
- Conducting tax education and awareness.
- Raising public awareness on government policies affecting the Municipality.

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5. Who Can Access Our Services?

The services of the Client Service Unit are available to:

- Residents of the Municipality.
- Traditional authorities.
- Businesses and traders.

- Community-based organizations.
- Civil society organizations.
- Students and researchers.
- Visitors seeking information about Assembly services.

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6. Complaint Handling Procedure

To ensure effective service delivery, complaints and concerns are managed through the following process:

Step 1: Reception and Welcome

Clients are welcomed by officers of the Client Service Unit and given the opportunity to explain their concerns.

Step 2: Complaint Assessment

The officer listens to the complaint or enquiry and determines the appropriate action required.

Step 3: Completion of Complaint Form

Where necessary, the client may be requested to complete a complaint form and provide supporting information.

Step 4: Recording and Registration

The complaint is recorded in the official complaints register for monitoring and reference purposes.

Step 5: Referral to Appropriate Department

The matter is forwarded to the relevant department or office responsible for addressing the issue.

Step 6: Monitoring and Follow-Up

Client Service Officers monitor the progress of the complaint and engage the responsible department for updates.

Step 7: Feedback and Resolution

The client is informed of the outcome, action taken, or progress made regarding the complaint.

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7. Responsibilities of Citizens

To help us serve you better, clients are encouraged to:

- Be respectful and courteous to staff.
- Provide accurate and complete information.
- Keep relevant reference numbers or documents.
- Report concerns honestly.
- Cooperate during investigations or follow-up processes.
- Follow established procedures when seeking services.

8. Client Rights

Every client has the right to:

- Be treated respectfully and without discrimination.
- Receive timely attention and assistance.
- Obtain accurate information about Assembly services.
- Lodge a complaint without fear of victimization.
- Receive feedback on complaints and enquiries.
- Expect confidentiality where necessary.

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9. Working Hours

Service Information	Details
Working Days	Monday to Friday
Opening Time	8:00 AM
Closing Time	5:00 PM

10. Contact Information

Client Service Unit

Location: Room 11, Main Municipal Assembly Office

Telephone: 024 787 1485

Working Hours: 8:00 AM – 5:00 PM

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11. Directory of Key Offices

Office	Room Number
Human Resource Office	22
Development Planning Office	5
Budget Office	6
Statistics Office	33
Physical Planning Office	25
Municipal Engineers	17, 18, 19
Client Service	11
Records Management Office	12
Chief Revenue Superintendent	13
Internal Audit Office	14

Social Welfare Office	20, 21
OPS	07
Finance Officer	08
Account Office	09
Assistant Directors' Office	10
Urban Roads Office	30

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12. Frequently Asked Questions (FAQs)

Q1. Where should I go when I first arrive at the Assembly?

You should first visit the Client Service Unit located in Room 11 of the Main Municipal Assembly Office.

Q2. Can I submit a complaint verbally?

Yes. Complaints may initially be made verbally. However, officers may request additional information or a completed complaint form where necessary.

Q3. Is there a fee for lodging a complaint?

No. Lodging a complaint at the Client Service Unit is free of charge.

Q4. How will I know the status of my complaint?

The Unit will follow up on your complaint and provide feedback regarding progress or resolution.

Q5. Can I enquire about Assembly projects and programmes?

Yes. The Client Service Unit provides information and public education regarding Assembly projects, programmes, and services.

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13. Our Service Charter

We pledge to:

- Serve all clients professionally and respectfully.
- Provide prompt and reliable information.
- Handle complaints efficiently and fairly.
- Ensure transparency and accountability.
- Promote citizen participation in local governance.
- Deliver excellent customer service at all times.

"Your Concerns Matter. Your Voice Counts. The Assembly is Here to Serve You."

Berekum East Municipal Assembly
Client Service Unit
Working Together for Responsive and People-Centred Local Governance