



RELEASE DATE: MONDAY, FEBRUARY 1, 2021

PUBLIC NOTICE

WASSA AMENFI EAST MUN. ASSEMBLY TO SENSITIZE THE PUBLIC ON ITS CLIENTS SERVICE CHARTER

Clients Service Charter – Bridging Information Gap between Service Provider and Clients

The service charter comes as part of the Assembly's continual efforts to improve the services provided to its clients with consistency and high quality standards and to ensure delivery of improved and monitored level of services. We are strongly committed to improving the quality of services we provide to you through professionalism, participation, focusing on clients and utilizing resources efficiently and effectively in a more transparent and accountable manner. As such, we are pleased to present our Client Service Charter to materialize the vision of the Wassa Amenfi East Municipal Assembly. Serving the public in the best possible way has to be one of the top priorities of government institutions and to present an open and transparent approach for our esteemed clients in their dealings with the Assembly.

In our bid to build a strong service provider-client relationship and improved quality service delivery, the Assembly has established Client Service Unit, subsequently appointed a desk officer to man the Unit and to respond to enquiries, provide detailed information on services the Assembly offers to its clients, receive complaints from the public and provide feedback. Our clients and the general public are entreated to direct all their enquiries and complaints to the Client Service Unit for detailed information and redress. The general public is also informed that copies of the Charter are available at the Client Service Unit in the Assembly as well as at all our seven (7) Area Councils.

Key to this Charter is the service standards, overall objective of the Charter is to improve client understanding of what to expect from the Assembly in terms of service delivery and interactions with clients, thereby reducing the likelihood of misunderstandings and complaints and to enhance quality service delivery, practices and clients' confidence in the Assembly. The scope of the Charter shall apply to all categories of services that the Assembly is mandated to provide. To ensure this charter remains relevant, up-to-date and reflects your expectations, we welcome your feedback via any of our contact information at the beginning of this charter and we have developed a procedure to continually monitor the application of the commitments made in this charter.

For further information please visit our website: www.waema.gov.gh or
Email: info@waema.gov.gh or contact our Client Service Unit: 0248339647

Singed: Management

Improving Efficiency and Quality in Service Delivery