

REPORT ON THE OPERATIONS OF THE CLIENT SERVICE UNIT OF THE ZABZUGU DISTRICT ASSEMBLY FOR THE YEAR 2020.

INTRODUCTION

The Client Service Unit of the Zabzugu District Assembly (ZDA) was established in April, 2020 as required by the Office of the Head of Local Government Service (OHLGS) to support the operations of the Zabzugu District Assembly. The Assembly has put together a responsibility document (charter) that reflects the mandate of the Assembly to the citizenry of Zabzugu District.

The Charter was laid before the First General Assembly Meeting of the Zabzugu District Assembly on 7th April, 2020 for consideration. The General Assembly passed the charter to serve as a working document of the Assembly.

OPERATIONS OF THE CLIENT SERVICE UNIT OF THE ASSEMBLY

The Zabzugu District Assembly at its management meeting appoint Mr. Ayuba Hardi to take charge of the affairs of the unit. The unit was set out to serve as an intermediary between the general public and the Assembly. The activities carried out by the unit includes:

- ❖ Receives and direct visitors to appropriate office of visit.
- ❖ Receives and forward complaints from the general public to management.
- ❖ Receives and give feedback to the general public.
- ❖ Maintain records of visits to the office.
- ❖ Educate public on the protocols of the Zabzugu District Assembly and,
- ❖ Any other issues.

Receives and Direct Visitors to Appropriate Office of Visit

Official Visits	Personal Visits	Total Visit
576	102	678

Received Complaint Letters

The Unit from 8th April to 30th December 2020, four (4) complaints letters from the general public were received and forwarded to management for action.

Among the complaints were;

- ❖ Careless abandoned of dual desk furniture under mercy of the weather.
- ❖ Absenteeism of Registry Office staff.
- ❖ Illegal encroachment on the Assembly's land.
- ❖ In adequate sensitization of communities on COVID-19 protocols.

The management upon received of these complaints handed over the furniture to the Education Directorate for Distribution.

Management has also addressed the absenteeism of staff of the Assembly.

The DCE also made several sensitization on COVID-19 trips to several communities.

The Regional Land Commission was also invited to demarcate the Assembly land and also prepare land title papers.

Receives and give feedback to the general public

The unit serves as a center for enquiry, to and from the general public and the office. Several phone calls were received from the general public for enquiries, and were successfully attended to by the officer in-charge.

Maintain records of visits to the office

The Visitors book contained Name, address, organization, time and purpose of visit. This information is used to track people who visit the office and contact them as and when needs arise.

Educate visitors on the protocols of the Zabzugu District Assembly

The unit also educate visitors on the protocols involved in visiting offices and time for visit. i.e. registering your visit on the visitor's book. Waiting for permission of the officer, and direction to the office when authorized.

OPERATIONAL CHALLENGES OF THE UNIT

- ❖ The visitors complained of absence of television in the unit to keep visitors entertained whilst waiting for visit.
- ❖ The official landline for the unit is out service due to technical challenges.
- ❖ Many people are familiar with the exit door and used the exit as entering thereby skipping the unit.
- ❖ The visitors book in the unit does not contained telephone numbers column for visitors and therefore making it difficult contacting them when need arises.
- ❖ The current visitor's book does not include thumbprint for visitors who cannot sign.

RECOMMENDATIONS

- ❖ The ZDA should provide television for the unit for visitors waiting.
- ❖ The unit should also be provided with a dedicated landline and backup to improve services to clients.
- ❖ The exit point of the block should be block permanently or the client service unit should be relocated to client visibility.
- ❖ The visitors book should also be design to include telephone numbers and thumbprint since some of the visitors cannot sign.

CONCLUSION

The establishment and operations of the Client Service Unit of the Zabzugu District has enhanced the interaction and relationship between the Office and the general public. Despite the challenges faced by the unit, it still provides best service to its clients. The resourcing of the client service unit with the above resources will improve the services offered to the general public.

Compiled by:

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Mr. Ayuba Hardi
(Client Service Unit Officer)