

**REPORT ON SENSITISATION PROGRAMME ON THE PUBLIC RELATIONS  
AND COMPLAINTS COMMITTEE AND CLIENT SERVICE OF THE AKWAPIM  
SOUTH DISTRICT ASSEMBLY HELD AT THE PAKRO METHODIST CHURCH  
ON TUESDAY 19<sup>TH</sup> NOVEMBER, 2019**

**INTRODUCTION**

The report covers the sensitisation programme held on Tuesday, 19<sup>th</sup> November, 2019 to sensitise the public on the existence of the Public relations and complaints committee as well as the client Service Unit in the offices of the Akwapim South District Assembly.

**ISSUES DISCUSSED**

1. NATIONAL ANTI CORRUPTION CAMPAIGN
2. SAFE REPORTING MECHANISMS
3. PAYMENT OF TAXES AND PROPERTY RATES
4. AVAILABILITY AND OPERATIONS OF THE PRCC AND CLIENT SERVICE UNITS IN THE DISTRICT

**FACILITATORS**

MR. GEORGE BEYUO KUGBEE CAMPAIGN DESK OFFICER	-	NATIONAL ANTI CORRUPTION
MR. WILLIAM OSEI	-	CIVIC EDUCATOR FROM NCCE
MRS GLORIA B. AMANOR KOAFO	-	ASSISTANT DIRECT II A
MR. ADAMU YELBI	-	PRINCIPAL EXECUTIVE OFFICER
MR. JOHN GYAMPO	-	LOCAL GOVERNMENT INSPECTOR

**COMMUNITIES VISITED**

1. Fante Town
2. Adjenase Piem
3. Abaase
4. Tabankro
5. Obosono

## **PAYMENT OF PROPERTY RATE**

The sensitisation programme was mainly to educate the masses on the payment of property rates in order to improve the revenue situation of the Assembly. This was against the background that the Assembly has spent a lot to carry out a property evaluation exercise. The motive was to make the masses understand the need to pay for the property which will lead to an improvement in the revenue of the Assembly which will translate in more development projects in the district.

The Local Government Inspector educated the masses on how the bills for their property rates were arrived at.

This was to give them a better understanding on the bills that was distributed to them and how payment could be made.

He informed them that they could make the payment on instalment basis in order to lessen the burden on them.

## **NATIONAL ANTI CORRUPTION CAMPAIGN**

The Desk officer of the National Anti-Corruption Campaign explained to the masses the purpose of the anti-corruption campaign which was to help fight corruption in the district and the country and the need for an all participatory approach in the fight against corruption.

He assured them of protection and a cover of their identity whenever they reported any corruption related issue and took them through the safe reporting mechanisms.

He updated them of a contact number they could call to report corruption related issues anonymously and other mediums as well.

## **PUBLIC RELATIONS AND COMPLAINTS COMMITTEE**

The desk Officer of the Public Relations and Complaints Committee as well as other members of the committee briefed the participants on the functions of the Public Relations and Complaints Committee and its availability at the offices of the District Assembly and encouraged them to forward all complaints they have regarding any Assembly Member or staff of the Assembly.

## **CLIENT SERVICE UNIT**

Touching on the Client Service Unit, Miss Gloria Boafoa Amanor Kwafo informed the participants about the existence of the Client Service unit to address all their enquiries, suggestions and complaints regarding all services being rendered by the Assembly. He indicated that the Assembly exists to provide service to the General Public and as stakeholders, they were always welcome to the Assembly to access the required services.

The participants were informed that all complaints, enquiries and suggestions can be made either verbally or in writing.

## **PARTICIPANTS**

The participants included Chiefs and Elders, Opinion leaders, Hairdressers association, Tailors and dressmakers' association, the Clergy, Transport unions and the General Public.

## **CONCLUSION**

The participants were grateful to the Management of the Assembly for the visit and sensitisation on the roles and functions of the Public Relations and Complaints Committee as well as the Client Service Unit of the Assembly.

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**ADAMU YELBI**

**(PRINCIPAL EXECUTIVE OFFICER)**