



**2025 END OF YEAR REPORT ON
COMPLIANCE WITH SERVICE DELIVERY
STANDARDS AND CLIENT SERVICE UNIT
OPERATIONS**

MINISTRY OF TRANSPORT

23RD DECEMBER, 2025

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1.0 INTRODUCTION

The Ministry of Transport is mandated to formulate policies on Road Transport Services, Aviation, Railways, Maritime and Inland waterways; coordinate sector specific interventions; and monitor and evaluate the implementation of policies, programs/projects to ensure high standards of safety, security and cooperation in the transport sector to the public.

The Client Service Unit under the General Administration Directorate serves as the liaison between the Ministry's Clients and Management and assists Management of the Ministry by ensuring that complaints and other related matters are addressed and information provided to stakeholders in the Transport Sector.

This Client Service Report is designed to provide a comprehensive overview of the performance, achievements, and service delivery standards of the Directorate in the first quarter.

This report evaluates how effectively the Directorate has met the needs and expectations of its clients, stakeholders, and the public during the End of Year, highlighting key initiatives, challenges faced, and strategic objectives achieved. By analyzing the Directorate performance, the report seeks to offer insights into areas for improvement and opportunities for enhanced service delivery in the future.

2.0 OBJECTIVES

The main objectives of this Client Service Report are as follows:

1. **Evaluate Service Delivery:** Assess the quality and efficiency of services provided by the Ministry of Transport in the first quarter, focusing on client satisfaction, responsiveness, and accessibility.
2. **Examine Client Feedback:** Analyse feedback and responses from clients to gauge satisfaction levels and identify areas for further improvement in service delivery.

3. **Measure Service Standards:** Compare actual performance against established service standards, identifying gaps and formulating recommendations for improvement.
4. **Recommend Improvements:** Provide actionable recommendations aimed at enhancing the Ministry's client services, operational efficiency, and overall effectiveness in meeting the needs of the public.

3.0 METHODOLOGY

This reporting period covers January to December 2025. This section outlines the systematic approach used in collecting, analyzing and interpreting data for the development of the report. Data on complaints, applications and information on Clients as indicated in appendices 1 and 2 were employed for the analysis of this report.

The Client Service Unit of the Ministry has provided client request forms that walk-in clients fill-out providing details to the service required or being sort after. The data collection tool provided by the OHCS was shared with the other directorates of the Ministry. These directorates were tasked to take regular records of requests for reconciliation and reporting.

Service delivery standards provided by the Client Service Charter were used as the yardstick to measure performance output of the Unit and all other supporting directorates.

4.0 CONTACT DETAILS OF OFFICERS AT THE CLIENT SERVICE UNIT

Table 1: Contact Officers at CSU

NO	NAME	GRADE	TELEPHONE NO.	EMAIL
1.	Linda Anoon	ADIIA	030 2955 793	Linda.anoon@mot.gov.gh
2.	Erica Ackaah-Mokwah	Executive Officer	030 2955 793	Erica.ackaah-mokwah@mot.gov.gh

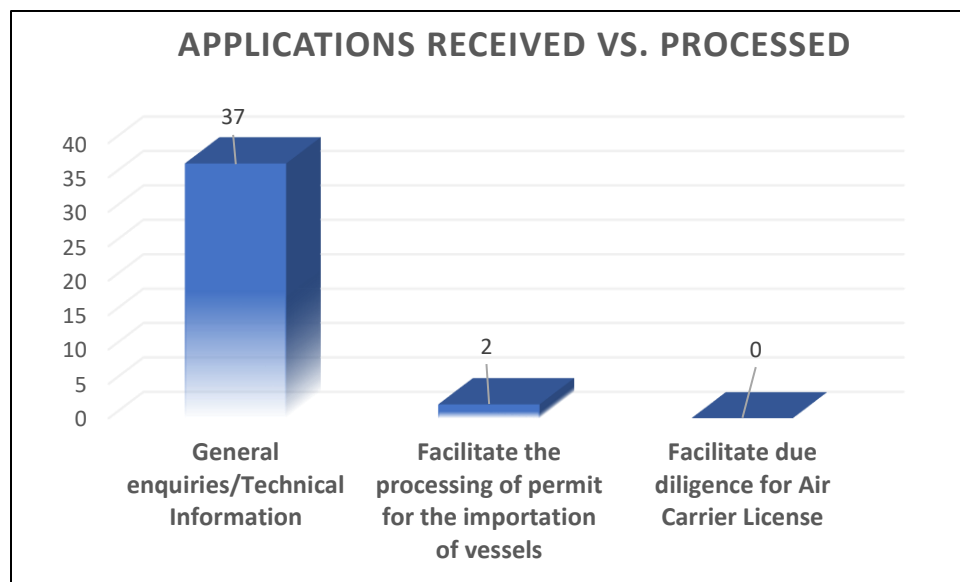
5.0 ANALYSIS ON ACTIVITIES

5.1 Analysis on total applications received, total applications processed, total applications not processed and reason for non-processing;

The Ministry commits itself and subscribes to three (3) service standards within certain time frames:

- i. Facilitate the processing of permit for the importation of vessels: Two (2) applications were received during the period under review and all request were successfully delivered.
- ii. Facilitate due diligence for Air Carrier License: There were no applications received for this services.
- iii. General enquiries/Technical Information: Thirty-Seven (37) applications were received during the period under review and all request were successfully delivered.

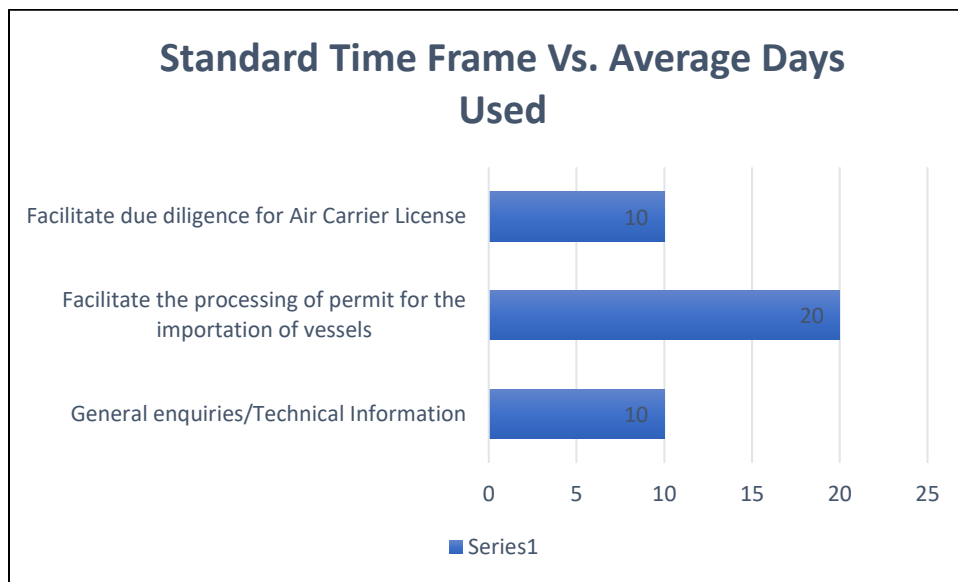
Figure 1: Applications Received Vs Processed



5.2 Analysis on standard timeframe, actual number of days taken for processing, average number of days taken for processing applications and reasons for the shortfall

- i. Facilitate the processing of permit for the importation of vessels: The standard time frame for this service is twenty (20) days and each service was delivered within the stipulated time frame.
- ii. Facilitate due diligence for Air Carrier License: The standard time frame for this service is ten (10) days and each service was delivered within the time frame.
- iii. General enquiries/Technical Information: The standard time frame for this service is ten (10) days and each service was delivered within the time frame. The average number of days taken to process each application was five (5) days.

Figure 2: Standard Timeframe vs Average Days Used



5.3 Analysis on other Services not listed in the CSC but processed; total number of other services received, numbers processed, numbers not processed and average time taken to process

In the period under review, seven (7) applications were received on permit for clearing of excavators.

5.4 Number of Complaints Received, Resolved, and Pending

- i. There were no complaints in the period under review.

6.0 CHALLENGES

- i. There is a disconnection between the Client Service Unit and the various Directorate/Units in terms of information sharing.

7.0 RECOMMENDATIONS

- i. There is the need for improved communication/information sharing between the Client Service Unit and the various Directorates/Units.

8.0 CONCLUSION

By implementing improved communication strategies and collaborative tools, the Ministry can foster better coordination between Directorates/Units, resulting in more streamlined operations and a more responsive Client Service Unit.

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APPENDIX 1: SERVICE DELIVERY STANDARDS (SDS) RESULTS MATRIX

NO.	SERVICE	TIME FRAME	NO. APPLICATIONS RECEIVED	NO. OF APPLICATIONS PROCESSED	AVERAGE NO. OF DAYS TAKEN TO COMPLETE PROCESSING OF APPLICATION	REMARKS
1.	Facilitate the processing of permit for the importation of vessels	20 days	2	2	Less than 10 days for each application	Clients were attended to by Directorates in charge successfully
2.	Facilitate due diligence for Air Carrier License	10 days	-	-	-	No applications received during the quarter in review
3.	General enquiries/Technical Information	10 days	37	37	Less than 5 days for each application	Clients were attended to by Directorates in charge successfully

SERVICE DELIVERY STANDARDS (SDS) RESULTS MATRIX – BASELINE INFORMATION

NO.	SERVICE	TIME FRAME	NO. APPLICATIONS RECEIVED AS AT 2024	NO. APPLICATIONS RECEIVED AS AT 2025	AVERAGE NO. OF DAYS TAKEN TO COMPLETE PROCESSING OF APPLICATION	BASELINE INFORMATION
1.	Facilitate the processing of permit for the importation of vessels	20 days	1	2	Less than 10 days for each application.	The Ministry received more applications in the period under review.
2.	Facilitate due diligence for Air Carrier License	10 days	-	-	-	No applications received during the quarter in review.
3.	General enquiries/Technical Information	10 days	10	37	Less than 5 days for each application.	The Ministry received more applications in the period under review.

OTHER SERVICES RENDERED

NO.	SERVICE	NO. APPLICATIONS RECEIVED	NO. OF APPLICATIONS PROCESSED	AVERAGE NO. OF DAYS TAKEN TO COMPLETE PROCESSING OF APPLICATION	REMARKS
1.	Excavator import/clearance enquires (2025)	7	7	10	The Ministry received more applications in the period under review.

OTHER SERVICES RENDERED – BASELINE INFORMATION

NO.	SERVICE	NO. APPLICATIONS RECEIVED	NO. OF APPLICATIONS PROCESSED	AVERAGE NO. OF DAYS TAKEN TO COMPLETE PROCESSING OF APPLICATION	REMARKS
1.	Excavator import/clearance enquires (2024)	2	2	10 days	The clients were directed to Minister's office and information was provided within ten (10) working day.
2.	Excavator import/clearance enquires (2025)	7	7	10 days	The clients were directed to Minister's office and information was provided within ten (10) working day.