


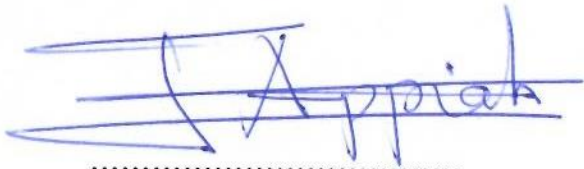
**COMPLAINTS, DECISIONS AND ACTIONS TAKEN BY PRCC 1<sup>ST</sup> TO 4<sup>TH</sup> QUARTERS OF 2020**

NOS.	COMPLAINTS	DECISIONS/RECOMMENDATIONS	ACTIONS TAKEN
	<b>1<sup>ST</sup> QUARTER</b>		
1.	<b>Unauthorized Citing Of Kiosk/Containers Around Cambodia.</b>  	<p>A visit to the Cambodia enclave by the joint Team (PRCC members/ Works Department and MUSEC) revealed the following:</p> <ul style="list-style-type: none"> <li>• Containers and Kiosks have been haphazardly placed at points all over the Cambodia enclave.</li> <li>• Several of the Container/Kiosk owners had no authorization from the Assembly to operate in the area.</li> <li>• Finally, access routes and water hydrants had been blocked with these Containers and Kiosk.</li> </ul>	<ul style="list-style-type: none"> <li>• The Works Department of the Assembly, Members of the Public Relations and Complaint Committee as well as Members of the Municipal Security Committee (MUSEC) teamed up and embarked on a demolition exercise after the one month notice had elapsed.</li> <li>• The entire Cambodia stretch taken over by Containers were rid of such after the demolishing exercise by the Assembly.</li> </ul>
2.	<b>Excessive Noise By Nhyiraba Kojo Pub-Community 18 Junction.</b>	<p>The Environmental, Health and Sanitation Officer, Mr. Abdul-Rahman Abukari was tasked to act on the complaint and ensure the noise level is minimized and Pub operates within the accepted decibel.</p>	<p>Management wrote through the Municipal Security Committee and got the operator of the Nhyiraba Pub to minimize the noise level and operate within the accepted</p>

			decibel.
3.	<b>Illegal Dumping Of Refuse Along The Accra-Tema Motorway</b>	Members arrived at tasking the Environmental Health Officer, Mr. Abdul-Rahman Abukari to clear the heap of refuse at the various points and ask the Guards of the Assembly to keep watch over the various places to apprehend offenders.	Refuse was evacuated and Security Guards put in place as Watchdogs to apprehend offenders and also deter people from repeating the act of turning the stretch into a dumping site.
	<b>2<sup>ND</sup> QUARTER</b>		
1.	<b>Restrictions By Police From Going To The Market</b>	Members tasked the Municipal Chief Executive, Hon. Adwoa Amoako to liaise with the Covid-19 Task Force to identify vehicles used by the Market women and permit to go about their routine at the Market.	A dedicated vehicle was given to women with the registration number given to the Covid-19 Taskforce as well as the Security Personnel for easy identification.
2.	<b>Dissatisfaction About Ongoing Food Distribution</b>	The Committee recommended that the Municipal Chief Executive, the National Disaster Management Organization and the Environmental Health Officer team up and support the Adjei-Kojo Community with uncooked food items.	Assorted rice (1kg & 5kg), Oil, Mackerel, Beans and Gari distributed to the vulnerable in the Adjei-Kojo Community.
3.	<b>Inability Of The Assembly To Fumigate The Texpo Market</b>	The Committee recommended that Management contacts Zoomlion Company Limited to avoid delay and immediately fumigate the Texpo Market since it's also	A joint action taken by the Assembly and Zoomlion and the market fumigated.

		a hotspot area for the Corona virus.	
	<b>3<sup>RD</sup> QUARTER</b>		
1.	<b>High Rates Of Business Operating Permit</b>	The Committee resolved that management of the Assembly negotiate flexible payment and possible reduction on case by case basis.	Management created a complaint desk at the Municipal Budget Office and all issues of such nature addressed.
2.	<b>Encroachment At The Ramsar Site</b>	The Environmental Officer, Mr. Abdul-Rahman Abukari and Agricultural Director, Mr. Alfred Clottey be encouraged to engage the Comm. 18 Residence Association and other stakeholders to plant Trees at the Ramsar Site under the "Go Green Ghana" project.	About 500 trees planted under the "Go Green Ghana" project under the supervision of the Environmental Officer and the Agricultural Director.
3.	<b>Overbilling Of Properties</b>	The Committee recommended that the Assembly liaises with the vendor (CASANTE) and address the complaint on case by case basis.	Action taken by creating a complaint desk to address the issue.
	<b>4<sup>TH</sup> QUARTER</b>		
1.	<b>Excessive Fume By Akwaaba Oil Limited</b>	It was recommended that Committee members together with management visit the said company, gather firsthand information and take appropriate action.	A team from the Assembly, led by the Municipal Co-ordinating Director visited the premises of Akwaaba Oil Refinery, had a meeting with management, laid before them the grievances of residents and demanded that they engage EPA in their activities to ensure that fume produced will not be harmful to residents. Again, hold a public forum with residents and

			educate them on the activities and how harmless it is to their health. Finally, set up a Corporate Social Responsibility that residents will benefit from.
--	--	--	---



.....  
**JOHN APPIAH K. ASIEDU**  
**SECRETARY**



.....  
**HON. OSANYONMOR ATITIATI**  
**CHAIRMAN (PM)**