



MINISTRY  
OF  
ENVIRONMENT, SCIENCE,  
TECHNOLOGY AND INNOVATION

**2023 END OF YEAR REPORT ON  
COMPLIANCE WITH SERVICE  
DELIVERY STANDARDS AND  
CLIENT SERVICE UNIT  
OPERATIONS**

**MINISTRY OF ENVIRONMENT, SCIENCE,  
TECHNOLOGY, AND INNOVATION**

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## **1.0. INTRODUCTION**

In conformity with protocols of the Public Service and as part of efforts to improve customer relations at the Ministry of Environment, Science, Technology and Innovation (MESTI), a Client Service Unit has been created to guide and provide information to persons who visit the Ministry to seek its services.

## **2.0. OBJECTIVE**

The key goal of MESTI's Client Service Unit is to guide and provide time bound services to clients who visit the Ministry. This process begins with interacting with clients with a friendly demeanor, good communication skills, and a willingness to help provide timely feedback to their requests. The result is to remove any potential causes of client dissatisfaction.

## **3.0. METHODOLOGY**

Requests are received at the Client Service Desk or through official mails to the Ministry. These requests are processed through the required records protocols before being delivered to the Chief Director's office. The Chief Director minutes request to action officer for work to begin on the request. Depending on the nature of the request, the action officer(s) will provide a final response to the client on behalf of the Ministry or forward the request to an appropriate agency of the Ministry for further redress. The agency is responsible for communicating the final verdict to the client.

Based on the approved Client Service Charter, Ministry provides three (3) major services to the public as indicated below:

1. Provide general information on Environment, Science, Technology and Innovation.
2. Petitions on:
  - Permit refusals
  - Noise / Air / Water pollution
  - Wrong Siting of Commercial Property
3. Review and endorse proposals from Research and Academic Institutions, Innovators and Environmental NGOs for specific international funding institutions (i.e., World Bank, Science Granting Council, Africa Development Bank, UN Agencies, etc.)

On verbal request made on the above services, clients who visit the Ministry report to the Client Service Desk located at the Ministry's Reception area. Requested information are provided at the desk. Clients who request for further clarity on requested information are referred to appropriate action officers.

On written request regarding these services, clients are requested to submit their correspondences to the Ministry's Records Office. These correspondences are then sent to the Chief Director before minutes are made on them to their appropriate action officers.

Officers at the Client Service Desk collate data for reporting from verbal requests made, and from the Records office.

#### **4.0. CONTACT DETAILS OF OFFICERS AT THE CLIENT SERVICE UNIT**

The Client Service Unit of the Ministry is headed by an Assistant Director II<sup>A</sup> and he is assisted by two officers; a Senior Records Officer and a Chief Executive Officer.

<b>NO.</b>	<b>NAME</b>	<b>GRADE</b>	<b>PHONE NUMBER</b>	<b>EMAIL</b>
1.	Nathan Wleh	Assistant Director II <sup>A</sup>	0245879325	<a href="mailto:nathan.wleh@mesti.gov.gh">nathan.wleh@mesti.gov.gh</a>
2.	Bridget Daplah	Senior Records Officer	0249915912	<a href="mailto:bridget.daplah@mesti.gov.gh">bridget.daplah@mesti.gov.gh</a>
3.	Joyce Nkuah	Chief Executive Officer	0543631334	<a href="mailto:Joyce.nkoom@mesti.gov.gh">Joyce.nkoom@mesti.gov.gh</a>

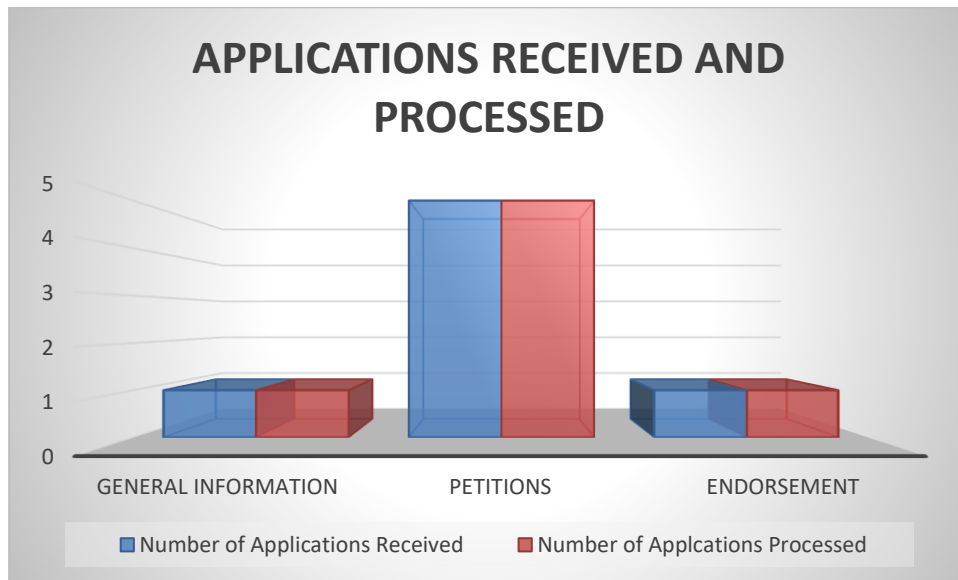
#### **5.0. ANALYSIS**

- 5.1. Analysis on total applications received, total application processed, total applications not processed and reasons for non-processing.

The Ministry received a total number of seven (7) client engagements on services stated in the Ministry's Client Service Charter for 2023.

On providing General Information on Environment, Science, Technology, and Innovation, the Ministry had one (1) application which was processed. On petitions received on Noise and Air pollution the Ministry received a total of five (5) applications and they were duly processed. The Ministry received one (1) application on Reviews and Endorsement of Proposals for Specific International funding which was duly processed as well.

All seven (7) applications were duly processed.



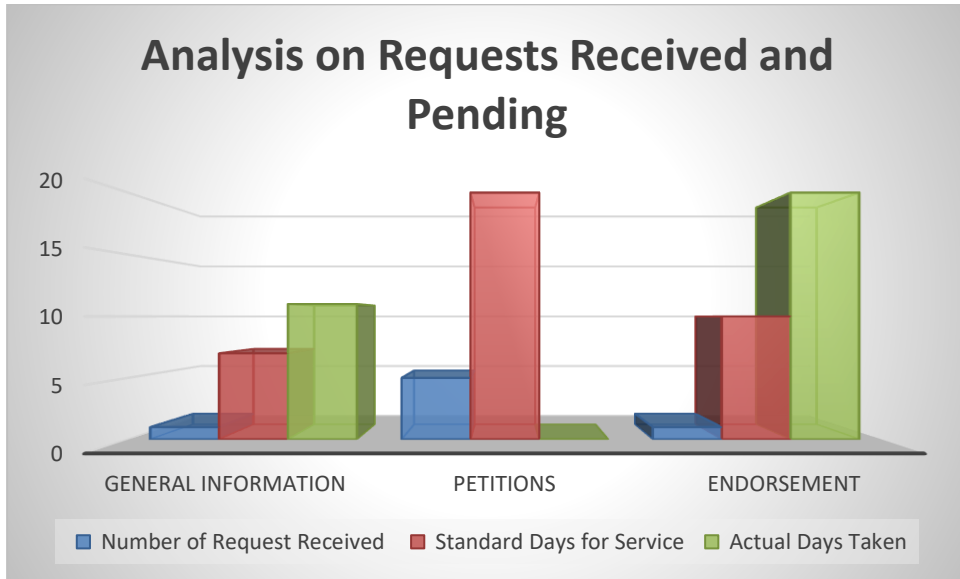
*Table 1*

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

With the time frame of seven (7) working days for the service on General Information, the Ministry took eleven (11) working days to complete work on the only request received in the first half of 2023. The reason for the four (4) extra working days was because the request required further information and clarity during its processing.

With the standard timeframe of 20 working days in completing requests on Petitions, a total number of five (5) applications were received. All the requests were forwarded to the EPA to further advise the Ministry on the next line of action. All five (5) applications are pending and can be attributed to the bureaucratic procedures at the Ministry.

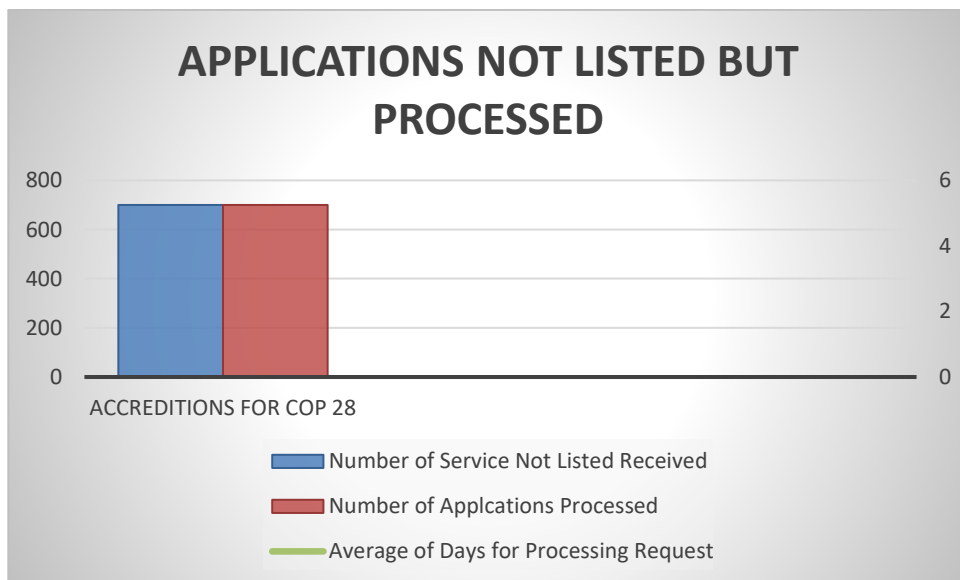
It took the Ministry 20 working days to complete work on an application received for an endorsement. The ten (10) working days timeline stated in the Ministry’s Client Service Charter could not be met because the Ministry requested for further particulars from the applicant.



**Table 2**

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.

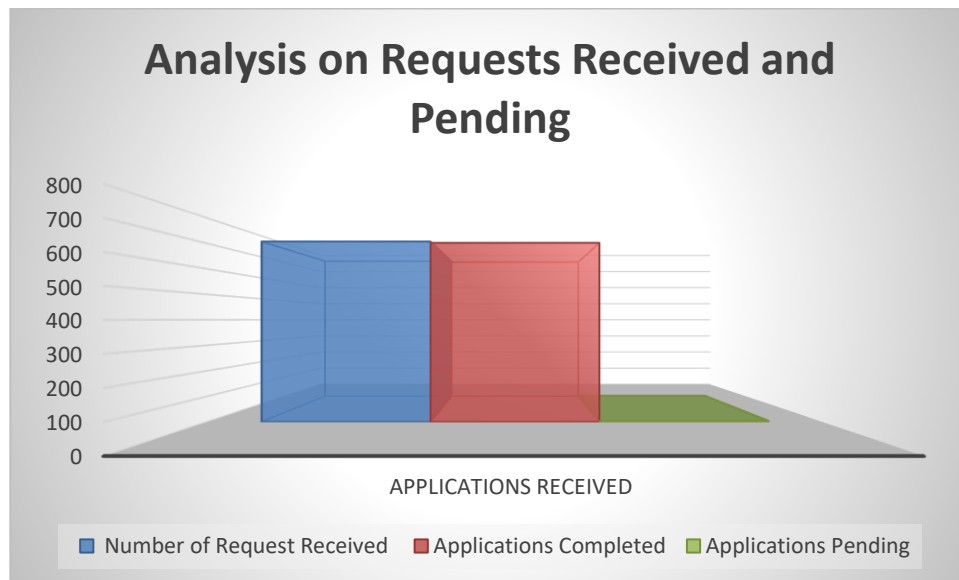
On other services the Ministry rendered which was not captured in the Client Service Charter, the Ministry received 700 applications for issuing of accreditations to participated in the 28<sup>th</sup> Conference of Parties of the United Nations Framework on the Convention for Climate Change (UNFCC), CoP 28. The Ministry used five (5) working days to process each request received. Emails were issued to all the applicants.



**Table 3**

#### 5.4. Number of Complaints Received, Resolved and Pending

In total, the Ministry received Seven Hundred and Seven (707) applications. Work on Seven Hundred and Two (702) applications have been completed. However, the remaining five (5) have been processed but works are yet to be concluded on them. The Ministry forwarded these requests to the Environmental Protection Agency (EPA) to advise accordingly.



*Table 4*

## 6.0. CHALLENGES

### 6.1. Challenges

- Most clients are in a haste to receive information without going through the appropriate channel.
- The bureaucratic structure of the Ministry makes it impossible to process requests on time.
- Difficulty in capturing the real time used in processing applications forwarded to the Ministry's Agencies i.e., EPA.
- Possible situations where work on received applications are completed without being routed through the Client Service Desk for data to be captured.

## 7.0. RECOMMENDATION

- A sensitization workshop should be organized for MESTI staff on the Ministry's Client Service Charter and the role of the Client Service Desk.
- Officers managing the unit should be trained on best practice in the running of the unit.

- A mechanism needs to be developed to monitor applications forwarded to the Ministry's Agencies i.e., EPA for advice.

## **8.0. CONCLUSION**

The reporting framework designed by the Office of the Head of Civil Service is an important indicator for monitoring the Ministry's engagement with its stakeholders/public. The year 2023 has been interactive. The Ministry received a total of 707 applications. While five (5) of these applications were forwarded to the Ministry's Agency for further advice, the remaining 702 were duly processed, and work has been completed on them. Adhering to the timelines indicated in the Charter has been a challenge that the Ministry hopes to address in 2024. The Ministry considers the Client Service Charter extremely vital in maintaining a cordial and open relationship between the Ministry and the public. As a result, the Ministry will invest resources in keeping the unit vibrant to achieve the overall objective of the CSU.



## APPENDIX 1: SERVICE DELIVERY STANDARDS (SDS) RESULTS MATRIX

NO.	SERVICE	TIME FRAME	NO. OF APPLICATION RECEIVED	NO. OF APPLICATIONS PROCESSED	AVERAGE NO. OF DAYS TAKEN TO COMPLETE PROCESSING OF APPLICATION	REMARKS
1.	Provide general information on Environment, Science, Technology and Innovation	7 working days	1	1	11	The Ministry responded directly to this application. It was resolved and final verdict communicated to the applicant.
2.	Petitions on: <ul style="list-style-type: none"> <li>• Permit refusals</li> <li>• Noise / Air / Water pollution</li> <li>• Wrong Siting of commercial property</li> </ul>	20 working days	5	5	-	Five (5) applications were received. The Ministry processed all five and forwarded them to the EPA for advice.
3.	Review and endorse proposals from Research and Academic Institutions, Innovators and Environmental NGOs for specific international funding institutions (i.e., World Bank, Science Granting Council, Africa Development Bank, UN Agencies, etc.)	10 working days	1	1	20	The timeline could not be met because the Ministry requested for further particulars from the applicants (UDS)

**APPENDIX 2: OTHER SERVICES RENDERED** (If applicable, please ensure that all columns of this table are completed. Do not modify template)

<b>NO.</b>	<b>SERVICE</b>	<b>NO. OF APPLICATIONS RECEIVED</b>	<b>NO. OF APPLICATIONS PROCESSED</b>	<b>AVERAGE NO. OF DAYS TAKEN TO COMPLETE PROCESSING OF APPLICATION</b>	<b>REMARKS</b>
<b>1.</b>	Issuing of accreditation to participate in the 28 <sup>th</sup> United Nations Framework on the Convention for Climate Change (UNFCCC), CoP 28	700	700	5 days	The Ministry issued 620 accreditations out of the 700 applicants. Emails were sent to all applicants