



OFFICE OF THE HEAD OF THE CIVIL SERVICE

CLIENT SERVICE CHARTER



SEPTEMBER, 2021

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FOREWORD

The Office of the Head of the Civil Service (OHCS) is a Central Management Agency responsible for ensuring that Ministries and Departments (MDs) are properly structured and optimally staffed with the right skills mix to provide policy advice to Ghana's political leadership and to transform sector policies into implementable and monitorable plans, programmes, and projects to accelerate national development.

Specifically, the OHCS is responsible for formulating Human Resource and Organisational Development policies and guidelines for the Civil Service. It is also responsible for monitoring, evaluating and reviewing on a continuous basis the capabilities and the performance of the Civil Service MDs in the discharge of their respective mandates.

The Office of the Head of the Civil Service (OHCS) is established by the Civil Service Law, 1993, PNDCL 327. As a Central Management Unit, it has the mandate to provide the requisite leadership, manage the human resources and promote the organizational development of the Civil Service to enable it respond positively to the needs and aspirations of all its stakeholders.

As the OHCS aspires to be a modernised client-oriented organisation providing world class services in a dynamic global world, it finds it prudent to produce this booklet to enable clients' access all its services in a timely and prompt manner. This document, therefore, sets the framework for the OHCS to pledge its readiness to deliver efficient and expedite services to its clients and to assure clients of prompt feedback on all complaints lodged towards enhancing service delivery.

The development of the Charter reinforces the OHCS commitment, that client /public participation plays an important role in the effective and efficient delivery of quality services towards national development.

I am confident that this booklet will facilitate all client transactions within the OHCS to enhance productivity in the Ghana Civil Service.



NANA KWASI AGYEKUM- DWAMENA
HEAD OF THE CIVIL SERVICE

LIST OF ACRONYMS

CAGD	Controller and Accountant's General Directorate
CMA	Central Management Agency
CMD	Career Management Directorate
CSC	Civil Service Council
CSTC	Civil Service Training Centre
GSS	Government Secretarial School
HOD	Head of Department
HRMIS	Human Resource Information System
ICT	Information, Communication Technology
IPPD	Integrated Payroll and Personnel Database
ITS	Institute of Technical Supervision
MDs	Ministries, Departments and Agencies
MSD	Management Services Department
OHCS	Office of The Head of Civil Service
PRAAD	Public Records and Archives Department
PSC	Public Services Commission
RSIM	Research, Statistics, Information Management

1.0 INTRODUCTION

This Service Charter provides information on the services provided by the Office of the Head of the Civil Service (OHCS) to its clientele. It states what the public/clients need to know concerning its activities and further indicates how feedback on its services could be communicated.

The purpose of this Charter therefore, is to provide the profile, list the services and service delivery standards of OHCS in order to enhance productivity at the OHCS.

1.1 BACKGROUND

The Office of the Head of the Civil Service (OHCS) is one of the Central Management Agencies (CMA) operating within the Government Machinery. It is tasked to ensure that Civil Service organizations are optimally structured and adequately staffed with the right skills mix to provide appropriate policy advice to the political leadership and to transform sector policies into implementable and monitorable plans, programmes and projects to accelerate national development.

2.0 MANDATE OF THE OHCS

Sections 5 & 6 of the PNDC Law 327 of 1993 provides for the establishment of the OHCS and the appointment of the Head of Civil Service who is mandated to:

- a. Ensure general efficiency of the Civil Service
- b. Have overall charge of all Civil Servants
- c. Ensure effective implementation of government policies and plans
- d. Advise government on employment policy within the Service
- e. Advise on conduct of management audits and review

2.1 VISION

A modernised, client-oriented organization providing world class leadership in Public Administration

2.2 MISSION

The Office of the Head of the Civil Service (OHCS) exists to manage human resources and promote organizational development of the Civil Service in a professionalised and efficient manner to facilitate good governance and accelerated national development.

This mandate is realised through the:

- Development of appropriate policy guidelines;
- Use of Information, Communication Technology (ICT); and
- Well-trained, highly motivated staff.

2.3 Functions

The functions of the OHCS are to

- Formulate/review the HRM related policies, guidelines, standards and programmes for the Service and facilitate their implementation.
- Monitor and coordinate all Human Resource Management related programmes in Ministries and Departments to ensure uniformity in the application of rules and adherence to standards.
- Develop and ensure the implementation of a robust performance management system for the Civil Service.
- Develop and facilitate the conduct of systematic, competency-based training for the acquisition of skills consistent with the needs of the Service.
- Exercise oversight responsibility for the management of Civil Service Training Institutions.
- Develop record management policies and standards for records keeping in public institutions.
- Monitor and restructure the record management system and train staff in line with international best practices.
- Provide requisite environment for the storage, retrieval and use of archival materials.
- Design and Institutionalise structures and systems to facilitate effective and efficient delivery of public procurement and Supply Chain management processes in the Civil Service.
- Develop/review standard operating procedures to guide procurement and supply chain managers.
- Monitor annual procurement plans for Civil Service organisations.

2.4 CORE VALUES

The OHCS is guided by the following core values:

- Professionalism
- Integrity
- Accountability
- Customer-sensitivity
- Meritocracy
- Impartiality / Neutrality

2.5 ORGANISATIONAL ARRANGEMENT

2.5.1 Directorates of OHCS

The list of OHCS Directorates are as follows:

- Career Management Directorate (CMD)
- Finance and Administration Directorate (F&A) and
- Planning, Budgeting, Monitoring and Evaluation Directorate (PBMED)
- Recruitment, Training and Development Directorate (RTDD)
- Research, Statistics and Information Management Directorate (RSIM)

2.5.2 Specialised Units/Secretariats

The Units of OHCS /Secretariats include:

- Civil Service Council Secretariat (CSC)
- General Services Unit (GSU)
- Internal Audit Unit (IAU)
- Public Relations Unit (PRU)
- Reforms Coordinating Unit (RCU)

2.5.3 Departments of OHCS

Department under OHCS are listed below:

- Management Services Department (MSD)
- Public Records and Archives Administration Department (PRAAD)
- Procurement and Supply Chain Management Department (PSCMD)

2.5.4 Institutions of OHCS

These include

- Civil Service Training Centre (CSTC)
- Government Secretarial School (GSS)
- Institute of Technical Supervision (ITS)

3.0 SERVICES PROVIDED BY THE OHCS

The Services Provided by the OHCS include:

1. Approval of Schemes of Service, Organisational Manuals and Establishment Levels
2. Approval of Service Charters
3. Approval for the creation of posts
4. Processing of completed IPPD Input forms
5. Processing of salary related complaints (Resolution of Salary related issues)

6. Conversion – Movement of Staff from one class to another in the Service.
7. Upgrading – Vertical movement of Staff within a Class on attainment of a higher qualification
8. Transfer into the Service – Movement of Staff from another Public Service into the Civil Service
9. Transfer out of the Service – Movement of Civil Service staff to another Public Service
10. Leave of absence - break in service on grounds other than studies
11. Posting – change in station of a Staff from one organisation to another within the Civil Service
12. Secondment – Movement of Staff from a Civil Service organisation to a non-Civil Service organisation for a limited period not exceeding three (3) years.
13. Processing of applications for promotions
14. Re-instatement into the Service
15. Approval of change of name
16. Change of Date of Birth
17. Management of recruitment/replacement of exited staff into the Civil Service
18. Facilitation of service-wide Training for staff
19. Approval of study leave with / without pay
20. Approval for Notification for Studies
21. Sale of documents
22. Processing of request for information under RTI

4.0 SERVICE STANDARDS OF THE OHCS

In furtherance of the above, we commit ourselves and subscribe to the following service standards:

4.1 OUR SERVICE AND SERVICE DELIVERY STANDARDS

NO.	SERVICE	TIME FRAME (Working Days)	PROCEDURE AND PROCESSES	REQUIREMENT FROM CLIENTS
1.	Approval of Schemes of Services, Organisational Manual & Establishment Levels	5 working days after CS Council's decision	<ul style="list-style-type: none"> • MD submits draft copy of validated document to OHCS in accordance with approved guidelines • OHCS acknowledges receipt of request 3 days after MD submission • OHCS reviews draft document • Civil Service Council considers and approves document • Decision is conveyed to MD 	Draft validated copy of document developed by MSD and forwarded to OHCS by respective MD
2.	Approval of Client Service Charters	7 working days	<ul style="list-style-type: none"> • OHCS receives validated draft client Service Charters in accordance with approved guidelines for approval • OHCS acknowledges receipt of request 3 days after MD submission • OHCS reviews draft document • OHCS conveys approval to respective Ministries and Departments 	<ul style="list-style-type: none"> • Ministry /Department submits draft validated Client Service Charter • Forwarding Letter from Ministry /Department
3.	Approval for the Creation of Posts	5 working days after CS Council's decision	<ul style="list-style-type: none"> • MD submits request and provides relevant justification for proposed post in accordance with approved guidelines • OHCS acknowledges receipt of request 3 days after submission • OHCS/MSD reviews the request and forwards recommendation to CS Council • Civil Service Council reviews recommendation 	MD submits requests for the creation of post with relevant justification

			<ul style="list-style-type: none"> Decision is conveyed to MD 	
4.	Processing of completed IPPD II input forms	5 working days after the system is opened	<ul style="list-style-type: none"> OHCS receives, vets and analyses IPPD input forms with supporting documents from MD OHCS acknowledges receipt within 3 working days after closure of data entry window. IPPD forms are subsequently keyed unto the IPPD II System Inputted IPPD forms are then submitted to CAGD for validation 	<ul style="list-style-type: none"> Completed IPPD II forms duly endorsed with the relevant supporting documents Details of Documents required are as below: New Entrant – Documents to attach: Copy of Appointment Letter Copy of Financial Clearance Copy of Establishment warrant Social Security number Bank details e.g. Account Number (Current/Savings) Medical Report. b. Re-Instatement - Documents to attach: Re-instatement letter for all cases especially if: The applicant's name has been deleted from the system: The applicant has been wrongfully terminated Copy of Financial clearance if: Applicant has been away for more than one (1) year The applicant is on contract appointments

				<p>c. Promotion –Documents to attach Copy of Establishment Warrant Copy of Authorising Letter from the Public Services Commission (PSC) Copy of promotion Letter Copy of Last payslip</p> <p>d. Posting –Documents to attach</p> <ul style="list-style-type: none"> • copy of Posting Letter • copy of current Payslip • Assumption of duty letter <p>e. Change of Bank/Bank Account Number- Documents</p> <ul style="list-style-type: none"> • Copy of Bank clearance letter signed by Bank Manager • New Bank Details E.g. Account Number (Current /Savings) • Copy of Current Pay Slip, not more than a month <p>f. Change of name – Documents to attach</p> <ul style="list-style-type: none"> • Letter of approval from OHCS • Copy of appropriate gazette notice • Copy of current pay slip
5.	Processing of Salary related issues	10 working days for each input type. One month to process	<ul style="list-style-type: none"> • MD submits a forwarding letter to the OHCS stating the discrepancy e.g. stoppage of salary • MDs fill a complaints form and attach the necessary documentation 	<ul style="list-style-type: none"> • MD submits letter to the OHCS stating the discrepancy with the following documents:

		based on access to IPPD II system.	<ul style="list-style-type: none"> • OHCS acknowledges receipt of MD request within 3 working days. • OHCS investigates the reason for the stoppage of salary • OHCS notifies MD on decision • OHCS and MD take appropriate steps to resolve the issue 	<p>Completed complaints form with attachments needed for each type of input forms</p> <p>Example: For change of management unit (Postings):</p> <ul style="list-style-type: none"> • Copy of posting letter • Copy of last pay slip • Assumption of duty letter • Input forms for postings
6.	Conversion	15 working days after CS Council's decision	<p>General Class</p> <ul style="list-style-type: none"> • OHCS receives application through the online HR Facilities portal with relevant documents • OHCS acknowledges receipt instantly, vets documents to determine the suitability of the applicant and availability of vacancy or otherwise on the desired grade • Eligible officers are scheduled for assessment (ie: conversion from professional to professional and sub-professional- professional). <p><i>Note: This step is waived for conversion from Sub-Professional to Sub-Professional).</i></p> <ul style="list-style-type: none"> • OHCS conveys approval or otherwise to client 	<ul style="list-style-type: none"> • Forwarding letter from Ministry/ Department • Certified True Copy of Academic Certificate • Last promotion letter/Appointment Letter • Copy of current Payslip • Approval letter for study • Copy of Approved Establishment Level
			<p>Departmental /Technical Class</p> <ul style="list-style-type: none"> • OHCS receives application through the online HR Facilities portal with relevant documents 	<ul style="list-style-type: none"> • Forwarding letter from Ministry/ Department • Certified True Copy of Academic Certificate

			<ul style="list-style-type: none"> • OHCS writes to seek clearance from the Head of Class on the availability of vacancy and suitability of the new Officer(s) • Eligible officers are scheduled for assessment (ie: conversion from professional-to-professional grade and sub-professional - professional). This step is waived for conversion from Sub-Professional to Sub-Professional) • OHCS issues consideration letter subject to the successful process in assessment exercise to be organized. • Officer is scheduled for assessment process • Decision is conveyed to the officer through the MD 	<ul style="list-style-type: none"> • Last promotion letter/Appointment Letter • Copy of current Payslip • Approval letter for study • Copy of Approved Establishment Level • Curriculum Vitae
7.	Upgrading	10 working Days	<ul style="list-style-type: none"> • OHCS receives application through the online HR Facilities portal with relevant documents • OHCS vets documents to determine the suitability and availability of the applicant or otherwise for the requested grade • OHCS acknowledges receipt to MD and request for further documentation where necessary. • OHCS conveys decision to the Officer through the Ministry/Department • Copy of successful decision/otherwise submitted to RSIM/P' Records 	<ul style="list-style-type: none"> • Forwarding letter from Ministry/ Department • Certified True Copy of Academic Certificate • Last promotion letter/Appointment Letter • Copy of current pay slip • Approval letter for study • Curriculum Vitae • Copy of Approved Establishment Level
8.	Transfer into Service	10 working Days after	<ul style="list-style-type: none"> • OHCS receives application and vets relevant documents 	<ul style="list-style-type: none"> • Appointment/promotion letter • Recent payslip

		receipt of document	<ul style="list-style-type: none"> • OHCS acknowledges receipt 3 days after submission and requests for further documentation where necessary • OHCS forwards the officer's documents to Head of Class for availability of vacancy and suitability of the officer • OHCS conveys decision to the officer based on the comments from the receiving organization 	<ul style="list-style-type: none"> • Certified true copy of academic certificate • Curriculum Vitae • Copy of Approved Establishment Level
9.	Transfer out of the Service	10 working days after receipt of feedback from receiving organisation	<ul style="list-style-type: none"> • OHCS receives application through the online HR Facilities portal • OHCS vets relevant documents • OHCS writes to the receiving organization for their comments on availability of vacancy and suitability of the officer • OHCS conveys decision to the officer based on the comments from the receiving organization 	<ul style="list-style-type: none"> • Appointment/Last promotion letter • Recent pay slip • Certified true copy of academic certificate • Curriculum Vitae
10.	Leave of Absence	10 Working Days	<ul style="list-style-type: none"> • OHCS receives application with relevant documents • OHCS acknowledges receipt of MD request. • OHCS examines the documents to determine if application merits approval or otherwise • Decision is conveyed to MDs and copy RSIM to ensure that salary is discontinued for the period of leave and P' Records for update. 	<ul style="list-style-type: none"> • Appointment/Last Promotion Letter • Current pay slip • Justification for the request i.e. Medical Report, Formal request from spouse etc.
11.	Posting	10 Working Days	<p>Posting upon request</p> <ul style="list-style-type: none"> • OHCS receives and analyses request for posting of officer(s) • Decision conveyed to MD 	<ul style="list-style-type: none"> • Posting request from Ministry/Department

		<ul style="list-style-type: none"> • Receive feedback from the MD on the assumption of duty of the officer • Copy of posting letter to RSIM for change in officer’s management Unit & P’ Records for update. • In case of departmental posting, OHCS will post the Officers to the Head of Class for further posting instructions. <p>General Posting</p> <ul style="list-style-type: none"> • OHCS analyses establishment levels of MDs and conducts needs assessment for rational distribution of skills • Staff are posted to respective MDs per the gaps identified • Copy of posting letter to RSIM for change in officer’s management Unit & P’ Records for update • OHCS receives feedback from the MD on the assumption of duty of the officer for posting compliance • Note: Assumption of Duty of an officer is reported to OHCS by the receiving Organisation in all cases. 	
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12.	Secondment	10 Working days after Officer has been identified and accepted	<ul style="list-style-type: none"> • OHCS receives application with relevant documents • Officer(s) is/are selected for the General class however; in the case of Departmental grades the Head of class identifies and nominates an officer(s) for onward secondment by OHCS • OHCS conveys approval to the requesting institution • Assumption of Duty of the officer is reported to OHCS by the receiving Organisation 	<ul style="list-style-type: none"> • Request from the seconding Institution • Nomination letter from Head of Class
13.	Processing application of Promotions	<p>Annually (Dates determined by corresponding letters)</p> <p>Convey feedback to candidates 60 working days after interview process</p>	<ul style="list-style-type: none"> • MDs submit Promotion Register for the ensuing year with requisite documents of eligible officers • Eligible officers are scheduled for promotion interview • Record of decision is conveyed to the Civil Service Council (CSC) • Feedback is issued to both successful/unsuccessful candidates subsequently, upon vetting /approval by the CSC. 	<ul style="list-style-type: none"> • Promotion Register • Two years Performance Appraisal • Last Promotion Letter • Appointment Letter & Assumption of Duty for First time candidates • Curriculum Vitae • Current Pay slip • Evidence of Scheme of Service training undertaken • Certified true copy of certificates of qualification acquired, where applicable • Professional Certificate for officers in the Engineering and Secretarial Classes • Chartered Certificate for officers on level 19 in the Procurement, Internal Audit and Accounting Classes progressing to Level 21

14.	Re-instatement	10 Working Days	<ul style="list-style-type: none"> • OHCS receives application with relevant documents from MD • OHCS examines the relevant documents if the application merits approval or otherwise. • Decision is conveyed to the MD and Officer 	<ul style="list-style-type: none"> • Copy of approved Establishment levels from MD • Approval letter of resignation/separation • Last pay slip • Appointment /Last promotion Letter • Academic Certificate (where applicable) • Medical Report (if on medical grounds) • Curriculum Vitae
15.	Approval of Change of Name	5 Working Days	<ul style="list-style-type: none"> • OHCS receives application with relevant documents • Documents are examined • Decision is conveyed to MD and directed to effect change in the IPPD system 	<ul style="list-style-type: none"> • Copy of Gazette • Appointment/Last Promotion letter • Recent payslip
16.	Correction of Date of Birth	10 Working days after all relevant documents have been submitted	<ul style="list-style-type: none"> • OHCS receives application with relevant documents • Relevant documents are examined • Decision is conveyed to Ministry/Department and directed to effect the change in the IPPD system 	<p>Original copies of the under listed:</p> <ul style="list-style-type: none"> • SSNIT Records/Statement of Accounts • Personal Records Card • First passport issued • Birth/Baptismal Certificate issued around the time of Birth • Elementary School Register • Labour Registration card

17.	Management of Recruitment / Replacement of exited staff into the Civil Service	Graduate entry level: 10 working days after Council's approval.	<p>Opening of Registration Portal</p> <ul style="list-style-type: none"> • OHCS/Consultant opens portal • OHCS requests candidates to apply, attaching the required documentations • OHCS/Consultant closes portal <p>Conduct of Examination</p> <ul style="list-style-type: none"> • OHCS sends text message to all candidates to pay an approved amount and sit for examination • OHCS conducts phase one examination • OHCS sends message to successful candidates of phase one to write phase two examination • OHCS sends message to successful candidates of phase two examination and schedule for interview <p>Conduct of Interview</p> <ul style="list-style-type: none"> • OHCS interviews successful candidates • OHCS Submits originals of duly signed Assessment /Interview Report/Records of Decision to the Civil Service Council for approval • OHCS upon receipt of approval from the Civil Service Council, issues Appointment Letters 	<p>Completed Online Application forms with relevant supporting documents such as:</p> <ul style="list-style-type: none"> ✓ First Degree Academic Certificate (Certified true copy) ✓ SSSCE/WASSCE certificate ✓ Another relevant Professional certificate ✓ National Service Certificate ✓ Curriculum Vitae ✓ Birth Certificate <ul style="list-style-type: none"> • Shortlisted Applicants to Participate in Assessment tests upon opening of Civil Service Examination portal after the payment of approved fees
		Non-Graduate entry level: 10 working days after	<ul style="list-style-type: none"> • Successful Candidates shortlisted, contacted and scheduled for interviews • OHCS Submits originals of duly signed Assessment/Interview Report/Records of Decision to the Civil Service Council for approval 	<ul style="list-style-type: none"> • Applicant submits application for employment via OHCS online recruitment portal in response to advertisement or internal notice

		Council's approval	<ul style="list-style-type: none"> OHCS upon receipt of approval from the Civil Service Council, issues Appointment Letters 	<p>with the following supporting documents:</p> <ul style="list-style-type: none"> ✓ Relevant Educational Certificates ✓ National Service Certificate ✓ Curriculum Vitae ✓ Birth Certificate
18.	Facilitation of service-wide training for the Civil Service	<p>20 working days</p> <p>1 - 20 working days upon receipt of notification</p>	<p>Training plans and Reports</p> <ul style="list-style-type: none"> OHCS requests for training plans from MDs OHCS Analyses Training Plans and prepares composite service-wide Training Plan OHCS requests for training reports from MDs OHCS analyses training reports and gives feedback to MDs. <p>Facilitation of Training</p> <ul style="list-style-type: none"> OHCS receives notification on training from approved training institutions i.e. CSTC, ITS, GSS and GIMPA OHCS notifies MDs on training programs specifying nomination criteria and procedures. 	<ul style="list-style-type: none"> MDs submit training plans to OHCS MDs nominates officers for training MDs submit Training Reports (mid and end of year) indicating impact of training to OHCS
19.	Approval of study leave with or without pay	5 working days upon approval from management	<ul style="list-style-type: none"> OHCS vets documents to determine Officer's suitability or otherwise OHCS conveys decision to Ministries and Departments 	<ul style="list-style-type: none"> Applicant submits request to through their MDs with the following documents: <ul style="list-style-type: none"> ✓ Copy of first Appointment letter ✓ Copy of Last Promotion Letter ✓ Copy of Last Pay slip ✓ Copy of Admission Letter ✓ Proof of sponsorship/payment if study is self-financing

				<ul style="list-style-type: none"> Ministries and Departments forward application and supporting documents to OHCS with detailed comments indicating the relevance of the course to the Ministries and Departments and the Service.
20.	Approval of Notification for Studies	5 working days after receipt of relevant documents	<ul style="list-style-type: none"> Receive request with relevant document from Client/MD Vet documents and communicate management decision to clients/MD 	<p>Applicants submits request through MD with the following documents:</p> <ul style="list-style-type: none"> Admission Letter First Appointment Letter Proof of Payment of Fees Current payslip
21.	Sale of Employee Handbook, Schemes of Services for various classes and relevant Human Resource Policy Documents	1 day	<ul style="list-style-type: none"> Receive payments and Issue document to interested 	Visit the OHCS client service Unit and request for interested document

Note:

- Contact the OHCS Client Service Unit for fees chargeable for sale of Documents
- On RTI requests kindly contact the RTI Officer in the OHCS

5.0 WHAT WE EXPECT FROM CLIENTS

The quality of service we can provide to you depends on the input and co-operation we receive from you. Accordingly, we expect you to:

- ✓ Identify yourself by name, and if necessary, organisation and grade.
- ✓ Provide the required information in an honest and timely manner
- ✓ Comply with our rules, guidelines and regulations
- ✓ Accord our staff the utmost respect
- ✓ Inform us if you are not satisfied with our services

6.0 WHAT TO EXPECT FROM US

In writing, we will:

- ✓ Reply to all letters within five (5) working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone when to expect a full reply
- ✓ Treat faxes and e-mails which are duly signed as official documents.

By telephone, we will:

- ✓ Answer the telephone between two (2) to three (3) rings (promptly).
- ✓ Identify ourselves by organisation, name and grade.
- ✓ Inform you when to expect a full reply, in case we are unable to answer your enquiry immediately.
- ✓ Redirect you to the appropriate quarters if the matter in question is not in our area of competence

On appointment, we will:

- ✓ See you within ten minutes of the agreed time.
- ✓ Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

7.0 Feedback Mechanism

We encourage you to communicate with us and give us feedback through the following Mediums:

- Contact our Client Service Unit/Our Website address on ***www.ohcs.gov.gh***
- Use our Suggestion Box at our Reception Area/Within our Offices (or use the e-suggestion box on nacap@ohcs.gov.gh with password **Confidential1**. to report via suggestionbox@ohcs.gov.gh)
- Participate in our Periodic '**Open-Days**' to give us feedback on our services

8.0 COMPLAINTS AND COMMENTS

8.1 WHEN REGISTERING A COMPLAINT

When contacting us if you are dissatisfied with our Services or other Civil Service Organization, we would like you to:

- ✓ Identify yourself
- ✓ Be clear why you are not satisfied
- ✓ Indicate what you expect the OHCS to do
- ✓ Keep a record of events
- ✓ Follow up with the relevant staff member, if possible

8.2 WHERE TO ADDRESS YOUR COMPLAINTS

Complaints and comments may be:

- Submitted to the Client Service Unit
- Placed in Suggestion Boxes located within the Office building
- Through our social media handles: Facebook account on **OHCSGhana** or twitter account on **civilserviceghana1**

OR

- Formally submitted to the following Addresses:

- a. **CLIENT SERVICE UNIT
OFFICE OF THE HEAD OF THE CIVIL SERVICE
P. O. BOX MB49
MINISTRIES, ACCRA**

TEL: 233-302 952402

OR VISIT

- b. The Client Service Unit located is **located at the reception area** on the ground floor of the main OHCS building and register your complaints by filling a complaints form.

- c. Where not satisfied, you may address it to the **Chief Director, OHCS** on same **Address** and via telephone no. **0302 666602 / 682338**

- d. If still not satisfied you may contact,
The Head of Civil Service
P.O. Box MB49
Ministries, Accra
Tel: 0302 909190

- e. Where you are still not satisfied with the outcome, you may address your comment/complaints to:

**THE CHAIRMAN
CIVIL SERVICE COUNCIL(CSC)
P. O. BOX M49
MINISTRIES, ACCRA**

- f. *You may also appeal to if not satisfied:*
**GHANA CITIZENS COMPLAINT CENTER
C/O OFFICE OF THE PRESIDENT
MINISTRY OF PUBLIC SECTOR REFORMS
ACCRA**

**Tel: 0302 666 007
0302 666 447**

Website. www.ghanacitizen.gov.gh

As a last resort, you may Appeal to:

**The Commissioner
Commission on Human Rights and Administrative Justice
Box AC 489
Accra.
Tel: 0302- 662150/664267**

NOTE:

The channel of communication in dealing with the OHCS shall be as follows:

- a. From Serving Officer through Departmental Head to Chief Director/ Minister and to OHCS.
- b. From a Non-Civil Servant/General public to the Chief Director, OHCS.
- c. From retired officers, through the Head of the organisation where they last served/worked OR through the Chief Director, OHCS OR CLOGSAG.

9.0 OUR LOCATION/CONTACT:

9.1 PHYSICAL LOCATION

The OHCS is located in the Government Business Area (Ministries) behind the Ministry of Justice & Attorney-General's Department and between the Auditor-General's Department & the Ministry of Health.

9.2 OUR MAILING ADDRESSES ARE:

a. POST BOX:

THE OFFICE OF THE HEAD OF THE CIVIL SERVICE
POST OFFICE BOX MB 49
MINISTRIES POST OFFICE
ACCRA.
TEL: 233-302-909190, 666602
GPS CODE: GA-110-0399

b. EMAIL:

info@ohcs.gov.gh

c. WEBSITE:

www.ohcs.gov.gh

d. Facebook Page:

@ohcsghana

e. Twitter

@civilserviceghana1

Appendix 1: SOME IMPORTANT TELEPHONE NUMBERS

NO.	CONTACT PERSON	PHONE NUMBER(S)
1.	Head of the Civil Service	0302 909190
2.	Chief Director	0302 666602 / 682338
3.	Director, Career Management	0302 941682
4.	Director, Recruitment & Training	0302 963775
5.	Director, Research Statistics & Information Management	0302 941702
6.	Director, Finance & Administration	0302 963776
7.	Director, Planning Budgeting Monitoring & Evaluation	0302 919808
8.	Public Relations Officer	0244 842979
9.	Reforms Coordinating Unit	0302 964106
10.	Reception	0302 952371
11.	Client Service Unit	0302 952402

Appendix 2: Addresses of Departments. Institutions under OHCS

No.	Name of <i>Institution</i>	Location	Address/Contact
1.	Management Services Department (MSD)	In between the Department of Feeder Roads & the Old Passport Office/Ministry of Foreign Affairs and Regional Affairs. Treasury road	P.O. Box M 49 Ministries Accra
2.	PRAAD	Adjacent the Holy Spirit Cathedral Catholic Church, West Ridge GA GPS CODE: GH-GA-05007200	P.O. Box GP 3056, Accra, Ghana. Email:infor@praad.gov.gh
3.	CSTC	Opposite the Morning Star School in Cantonment. Cantonments Road	P.O. Box M 49 Cantonments Accra cstcaccra@hotmail.com www.cstc.gov.gh facebook account: cstcgh Tel: 0302 774401
4.	PSCMD	In the next block of the OHCS building. GPS CODE: GA-110-0399	Office of the Head of Civil Service, Ministries, Accra
5.	ITS	Weija ITS road	ITS, Weija Accra
6.	GSS	In the same compound with the CSTC Cantonments Road	Government Secretarial School, Cantonments Accra.Tel: 03022776263 Email Address: govsecsch1952@gmail.com

