



OFFICE OF THE HEAD OF THE CIVIL SERVICE

CLIENT SERVICE CHARTER



JULY 2023

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FOREWORD

The Office of the Head of the Civil Service (OHCS) as a Central Management Agency is to ensure efficiency and effectiveness in service delivery within the Ministries and Departments. Further, the Office is to ensure a properly structured and optimally staffed Service with the right skills mix to provide policy advice to Ghana's political leadership and to transform sector policies into implementable 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 performance of the Ministries and Departments in the discharge of their respective mandates.

The Office 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 motivated professional Civil Service for delighted clients in a developed Ghana, 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 expedited services to its clients and to assure them of prompt feedback on all complaints lodged towards enhancing service delivery.

The development of the Charter reinforces 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 with the OHCS in order to enhance productivity in the Ghana Civil Service.

SIGNED

EUNICE OSAE (MRS)
CHIEF DIRECTOR

LIST OF ACRONYMS

CAGD	Controller and Accountant General's 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 Management Information System
ICT	Information, Communication Technology
IPPD	Integrated Payroll and Personnel Database
ITS	Institute of Technical Supervision
MDAs	Ministries, Departments and Agencies
MSD	Management Services Department
OHCS	Office of the Head of the Civil Service
PRAAD	Public Records and Archives Department
PSC	Public Services Commission
RSIM	Research, Statistics, Information Management

1.0 INTRODUCTION

This Service Charter details 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, service delivery standards and further indicates how feedback on its services could be communicated.

2.0 PURPOSE OF THE CHARTER

The purpose of this Charter is to establish and inform clients of the service delivery standards of the OHCS to enhance productivity.

3.0 PROFILE OF THE ORGANISATION

(a). MANDATE

Sections 5, 6 & 7 of the Civil Service Act, 1993 (PNDCL 327) 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 Service Staff.
- 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.

(b). VISION

“A client-oriented organisation providing world-class policy advice and services.”

(c). MISSION

The Office of the Head of the Civil Service (OHCS) exists to manage human resources, promote efficient records management, organisational development and value for money procurement and audit for the delivery of results oriented, knowledge-driven services by civil service organisations towards the attainment of national development.

This mandate is realised through the:

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

(d). CORE VALUES

The OHCS is guided by the following core values:

- Professionalism
- Integrity

- Accountability
- Customer-sensitivity
- Political Neutrality
- Impartiality
- Dedication

(e). CORE FUNCTIONS

The functions of the OHCS are to

- Formulate and review 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 or review standard operating procedures to guide procurement and supply chain managers.
- Monitor annual procurement plans for Civil Service organisations.

(f). ORGANISATIONAL ARRANGEMENT

➤ Directorates of OHCS

The list of OHCS Directorates are as follows:

- Career Management Directorate (CMinistries and Departments)
- 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)

➤ 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)

➤ Departments of OHCS

Departments under OHCS are listed below:

- Management Services Department (MSD)
- Public Records and Archives Administration Department (PRAAD)
- Procurement and Supply Chain Management Department (PSCMinistries and Departments)
- Internal Audit Department (IAD)

➤ Institutions of OHCS

These are:

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

4.0 SERVICES

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
1.	Approval of Schemes of Service, Organisational Manual, Establishment Levels & Client Service Charter	3 working days after CS Council's decision	<ul style="list-style-type: none"> ● Receive validated document(s). ● Review draft document. ● Civil Service Council considers and approves document. ● Convey decision to Ministry/Department. 	Ministry or Department submits validated document with a forwarding letter.
2.	Approval for the Creation of Posts	3 working days after CS Council's decision	<ul style="list-style-type: none"> ● Receive request and relevant document(s). ● OHCS/MSD review the request and forward recommendation to CS Council. ● Civil Service Council reviews recommendation. ● Convey decision to Ministry/Department. 	Ministry/Department submits request for the creation of post and attach relevant justification for the creation.
3.	Processing of completed IPPD II input forms	9 working days after the IPPD system is opened	<ul style="list-style-type: none"> ● Receive, vet and analyse IPPD input forms with supporting documents from Ministry/Department ● Acknowledge receipt within 3 days. ● Process IPPD forms ● Submit IPPD forms to CAGD for validation. ● Provide feedback to Ministry/Department after data entry window. 	<p>Ministry/Department:</p> <ul style="list-style-type: none"> ● Submit completed IPPD II forms duly endorsed with the relevant supporting documents. <p>Details of Documents required are as below:</p> <p>a. New Entrant – Documents to attach:</p> <ul style="list-style-type: none"> ➤ Copy of Appointment Letter ➤ Copy of Financial Clearance ➤ Copy of Establishment warrant ➤ Social Security number

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
				<ul style="list-style-type: none"> ➤ Bank details e.g., Account Number (Current/Savings) ➤ Medical Report ➤ Copy of Ghana card. ➤ Completed input form. <p>b. Re-Instatement - Documents to attach:</p> <ul style="list-style-type: none"> ➤ Re-instatement letter for all cases especially if: <ul style="list-style-type: none"> i. The applicant's name has been deleted from the system: ii. The applicant has been wrongfully terminated. iii. Completed input form. ➤ Copy of Financial clearance if: <ul style="list-style-type: none"> i. Applicant has been away for more than one (1) year. ii. The applicant is on contract appointments. iii. Completed input form. <p>b. Promotion – Documents to attach.</p> <ul style="list-style-type: none"> i. Copy of Establishment

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
				<p>warrant</p> <p>ii. Copy of Authorising Letter from the Public Services Commission (PSC) where applicable.</p> <p>iii. Copy of promotion Letter</p> <p>iv. Copy of last payslip</p> <p>v. Completed input form.</p> <p>d. Posting –Documents to attach.</p> <p>i. Copy of Posting Letter</p> <p>ii. Copy of current Payslip</p> <p>iii. Assumption of duty letter</p> <p>iv. Completed input form.</p> <p>e. Change of Bank/Bank Account Number- Documents</p> <p>i. Copy of Bank clearance letter signed by Bank Manager</p> <p>ii. New Bank Details E.g., Account Number (Current /Savings)</p> <p>iii. Copy of Current Pay Slip, not more than a month</p> <p>iv. Completed input form.</p>

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
				f. Change of name – Documents to attach. <ol style="list-style-type: none"> Letter of approval from Institutions Copy of appropriate gazette notice. Completed Input form. Copy of current pay slip
4.	Processing of Salary related issues	9 working days after the IPPD system is opened.	<ul style="list-style-type: none"> Receive request and relevant documents. Conduct investigation. Take appropriate steps to resolve the issue together with Ministry/Department. Notify Ministry/Department/ Officer on decision made. 	Ministry/Department submit letter to the OHCS stating the discrepancy with the relevant documents. I. Postings / Transfers For change of management unit (Posting/Transfer): <ul style="list-style-type: none"> Copy of posting/transfer letter Copy of last pay slip Assumption of duty letter Completed input forms. II. Promotion <ul style="list-style-type: none"> Promotion letter Copy of last pay slip Completed input form. III. New entrant <ul style="list-style-type: none"> Copy of appointment letter

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
				<ul style="list-style-type: none"> ● Copy of assumption of duty ● Completed input form. ● Copy of Ghana Card ● SSNIT number
5.	Processing of Conversion	3 working days after CS Council's decision.	<p>General Class</p> <ul style="list-style-type: none"> ● Receive application with relevant documents. ● Acknowledge receipt within 3 working days. ● Vet documents to determine the suitability of the applicant and availability of vacancy or otherwise on the desired grade. ● Schedule eligible officers for assessment (i.e.: conversion from professional to professional or sub-professional to professional). <p><i>Note: This step is waived for conversion from Sub-Professional to Sub-Professional).</i></p> <ul style="list-style-type: none"> ● Communicate feedback to the applicant through the Ministry/Department after Council's decision. 	<p>Submit the following documents:</p> <ul style="list-style-type: none"> ● Application letter from the applicant with forwarding letter from Ministry/Department. ● Original Certified True Copy of Academic Certificate. ● Last promotion /Appointment Letter. ● Copy of current Payslip. ● Copy of Approved Establishment Level. ● Current Staff Performance Appraisal of the applicant. ● Approval letter from OHCS granting permission for the officer to undertake the course.
			<p>Departmental /Technical Class</p> <ul style="list-style-type: none"> ● Receive application with relevant documents. ● Acknowledge receipt within 3 working days. ● Write to seek clearance from the Head of Class on the availability of vacancy and suitability of the new Officer (s). 	<p>Submit the following documents:</p> <ul style="list-style-type: none"> ● Application letter from the applicant with forwarding letter from Ministry/Department

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
			<ul style="list-style-type: none"> Schedule eligible officers for assessment (i.e.: conversion from professional-to-professional grade 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"> Convey decision to the officer through the Ministry/Department after Council's decision. 	<ul style="list-style-type: none"> Original Certified True Copy of Academic Certificate Last promotion letter/Appointment Letter Copy of current Payslip Copy of Approved Establishment Level. Current Staff Performance Appraisal of the applicant. Approval letter from OHCS granting permission for the officer to undertake the course.
6.	Processing of Upgrading	<p>5 working Days.</p> <p>10 working days</p>	<p>General Class</p> <ul style="list-style-type: none"> Receive application with relevant documents. Vet documents to determine the suitability of applicant and availability of vacancy. Communicate feedback to the Officer through the Ministry/Department. Submit copy of successful decision/otherwise to RSIM/P' Records <p>Departmental/technical Class</p> <ul style="list-style-type: none"> Receive application with relevant documents. Vet documents to determine the suitability of applicant and availability of vacancy. 	<p>Submit the following documents:</p> <ul style="list-style-type: none"> Application letter from the applicant with forwarding letter from Ministry/Department Original Certified True Copy of Academic Certificate Last promotion letter/Appointment Letter Copy of current pay slip Curriculum Vitae Copy of Approved Establishment Level Current Staff Performance Appraisal of the applicant.

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
			<ul style="list-style-type: none"> Communicate feedback to the Officer through the Ministry/Department Submit copy of successful decision/otherwise to RSIM/P' Records. 	<ul style="list-style-type: none"> Approval letter from OHCS granting permission for the officer to undertake the course.
7.	Transfer of Service	10 working Days after receipt of document	Into the Civil Service <ul style="list-style-type: none"> Receive application and vet relevant documents. Acknowledge receipt within three (3) days. Forward the officer's documents to Head of Class to determine the availability of vacancy and suitability of applicant. Analyse feedback from Head of Class and applicant's documents and submit a proposal for management decision. Communicate feedback to the institution. 	Submit the following documents: <ul style="list-style-type: none"> Application letter from the applicant with forwarding letter from organisation. Appointment/promotion letter Recent payslip. Certified true copy of academic certificate. Copy of Curriculum Vitae. Copy of Approved Establishment Level. Current Staff Performance Appraisal of the applicant.
		10 working days after receipt of feedback from receiving organisation	Out of the Civil Service <ul style="list-style-type: none"> Receive application. Vet relevant documents. Write to the receiving organization for their comments on availability of vacancy and suitability of the officer. Communicate feedback to the institution. 	Ministry/Department should submit the following documents: <ul style="list-style-type: none"> Application letter from the applicant with forwarding letter from the organisation. Appointment/Last promotion letter of applicant. Recent pay slip of applicant.

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
				<ul style="list-style-type: none"> ● Certified true copy of academic certificate of applicant. ● Curriculum Vitae of applicant.
8.	Processing of Leave of Absence	10 Working Days	<ul style="list-style-type: none"> ● Receive application with relevant documents. ● Acknowledge receipt within 3 working days. ● Vet documents. ● Communicate feedback to Ministries or Departments and copy RSIM to ensure discontinuity of salary. 	Ministry/Department submits the following documents: <ul style="list-style-type: none"> ● Forwarding letter submitting Application of the applicant. ● Appointment/Last Promotion Letter ● Current pay slip ● Justification for the request i.e., Medical Report, Formal request from spouse etc. (where applicable)
9.	Processing of Secondment	10 Working days	<ul style="list-style-type: none"> ● Receive requests with relevant documents from Institution. ● Assess requests. ● Convey decision. 	<ul style="list-style-type: none"> ● Submit request attaching Job description of the post and include Officer's Assumption of duty letter.
10.	Processing of application for Promotions	Annually (Dates determined by corresponding letters) Convey feedback to	<ul style="list-style-type: none"> ● Request and receive Promotion Register for the ensuing year. ● Request for requisite documents of eligible officers. ● Vet documents. ● Schedule eligible officers for promotion interview. ● Communicate decision to the Civil Service Council (CSC). 	Ministry/Department should submit the following documents on behalf of eligible officer(s): <ul style="list-style-type: none"> ● Promotion Register. ● Two years Performance Appraisal. ● Last Promotion Letter.

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
		candidates 60 working days after interview process	<ul style="list-style-type: none"> ● Issue feedback to successful/unsuccessful candidates upon vetting /approval by the CSC. 	<ul style="list-style-type: none"> ● 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, Quantity surveyors, Secretarial Classes and Deputy Directors moving to the grade of a Director. ● Chartered Certificate for officers on level 19 in the Procurement, Internal Audit and Accounting Classes progressing to Level 21.
11.	Re-instatement	10 Working Days	<ul style="list-style-type: none"> ● Receive application with relevant documents from Ministry/Department. ● Vet relevant documents. ● Communicate decision. 	Submit request with the following: <ul style="list-style-type: none"> ● Copy of approved Establishment levels. ● Approval letter of resignation/separation. ● Last pay slip.

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
				<ul style="list-style-type: none"> ● Appointment /Last promotion Letter. ● Academic Certificate (where applicable). ● Medical Report (if on medical grounds). ● Disciplinary report where applicable. ● Curriculum Vitae.
12.	Approval for Change of Name	3 working days	<ul style="list-style-type: none"> ● Receive application from applicants through the Ministries or Departments. ● Vet documents. ● Communicate decision. 	Submit forwarding letter with Application letter of the applicant and attach a copy of Gazette for the change of name.
13.	Approval for Correction of Date of Birth	10 working days	<ul style="list-style-type: none"> ● Receive application with relevant documents from the applicant through the respective Ministries and Departments ● Vet documents. ● Communicate decision. 	Submit original copies of the under listed: <ul style="list-style-type: none"> ● SSNIT Statement. ● First passport issued. ● Birth/Baptismal Certificate issued at the time of Birth (must be obtained before 12 years) ● Elementary School Register ● Labour Registration card ● Voters ID & Ghana Card

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
14.	Recruitment / Replacement of exited staff into the Civil Service	Graduate entry level: 10 working days after Council's approval.	Opening of Registration Portal <ul style="list-style-type: none"> ● Open portal ● Request candidates to apply and attach the required documentations. ● Close portal Conduct of Examination <ul style="list-style-type: none"> ● Send text message to all candidates to pay an approved amount and sit for examination. ● Conduct phase one examination ● Send message to successful candidates of phase one to write phase two examination. ● Send message to successful candidates of phase two examination and schedule for interview. Conduct of Interview <ul style="list-style-type: none"> ● Interview successful candidates ● Submit originals of duly signed Assessment /Interview Report/Records of Decision to the Civil Service Council for approval ● Receive approval from the Civil Service Council ● Issue appointment letter to successful candidates. 	Applicant must: Complete Online Application forms with relevant supporting documents such as: <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 ● Ghana Card Shortlisted Applicants must <ul style="list-style-type: none"> ● Participate in assessment tests upon opening of Civil Service Examination portal after the payment of approved fees.
		Non-Graduate entry level: 10 working days	<ul style="list-style-type: none"> ● Contact and schedule shortlisted applicants for interviews. ● Submit originals of duly signed Assessment/Interview Report/Records of Decision to the Civil Service Council for approval ● Receive approval from the Civil Service Council ● Issue appointment letter to successful interviewees 	<ul style="list-style-type: none"> ● Submit application for employment with the following supporting documents: ● Relevant Educational Certificates ● National Service Certificate

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
				<ul style="list-style-type: none"> ● Curriculum Vitae ● Birth Certificate ● Ghana Card
15.	Approval of study leave with or without pay	7 working days	<ul style="list-style-type: none"> ● Receive request from Ministries or Departments. ● Vet documents to determine Officer's suitability or otherwise. ● Communicate feedback to Ministries and Departments upon approval. 	Ministry or Department submit the following documents on behalf of applicant: <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. ● Application and supporting documents with detailed comments indicating the relevance of the course to the Ministries and Departments and the Service. ● A properly completed bond form.
16.	Resignation out of the Service	3 working days	<ul style="list-style-type: none"> ● Receive request. ● Vet request. ● Communicate feedback. 	Submit resignation letter with appropriate notice.
17.	Approval of Notification for Studies	3 working days	<ul style="list-style-type: none"> ● Receive request with relevant document from Officer through Ministry or Department. ● Vet document. ● Communicate feedback to Officer through Ministry or Department. 	Applicant submits request through Ministry or Department with the following documents: <ul style="list-style-type: none"> ● Copy of Admission Letter ● First Appointment Letter

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESS	REQUIREMENT FROM CLIENTS
				<ul style="list-style-type: none"> ● Proof of Payment of Fees. ● Current payslip.
18.	Sale of Employee Handbook, Schemes of Service for various classes and relevant Human Resource Policy Documents	Within 30 minutes after payment is affected.	<ul style="list-style-type: none"> ● Receive payment. ● Issue document to client. 	<ul style="list-style-type: none"> ● Visit the OHCS CSU and request for interested document. ● Make required payment.
19.	Provision of general information	3 working days	<ul style="list-style-type: none"> ● Receive request. ● Process request. ● Communicate feedback to client. 	<ul style="list-style-type: none"> ● Submit request. ● Provide accurate contact details.

Note: Contact the OHCS Client Service Unit for fees chargeable for documents on sale

5.0 SERVICE DELIVERY STANDARDS

The OHCS is committed to providing the highest standards of service to all its clients. Clients are further assured of the following:

➤ QUALITY

We will:

- Treat you with respect and courtesy;
- Maintain confidentiality;
- Be transparent;
- Act with care, diligence, honesty and integrity;
- Refer inquiries we cannot sufficiently respond to, to the relevant agency/authority; and
- Ensure that our website is well set out, frequently updated and user friendly.

➤ RESPONSIVENESS

We will endeavour to:

- Deal with tasks efficiently and effectively;
- Respond to correspondences promptly;
- Attend to visitors promptly upon arrival;
- Provide notice of our meetings in good time, at least two days in advance;
- Respond to request within stipulated time frame.

➤ ACCESSIBILITY

We will be available:

- During working hours from Mondays - Fridays (8am to 5pm) except public holidays
- We can also be reached via clientservice@ohcs.gov.gh

➤ SERVICE IMPROVEMENT

We aim to:

- Ensure that the accuracy and quality of our services are satisfactory, as we continuously incorporate relevant developments in our service charter;
- Improve procedures for monitoring the quality of our services and reporting the results;
- Upgrade the ways in which we deliver our services, in line with increasing improvements in technology and the changing needs of our clients;
- Develop a more streamlined system of handling enquires and feedback on our services;

6.0 OBLIGATIONS

Obligations of the Institution

We strive to:

- Provide warm reception and ensure clients are treated with courtesy and respect

- Provide friendly working environment for our clients.
- Act in a professional manner to our clients.
- Regularly update the Office's website (www.ohcs.gov.gh) to address the information needs of clients.
- Give prior information concerning business with the Office through flyers, brochures, newsletters, magazines and the social media.
- Be available at all times to attend to information needs/challenges of our clients/public in a timely manner.
- Ensure confidentiality of client's personal information.
- Make it easy for clients to contact us by providing the correct postal addresses, phone numbers and email addresses.

In writing, we will:

- Reply to all letters within stipulated time frame. 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 e-mails which are duly signed as official documents.

By telephone, we will:

- Answer the telephone between three (3) to four (4) 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.

➤ **Obligations of the 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.

➤ **Mutual Obligations**

The OHCS and the Clients are expected to mutually exhibit the following in order to make the service delivery experience worthwhile:

- Trust
- Openness
- Utmost good faith
- Respect

7.0 FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION

➤ **Comments and Suggestions**

Feedbacks on our performance are appreciated, so that we can improve our standards of service. If you have any comments, including suggestions for improvement or complaints, kindly let us know.

We will acknowledge receipt of your written communication within stipulated time frame upon receipt of your correspondence on all enquiries. If we cannot immediately or fully provide a response to your enquiries or complaints within the specified timeframe, we will provide you with an interim response and advise you as to when a final response is to be expected.

Issues on feedback and commendations should be channelled:

- Through our Client Service Unit,
- On our website and other relevant Social Media Handles
- Into our suggestion box at the entrance of the OHCS
- Through periodic engagements with stakeholders
- During the conduct of survey

➤ **Institutional Communication**

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)

8.0 CLIENTS

The following are the OHCS's clients:

- Ministries and Departments

- Civil Service staff
- Service providers
- The General public
- Civil Society organisations
- Development partners

9.0 COMPLAINTS PROCEDURES

➤ 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

➤ 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 **OHCS Ghana** or twitter account on **civilserviceghana1**
OR
- Formally submitted to the following Addresses:

- CLIENT SERVICE UNIT**
OFFICE OF THE HEAD OF THE CIVIL SERVICE
P. O. BOX MB 49
MINISTRIES, ACCRA.

clientservice@ohcs.gov.gh

TEL: 233-302 952402

GPS: GA-110-0399

OR VISIT

- The Client Service Unit **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 you are 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/ 952371
GPS: GA-110-0399

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

- e. The Chairman
Civil Service Council (CSC)
P. O. Box MB 49
Ministries, Accra.

csc@ohc.gov.gh
GPS: GA-110-0399

- f. The Chairman
Public Services Commission
P.O. Box GP 1618. Accra

Email: info@psc.gov.gh

[Tel: +233\(0\)302-663047](tel:+233(0)302-663047)
+233(0)302-667470

As a last resort, you may Appeal to:

The Commissioner
Commission on Human Rights and Administrative Justice
Box AC 489
Accra.
Email: info@chraj.gov.gh
Tel: 0302-662150
GPS: GA-184-6440

NOTE:

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

- a. From Serving Officers 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.

10.0 CONTACTS:

➤ PHYSICAL LOCATION

The OHCS is located in the Government Business Area adjacent the Controller and Accountant General's Department, Ministries, Accra.

➤ 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: 233-0302952402

GPS Code: GA -110-0399

b. EMAIL:

clientservice@ohcs.gov.gh

c. WEBSITE:

www.ohcs.gov.gh

d. Facebook Page:

@ohcsghana

e. Twitter

@civilserviceghana1

Appendix 1: SOME IMPORTANT TELEPHONE NUMBERS

NO.	CONTACT FOR OFFICES	PHONE NUMBER(S)
1.	Head of the Civil Service	0302 909190
2.	Chief Director	0302 666602 / 682338
3.	Client Service Unit	0302 952402

Appendix 2: Addresses of Departments/Institutions under OHCS

No.	Name of Institution	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. <i>Treasury road</i>	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: info@praad.gov.gh
3.	CSTC	Opposite the Morning Star School in Cantonment. <i>Cantonments Road</i>	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 <i>ITS road</i>	ITS, Weija Accra
6.	GSS	In the same compound with the CSTC <i>Cantonments Road</i>	Government Secretarial School, Cantonments Accra Tel: 03022776263 Email Address: govsecsch1952@gmail.com