

**OFFICE OF THE HEAD OF THE CIVIL SERVICE**

# **CLIENT SERVICE CHARTER**



**AUGUST, 2015**

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## **LIST OF ACRONYMS**

- |         |   |
|---------|---|
| 1. CMA  | Central Management Agency                 |
| 2. HOD  | Head Of Department                        |
| 3. HR   | Human Resource                            |
| 4. ICT  | Information, Communication Technology     |
| 5. IPPD | Integrated Payroll And Personnel Database |
| 6. MDAs | Ministries, Departments And Agencies      |
| 7. OHCS | Office Of The Head Of Civil Service       |
| 8. PSC  | Public Services Commission                |

## **1.0 INTRODUCTION**

The Office of the Head of Civil Service (OHCS) is one of the Central Management Agencies (CMAs) 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 OF THE OHCS**

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

### **2.2 MISSION OF THE OHCS**

The Office of the Head of the Civil Service 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.

## **3.0 VALUES OF THE OHCS**

The core values of the OHCS centre on professionalism, integrity, accountability, meritocracy and customer-sensitivity. Specifically, the OHCS aspires to:

- a. Provide equal opportunity and fair treatment in a transparent and timely manner to all clients
- b. Publish information on rules, procedures and performance standards
- c. Take responsibility for all decisions actions and inactions
- d. Respond appropriately to issues that impact on our core businesses
- e. Exhibit honesty, neutrality and professionalism in dealing with our clients
- f. Provide cost effective and client focused services
- g. Treat clients with utmost respect.

#### **4.0 RESPONSIBILITIES OF THE OHCS**

To achieve the above objectives, the OHCS:

- a. Develops, administers and implements relevant laws and regulations to manage and enhance the efficiency and effectiveness of the Civil Service.
- b. Formulates, interprets, monitors, evaluates and reviews human resource policies on recruitment, appointment, promotion, discipline and exiting from the Service.
- c. Undertakes management reviews for the organisational development of the Civil Service.
- d. Ensures the availability of professional and competent staff in the Civil Service

#### **5.0 SERVICES PROVIDED BY THE OHCS INCLUDE:**

- 1. Conversion - Movement of Staff from one class to another in the Service.
- 2. Upgrading - Vertical movement of Staff within a Class on attainment of a higher qualification
- 3. Posting - change in station of a Staff from one organisation to another within the Civil Service
- 4. Transfer - Movement of Staff from one Public Service to another.
- 5. Secondment - Movement of Staff from a Civil Service organisation to a non-Civil Service organisation for a limited period not exceeding three (3) years.
- 6. Condonation of Break in Service - bridging separate service periods of Staff in the Public Service for pension purposes.
- 7. Study leave with pay
- 8. Study leave without pay
- 9. Leave of absence - break in service on grounds other than studies
- 10. Change of Date of Birth
- 11. Re-instatement into the service

12. Processing of application relating to promotions
13. Approval of Schemes of Service
14. Creation of Posts
15. Approval of Succession Plans
16. Review of Establishment Levels
17. Management of Staff Replacement
18. Management of recruitment/employment into the Civil Service
19. Facilitation of service-wide Training for the Civil Service
20. Processing of completed IPPD Input forms
21. Approval of salary arrears form
22. Processing of salary arrears Input form
23. Resolution of complaints on all salary issues
24. Facilitation of Performance Planning and Reporting
25. Research on emerging trends in the Civil Service

## **6.0 SERVICE STANDARDS OF THE OHCS**

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

SERVICE	TIME FRAME	PROCEDURE
1) Conversion (Movement of Staff from one class to another in the Service)	7 working days	<ul style="list-style-type: none"> <li>▪ MDA forwards application with appropriate comments/recommendations to the Office of the Head of Civil Service (OHCS) with the following supporting documents:               <ul style="list-style-type: none"> <li>➢ Certified true copy of Certificate(s)/Qualification(s) acquired</li> <li>➢ Copy of applicants first appointment letter/last promotion letter where applicable</li> <li>➢ Copy of most recent Pay Slip</li> </ul> </li> <li>▪ OHCS vets documents to determine applicant's suitability or otherwise for the grade</li> <li>▪ OHCS seeks clearance on the availability of vacancy from the new Head of Class on conversion</li> <li>▪ OHCS conveys decision subject to assessment exercise (date for assessment exercise to be determined based on the preparedness of MDA).</li> </ul>
2) Upgrading (Movement of Staff from the sub-professional to the professional cadre of the same Class)	7 working Days	<ul style="list-style-type: none"> <li>▪ MDA forwards application with appropriate comments/recommendations to the OHCS with the following supporting documents:               <ul style="list-style-type: none"> <li>➢ Certified true copy of Certificate(s)/Qualification(s) acquired</li> <li>➢ Copy of applicants first appointment letter/last promotion letter where applicable</li> <li>➢ Copy of most recent Pay Slip</li> </ul> </li> <li>▪ OHCS vets documents to determine applicant's suitability or otherwise for the grade</li> <li>▪ OHCS conveys decision subject to various assessment exercises. (Date for assessment exercises to be determined based on the preparedness of MDA).</li> </ul>
3) Transfer (Movement of Staff from one Public Service into the Civil Service or vice versa)	7 working days	<ul style="list-style-type: none"> <li>▪ Head of other Public Institution submits request (OHCS submits request to the Head of the other Public Institution) with the following supporting documents:               <ul style="list-style-type: none"> <li>➢ Certified true copy of Certificate(s)/Qualification(s) acquired</li> <li>➢ Copy of applicants first appointment letter/last promotion letter where applicable</li> <li>➢ Copy of most recent Pay Slip</li> </ul> </li> <li>▪ OHCS vets documents to ensure the relevant documents are in place</li> <li>▪ OHCS seeks clearance from the receiving organisation on the availability of vacancy</li> <li>▪ OHCS conveys decision to the Head of the other Public Institution.</li> </ul>

SERVICE	TIME FRAME	PROCEDURE
<b>4) Posting (Movement of Staff from one MDA to another within the Service on the same Grade)</b>	7 working days	<ul style="list-style-type: none"> <li>▪ MDA forwards request with comments and recommendations to the OHCS in accordance with the posting policy</li> <li>▪ OHCS reviews the request in accordance with the posting policy</li> <li>▪ OHCS conveys decision to MDA.</li> <li>▪ Staff name moved to the payroll of the receiving organisation</li> </ul>
<b>5) Secondment (Movement of Staff from one MDA to another institution outside the Civil Service)</b>	7 working days	<ul style="list-style-type: none"> <li>▪ Head of other Public Institution submits request with the following supporting documents: <ul style="list-style-type: none"> <li>➢ Certified true copy of Certificate(s)/Qualification(s) acquired</li> <li>➢ Copy of applicants first appointment letter/last promotion letter where applicable</li> <li>➢ Copy of most recent Pay Slip</li> </ul> </li> <li>▪ OHCS vets documents to ensure the requisite requirements have been met</li> <li>▪ OHCS conveys decision to the Head of the other Public Institution.</li> </ul>
<b>6) Condonation of Break in Service (harmonization of service to make it continuous for pension purposes)</b>	7 working days	<ul style="list-style-type: none"> <li>▪ MDA forwards application with comments and recommendations to OHCS with the following supporting documents: <ul style="list-style-type: none"> <li>➢ Copy of first Appointment Letter or Confirmation Letter of Appointment from Appointing Authority</li> <li>➢ Copy of Acceptance of Resignation, Retirement from first place of employment</li> <li>➢ Copy of Transfer letter from previous organisation to the other where applicable</li> <li>➢ Copy of subsequent appointment into another public service organization with the same Superannuation Scheme as the Civil Service</li> <li>➢ Documented evidence of leaving the Service e.g.: <ul style="list-style-type: none"> <li>• Approval letter for Study leave</li> <li>• Approval letter for joining spouse on posting</li> <li>• Medical report from a Government Hospital</li> </ul> </li> </ul> </li> <li>▪ OHCS vets documents to ensure consistency</li> <li>▪ OHCS conveys decision to MDA.</li> </ul>
<b>7) Study Leave with Pay</b>	7 Working Days	<ul style="list-style-type: none"> <li>▪ Applicant submits request to the Head of MDA with the following documents: <ul style="list-style-type: none"> <li>➢ Copy of First Appointment Letter</li> <li>➢ Copy of Last Pay Slip</li> <li>➢ Copy of Admission Letter</li> <li>➢ Copy of Last Promotion Letter</li> <li>➢ Proof of sponsorship/Payment if study is self-financing</li> </ul> </li> <li>▪ MDA forwards application and supporting documents to OHCS</li> </ul>



SERVICE	TIME FRAME	PROCEDURE
		<p>with detailed comments indicating the relevance of the course to the MDA and the Service</p> <ul style="list-style-type: none"> <li>▪ OHCS vets documents to determine the Officer's suitability or otherwise</li> <li>▪ OHCS conveys decision to MDA</li> </ul>
<b>8) Study Leave without Pay</b>	7 working days	<ul style="list-style-type: none"> <li>▪ Applicant submits request to the Head of MDA with the following documents: <ul style="list-style-type: none"> <li>➢ Copy of First Appointment Letter</li> <li>➢ Copy of Last Pay Slip</li> <li>➢ Copy of Admission Letter</li> <li>➢ Copy of Last Promotion Letter</li> <li>➢ Proof of sponsorship/Payment if study is self financing</li> </ul> </li> <li>▪ MDA forwards application and supporting documents to OHCS with detailed comments indicating the relevance of the course to the MDA and the Service</li> <li>▪ OHCS vets documents to determine the Officer's suitability or otherwise</li> <li>▪ OHCS conveys decision to MDA</li> </ul>
<b>9) Leave of Absence (break in service on grounds other than studies)</b>	7 working days	<ul style="list-style-type: none"> <li>▪ MDA forwards application with appropriate comments/recommendations to the Head of Civil Service with the appropriate documents which may include the following: <ul style="list-style-type: none"> <li>➢ Copy of applicants first appointment letter in the Civil Service</li> <li>➢ Copy of most recent Pay Slip</li> <li>➢ Medical Certificate from a Government Medical Officer supporting the application</li> <li>➢ Evidence of posting of spouse of an Officer</li> <li>➢ Evidence of marriage</li> <li>➢ Evidence of letter of appointment for consultancy or internship</li> </ul> </li> <li>▪ OHCS vets documents to determine eligibility</li> <li>▪ Decision is conveyed to MDA</li> </ul>
<b>10) Change of Date of Birth</b>	15 working days	<ul style="list-style-type: none"> <li>▪ MDA forwards application with appropriate comments/recommendations to the OHCS with the following supporting documents from category A, in addition to any document from either category B or C below:</li> </ul> <p>Category A</p> <ul style="list-style-type: none"> <li>➢ SSNIT statement/record (please note that for this to be acceptable, the date of birth should be consistent with that provided by the applicant at the time of registration with the SSNIT)</li> </ul>

SERVICE	TIME FRAME	PROCEDURE
		<p>Category B</p> <ul style="list-style-type: none"> <li>➤ Birth Certificate (issued not more than 25 years after birth)</li> <li>➤ Baptismal Certificate (issued not more than 25 years after birth)</li> </ul> <p>Category C (in preferred order)</p> <ul style="list-style-type: none"> <li>➤ Personal record card</li> <li>➤ Elementary school card</li> <li>➤ Citizen's ID card (issued in the 1970s or earlier)</li> <li>➤ Labour registration card (issued by 1980)</li> <li>➤ Old passport (issued not more than 25 years after birth)</li> </ul> <ul style="list-style-type: none"> <li>▪ OHCS vets documents to ensure consistency</li> <li>▪ Decision is conveyed to MDA</li> </ul>
<b>11) Processing of applications relating to promotions</b>	15 working days	<ul style="list-style-type: none"> <li>▪ MDA forwards application with appropriate comments/recommendations to the OHCS with the following supporting documents: <ul style="list-style-type: none"> <li>➤ Evidence of Scheme of Service training undertaken</li> <li>➤ Certified true copy of Certificate(s)/Qualification(s) acquired</li> <li>➤ Copy of applicants first appointment letter/last promotion letter, where applicable</li> <li>➤ Copy of most recent Pay Slip</li> <li>➤ Last two Staff Performance Appraisal Reports of applicants</li> <li>➤ Curriculum Vitae of applicants</li> </ul> </li> <li>▪ OHCS vets documents to ensure consistency</li> <li>▪ Decision is conveyed to MDA</li> <li>▪ MDA submits originals of duly signed Assessment (Interview) Report/Record of Decision to the OHCS</li> <li>▪ OHCS vets documents to ensure consistency</li> <li>▪ Decision is conveyed to MDA</li> </ul>
<b>12) Processing of Re-instatement</b>	10 working days	<ul style="list-style-type: none"> <li>▪ MDA forwards application with comments and recommendations to OHCS with the following supporting documents: <ul style="list-style-type: none"> <li>➤ Copy of approved Establishment levels</li> <li>➤ Evidence of approval of resignation or separation</li> <li>➤ Medical Report (if on medical grounds)</li> <li>➤ Copy of Certificate(s) if applicable</li> <li>➤ Copy of last Pay Slip</li> </ul> </li> <li>▪ OHCS vets documents to ensure consistency</li> <li>▪ Decision is conveyed to MDA</li> </ul>
<b>13) Review of Schemes of</b>	24 working days	<ul style="list-style-type: none"> <li>▪ MDA submits draft copy of Scheme of Service to OHCS in accordance with approved guidelines</li> </ul>

SERVICE	TIME FRAME	PROCEDURE
Service		<ul style="list-style-type: none"> <li>▪ OHCS/MSD reviews the document</li> <li>▪ Civil Service Council considers Scheme and approves</li> <li>▪ Decision is conveyed to MDA</li> </ul>
14) Creation of Posts	24 working days	<ul style="list-style-type: none"> <li>▪ MDA submits request and provides relevant justification for proposed post in accordance with approved guidelines</li> <li>▪ OHCS/MSD reviews the request</li> <li>▪ Civil Service Council reviews and approves</li> <li>▪ Decision is conveyed to MDA</li> </ul>
15) Succession Plan	20 working days	<ul style="list-style-type: none"> <li>▪ MDA submits draft copy of Succession Plan to OHCS in accordance with approved guidelines</li> <li>▪ OHCS reviews the document</li> <li>▪ Decision is conveyed to MDA</li> </ul>
16) Review of Establishment Levels	24 Working Days	<ul style="list-style-type: none"> <li>▪ MDA submits requests with relevant justification for proposed increase or decrease</li> <li>▪ Supporting Documents should include: <ul style="list-style-type: none"> <li>➢ HR Plan of MDA</li> <li>➢ Current Staff List</li> <li>➢ Organizational Manual</li> </ul> </li> <li>▪ OHCS/MSD review Documents submitted</li> <li>▪ Work Load Analysis/Job Inspection</li> <li>▪ Development of Recommended Draft Establishment Levels</li> <li>▪ Validation of Draft Establishment Levels</li> <li>▪ Preparation of Final Document</li> <li>▪ Decision is conveyed to MDA</li> </ul>
17) Management of Staff Replacement	20 Working Days	<ul style="list-style-type: none"> <li>▪ Organisation applies to OHCS through Sector Ministry indicating the following: <ul style="list-style-type: none"> <li>➢ Name and Grade of Officer to be replaced</li> <li>➢ Staff number of exiting Officer</li> <li>➢ Date staff left the Service (not more than one (1) year)</li> <li>➢ Reason for vacancy - retirement, death, vacation of post)</li> </ul> </li> <li>▪ OHCS compiles and analyses requests for Replacement</li> <li>▪ OHCS forwards requests for Replacement to the Ministry of Finance for financial approval</li> <li>▪ Decision is conveyed to organisation through sector Ministry</li> </ul>
18) Management of Recruitment/ Employment into the Civil Service (accommodated	40 Working Days	<p><b><u>Graduate Entry Level:</u></b></p> <ul style="list-style-type: none"> <li>▪ Applicant submits completed PSC Form 2 (obtainable from Ghana Publishing Corporation sales point) to OHCS in response to advertisement in the media or internal notices with the following documents:</li> </ul>

SERVICE	TIME FRAME	PROCEDURE
within the current year)	20 Working Days	<ul style="list-style-type: none"> <li>➤ Photocopies of Educational Certificates</li> <li>➤ Photocopy of National Service certificate</li> <li>➤ Curriculum vitae</li> <li>▪ Short listed applicants to take entrance examination upon payment of approved fees</li> <li>▪ OHCS liaises with MDA for interview of successful applicants</li> <li>▪ MDA submits originals of duly signed Assessment Report/ Record of Decision to the OHCS</li> <li>▪ OHCS vets Report to ensure consistency and issues Appointment Letters upon approval by the Civil Service Council</li> </ul> <p><b><u>Non-Graduate Entry Level:</u></b></p> <ul style="list-style-type: none"> <li>▪ Applicant submits: <ul style="list-style-type: none"> <li>➤ Application letter</li> <li>➤ Curriculum Vitae (CV)</li> <li>➤ Photocopies of Certificates</li> </ul> </li> <li>▪ Interview of shortlisted applicants</li> <li>▪ Directorate submits duly signed Assessment Interview Report to the Head of Service/Chief Director for onward transmission to the Civil Service Council for approval.</li> <li>▪ OHCS issues Appointment Letters upon approval by the Civil Service Council</li> </ul>
19) Facilitation of service-wide Training for the Civil Service	1 day  20 Working Days	<ul style="list-style-type: none"> <li>▪ OHCS notifies MDAs of Training Programmes</li> <li>▪ MDA submits nominations for Training Programmes directly to GIMPA and other Training Institution and copy OHCS</li> <li>▪ MDA submits training reports indicating the impact of the training to OHCS</li> <li>▪ OHCS analyses training report and gives feedback to MDA</li> </ul>
20) Processing of completed IPPD Input Forms	10 working days for each input type  * <b>Foot note</b> One month to process based on access to IPPD system. Any unforeseen circumstances	<ul style="list-style-type: none"> <li>▪ Preparing officers from MDAs submits completed relevant IPPD Forms duly endorsed by approved signatories together with supporting documents to OHCS (Director of Research, Statistics and Information Management). The following supporting documents should be attached to the inputs form for the various services: <ul style="list-style-type: none"> <li>a. <b><u>New Entrant - Documents to attach</u></b> <ul style="list-style-type: none"> <li>➤ Copy of Appointment Letter</li> <li>➤ Copy of Financial Clearance</li> <li>➤ Copy of establishment Warrant</li> <li>➤ Copy of assumption of duty</li> <li>➤ Social security number</li> </ul> </li> </ul> </li> </ul>

SERVICE	TIME FRAME	PROCEDURE
	MDA will be notified either in writing or by phone call	<ul style="list-style-type: none"> <li>➤ Bank details e.g. Account Number (current/savings), etc</li> <li>➤ Medical report</li> </ul> <p><b>b. <u>Re-instatement - Documents to attach</u></b></p> <ul style="list-style-type: none"> <li>➤ Re-instatement letter for all cases especially if: <ul style="list-style-type: none"> <li>• The applicant has been away within one (1) year</li> <li>• The applicant has been wrongfully terminated</li> </ul> </li> <li>➤ Copy of Financial clearance if: <ul style="list-style-type: none"> <li>• Applicant has been away for more than one (1) year</li> <li>• The applicant is on contract appointment</li> </ul> </li> <li>➤ Copy of Establishment Warrant</li> <li>➤ Copy of pay slip</li> </ul> <p><b>c. <u>Promotion - Documents to attach</u></b></p> <ul style="list-style-type: none"> <li>➤ Copy of Financial Clearance</li> <li>➤ Copy of Establishment Warrant</li> <li>➤ Copy of Authorizing Letter from the Civil Service Council (OHCS) or Public Service Commission (PSC)</li> <li>➤ Copy of Promotion Letter</li> <li>➤ Copy of Last Pay slip</li> </ul> <p><b>d. <u>Posting - Documents to attach</u></b></p> <ul style="list-style-type: none"> <li>➤ Copy of Posting Letter</li> <li>➤ Copy of Current Pay Slip</li> <li>➤ Assumption of duty letter</li> </ul> <p><b>e. <u>Change of Bank/Bank Account Number - Documents</u></b></p> <ul style="list-style-type: none"> <li>➤ Copy of Bank Clearance letter signed by the Bank Manager</li> <li>➤ New Bank Details e.g.: Account Number (Current/Savings)</li> <li>➤ Copy of Current Pay Slip, not more than a month</li> </ul> <p><b>f. <u>Change of name - Documents to attach</u></b></p> <ul style="list-style-type: none"> <li>➤ Letter of approval from OHCS</li> <li>➤ Copy of appropriate gazette notice</li> <li>➤ Copy of Current Pay Slip</li> </ul> <p><b><u>PROCESS AT THE OHCS (for input types a-f)</u></b></p> <ul style="list-style-type: none"> <li>▪ OHCS vets input forms and attachments, certifies the documents, and records forms into required book</li> <li>▪ Key input forms into the input receiving database</li> <li>▪ Process input forms on IPPD and record and submit to CAGD for validation</li> <li>▪ Notify MDAs on completion of process</li> </ul>

SERVICE	TIME FRAME	PROCEDURE
<b>21) Approval of salary arrears form</b>	15 Minutes	<ul style="list-style-type: none"> <li>▪ MDA submits the following: <ul style="list-style-type: none"> <li>➢ Copy of Establishment Warrant</li> <li>➢ Copy of Authorizing letter from the OHCS or PSC</li> <li>➢ Copy of Promotion Letter</li> <li>➢ Copy of Pay Slip after promotion indicating 3 months arrear payment</li> </ul> </li> <li>▪ OHCS vets salary arrears form and attachments and signs the arrears form</li> <li>▪ Preparing Officer is called for retrieval for further action</li> </ul>
<b>22) Processing of Salary Arrears Input Form</b>	10 Working Days  One month to process based on access to IPPD system. Any unforeseen circumstances MDA will be notified either in writing or by phone call	<ul style="list-style-type: none"> <li>▪ MDA submits the following: <ul style="list-style-type: none"> <li>➢ Copy of Financial Clearance</li> <li>➢ Copy of Establishment Warrant</li> <li>➢ Copy of authorizing letter from Civil Service Council or the Public Services Commission (PSC)</li> <li>➢ Copy of Promotion Letter</li> <li>➢ Copy of Pay Slip after promotion indicating three (3) months area payments</li> </ul> </li> <li>▪ OHCS vets input forms and attachments, certifies the documents, and records forms into required book</li> <li>▪ Key input forms into the input receiving database</li> <li>▪ Process input forms on IPPD and record and submit to CAGD for validation</li> <li>▪ Notify MDAs on completion of process</li> </ul>
<b>23) Resolution of Complaints on all salary issues</b>	10 Working Days  One month to process based on access to IPPD system. Any unforeseen circumstances MDA will be notified either in writing or phone call	<ul style="list-style-type: none"> <li>▪ MDA submits a letter to the OHCS stating the discrepancy e.g. blockage of salary</li> <li>▪ OHCS investigates into reason for the blockage of salary</li> <li>▪ OHCS informs MDA of the reason for the blockage of salary</li> <li>▪ MDA submits the appropriate document to OHCS for the resolution of the salary blockage</li> <li>▪ OHCS vets document and effects requisite changes if necessary</li> <li>▪ OHCS notifies MDA on decision</li> </ul>

SERVICE	TIME FRAME	PROCEDURE
<b>24) Facilitating Performance Planning and Reporting</b>		
<b>a. Staff Performance Appraisal</b>	5 working days	<ul style="list-style-type: none"> <li>➤ MDA submits composite report of individual staff performance appraisal to OHCS by end of February annually</li> <li>➤ OHCS acknowledges receipt, analyses report and gives feedback to MDA</li> </ul>
<b>b. Performance Agreement (Chief Directors)</b>	20 working days	<ul style="list-style-type: none"> <li>➤ OHCS issues Agreement template and guidelines to Chief Director</li> <li>➤ Chief Director completes draft Performance Agreements and submits to OHCS for vetting</li> <li>➤ OHCS reviews and provides feedback to Chief Director</li> <li>➤ Chief Director finalizes and signs Agreement with Head of Civil Service and Sector Minister</li> <li>➤ OHCS forwards copy of signed Performance Agreement to PSC and CSC</li> <li>➤ OHCS evaluates Chief Director in accordance with approved guidelines and sends report to CSC/PSC for decision-making</li> <li>➤ OHCS communicates outcome of evaluation to CD</li> </ul>
<b>c. Performance Agreement (Heads of Dept/Directors)</b>	20 working days	<ul style="list-style-type: none"> <li>➤ OHCS issues HoDs/Directors Agreement template and guidelines to Chief Director</li> <li>➤ Heads of Departments and Directors sign Performance Agreement with Chief Director</li> <li>➤ Chief Director submits composite report to the OHCS</li> <li>➤ OHCS analyses report and provides feedback</li> <li>➤ Chief Director evaluates line Directors and Heads of Department in accordance with approved guidelines and sends report to OHCS for decision-making.</li> </ul>
<b>d. Annual Performance Report</b>	70 working days	<ul style="list-style-type: none"> <li>➤ OHCS issues template and guidelines to MDA</li> <li>➤ Sector Ministry submits Sector Annual Report to OHCS by mid-January annually</li> <li>➤ OHCS acknowledges receipt, analyses sector annual report and prepares composite annual performance report (APR)</li> <li>➤ OHCS sends copies of APR to Presidency and other key stakeholders</li> <li>➤ OHCS gives feedback to Ministries on sector annual report</li> </ul>

SERVICE	TIME FRAME	PROCEDURE
25) Research on emerging trends in the Civil Service	60 Working Days	<ul style="list-style-type: none"> <li>▪ MDA submits letter to OHCS on areas to research on</li> <li>▪ OHCS analyses request and develops and issues template for data collection</li> <li>▪ OHCS collates and analyses data and submits findings to Chief Director</li> <li>▪ Outcome of research is communicated to MDA</li> </ul>

## 7.0 WHAT WE ASK FROM YOU

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

## 8.0 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.
- ✓ Identify ourselves by organisation, name and grade.
- ✓ Inform you when you may 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.

## 9.0 WHERE TO FIND US:

### 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: 233-302-682367, 664476  
FAX: 233-302-662344

### **b. E-MAIL:**

[info.admin@ohcs.gov.gh](mailto:info.admin@ohcs.gov.gh)

### **c. WEBSITE:**

[www.ohcs.gov.gh](http://www.ohcs.gov.gh)

## **9.3 SOME IMPORTANT TELEPHONE NUMBERS**

<b>NO.</b>	<b>CONTACT PERSON</b>	<b>PHONE NUMBER(S)</b>
<b>1.</b>	Head of the Civil Service	0302 665880
<b>2.</b>	Chief Director	0302 666602/682338
<b>3.</b>	Director, Career Management	0302 682336
<b>4.</b>	Director, Recruitment & Training	0302 682311/682315
<b>5.</b>	Director, Research Statistics & Information Management	0302 660032
<b>6.</b>	Director, Finance & Administration	0302 664538
<b>7.</b>	Director, Planning Budgeting Monitoring & Evaluation	0302 667874
<b>8.</b>	Public Relations Officer	0302 664476
<b>9.</b>	Reception	0302 682340
<b>10.</b>	Client Service Unit	0302 682367

## **10.0 COMPLAINTS AND COMMENTS**

### **10.1 WHEN REGISTERING A COMPLAINT**

When contacting us if you are dissatisfied with a service from OHCS 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

## 10.2 WHERE TO ADDRESS YOUR COMPLAINTS

*You may address your comments and complaints to:*

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

TEL: 233-302-682367  
FAX: 233-302-662344

- b. E-MAIL:  
[info.admin@ohcs.gov.gh](mailto:info.admin@ohcs.gov.gh)

- c. The Client Service Unit located in room No. 47 on the ground floor of the main OHCS building.

### **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.

## 10.3 YOUR VIEWS COUNT

If something goes wrong we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this we need to know what kind of service you need and how this compares with the service we provide. We promise to consider your views when reviewing our standards, but most importantly take it into account when serving you.

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

**THE CHAIRMAN  
CIVIL SERVICE COUNCIL  
P. O. BOX M49  
MINISTRIES  
ACCRA**