



REPUBLIC OF GHANA

MINISTRY OF FINANCE

CLIENT SERVICE CHARTER





Table of Contents

FOREWORD	4
1.0 INTRODUCTION	5
2.0 MANDATE	5
2.1 VISION	5
2.2 MISSION	5
2.3 CORE VALUES	5
3.0 CORE FUNCTIONS OF THE MINISTRY	6
4.0 ORGANIZATIONAL ARRANGEMENT/ GOVERNANCE STRUCTURE	8
4.1 Special Units of the Ministry:	8
4.2 IMPLEMENTING DEPARTMENTS AND AGENCIES	9
5.0 SERVICES AND SERVICE STANDARDS	10
6.0 WHAT TO EXPECT FROM THE MINISTRY OF FINANCE	21
Information Transparency and Convenience	21
7.0 WHAT WE EXPECT FROM OUR CLIENTS	22
8.0 FEEDBACK MECHANISM	22
9.0 COMPLAINTS PROCEDURE	23
10.0 CONTACTS	25



LIST OF ACRONYMS

BoG:	Bank of Ghana
CAGD:	Controller and Accountant General's Department
DP:	Development Partner
FIC:	Financial Intelligence Centre
FWC:	Fair Wages and Salaries Commission
GAS:	Ghana Audit Service
GIPC:	Ghana Investment Promotion Centre
GNPC:	Ghana National Petroleum Commission
GRA:	Ghana Revenue Authority
GSS:	Ghana Statistical Service
IAA:	Internal Audit Agency
IAT:	Institute of Accountancy Training
IBP:	Integrated Bank of Projects
MDA:	Ministries, Departments and Agencies
NDPC:	National Development Planning Commission
NIC:	National Insurance Commission
NLA:	National Lottery Authority
NPA:	National Petroleum Authority
NPRA:	National Pensions Regulatory Authority
PCs:	Public Corporations
PIAD:	Public Investment and Assets Division
PPA:	Public Procurement Authority
PSC:	Public Services Commission
RMERD:	Resource Mobilization and External Relations Division
SEC:	Securities and Exchange Commission
SOEs:	State-Owned Enterprises
VRA:	Volta River Authority



FOREWORD

This Client Service Charter has been developed to monitor efficient service delivery and serve as the blueprint for the Ministry. This will help to further facilitate the standardization of the services delivered and to communicate to the public the exact services that the Ministry delivers. It details the service standards that the Ministry is committed to delivering to our stakeholders and outlines a complaints procedure for our esteemed stakeholders who may have challenges with our services.

Through this document, the Ministry will be able to communicate to stakeholders vital information about what the Ministry commits to do, how to contact the Ministry, what to expect by way of service standards, and how to seek remedy for unsatisfactory service. It will enhance the participation of civil society and interest groups in the management of public finances as well as provide transparent mechanisms for contact, accessibility and complaints.

Another fundamental reason for the development of this Charter is to ensure that the activities of the Ministry of Finance cover all categories of user groups ranging from Ministries, Departments and Agencies, civil society groups, contractors and the general public without any bias.

It is our expectation that stakeholders who engage the Ministry are served in line with our values of being professional, ethical, efficient and responsive. Our commitment as a Ministry is to ensure that we provide the highest standards of excellence in client service delivery.

We welcome your feedback as we work together to create a customer-centric culture and to deliver value to you: our stakeholders.

Patrick Nomo
Chief Director
Ministry of Finance



1.0 INTRODUCTION

The Ministry of Finance (MoF) is one of the Central Management Agencies of the Civil Service of Ghana. Initially called Ministry of Finance and Economic Planning (MoFEP), the name of the Ministry was changed to Ministry of Finance (MoF) after the economic planning responsibilities of the Ministry were ceded to the National Development Planning Commission (NDPC) in view of Article 87 of the 1992 Constitution.



2.0 MANDATE

The Ministry derives its mandate from the 1992 Constitution and section 11 of the Civil Service Law 1993 (PNDCL 327) and Executive Instrument 28 (E.I 28) Civil Service (Ministries) (Amendment Instrument, 2017) to ensure effective and efficient Macroeconomic and financial management of Ghana.



2.1 VISION

To be the lead economic management institution for development and prosperity for all.



2.2 MISSION

The Ministry exists to ensure macroeconomic stability and sustainable economic growth through sound fiscal policy and effective public financial management, competent staff and robust systems for the development of Ghana.



2.3 CORE VALUES

In our pursuit of excellence, the Ministry of Finance will be constantly guided by the following core values and norms:



Professional | Ethical | Efficient | Responsive





3.0 CORE FUNCTIONS OF THE MINISTRY

The Ministry derives its broad functions from Section 13 of the Civil Service Act, 1993 (Act 327). The functions are;



Initiate and formulate policies, taking into account the needs and aspirations of the people;



Undertake development planning in consultation with the National Development Planning Commission; and



Co-ordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Sector

Based on the above framework, the Ministry of Finance performs the following specific functions:



Formulate and implement sound fiscal and financial policies to manage the economy;



Ensure effective mobilization and efficient allocation of resources;



Oversight responsibilities for the cocoa sector on behalf of the government;



Ensure the planning, implementation, monitoring and evaluation of economic development policies;





Ensure the sufficient mobilization, allocation and management of financial resources;



Establish and disseminate performance – oriented guidelines and accurate user – friendly financial management information systems;



Create an enabling environment for investment;



Ensure commitment to the pursuit of excellence, transparency, probity and accountability in the management of financial resources.



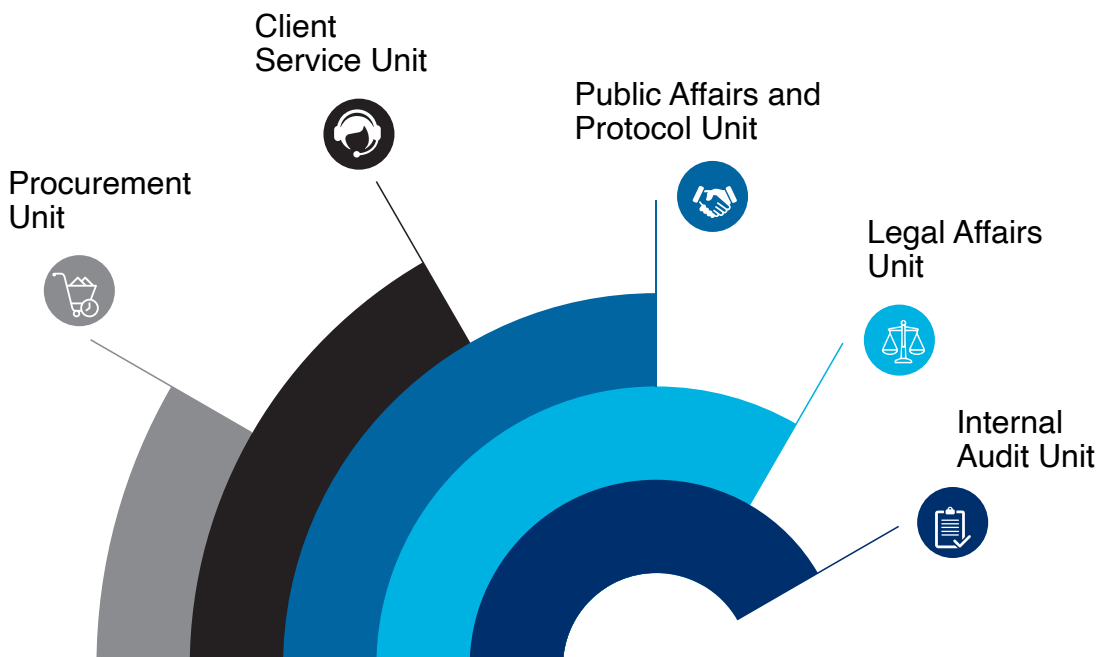


4.0 ORGANIZATIONAL ARRANGEMENT/ GOVERNANCE STRUCTURE

There are eight (8) line Divisions in the Ministry. These are;

Planning, Coordination, Monitoring and Evaluation Division	(PCMED)
Economic Strategy and Research Division	(ESRD)
Financial Sector Division	(FSD)
Public Investment & Assets Division	(PIAD)
Treasury and Debt Management Division	(TDMD)
Budget Division	(BD)
Resource Mobilization and Economic Relations Division	(RMERD)
Human Capital & General Administration Division	(HCGAD)

4.1 Special Units of the Ministry:





4.2 IMPLEMENTING DEPARTMENTS AND AGENCIES





5.0 SERVICES AND SERVICE STANDARDS



Preparation of the national budget



Issue Quarterly Budget Allotments/Budget implementation instructions



Release of funds



Issue specific instructions to MMDAs for the preparation of the Composite Budget



Procurement and Disbursement of Project Loans



Sourcing for grants



Application for tax exemption (Government contract)



Application for tax exemption (NGOs)



Project review and approval



Government Support for State Owned Enterprises (SOEs) and Public Corporations (PCs)



Exemption from Capping Policy



Review of Fees and Charges





Revision of IGF targets



Approval for banking arrangements for IGF collection (on-site, daily collection or assigned bank)







Renewal of banking arrangements for IGF collection.







Biometric registration of all new entrants/pensioners in the public service.






 Service	 Timeframe	 Processes and Procedures	 Requirements from clients
Issue Financial Clearance	10 working days	<ul style="list-style-type: none"> MoF receives and reviews application for financial clearance. Management makes decision. Issue Financial Clearance to MDAs for recruitment and/or replacement of staff. 	<ul style="list-style-type: none"> MDA submits application for financial clearance with the following attachments; <ul style="list-style-type: none"> » Technical Clearance from PSC/ OHCS. » Evidence of approved budgetary provision for the recruitment.
Procurement and Disbursement of Project Loans.	5 days 5 days 15 days 10 days 10 days	<p>Loan Procurement</p> <ul style="list-style-type: none"> Review MDAs project documents. Sourcing for funding: MoF writes to proposed financiers with project documents attached. Review draft funding agreement/ term sheet submitted by financiers. MoF liaises with MDA to submit joint Cabinet memo for Cabinet decision. Upon Cabinet’s approval, MoF liaises with MDAs to submit Parliamentary memo. Upon Parliamentary approval, Minister for Finance signs loan agreement and all conditions precedent. 	<ul style="list-style-type: none"> MDAs ensure that the project program is captured in the annual budget estimates and SMTDP. MDAs submit requests to MoF for funding. Submit relevant supporting documents; project feasibility report. Initiate necessary approval. (cabinet parliamentary and other regulatory approvals)







 Service	 Timeframe	 Processes and Procedures	 Requirements from clients
	<p>10 days</p> <p>5 days</p>	<ul style="list-style-type: none"> MoF facilitates the fulfilment of all conditions precedent for loan effectiveness. <p>Disbursement of project loans</p> <ul style="list-style-type: none"> MoF reviews disbursement request from MDA and authorizes financier to make payment to beneficiary account. Financier advises MoF on the transfer. 	<ul style="list-style-type: none"> MDA writes to MoF to secure approval for tax exemptions from Parliament. MDA submits withdrawal application to MoF for disbursement of loans.
Sourcing for grants	6 weeks	<ul style="list-style-type: none"> MoF receives and reviews MoU. MoF requests concurrence from MDA. MoF signs the MoU. MoF requests CAGD to open an account for receipt of funds. MoF requests for disbursement of funds. 	<ul style="list-style-type: none"> MDA negotiates with Development Partner and develops MoU for the grant. DP submits MoU to MoF. MDA submits concurrence to MoF.







 Service	 Timeframe	 Processes and Procedures	 Requirements from clients
Tax exemption	6 weeks	<p>Government contract</p> <ul style="list-style-type: none"> ● MoF receives and reviews the application. ● MoF submits application to Cabinet (where necessary) and parliament for approval. 	<ul style="list-style-type: none"> ● MDA submits application for tax exemption to MoF, with the following attached documents; <ul style="list-style-type: none"> » A copy of the loan agreement. » Customs validation and valuation reports. » Packing list. » Bill of lading.
Application for tax exemption	6 weeks	<p>NGOs</p> <ul style="list-style-type: none"> ● MoF receives and reviews the application from relevant Ministry. ● The application is presented to the Honourable Minister for Finance for a decision. ● Feedback is given to applicant and copy forwarded to relevant Ministry. ● The approval letter is uploaded unto the online EMDA portal. 	<ul style="list-style-type: none"> ● NGO submits application letter to the relevant Ministry with the following attachments; <ul style="list-style-type: none"> » Registration documents of the NGO » Letter from donor (If consignment was donated to the applicant). » Bills of lading of the consignment. » Packing list. ● The relevant Ministry recommends the application to MoF.







 Service	 Timeframe	 Processes and Procedures	 Requirements from clients
Project review and approval	10 working days 15 working day 20 working days 20 working days 1 working day	<ul style="list-style-type: none"> MoF reviews and approves projects concepts note for MDA to undertake prefeasibility studies. MoF reviews and approves prefeasibility studies report for MDA to undertake full feasibility studies. MoF reviews and approves full feasibility studies report. MoF liaises with MDA to submit join cabinet memo for approval. MoF captures project into the Integrated Bank of Projects (IBP). 	<ul style="list-style-type: none"> MDA submits projects concepts note for approval. MDA submits prefeasibility studies report for approval. MDA submits full feasibility studies report for approval.







 Service	 Timeframe	 Processes and Procedures	 Requirements from clients
	10 working days 15 working days 20 working days 5 working days 10 days 10 days 15 days 10 days 1 day	<p>PPPs</p> <ul style="list-style-type: none"> MoF reviews and approves PPP concepts note for MDA to undertake prefeasibility studies MoF reviews and approves PPP prefeasibility studies report for MDA to undertake full feasibility studies (Approval I). MoF reviews and approves PPP full feasibility studies report (Approval II). MoF reviews and approves PPP bidding document (Approval IIIA). MoF reviews and approves evaluation report on PPP procurement (Approval IIIB). MoF reviews and approves PPP agreement or concession (Approval IV). MoF liaises with MDA to submit memo to Cabinet for Cabinet's decision. Upon Cabinet approval, MoF liaises with MDA to submit PPP agreement to Parliament for approval. MoF communicates Parliamentary decisions to MDAs. 	<ul style="list-style-type: none"> MDA submits PPP concepts note for approval. MDA submits PPP prefeasibility studies report for approval. MDA submits PPP full feasibility studies report for approval. MDA submits PPP bidding document to MoF. MDA submits evaluation report on PPP procurement. MDA submits PPP agreement or concession.







 Service	 Timeframe	 Processes and Procedures	 Requirements from clients
Government Support for State-Owned Enterprises (SOEs) and Public Corporations (PCs)	40 days	<ul style="list-style-type: none"> MoF receives reviews and approves requests for government support in line with the PFM Act and Regulations. MoF incorporates approved government support into national budget. 	SOEs and PCs submit requests for government support with relevant attachments in line with the PFM Act and Regulations.
Exemption from Capping Policy	15 days	<ul style="list-style-type: none"> MoF receives and reviews requests for exemption from the MDA. MoF considers and approves or otherwise. 	The MDA submits application for exemption with a five-year historical revenue and expenditure report to MoF
Review of Fees and Charges	20 days 10 days 5 days 1 day 5 days	<ul style="list-style-type: none"> MoF receives and reviews proposals from MDAs. MoF meets with MDAs to interrogate proposals. Meeting reports submitted to management for consideration and onwards submission to cabinet for approval. Subsequent to cabinet's approval, the proposals are forwarded to Attorney Generals Department for an LI to be prepared. MoF communicates approved fees/charges to MDAs after approval by parliament. 	<ul style="list-style-type: none"> MDA submits proposal to MoF indicating old and proposed rates as well as justifications for review. MDAs meet with Subsidiary Legislation Committee to discuss the proposals.



 Service	 Timeframe	 Processes and Procedures	 Requirements from clients
Revision of IGF targets	15 days 5 days	<ul style="list-style-type: none"> • MoF receives and reviews request from MDAs. • MoF approves or otherwise. • MoF incorporates approved targets in mid-year budget's supplementary estimate. • MoF communicates the new approved targets to MDAs. 	<ul style="list-style-type: none"> • MDA submits proposal to MoF indicating reasons for revision of targets.
Approval for banking arrangements for IGF collection.	30 days	<ul style="list-style-type: none"> • MoF receives and reviews application/request from MDA or Commercial Banks. • Approve application/request or otherwise. 	Commercial banks or MDAs submit application/request to MoF for banking arrangements for IGF collection.
(on-site, daily collection or assigned bank)		<ul style="list-style-type: none"> • Agreement signed with banks and MDAs where applicable. 	

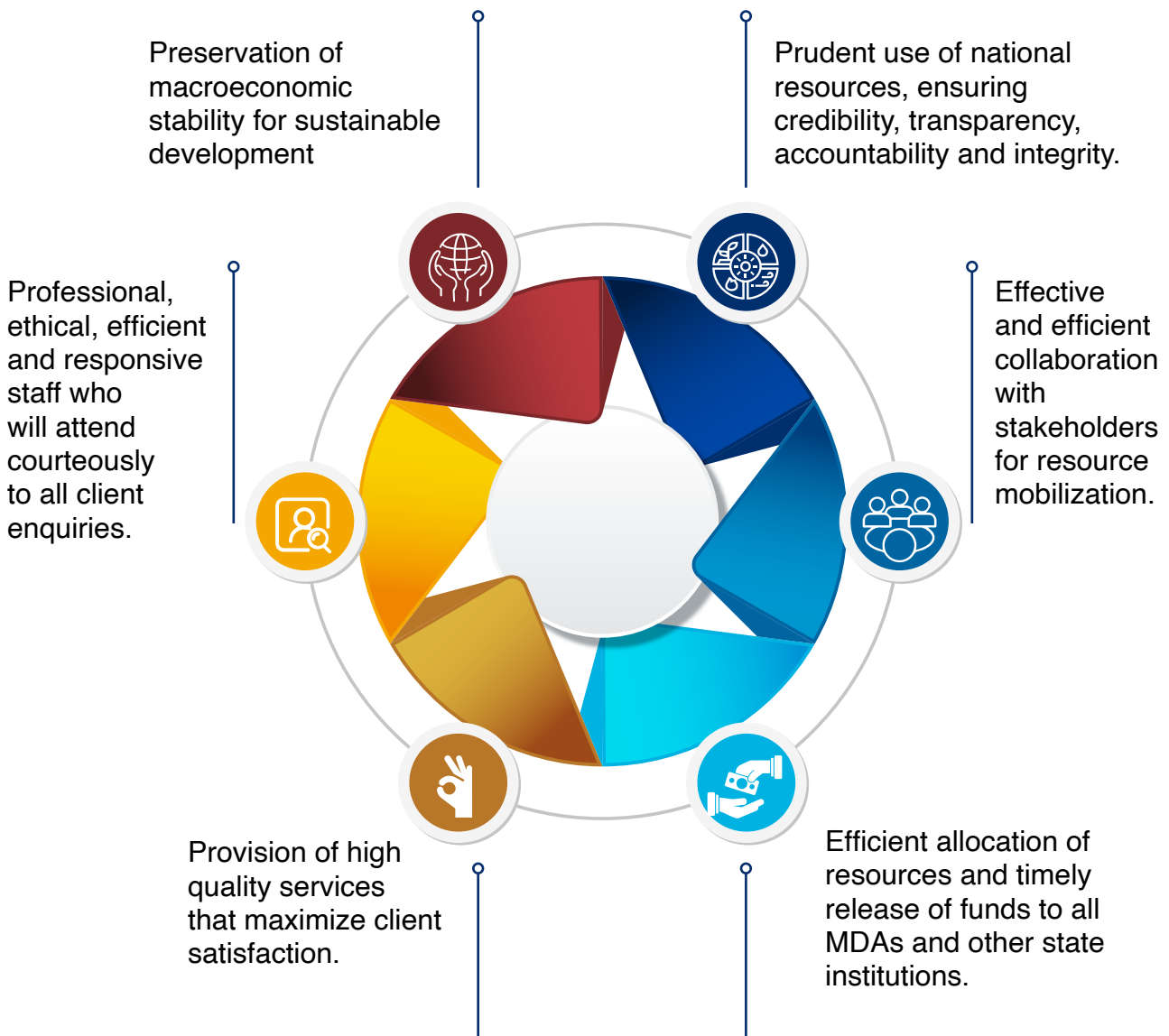


 Service	 Timeframe	 Processes and Procedures	 Requirements from clients
Renewal of banking arrangements for IGF collection. (on-site, daily collection or assigned bank)	50 days	<ul style="list-style-type: none"> ● MoF receives and reviews annual performance reports submitted by Commercial Banks/MDAs. ● Discuss findings with Banks/MDAs. ● Submit findings and recommendations to management. ● Renew agreement or otherwise. 	<ul style="list-style-type: none"> ● Commercial Banks/MDAs submit annual performance reports.
Biometric registration of all new entrants/pensioners in the public service.	1 day	<ul style="list-style-type: none"> ● Receive and vet new entrant or pensioner relevant particulars and documentation. ● Capture bio data of new entrant or pensioner. ● Matching/Confirmation of bio data. ● Submit confirmed data of new entrant or pensioner to CAGD. 	<ul style="list-style-type: none"> ● CAGD submits data on new entrants and non-SSNIT pensioners. ● New entrants submit; <ul style="list-style-type: none"> » Appointment letter » Valid National ID » Assumption of duty letter » SSNIT Number ● Pensioners submit; <ul style="list-style-type: none"> » Release letter » Valid National ID » Pensioners ID » Initial pension payment letter





6.0 WHAT TO EXPECT FROM THE MINISTRY OF FINANCE



Information Transparency and Convenience



The Ministry seeks to:

Provide reliable, useful and timely information to all MDAs and the General public.



Keep the Ministry's website (www.mofep.gov.gh) current, make it reader-friendly and accessible to the general public.





7.0 WHAT WE EXPECT FROM OUR CLIENTS

To enable the Ministry perform its functions expeditiously, we expect the following from other MDAs and the general public:



8.0 FEEDBACK MECHANISM

The Ministry will acknowledge receipt of your written communication within five (5) working days upon receipt of your correspondence on all enquiries.

If we cannot immediately or fully provide answers 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.

We value your feedback to enable us to improve our service delivery. Your feedback should be communicated through any of the following channels for necessary action:



Client Services Unit of the Ministry (Room 003 and 004)



Email: clientservices@mofep.gov.gh



Feedback box located at the Front Desk of the Ministry





9.0 COMPLAINTS PROCEDURE

You can lodge your enquiries or complaint through our Client Service Unit located on the ground of the Ministry's office building or by contacting us via:

The Client Service Unit

Room 003/4 Ground Floor

Ministry of Finance

P. O. Box. MB40

Accra

Telephone: 0302-747197

Email: clientservices@mofep.gov.gh; info@mofep.gov.gh

Website: www.mofep.gov.gh

When lodging complaints, we would like you to:



In the event that you are unhappy with any of our services or if you feel that we have not met the standards and/or timelines provided in this Charter you may lodge your grievances at the Chief Director's Office via:

The Chief Director

P.O. Box MB40

Accra

Tel: 233-302- 665310

Email: chiefdirector@mofep.gov.gh



We will investigate your grievances and respond within five (5) working days.

If you are still unsatisfied with our response you may complain to:

**The Head of Civil Service
Office of The Head of Civil Service**

P. O. Box M49
Tel: 0302-682340

**The Commissioner
Public Services Commission**

P.O. Box GP1618
Accra.
Email: info@psc.gov.gh
Tel: +233(0)3026663047 +233(0)302667470

**The Director
The New Charter Office**

C/o Office of the President
Ministry of Public Sector Reforms Accra
Tel: +233-030221001-4

As a last resort you may appeal to:

**The Commissioner
The Commission on Human Rights and Administrative Justice**

Box Ac 489,
Accra
Tel: 0302-662150/664267



10.0 CONTACTS

10.1 PHYSICAL LOCATION

We are located in the Ministries Enclave on the Finance Drive, off 28th February Road, adjacent Volta River Authority (VRA) Head Office, opposite Ghana Investment Promotion Centre (GIPC)/Public Services Commission (PSC).

10.2 MAILING ADDRESS

The Chief Director

Ministry of Finance

P.O Box MB40,

Accra- Ghana

Digital Address: GA – 144 -2024

Telephone: 233-302-665310/668879

Email: Chiefdirector@mofep.gov.gh

Website: www.mofep.gov.gh



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MINISTRY OF FINANCE

Professional, Ethical, Efficient, Responsive – Transforming Ghana Beyond Aid

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