CLIENT SERVICE CHARTER

THE MINISTRY OF COMMUNICATIONS & DIGITALISATION

NOVEMBER 2022

Table of Contents

LIST OF ACRONYMS:

EI	Executive Instrument
HRMDD	Human Resource Management and Development Directorate
ICT	Information Communications Technology
IT	Information Technology
MDAs	Ministries, Departments and Agencies
MOCD	Ministry of Communications and Digitalisation
NDPC	National Development Planning Commission
PNDCL	Provisional National Defence Council Law
PPMED	Policy Planning, Monitoring & Evaluation Directorate
RSIMD	Research, Statistics and Information Management Directorate

FOREWORD

The Client Service Charter was developed in accordance with guidelines provided by the Office of the Head of Civil Service (OHCS) and the Management Services Division (MSD), as well as global best practices, taking into account feedback received from management, staff, and clients of the Ministry.

The prime focus of the Charter is to highlight to our clients, the various services offered by the Ministry, the procedures to follow to obtain them and the timeframe within which to obtain each service.

The Ministry of Communications and Digitalisation cherishes its customers and as such is strongly committed to providing them with high quality services. Consequently, we are happy to present to you our Service Charter, which is in line with the requirements of the Civil Service.

The development of this Charter is also in line with our desire to operate our business in an open and transparent manner while at the same time ensuring that we monitor the delivery of the services to ensure consistency with our timelines.

The Service Charter is divided into several sections. The first section comprises of the introductory part, namely the profile of the Ministry, Vision, Mission, Core Values and Functions of the Ministry. In the second section, we have the governance structure, while the third section deals with the various services provided by the Ministry.

The next sections deal with what we expect from our clients and vice versa, complaints procedures, how to locate us and collaborating agencies.

CHIEF DIRECTOR

1.0 INTRODUCTION

1.1 Purpose

The purpose of this Client Service Charter is to provide our clients with the requisite information on what they should expect from the Ministry of Communications and Digitalisation in terms of service standards delivery and to clarify expected requirements from Clients to help provide better services.

1.2 Profile of the Ministry

The profile of the Ministry consists of the mandate, vision, mission and values

1.3 Mandate

In line with Section 11 of the Civil Service Act 1993 (PNDC Law 327), the Ministry of Communications and Digitalisation (MoCD) by Executive Instrument (EI 12), January, 2021 and sections 11 and 13 of the Civil Service Act, 1993 (PNDC Law 327), is mandated to initiate and develop national policies to provide digital infrastructure and services, for the enhancement and promotion of economic competitiveness

1.4 Vision

Ghana as a knowledge-based society with world-class communications infrastructure and services

1.5 Mission

MoCD exists to ensure the development of a reliable digital infrastructure and services through the initiation, formulation, coordination, monitoring and evaluation of the implementation of globally competitive and innovative policies and Programmes to promote national socio-economic development

1.6 Core Values

We are committed to being

- Innovative
- Resourceful
- Responsive
- Equitable
- Gender Sensitive

2.0 CORE FUNCTIONS

Section 13 of the Civil Service Act, 1993 (PNDCL 327) states the following:

"A Ministry shall:

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

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

(c) Co-ordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Sector"

Based on the above framework the Ministry of Communications and Digitalisation performs the following specific functions:

i. Initiate and formulate ICT policies taking into account the needs and aspirations of the people.

ii. Coordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Communications Sector.

iii. Develop appropriate regulations to protect consumers and stimulate competition;

iv. Ensure continuous development of state-of-the-art ICT infrastructure that links up the global community and provides an enabling environment for both government and private businesses;

v. Undertake inter-ministerial collaborations to promote Ghana as a learning community in which all citizens have equal access to all resources and information for socioeconomic development;

vi. Promote investment, research and development in the ICT sector leading to innovative products and services;

vii. Provide policy framework for risk management and corporate governance for the sector;

viii. Develop and promote a framework for human resources capacity building in ICTs for the nation; and

ix. Ensure entrepreneurial development in the ICT sector.

3.0 ORGANISATIONAL ARRANGEMENTS

The Ministry of Communications and Digitalisation is organized by directorates and units.

I. Policy, Planning, Budgeting, Monitoring and Evaluation Directorate (PPBMED):

Units:

- Policy Coordination
- Planning and Budgeting
- Monitoring and Evaluation
- Public Investment

II. Information Communication Technology Directorate (ICTD)

Units:

- Information, Communications Technology Policy, Strategy, Standards & Regulations
- ICT Class Management, Retooling & Development
- ICT Infrastructure (software & hardware) & Related Services

III. Communications & Digitalisation Directorate (CDD)

Units:

- Data protection, Internet Registry & Cyber Security Policy, Strategy, Standards & Regulations
- Telecommunications & Broadcasting Policy, Strategy, Standards and Regulations
- Postal and Courier Policy, Strategy, Standards and Regulations
- Meteorological Policy, Strategy, Standards and Regulations
- Start-up Eco-system Policy, Standards and Regulations

IV. Human Resource Management and Development Directorate (HMDD);

Units:

- Sector-wide HR Policy planning and management
- Sector-wide HR training and development
- Sector-wide Performance management

V. **Research Statistics and Information Management Directorate (RSIMD);**

<u>Units</u>:

- Sector-wide Research and Statistics
- Sector-wide Information Management
- Library and Documentation Centre

VI. **General Administration Directorate (GAD);**

<u>Units</u>

- Personnel Mgt.
- Protocol
- Records Mgt.
- Estates
- Transport
- Stores
- Security
- Transport

VII. **Finance**

- Accounts
- Treasury
- Financial Reporting

VIII. **Specialized Units under the Ministry**

- Legal Affairs
- International Relations
- Procurement
- Internal Audit
- Public Relations
- Client Service
- Fixed Asset Coordinating

4.0 SERVICE AND SERVICES STANDARDS

No.	Services	Time frame	Processes and Procedures	Requirement(s) from Client
1.	Response to general enquiries	Within 1 working day	• Receive general requests/queries • Provide feedback to client	Walk in/call/e-mail.
2.	Provides technical /strategic information	Within Ten (10) Working days	• Receive strategic request • Acknowledge receipt of request • Redirect request to the appropriate office • Communicate feedback to client	• Submit strategic request letter • Attach relevant documents (where applicable).

Note: On RTI requests kindly contact the RTI Officer in the MoCD

5.0 WHAT TO EXPECT FROM MINISTRY OF COMMUNICATION &DIGITALISATION (MOCD)

By walk in, we will:

- Warmly welcome you at the reception
- Listen to you attentively
- Provide you the necessary feedback
- A suggestion box placed at vantage point to facilitate feedback on the quality of our services.

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 title.
- 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 necessary

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

6.0 WHAT TO EXPECT FROM THE CLIENT

To assist the MOCD in performing its duties expeditiously, we expect the following from the public:

- Identify yourself by name/institution appropriately.
- Comply with our rules, guidelines and regulations.
- Provide a candid feedback on service delivery by filling evaluation form.
- Trust and cooperate with staff.
- Report issues timely for prompt response.
- Provide the required information in an honest and timely manner
- Accord our staff the utmost respect
- Inform us if you are not satisfied with our services

7.0 FEEDBACK- COMMENDATIONS AND SUGGESTIONS

Please direct your feedback through the following medium:

- Letters through Client Service Unit
- Drop- in suggestion box
- Telephone calls
- E-mails
- Social Media Platforms
- Website

8.0 COMPLAINTS PROCEDURE

We would like you to:

a) Identify yourself in detail
b) Be clear why you are not satisfied
c) Indicate what you expect the Ministry to do for you
d) Keep record of events
e) Follow up with the relevant staff-member if possible

We will work with you to resolve the issue and all information will be treated confidentially

Complaints and queries resolution

a) Through our Client Service Unit
b) Make a telephone call on Tel. no. 233-0302-666465
c) Personal visit to the office to contact the Chief Director
d) Deposit complaints in our suggestion boxes
e) Email us at info@moc.gov.gh and clientscharter@moc.gov.gh

If still not satisfied with the resolution process, you may further contact,

1. **The Head of Civil Service Office of the Head of Civil Service**

   P. O. Box M49

   Ministries - Accra

   Tel: 233-302 909190

2. **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:

3. **The Commissioner,**

   The Commission on Human Rights and Administrative Justice

   Box Ac 489 Accra

   Tel: 0302-662150/664267.

9.0 OUR CONTACT

You may address all your requests, observations, comments and complaints to:

a) Physical location: Ministry of Communications and Digitalisation, 5th and 6th Floors, Abdul Diouf Street, Adjacent to Office of the President Annex/Common Fund Secretariat, Ridge.
b) Office Address: Ministry of Communications and Digitalisation P. O. Box MB. 38 Accra, Ghana.
c) Email: info@moc.gov.gh.

d) Telephone: 233-0302-666465

e) Website: www.moc.gov.gh

f) Ghana Post GPS: GA-079-0539

g) Social Media Platforms:

- Facebook: Ministry of Communications Ghana
- Twitter: @mocghana
- Instagram: mocghana

10 AGENCIES UNDER THE MINISTRY

In order to achieve its goal and functions, the Ministry operates through the following ten (10) Agencies:

- National Communications Authority (NCA)
- Ghana-India Kofi Annan Centre of Excellence in ICT (GI-KACE)
- Ghana Meteorological Agency (GMet)
- Ghana Post Company Limited (GP)
- Ghana Investment Fund for Electronic Communications (GIFEC)
- National Information Technology Agency (NITA)
- Postal and Courier Services Regulatory Commission (PCRSC)
- Data Protection Commission (DPC)
- Accra Digital Company (ADC)
- National Cyber security Centre (NCSC)
- Ghana Domain name Registry

Office Hours Monday to Friday, 8am – 12noon; 1pm – 5pm

Reviewed by:

The Management Services Department

(OHCS)

Accra.