



CLIENT SERVICE CHARTER





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December, 2020



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LIST OF ACRONYMS

AESL	Architectural Engineering Services Limited
ARC	Architects Registration Council
BAC	Bungalow Allocation Committee
DRH	Department of Rural Housing
EC	Engineering Council
EI	Executive Instrument
ETC	Entity Tender Committee
GA	General Administration
HRMD	Human Resources Management and Development
ICT	International Competitive Tendering
MDAs	Ministries, Departments and Agencies
MWH	Ministry of Works and Housing
NCT	National Competitive Tendering
NDPC	National Development Planning Commission
PNDCL	Provisional National Defence Council Law
PPBME	Policy Planning, Budgeting, Monitoring and Evaluation
PSHLSB	Public Servants' Housing Loans Scheme Board
PWD	Public Works Department
RCD	Rent Control Department
RSIM	Research, Statistics and Information Management
TDCL	TDC Development Company Limited
TRB	Tender Review Board

FOREWORD

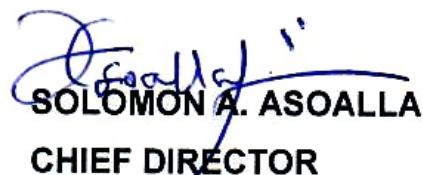
The Client Service Charter was developed in accordance with guidelines provided by the Office of the Head of Civil Service (OHCS), and the Management Services Division (MSD). This is in line with global best practices, taking into account feedback received from management, staff, and clients of the Ministry.

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

The Ministry of Works and Housing, 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 requirements of the Civil Service.

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

By this Charter, we seek to deliver on our services to ensure our clients' satisfaction.



SOLOMON A. ASOALLA
CHIEF DIRECTOR

1.0 INTRODUCTION

The purpose of this Charter, is to provide information on the services provided by the Ministry of Works and Housing to our clientele, indicating how feedback/complaints can be communicated to the Ministry and also stating the charges for the services offered where applicable.

The Ministry of Works and Housing (MWH), is under the Office of the Head of Civil Service (OHCS), and is responsible for formulating and implementing policies and programmes for the Works and Housing sectors of the economy.

2.0 MANDATE

The Civil Service Act 1993, (Act 327), and Executive Instrument (E.I. 28, 2017), mandates the Ministry of Works and Housing to initiate and formulate policies for the Works and Housing sector, as well as, coordinate, monitor and evaluate the implementation of plans, programmes, and performance of the sector for national development.

2.1 Vision

Robust and Sustainable Development of Public Works and Housing Infrastructure.

2.2 Mission

The Ministry exists to formulate, monitor and evaluate the implementation of policies, plans and programmes for the sustainable management of public landed properties, drainage and coastal protection works, operational hydrology as well as secured, safe, decent and affordable housing for all people living in the country.

2.3 Core Values

- Excellence
- Transparency and Accountability
- Integrity
- Time Consciousness
- Equity
- Quality Assurance

2.4 Core Function 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 Works and Housing performs the following specific functions:

- Initiate and formulate Works and Housing policies taking into account the needs and aspirations of the people
- Collaborate with MDAs to effectively disseminate information about Government policies, programmes and activities of the sector
- Coordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Works and Housing Sectors
- Provide an enabling environment to support government business and public-private partnerships within the sector
- Promote innovation, research and development, training, and investment in the sector
- Support creative and innovative research in the production and use of local building materials

3.0 ORGANIZATIONAL ARRANGEMENT/GOVERNANCE STRUCTURE

The Ministry operates a seven (7) Line Directorate. These are;

- General Administration (G/A)
- Policy Planning, Budgeting, Monitoring and Evaluation (PPBME)
- Research, Statistics and Information Management (RSIM)
- Human Resource Management and Development (HRMD)
- Finance
- Works
- Housing

3.1 Specialized Units of the Ministry

- Internal Audit Unit (IAU)
- Public Affairs Unit (PAU)
- Project Coordinating Unit (PCU)
- Legal Unit
- Client Service Unit (CSU)

3.2 Decentralized Departments

There are two (2) decentralized Departments of the Ministry. They are:

- Public Works Department (PWD)
- Department of Rural Housing (DRH)

The Head Offices of these Departments have been strategically maintained at the national level to make input into policy.

3.3 Implementing Departments and Agencies

The Ministry exercises supervision and oversight responsibility over its implementing Departments and Agencies, their Governing Boards and Heads of Management. These are:

(a) Works Subsector Departments and Agencies

- Public Works Department (PWD)
- Hydrological Services Department (HSD)
- Engineering Council (EC)
- Architectural and Engineering Services Limited (AESL)

(b) Housing Subsector Departments and Agencies

- Rent Control Department (RCD)
- Department of Rural Housing (DRH)
- Public Servants' Housing Loans Scheme Board (PSHLSB)
- Architects Registration Council (ARC)
- State Housing Company Limited (SHCL)
- TDC Development Company Limited (TDCL)

4.0 OUR SERVICE AND SERVICE STANDARDS

We promise to maintain the following standards:

The table consists of categories of certificates with the corresponding approved ceiling for both local and foreign contractors.

NO	BUILDING, CIVIL, ELECTRICAL AND PLUMBING CATEGORIES	APPROVED CEILING IN GHANA CEDIS EQUIVALENT OF US\$
1.	D1/K1	OVER USD\$ 500,000.00
2.	D2/K2	USD\$ 200,000.00 - USD\$ 500,000.00
3.	D3/K3	USD\$ 75,000.00 - USD\$ 200,000.00
4.	D4/K4	UP TO USD\$ 75,000.00
5.	E1	OVER USD\$ 200,000.00
6.	E2	USD\$ 75,000.00 - USD\$ 200,000.00
7.	E3	UP TO USD\$ 75,000.00
8.	G1	OVER USD\$ 75,000.00
9.	G2	UP TO USD\$ 50,000.00

- Allocation and Management of Government Residential (Flats and Bungalows) and Office Accommodation.

**4.1 REGISTRATION AND RENEWAL OF GENERAL BUILDING, GENERAL CIVIL WORKS, GENERAL ELECTRICAL AND
GENERAL PLUMBING WORKS CONTRACTORS' CERTIFICATE**

NO.	SERVICE	TIME FRAME	PROCEDURE	REQUIREMENT (\$) FROM CLIENTS	CHARGEABLE FEES
	NEW/UPGRADING OF LOCAL CONTRACTOR'S CERTIFICATE	21 Working Days	D1, K1, D2, K2	<ul style="list-style-type: none"> • Ministry acknowledges and evaluates documents received from client • Documents are submitted to a Committee for vetting • Committee vets evaluated documents and officially informs client of the decision of the committee • Successful client is informed of the required amount to be paid. • Client makes payment • Ministry issues certificate 	<p>Application Form Visit our website for details</p> <p>D1/K1, D2/K2 As per prevailing rate</p>

NO.	SERVICE	TIME FRAME	PROCEDURE	REQUIREMENT (S) FROM CLIENTS	CHARGEABLE FEES
2.	General Civil Works (K1, K2, K3, K4)	21 Working Days	D3, K3, D4, K4	<ul style="list-style-type: none"> • Ministry acknowledges and evaluates documents received from client • Documents submitted to a Committee for vetting evaluated documents and officially informs client of the decision of the committee • Committee vets • Successful client is informed of the required amount to be paid. • Client makes payment • Ministry issues certificate 	<p>Application Form Visit our website for details</p> <p>D3/K3, D4/K4 As per prevailing rates</p> <p>D3/K3, D4/K4 As per prevailing rates</p>

NO.	SERVICE	TIME FRAME	PROCEDURE	REQUIREMENT (S) FROM CLIENTS	CHARGEABLE FEES
2.	ANNUAL RENEWAL OF LOCAL CONTRACTOR'S CERTIFICATE	14 Working Days	<ul style="list-style-type: none"> Ministry acknowledges and evaluates documents received from client Client is informed of the required amount to be paid Payment is received through the appropriate channel Ministry issues certificate 	<ul style="list-style-type: none"> Client submits original MWH Classification Certificate to the Classifications Unit for which upgrading is being sought with a current membership certificate of the Association of Building and Civil Contractors of Ghana (ABCCG) or any other recognized body and pay the renewal fee <p>1. General Building (D1, D2, D3, D4)</p> <p>2. General Civil Works (K1, K2, K3, K4)</p>	D1/K1 GHC1,000.00 each D2/K2 GHC200.00 each D3/K3 GHC200.00 Each D4/K4 GHC100.00 Each

NO.	SERVICE	TIME FRAME	PROCEDURE	REQUIREMENT (S) FROM CLIENTS	CHARGEABLE FEES
3.	NEW/UPGRADING OF LOCAL CONTRACTOR'S CERTIFICATE	21 Working Days	<ul style="list-style-type: none"> Ministry acknowledges and evaluates documents received from client Ministry evaluates documents and submits to a Committee Committee vets evaluated documents and officially informs client of the decision of the Committee Successful client is informed of the required amount to be paid. Client makes payment Ministry issues Certificate 	<ul style="list-style-type: none"> Client submits Application Form to the Ministry (Classification Unit) with the following documents as per requirements in the guidelines: <ul style="list-style-type: none"> - Registrar-General's Certificate - Receipts for immovable equipment - Police Registration Form for road vehicles - Current Road Worthy Certificate - Current Social Security Clearance Certificate - Income Tax Receipts for the immediate past three months, in respect of company's workers - Current CVs of key Technical Personnel - Letters of Award of Contracts executed in the past Five (5) Years - Final Payment Certificates/Latest Interim Payment Certificates for each of the job listed above 	Application Form (New) GHC 20.00 Application Form (Renewal) GHC 20.00 E1, E2, E3, G1, G2 As per prevailing rates

NO.	SERVICE	TIME FRAME	PROCEDURE	REQUIREMENT (S) FROM CLIENTS	CHARGEABLE FEES
4	ANNUAL RENEWAL OF LOCAL CONTRACTOR'S CERTIFICATE	14 Working Days		<ul style="list-style-type: none"> • Ministry acknowledges and evaluates documents received from client • Client is informed of the required amount to be paid • Payment is received through the appropriate channel • Ministry issues certificate <p>1. General Electrical (E1, E2, E3)</p> <p>2. Plumbing Works (G1, G2)</p>	<p>Application Form (Renewal) GHC 20.00</p>

NO.	SERVICE	TIME FRAME	PROCEDURE	REQUIREMENT (S) FROM CLIENTS	CHARGEABLE FEES
5	NEW/UPGRADING OF FOREIGN CONTRACTOR'S CERTIFICATE	21 Working Days	<ul style="list-style-type: none"> Ministry acknowledges and evaluates documents received from client Ministry evaluates documents and submits to a Committee Committee vets evaluated documents and officially informs client of the decision of the Committee Successful client is informed of the required amount to be paid. Client makes payment Ministry issues Certificate 	<ul style="list-style-type: none"> Client submits a completed application Form to the Ministry (Classification Unit) with the following documents as per requirements in the guidelines: - Registrar General Certificate - Receipts for immovable equipment - Police Registration Form for road vehicles - Current Road Worthy Certificate - Current Social Security Clearance Certificate, - Income Tax Receipts for the immediate past three months, in respect of company's workers - Current CVs of key Technical Personnel - Letters of Award of Contracts executed in the past Five (5) Years - Final Payment Certificates/Latest Interim Payment Certificates for each of the job listed above - Statement of Bank Account for the past three months - Audited Accounts for the past three consecutive years 	Application Form (New) GHC 200.00 Application Form (Renewal) GHC 20.00 E1, E2, E3, G1, G2 As per prevailing rates

NO.	SERVICE	TIME FRAME	PROCEDURE	REQUIREMENT (S) FROM CLIENTS	CHARGEABLE FEES
6.	ANNUAL RENEWAL OF FOREIGN CONTRACTOR'S CERTIFICATE	14 Working Days	<ul style="list-style-type: none"> Ministry acknowledges and evaluates documents received from client Client is informed of the required amount to be paid Payment is received through the appropriate channel Ministry issues certificate 	<ul style="list-style-type: none"> Client submits original MWH Classification Certificate to the Classification Unit for which upgrading is being sought with a current Membership Certificate of the Association of Building and Civil Contractors of Ghana (ABCCG) or any other recognized body and pays the renewal fee 	Application Form (Renewal) GHC 20.00 E1, E2, E3, G1, G2 As per prevailing rates

NO.	SERVICE	TIME FRAME	PROCEDURE	REQUIREMENT (S) FROM CLIENTS	CHARGEABLE FEES
7.	NEW/UPGRADING OF FOREIGN CONTRACTOR'S CERTIFICATE	21 Working days	D1 K1, D2 K2	<ul style="list-style-type: none"> • Ministry acknowledges and evaluates documents received from client • Ministry evaluates documents and submits to a Committee • Committee vets evaluated documents and officially informs client of the decision of the committee • Successful client is informed of the required amount to be paid. • Client makes payment • Ministry issues certificate 	<p>Application Form (New) GH₵200.00</p> <p>Application Form (Upgrading) GH₵20.00</p> <p>D1/K1, D2/K2 As per prevailing rates</p>

NO.	SERVICE	TIME FRAME	PROCEDURE	REQUIREMENT (S) FROM CLIENTS	CHARGEABLE FEES
8.	NEW/UPGRADING OF FOREIGN CONTRACTOR'S CERTIFICATE	21 Working days	D3, K3, D4, K4	<ul style="list-style-type: none"> • Ministry acknowledges and evaluates documents received from client • Ministry evaluates documents and submits to a Committee • Committee vets evaluated documents and officially informs client of the decision of the committee • Successful client is informed of the required amount to be paid. • Client makes payment • Ministry issues certificate 	<p>Application Form (New) GH₵200.00</p> <p>Application Form (Upgrading) GH₵20.00</p> <p>D3/K3, D4/K4 As per prevailing rates</p> <p>D3/K3, D4/K4 GH₵20.00</p>

NO.	SERVICE	TIME FRAME	PROCEDURE	REQUIREMENT (S) FROM CLIENTS	CHARGEABLE FEES
9.	ANNUAL RENEWAL OF FOREIGN CONTRACTOR'S CERTIFICATE	14 Working Days	<ul style="list-style-type: none"> Ministry acknowledges and evaluates documents received from client Client is informed of the required amount to be paid Payment is received through the appropriate channel 	<ul style="list-style-type: none"> Client submits original MWH Classification Certificate to the Classification Unit for which upgrading is being sought with a current Membership Certificate of the Association of Building and Civil Contractors of Ghana (ABCCG) or any other recognized body and pays the renewal fee 	Application Form (Renewal) GHC 20.00



5.0 WHAT TO EXPECT FROM THE MINISTRY

In writing, we will:

- Reply to all letters within 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
- Expedited reply to queries and enquiries
- Treat emails which are duly signed as official documents

By telephone, we will:

- Answer the phone between 2 to 3 rings
- Identify ourselves by; name, organization, and position
- Inform you when you may expect a full reply in case we are unable to answer your enquiry immediately
- Redirect you to the appropriate office if the matter in question is not in our area of competence

On appointment, we will:

- See you within 10 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 WE EXPECT FROM OUR CLIENTS

To assist the Ministry to effectively perform its functions expeditiously, we expect the following from our clients:

- To be courteous and polite to our staff
- Comply with our rules, guidelines and regulations
- To ensure that all Forms are properly completed
- To adhere strictly to the procedures for lodging complaints

7.0 FEEDBACK MECHANISM

We 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 an interim response and advise you as to when a final response is to be expected.

Issues on feedback should be communicated to the Client Service Unit, our website and in our suggestion box at the ground floor of the Ministry.

8.0 COMPLAINTS PROCEDURE

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

**The Client Service Unit,
Room 50 Ground Floor,
Ministry of Works and Housing,
P. O. Box M43,
Accra.**

Telephone: +233 (0)302 685 550/+233 (0)302 685 519

Email: info@mwh.gov.gh

Website: www.mwh.gov.gh

While contacting us, if you are dissatisfied with a service from us, we would like you to:

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect from us
- Keep a record of events
- Follow up if possible on relevant officers

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, then:

You may lodge your grievances at the Chief Director's Office via:

**The Chief Director,
P.O. Box M43,
Accra.
Tel: +233 (0)577 902 988**

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

If still not satisfied, you may complain to:

**1. The Head of Civil Service,
Office of the Head of Civil Service,
P. O. Box M49,
Accra.
Tel: +233 (0)302 682 340**

Where you are still not satisfied with the outcome, you may address your complaint to:

**2. The Chairman,
Public Services Commission,
P.O. Box GP1618,
Accra.
Email: info@psc.gov.gh
Tel: +233 (0)302 666 3047 / +233 (0)302 667 470**

Where you are still not satisfied with the outcome, you may address your complaint to:

**3. The Director,
The New Charter Office,
c/o Office of the President,
Ministry of Public Sector Reforms,
Accra.
Tel: +233 (0)302 210 014**

As a last resort you may appeal to:

The Commissioner,
The Commission on Human Rights and Administrative Justice (CHRAJ),
P. O. Box AC 489,
Accra.
Tel: +233 (0)302 662 150/664 267

9.0 OUR CONTACTS

9.1 Physical Location

The Ministry is located at the Ministries area behind the Ministries Police Station (DOVVSU), opposite Ministry of Trade and Industry (MoTI), and next to the Ministry of Railways Development.

9.2 Mailing Address:

The Chief Director,
Ministry of Works and Housing,
P.O. Box M43,
Accra.
Telephone: + 233 (0)57 790 2988
Ghana Post GPS: GA-144-0550
Email: info@mwh.gov.gh

10.0 APPENDIX

COLLABORATING MDAs AND INSTITUTIONS:

The Office of the President
The Office of the Head of the Civil Service
All Ministries
Ghana Statistical Service
Ghana Revenue Authority
Ghana Investment Promotion Centre
National Development Planning Commission
Ghana Investment Promotion Centre
Controller and Accountant-General's Department
Ghana Audit Service
Internal Audit Agency
Ghana Institution of Architects
Ghana Institution of Engineers
Public Procurement Authority
All Development Partners
Ghana Police Service
Social Security and National Insurance Trust
Lands Commission
Land Valuation Board
Department of Survey
Bank of Ghana
National Media Commission
Ghana Real Estate Developers' Association

PROJECT GALLERY



Security Services Housing Project (Phase II) – Naval Barracks



Government of Ghana Affordable Housing Units – Borteyman



Government of Ghana Affordable Housing Units – Asokore Maampong



Townhouses Completed Under the Redevelopment Project



Aboadze Coastal Protection Project (Phase I)



Amanful Kumah Coastal Protection Project



Anomabu Coastal Protection Project



Axim Coastal Protection Project



Haatso Drainage Project



Madina Zongo Drainage Project



MINISTRY OF WORKS AND HOUSING

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 FACEBOOK: Ministry of Works and Housing Ghana TWITTER: mwh_gh INSTAGRAM: worksandhousing_gh