



**PUBLIC SECTOR  
REFORM SECRETARIAT**

**CLIENT SERVICE CHARTER**

**NOVEMBER 2023**



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## **LIST OF ACRONYMS**

CAGD	Controller and Accountant General’s Department
CSO	Civil Society Organizations
CSVRA	Country Structural Vulnerability & Resilience Assessment Unit
DPs	Development Partners
E.I.	Executive Instrument
FD	Finance Directorate
GAD	General Administration Directorate
GRA	Ghana Revenue Authority
GSS	Ghana Statistical Service
HRMDD	Human Resource Management and Development Directorate
MDAs	Ministries, Departments and Agencies
MMDAs	Metropolitan, Municipal and District Assemblies
MSD	Management Services Department
NDPC	National Development Planning Commission
NGOs	Non-Governmental Organizations
NIA	National Identification Authority
OGM	Office of Government Machinery
OGP	Open Government Partnership
OHCS	Office of the Head of the Civil Service
OSPA	Office of the Senior Presidential Advisor
PPA	Public Procurement Authority
PPBMED	Policy, Planning, Budgeting, Monitoring and Evaluation Directorate
PSC	Public Services Commission
PSRS	Public Sector Reform Secretariat
RSIM	Research, Statistics, and Information Management

# **FOREWORD**

The Public Sector Reform Secretariat (PSRS) exists to improve public service delivery by initiating, facilitating, and coordinating reforms for timely and transparent services to promote private sector-led growth and national development with the use of innovation and professional staff.

The Secretariat is mandated to provide policy initiation, strategic guidance, and coordination for reforms in line with the Civil Service Act, 1993 (PNDCL 327) and the Executive Decision. The Secretariat continues to remain resolute in ensuring a responsive government to make sure that citizens are guarded and well pleased in terms of service delivery.

The Client Service Charter of the Public Sector Reform Secretariat will serve as the agreed principles and standards of measurement that will serve as a guide to all Ministries, Departments and Agencies as well as the general public to access service(s) it provides.

We duly acknowledge with gratitude the technical support from the Management Services Department of the Office of the Head of the Civil Service (OHCS) and Management of the Public Sector Reform Secretariat in steering the process.

It is hoped that the Public Sector Reform Secretariat will improve upon its service delivery to all and sundry by utilizing the Service Charter as a guide to carry out its mandate.

A handwritten signature in black ink, appearing to read 'THELMA OHENE-ASIAMA', enclosed within a hand-drawn oval shape.

**THELMA OHENE-ASIAMA (MRS)**  
**DIRECTOR, GENERAL ADMINISTRATION.**

## **1.0 INTRODUCTION**

The development of the Client Service Charter is part of many reform initiatives undertaken by the Office of the Head of the Civil Service in collaboration with the Public Sector Reform Secretariat (PSRS). The client service charter of the PSRS is in line with the directive of the office of the Head of the Civil Service requiring all MMDAs to develop, publish and operationalize client service charters valid for four (4) years. This Client Service Charter serves as a guide for staff to refer to while interacting with stakeholders and to establish clear expectations for both parties.

The PSRS is one of the institutions under the Office of Government Machinery (Office of the President) whose functions are crucial for effective planning, and management of the National Development agenda. The Secretariat is established with the objective to improve public service delivery by initiating, facilitating and coordinating reforms for timely and transparent services to promote private sector led growth and National Development with the use of innovative and professional staff.

## **2.0. PURPOSE OF THE CHARTER**

This Client Service Charter serves as a guide to inform the General Public about the services offered by the Public Sector Reform Secretariat. It indicates what the public needs to know about the activities and services of the secretariat and further states how feedback could be communicated regarding any of our

services. This document also highlights our service delivery standards, assessing our services and defines what the public should expect from the Office.

### **3.0. MANDATE**

In line with the Civil Service Act, 1993 (PNDCL 327) and the Executive Decision, the Public Sector Reform Secretariat (PSRS) is mandated to provide policy initiation, strategic guidance, and coordination for reforms.

### **3.1 VISION**

A responsive public sector with reformed services for national development.

### **3.2 MISSION**

PSRS exists to improve public service delivery by initiating, facilitating, and coordinating reforms for timely and transparent services to promote private sector-led growth and national development with the use of innovation and professional staff.

### **3.3 CORE VALUES**

The core values are: (AIRRII)

<b>Accountability</b>	<i>Showing responsibility for one's action at the workplace as well as implementing reforms to make public sector institutions take responsibility for both their performance and business outcomes</i>
<b>Inclusiveness</b>	<i>Creating a welcoming environment that embraces differences and offers respect for all staff</i>



<b>Results-Oriented</b>	<i>Focusing on outcomes rather than processes in the implementation of public sector reforms</i>
<b>Responsiveness</b>	<i>Formulating timely reform policies to serve the needs of citizens</i>
<b>Innovation</b>	<i>Applying new processes, new techniques and using emerging technologies in the implementation of reforms to create new value</i>
<b>Integrity</b>	<i>Upholding and prioritizing the public interest over private interest</i>

### 3.4 CORE FUNCTIONS

The core functions of PSRS are:

- Provide policy guidelines in the implementation of agreed reform initiatives.
- Facilitate, coordinate, monitor and evaluate reform policies and strategies in the public sector to ensure improved, timely and transparent service delivery.
- Promote and improve efficiency and effectiveness of performance in the Public Sector
- Facilitate the institutionalization of public campaigns to imbue positive change in the attitude of the citizenry.
- Undertake such research as may be necessary for the effective development and implementation of the Secretariat's policies.
- Maintain national database on Public Sector Reforms.
- Ensure the availability of appropriate administrative and financial management systems and support

services for the effective and efficient running of the Secretariat to enhance service delivery.

#### **4.0 ORGANISATIONAL ARRANGEMENT**

- General Administration Directorate (GAD)
- Policy, Planning, Budgeting, Monitoring and Evaluation Directorate (PPBMED)
- Human Resource Management and Development Directorate (HRMDD)
- Finance Directorate (FD)
- Research, Statistics & Information Management Directorate (RSIMD)

#### **4.1 Specialized Units of the Secretariat**

- Internal Audit Unit (IAU)
- Public Relations Unit (PRU)
- Client Services Unit (CSU)
- Procurement and Supply Management Unit (PSMU)
- Country Structural Vulnerability & Resilience Assessment Unit (CSVRA)
- Open Government Partnership (OGP)

#### **5.0 OUR SERVICES**

- Provide general information on Public Sector Reforms.
- Facilitate funding for the implementation of Public Service Institutional Reforms.
- Provision of technical support accessing funds for reform initiative

## 6.0 SERVICE AND SERVICE DELIVERY STANDARDS

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESSES	REQUIREMENT (S) FROM CLIENTS
1.	Provide general information on Public Sector Reforms.	Five (5) working days.	<ul style="list-style-type: none"> <li>• Acknowledge receipt of request</li> <li>• Collate and review information from the relevant directorates.</li> <li>• Request for a meeting when necessary</li> <li>• Respond to request with detailed information.</li> <li>• feedback to request with detailed information</li> </ul>	<ul style="list-style-type: none"> <li>• Submit appropriately addressed request letter.</li> <li>• Fill our client enquiry form</li> <li>• Attach an introductory letter where information is meant for research work</li> </ul>

2.	Facilitate funding for the implementation of Public Service Institutional Reforms.	10 working day	<ul style="list-style-type: none"> <li>• Acknowledge receipt of request</li> <li>• Collate and review information from the relevant Directorates.</li> <li>• Request for a meeting when necessary</li> <li>• feedback to request with detailed information.</li> </ul>	<ul style="list-style-type: none"> <li>• Submit appropriately addressed request.</li> <li>• Fill our client enquiry form.</li> <li>• Attach an introductory letter where information is meant for research work</li> </ul>
3.	Provision of technical support accessing funds for reform initiative	10 working days	<ul style="list-style-type: none"> <li>• Acknowledge receipt of request</li> <li>• Collate and review information from the relevant Directorates.</li> <li>• Request for a meeting when necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Submit appropriately addressed request.</li> <li>• Fill our client enquiry form</li> <li>• Attach an introductory letter where information is meant for research work</li> </ul>

			<ul style="list-style-type: none"> <li>• feedback to request with detailed information.</li> </ul>	
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*\*\*\*Please visit the Client Service Unit for the appropriate fees charged for each service.*

Our clients are further assured of the following:

**Quality**

- Our staff will offer quality professional service to our clients.
- Respond to clients’ requests with detailed and accurate information in a timely manner.

**Responsiveness**

- Ensure confidentiality of client’s personal information
- Provide a friendly working environment for our clients.
- Acknowledge receipt of your written communication promptly.
- Treat appropriately signed emails as official documents.
- Respond to all written enquiries within five (5) working days upon receipt. If for any reason that

timeframe cannot be met, the client shall be informed immediately by means of email, telephone when to expect a full response.

### **Accessibility**

- Provide the correct address, functional contact numbers and an active email address to enable clients to contact us easily.
- Regularly update the Secretariat's website to address the information needs of our clients.
- Provide standardized clients service reception; and
- Provide avenues for suggestions from clients.

### **Service improvement**

- Welcome feedback on our performance across all provided platforms so we can improve our standards of service.
- Open to ideas to improve service delivery.

## **7.0 OBLIGATIONS OF THE SECRETARIAT**

By our service delivery standard, we are obliged to:

- Regularly update all our stakeholders on policies and activities of the government using multiple media channels.
- Provide information in a prompt, open, supportive, and transparent manner.
- Be courteous, polite, respectful, cooperative, and patient with all our cherished clients.
- Provide accurate, clear and timely information or assist clients to obtain the requisite information.
- Be a reliable partner to all our stakeholders.
- Provide avenues for the effective flow of information to the general public.
- Provide a designated client service desk open daily within working hours.

In writing, we will:

- Reply to all letters appropriately addressed to the Office within 5 working days of receipt. If we are unable to respond to all questions within the time frame, the client will be informed in writing, and/or by telephone when to expect a full response.
- Treat emails which are duly signed as official documents.

By telephone, we will:

- Respond to phone calls timely during working hours.
- 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 institutions if the matter in question is not in our area of competence.
- Designated email, website, social media handles are provided for the use of all clients.

On appointment, we will:

- See you within 10 minutes of the agreed time.
- Respond to your questions immediately, but if we cannot, we will let you know why and when you can expect a response from us.

## **8.0 OBLIGATIONS OF OUR CLIENT**

To assist the Public Sector Reform Secretariat (PSRS) perform its functions expeditiously, we expect our clients to:

- Provide accurate, clear and comprehensive information as required by the Secretariat.
- Fulfil all financial commitments timely as per the agreed terms and conditions.
- Protect the property, equipment and machinery of the Secretariat each time they visit.
- Be courteous and polite to our staff.
- Comply with our Rules, Guidelines and Regulations
- Ensure that all forms are completed appropriately.



- Request for our services for the intended purpose and refrain from misuse, abuse, or any unlawful activities related to the service.
- Adhere strictly to the procedures for lodging complaints.
- Respond to requests for information accurately, thoroughly and in a timely manner.

## **9.0 FEEDBACK MECHANISM**

Feedback on our performance is appreciated, so that we can improve our standards of service. If you have any comments, including suggestions for improvement or complaints, kindly bring to our attention using the underlisted channels:

- Through our Client Service Unit,
- Website complaints and enquiry portal
- Our suggestion box at the entrance of the PSRS
- Through periodic engagements with stakeholders
- During our Meet-the-Press series
- During the conduct of survey

We will furthermore acknowledge receipt of your written communication promptly 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.

## **10.0 COMPLAINTS PROCEDURE**

You can lodge your enquiries or complaint through our Client Service Unit located on the first floor of the Public Services Commission's building or by contacting us through:

**The Client Service Unit**

Office of the Senior Presidential Advisor  
Office of the President Annex,  
Ridge-Accra.  
Tel: 0302-749018

Or

**The Client Service Unit**

Public Sector Reform Secretariat  
P. O. Box M50  
Accra  
Telephone: 0302 – 932574

When lodging complaints, we would like you to:

- Identify yourself.
- Be clear why you are not satisfied.
- Indicate what you expect us to do.
- Keep a record of events.
- The Secretariat will revert immediately or if you feel that we have still not met the standards and/or timelines provided in this Charter, then:

You may also lodge your grievances with the Chief Director's through the Client Service Unit OR via

The Chief Director  
Public Sector Reform Secretariat  
PMB Stadium Post Office  
Accra  
Telephone: 0302 –684086/7

We will investigate your grievances and respond within five (5) working days on receipt of your grievance.

If you are still not satisfied with the redress proceedings, you may send your complaint to:

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

Office of the Head of the Civil Service  
P. O. Box M49 Accra.  
Tel: 0302-682340

**2. The Chairman,**

Public Services Commission  
P.O. Box GP1618 Accra.  
Email: [info@psc.gov.gh](mailto:info@psc.gov.gh)  
Tel: +233(0)3026663047  
+233(0)3026667470

As a last resort, you may appeal to:

**The Commissioner,**

Commission on Human Rights and Administrative  
Justice

Box AC 489

Accra

Tel: 0302 - 662150/664267.

## **11.0 CONTACTS**

### **11.1 PHYSICAL LOCATION**

The Secretariat has two locations. The main Secretariat is located within the Ministerial enclave, on the 1st floor of the Public Services Commission building, opposite the Ministry of Finance, with its annex located within the Office of the President Annex, next to the District Assembly Common Fund and the Electoral Commission office block at Ridge, Accra.

## **11.2 OUR MAILING ADDRESS:**

The Chief Director  
Public Sector Reform Secretariat  
PMB Stadium Post Office Accra.

Telephone: 0302 –684086/7  
Email: info@psrs.gov.gh  
admin@psrs.gov.gh  
Website: www.psrs.gov.gh  
Ghana Post GPS: GA-144-4112

## **12.0 APPENDICES**

### **12.1 Collaborating Ministries, Departments, Agencies (MDAs) and Institutions**

- Office of the President (OoP)
- Office of Government Machinery (OGM)
- Public Services Commission (PSC)
- National Development Planning Commission (NDPC)
- Office of the Head of the Civil Service (OHCS)
- Ministries, Departments and Agencies (MDAs)
- Metropolitan, Municipal and District Assemblies (MMDAs)
- Controller and Accountant General's Department (CAGD)
- Ghana Immigration Service (GIS)
- Ghana National Fire Service (GNFS)
- National Information Technology Agency (NITA)
- Ghana Audit Service (GAS)
- Internal Audit Agency (IAA)
- Public Procurement Authority (PPA)
- Ghana Revenue Authority (GRA)
- Ghana Statistical Service (GSS)
- National Identification Authority (NIA)
- Bank of Ghana (BoG)
- Research Institutions (RI)
- Development Partners (DPs)
- Management Services Department (MSD)
- Non-Governmental Organizations (NGOs)
- Civil Society Organizations (CSOs)

**Reviewed by:**  
The Management Services Department  
Office of the Head of the Civil Service  
Accra.