



THE WORLD BANK

Commission on Human Rights and Administrative Justice: A strategy has been developed to review and strengthen CHRAJ policies, procedures & administrative justice capacity.

Ministry of Local Government, Decentralisation and Rural Development: An interface is being developed on the Ghana Integrated Financial Management Information System (GIFMIS) platform to enable Management to track MMDAs Financial Performance (Revenue and Expenditure)



Key Initiatives Being Pursued in 2023 and Beyond to Transform Public Service Delivery

Review of National Public Sector Reform Strategy, 2018-2023

The National Public Sector Reform Strategy elapses this year; in line with this, the necessary steps have been initiated to review the Strategy to cover another five (5) years. The strategy will provide the framework for continued and sustained implementation of reforms.

Piloting of One Stop Shops in ten (10) Districts with Private Sector for at least twenty (20) public Services

One-Stop-Shops refer to service centres for citizens and firms that offer consolidated access to multiple public services at a single location through one or more service delivery channels.

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Public Sector Reform for Results Project (PSRRP)

Improving Efficiency And Accountability In The Delivery Of Selected Services By Selected Entities

The **PSRRP** is a partial implementation of the National Public Sector Reform Strategy (NPSRS, 2018-2023).

It is aimed at improving efficiency and accountability in the delivery of selected services by selected front-line service delivery agencies and their supervising Ministries as well as Central Management public sector agencies.

Under the PSRRP, timelines, and channels for delivering public services are being modernised to enhance access to public services in line with the digitalization agenda of government.



Key Achievements So Far

Support to Public Service Delivery Agencies

The key results expected to be realised at the end of this all-important project are as follows:

Passport Office: the number of days for the issuance of regular passport applications will be reduced from 21 to 10 working days. To achieve this, 2 Passport Printers, 10 Passport Readers, 10 Passport Laminators, 50 Desktop Computers, 10 Servers, 10 UPS, 60 Digital Cameras, 70 Scanners, 60 Fingerprint Signature Pads have been procured.

Driver and Vehicle Licensing Authority: Time for registering new vehicles will be reduced from 6hrs to 1hr in 5 DVLA offices and drivers will be issued licenses within 45 days of passing the driving test. To this end 4 mobile vans, 1 Card Printer with Dual Sided Lamination, 2 Card Print Devices, 30 Signature Pads, 25 Fingerprint Readers and accompanying Licence Printing Consumables have been procured.

Births and Deaths Registry: The number of births registered within the first 3 months will be increased from 240,000 to 500,000, and the number of deaths registered within three (3) months of the event will increase from 40,000 to 200,000. To this end, 120 Motorbikes and 10 Pick-ups have been procured.

Support to Central Management Agencies & Ministries

The Public Services Commission and Office of the Head of Civil Service are being supported to:

Strengthen compliance reporting on Client Service Charters for twelve (12) public sector institutions.

Develop and implement Gender Strategies and Action Plans for six (6) institutions under their oversight.

Establish an enhanced Beneficiary Feedback System that will send text messages to 90% of public service users.

Provided support for the Civil Service Week celebrations in 2019, 2021, 2022 and 2023.

Provided the OHCS with ICT tools and equipment for online Promotion Interviews.

Ministry of Environment, Science, Technology, and Innovation: A National Innovation Challenge will be established, and grants will be awarded to forty (40) science innovation projects.

