



Republic of Ghana

MINISTRY OF LOCAL GOVERNMENT, DECENTRALISATION AND RURAL DEVELOPMENT

CLIENT SERVICE CHARTER

AUGUST , 2023



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LIST OF ACRONYMS

B&DR	-	Births and Deaths Registry
CSOs	-	Civil Society Organizations
CAGD	-	The Controller and Accountant General's Department
DACF	-	District Assemblies Common Fund
DoCD	-	Department of Community Development
DP&G	-	Department of Parks and Gardens
DU	-	Decentralisation Unit
E.I.	-	Executive Instrument
FD	-	Finance Directorate
GAD	-	General Administration Directorate
HRMD	-	Human Resource Management and Development
ILGS	-	Institute of Local Government Studies
IMCCoD	-	Inter-Ministerial Coordinating Committee on Decentralisation
LGDD	-	Local Governance and Decentralisation Directorate
LGU	-	Local Governance Unit
MLGDRD	-	Ministry of Local Government, Decentralisation and Rural Development
MMDAs	-	Metropolitan, Municipal and District Assemblies
NDPC	-	National Development Planning Commission
NDPS	-	National Decentralisation Policy and Strategy
NRDP	-	National Rural Development Policy
OHCS	-	The Office of the Head of Civil Service
OHLGS	-	Office of the Head of Local Government Service
PPBME	-	Policy, Planning, Budgeting, Monitoring and Evaluation
RSIM	-	Research, Statistics and Information Management
SIF	-	Social Investment Fund
RUDD	-	Rural and Urban Development Directorate
UDU	-	Urban Development Unit
RDU	-	Rural Development Unit

FOREWORD

The Ministry of Local Government, Decentralisation and Rural Development (MLGDRD) is charged with the statutory responsibility of promoting good governance, equitable and balanced development across the country. This is delivered through the formulation of policies on decentralization and local governance, rural and urban development as well as through the design of projects and programmes as well as the deployment of systems to monitor the performance of Metropolitan, Municipal and District Assemblies through its Departments, Agencies including the Regional Coordinating Councils (RCCs)

The Client Service Charter of the Ministry contains agreed principles and standards of measurement to serve as a guide to the public to enable them access services provided by the Ministry. It also serves as a reference for the staff of the Ministry and its Departments in their dealings with the Ministry's clients.

We acknowledge, with gratitude, the immense role of the Office of the Head of the Civil Service (OHCS) and Management Services Department (MSD) for providing technical support and guidance in the development of this Charter. We also recognise the collaboration and support received from key stakeholders such as Ministries, Departments, and Agencies (MDAs) and Civil Society Organisations.

We are committed to discharging our mandate to ensure that the overall aim of deepening local governance and decentralization in Ghana is achieved through improved service delivery.

AMIN ABDUL-RAHAMAN

CHIEF DIRECTOR

1.0 INTRODUCTION

This Client Service Charter is a guide to inform the public about the services offered by the Ministry of Local Government, Decentralisation and Rural Development (MLGDRD). It indicates what the public needs to know about the activities of the Ministry and further states how feedback could be communicated regarding the provision or access to any of our services. The Charter also highlights our service delivery standards and defines what the public should expect from the Ministry. Thus, it serves as a guide to both staff of the Ministry and the public and should therefore enhance the relationship between the Ministry and its clients.

2.0 PURPOSE OF THE CHARTER

The purpose of the service charter is to establish and inform clients of the service standards of the Ministry to enhance productivity.

3.0 PROFILE OF THE ORGANISATION

a) MANDATE

The Ministry of Local Government, Decentralisation and Rural Development (MLGDRD) derives its mandate from Executive Instrument (E.I.) 12, 2021 in line with sections 11 and 13 of the Civil Service Act, 1993 (PNDCL 327).

b) VISION is to :

attain good governance, equitable and balanced development at the local level.

c) MISSION

The Ministry of Local Government, Decentralisation and Rural Development (MLGDRD) exists to deepen decentralised governance and improved access to services at the sub-national level through the formulation of policies, plans and projects and monitoring and evaluation of its implementation using professional staff and appropriate technology.

d) CORE VALUES

The principles guiding the work behavior of staff in the Ministry are as follows:

- Excellence
- Professionalism
- Integrity
- Transparency
- Accountability
- Commitment
- Participation

e) CORE FUNCTIONS

The Ministry of Ministry of Local Government and Rural Development (MLGRD) performs the following specific functions:

- Formulate policies on Local Governance, Rural and Urban Development;
- Initiate and formulate policies and guidelines on the acquisition and use of human and financial resources by District Assemblies;
- Coordinate, monitor and evaluate the implementation of local government sector policies and strategies;
- Initiate the review/promulgation of legislation and regulations on local governance, rural and urban development;
- Undertake such research as may be necessary for the effective development and implementation of local governance, rural and urban development policies;
- Develop human resource policies to effectively promote professionalism and productivity within the sector;
- Promote participation of civil society in administration and development on matters relating to local governance;
- Coordinate the development of sector medium term plans and annual action plans in line with NDPC's framework;
- Coordinate the development, defense of the sector annual budget and facilitate the allocation of resources for local level development;
- Facilitate the registration of births and deaths to provide the statistical bases for development planning; and
- Provide administrative and other services to support the effective delivery of quality service to the public.

f) ORGANISATIONAL ARRANGEMENT

- General Administration Directorate (GAD)
- Finance Directorate (FD)
- Policy Planning, Budgeting, Monitoring and Evaluation Directorate (PPBMED)
- Research, Statistics & Information Management Directorate (RSIMD)
- Human Resource Development & Management Directorate (HRDMD)
- Local Governance and Decentralisation Directorate (LGDD)
- Rural and Urban Development Directorate (RUDD)

➤ SPECIALISED UNITS OF THE MINISTRY

- Internal Audit Unit
- Public Relations Unit
- Client Service Unit
- Legal Unit

- Information Unit
- Project Coordination Unit

➤ **DEPARTMENTS OF THE MINISTRY**

- Births and Deaths Registry (BDR)
- Department of Parks and Gardens (DP&G)
- Department of Community Development (DoCD)
-

➤ **“ALLIED” AGENCIES OF THE MINISTRY**

- Institute of Local Government Studies (ILGS)
- District Assemblies Common Fund (DACF)
- Office of the Head of Local Government Service (OHLGS)
- Land Use and Spatial Planning Authority (LUSPA)
- Social Investment Fund (SIF)

4.0 SERVICES

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESSES	REQUIREMENT (S) FROM CLIENTS
1	Provision of information on local government: <ul style="list-style-type: none"> ● List of MMDAs with their categorization ● List of MMDCEs ● MMDAs revenue data 	1 working day 1 working day 5 working days	<ul style="list-style-type: none"> ● Receive requests from client ● Generate the information ● Communicate feedback to client 	<ul style="list-style-type: none"> ● Provide a forwarding letter indicating contact and reason for request
2	Provision of access to District Development Data Platform	3 working days	<ul style="list-style-type: none"> ● Receive application from an Institution ● Verify request ● Generate credentials for client ● Notify and receive feedback from client 	<ul style="list-style-type: none"> ● Submit request with the following: Name and role of applicant, contact, email, and specific institution
3	Resolution of Districts boundary disputes and other issues (where issues are unresolved at RCCs)	20 working days Acknowledgement of receipt within 5 working days	<ul style="list-style-type: none"> ● Receive and acknowledge petition ● Committee examines petition ● Submit recommendation for consideration ● Communicate decision to client 	Submit petition <ol style="list-style-type: none"> a. For boundary disputes, include the following where necessary : <ul style="list-style-type: none"> ➤ details of MMDAs involved ➤ area under contention, ➤ L.Is and other supporting documents b. For other issues: <ul style="list-style-type: none"> ● Provide data on petitioner (name,

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESSES	REQUIREMENT (S) FROM CLIENTS
				<p>contact, email etc.)</p> <ul style="list-style-type: none"> Evidence of correspondence on issue and relevant documents
4	Creation and Elevation of Districts	25 working days (<ul style="list-style-type: none"> Receive and acknowledge request from client Constitute a committee to examine and make recommendations for necessary action Communicate feedback to client 	<ul style="list-style-type: none"> Submit a formal request justifying the creation or elevation of the district.
5	a. Provision of information on the Assessment of MMDAs performance	1 working day for the provision of information	<ul style="list-style-type: none"> Receive requests/petition from client Examine request/petition 	Submit request for information required
	b. Resolution of Petition on the Assessment of MMDAs performance	60 working days (in case of petitions)	<ul style="list-style-type: none"> Generate the information Feedback given to client 	<p>MMDA should petition and attach the following:</p> <ul style="list-style-type: none"> ➤ Score Sheet ➤ Assessment Report ➤ all necessary supporting documents
6	a. Provision of Information on the Six newly created Regions	5 working days	<ul style="list-style-type: none"> Receive requests/petition from client 	<ul style="list-style-type: none"> Submit request In the case of petition, client

NO.	SERVICE	TIME FRAME	PROCEDURE AND PROCESSES	REQUIREMENT (S) FROM CLIENTS
	b. Resolution of Petition on the six newly created Regions	30 working days	<ul style="list-style-type: none"> ● Acknowledge receipt ● Review document ● Hold meeting with client where necessary ● Communicate feedback to client 	<p>should attach all other relevant supporting documents</p> <ul style="list-style-type: none"> ● For research purposes and organised groups provide introductory letter
7.	Resolution of other Petitions	10 working days	<ul style="list-style-type: none"> ● Receive requests/petition from client ● Acknowledge receipt ● Review document ● Hold meeting with client where necessary ● Communicate feedback to client 	<ul style="list-style-type: none"> ● Submit request ● In the case of petition, client should attach all other relevant supporting documents ● For research purposes and organised groups provide introductory letter
8.	Provision of General Information	3 working days	<ul style="list-style-type: none"> ● Receive and acknowledge requests from client ● Generate the information ● Communicate feedback to client 	<ul style="list-style-type: none"> ● Submit request with the following detail: Name and role of applicant, contact, email and specific institution

5.0 SERVICE DELIVERY STANDARDS

The Ministry is committed to providing the highest standards of service to all its clients.

Clients are further assured of the following:

➤ **Quality**

We will:

- Treat you with respect and courtesy.
- Maintain confidentiality.
- Be transparent.
- Act with care, diligence, honesty and integrity
- Refer enquiries we cannot sufficiently respond to, to the relevant agency/authority; and
- Ensure that our website is well set out, frequently updated and user friendly.

➤ **Responsiveness**

We will endeavour to:

- Deal with tasks efficiently and effectively
- Respond to correspondences promptly
- Attend to visitors promptly upon arrival
- Provide notice of our meetings in good time, at least two days in advance
- Respond to request within stipulated time frame.

➤ **Accessibility**

We will be available:

- during working hours from Mondays - Fridays (8am to 5pm) except public holidays
- we can also be reached via client.service@mlgrd.gov.gh

➤ **Service improvement**

We aim to:

- Ensure that the accuracy and quality of our services are satisfactory, as we continuously incorporate relevant developments in our service charter
- Improve procedures for monitoring the quality of our services and reporting the results
- Upgrade the ways in which we deliver our services, in line with increasing improvements in technology and the changing needs of our clients
- Develop a more streamlined system of handling enquires and feedback on our services

6.0 OBLIGATIONS:

➤ Obligations of the Ministry

- Provide information in a prompt, open, supportive and transparent manner
- Be courteous, polite, respectful, cooperative and patient with all clients
- Regularly update the public on policies and activities of the ministry using multiple media channels
- Provide clear and timely information or assist clients to obtain the requisite information
- Be a reliable partner to all stakeholders
- Provide suggestion box at the Ministry's reception to elicit information as feedback for action from staff and clients
- Provide avenues for the effective flow of information to the general public.

In writing, the Ministry will:

- Reply to all correspondence appropriately addressed to the Ministry 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, the Ministry will:

- Respond to phone calls promptly during working hours.
- Identify ourselves by organization, name, and position.
- Inform clients when to expect a full reply, in case we are unable to answer their enquiry immediately.
- Redirect clients to the appropriate quarters if the matter in question is not in our area of competence.

On appointment, the Ministry will:

- See you within 5 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.

➤ Obligations of the Clients

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

- Visit the Ministry within official hours.
- Be courteous and polite to our staff. Comply with our Rules, Guidelines and Regulations.
- Ensure that all forms are properly completed.
- Adhere strictly to the procedures for lodging complaints.
- Respond to requests for information accurately, thoroughly and in a timely manner.

- Protect the property and equipment of the ministry.

➤ **Mutual Obligations**

The Ministry and the Clients are expected to mutually exhibit the following in order to make the service delivery experience worthwhile:

- ✓ Trust
- ✓ Openness
- ✓ Utmost good faith
- ✓ Respect

7.0 FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION

➤ **Comments and Suggestions**

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 let us know.

Issues on feedback and commendations should be channeled through our:

- Client Service Unit
- Website and other relevant Social Media Handles
- Suggestion box at the Ministry's reception
- Periodic engagements with stakeholders
- Minister's Press Briefing
- Client Survey activities

➤ **Institutional Communication**

- The Ministry will undertake periodic client service surveys and result published on the Ministry's website, notice board and other relevant platforms.
- Suggestion boxes, PR office, the front desk and our Social Media Platforms are also available to facilitate feedback on the quality of our services

8.0 CLIENTS

The following are the Ministry's clients:

- Service providers
- DACF
- OHLGS
- ILGS
- RCCs
- MMDAs
- The general public

The following are our collaborating institutions among others:

- The Office of the President
- Inter-Ministerial Coordinating Committee on Decentralisation (IMCCoD)
- Public Services Commission (PSC)
- The Office of the Head of Civil Service (OHCS)
- The Office of the Head of the Local Government Service (OHLGS)
- Institute of Local Government Studies (ILGS)
- Office of the Administrator, District Assemblies Common Fund
- National Development Planning Commission (NDPC)
- The Controller and Accountant General's Department (CAGD)
- National Association of Local Authorities of Ghana (NALAG)
- Ghana Investment Promotion Centre (GIPC)
- Ghana Immigration Service (GIS)
- Ghana National Fire Service (GNFS)
- Microfinance and Small Loans Centre
- National Disaster Management Organization (NADMO)
- National Information Technology Agency (NITA)
- The Audit Service, Ghana (GAS)
- Internal Audit Agency (IAA)
- Public Procurement Authority (PPA)
- Ghana Revenue Authority (GRA)
- Lands Commission
- Ghana Statistical Service (GSS)
- National Identification Authority (NIA)
- The Bank of Ghana
- Research Institutions
- Development Partners (DPs)
- Non-Governmental Organizations (NGOs)
- Civil Society Organizations (CSOs)
- Community-Based Organizations (CBOs)

9.0 GRIEVANCES, PETITIONS AND COMPLAINTS PROCEDURES

You can lodge your enquiries or complaint through our Client Service Unit by contacting us through:

The Client Service Unit

Ground Floor Room 45

Ministry of Local Government, Decentralisation and Rural Development

P. O. Box M50

Accra.

Telephone: 0302 – 940954
Email: client.service@mlgrd.gov.gh
Facebook: Mlgdrd Ghana
Twitter: @mlgdrdghanagov
Instagram: mlgdrdghana

When lodging complaints, we would like you to:

- Identify yourself
- State clearly why you are not satisfied
- Indicate what you expect MLGDRD to do
- Keep a record of events
- Follow up with the Client Service Unit.

If you feel that we have still 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

Ministry of Local Government, Decentralisation and Rural Development
P. O. Box M50
Accra
Telephone: 0302 – 940954
Email: cd.secretariat@mlgrd.gov.gh
Digital Address: GA-110-9895

If still not satisfied, you may send your complaint to:

- 1. The Head of Civil Service,**
Office of the Head of the Civil Service
P. O. Box M49
Accra.
Email: info@ohcs.gov.gh
Tel: 0302-952371
GPS: GA-110-0399
- 2. The Chairman,**
Public Services Commission
P.O. Box GP1618
Accra.
Email: info@psc.gov.gh
Tel: +233(0)303959456

As a last resort, you may appeal to:

- 3. The Commissioner,**
The Commission on Human Rights and Administrative Justice

Box AC 489
Accra
Email: info@chraj.gov.gh
Tel: 0302 - 662150/664267
GPS: GA-184-6440

10.0 CONTACTS

➤ PHYSICAL LOCATION

The Ministry is located within the Ministerial enclave, between the Ministry of Lands and Natural Resources and the Ministry of Justice and Attorney General's Department.

Ghana Post GPS: GA-110-9895

Google Map Address: <https://goo.gl/maps/SXJSPLwvHNmS5Lis6>

➤ OUR MAILING ADDRESS:

The Chief Director
Ministry of Local Government, Decentralisation and Rural Development
P. O. Box M50
Accra.
Telephone: 0302 – 932573 /0302 – 940954
Email: client.service@mlgrd.gov.gh
Website: www.mlgrd.gov.gh

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