



REPUBLIC OF GHANA

# **MINISTRY OF HEALTH**

## **CLIENT SERVICE CHARTER**



**AUGUST, 2020**



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## ACRONYMS

|         |   |
|---------|---|
| CHRAJ   | - Commission on Human Rights and Administrative Justice |
| CLOGSAG | - Civil and Local Government Staff Association Ghana    |
| GRA     | - Ghana Revenue Authority                               |
| JICA    | - Japan International Cooperation Agency                |
| KATH    | - Komfo Anokye Teaching Hospital                        |
| KBTH    | - Korle-Bu Teaching Hospital                            |
| MDA     | - Ministries, Departments and Agencies                  |
| MMDA    | - Metropolitan, Municipal and District Assemblies       |
| MOF     | - Ministry of Finance                                   |
| MOFARI  | - Ministry of Foreign Affairs and Regional Integration  |
| MOH     | - Ministry of Health                                    |
| MOU     | - Memorandum of Understanding                           |
| MSD     | - Management Services Department                        |
| OHCS    | - Office of the Head of Civil Service                   |
| PSC     | - Public Services Commission                            |
| TTH     | - Tamale Teaching Hospital                              |
| UNICEF  | - United Nations Emergency Children Fund                |
| UNFPA   | - United Nations Population Fund                        |
| USAID   | - United States America International Development       |
| WBG     | - World Bank Group                                      |
| WHO     | - World Health Organization                             |
| WAHO    | - West Africa Health Organisation                       |

## FOREWARD

I have the pleasure to present to the people of Ghana the Client Service Charter of the Ministry of Health.

The Ministry of Health (MoH) was established to coordinate the formulation of sector policies, set standards, mobilize and allocate resources, review development plans, monitor and evaluate the implementation of policies and performance of the sector.

The Ministry of Health is therefore committed to providing strategic direction for efficient and effective health service delivery in a proactive, innovative, non-discriminatory, client-focused and equitable manner to all people living in the country thereby contributing to the reduction of poverty, improved living standards and enhancing the general wellbeing of the population.

This will be achieved through the effective and efficient formulation of policies, resource mobilization, monitoring and evaluation, robust stakeholder engagement and regulation of health care/ service delivery system in Ghana.

The Ministry of Health is of the strongest conviction that the effective performance and fulfilment of its core functions depends on the quality of services it renders to its numerous clients and stakeholders.

This Client Service Charter therefore attests to the MoH's commitment to the delivery of quality services for a healthy and productive population that continues to reproduce itself safely to the public.

We encourage all our clients to take advantage of our services and ensure our relationship is further enhanced through this Client Service Charter.

We are happy to serve you.

**MR. KWABENA BOADU OKU-AFARI**  
**CHIEF DIRECTOR**



## 1.0 INTRODUCTION

The Client Service Charter reflects the services provided by the Ministry of Health (MoH) to the public and its stakeholders. It describes service standards and service delivery methods and timelines, as well as grievance mechanisms for those not satisfied with services offered or provided to them. It serves as a tool to increase the information available to the public and sets standards for transparency in public services. It is expected that it will facilitate client's access to our services, bringing an end to unjustifiable waiting time and delays in services delivery processes.

The Ministry is an organ of the Ghana Civil Service which coordinates and supervises twenty-three (23) agencies. These agencies are categorised into **i.** Service Delivery, **ii.** Regulatory, **iii.** Training and Development. **iv.** Research. There are eight (8) Service delivery agencies, ten (10) regulatory bodies, several post-basic and Specialist training schools and three (3) research institutions.

## 2.0 MANDATE

The mandate of the Ministry is derived from the Civil Service (Ministries) Instrument 2017, Executive Instrument (EI) 28 and in line with Section 11 of the Civil Service Act, 1993 (PNDCL 327), is to initiate and formulate policies to ensure health and vitality, access to quality health for all people living in Ghana, develop the local health industry for socio-economic development, set standards as well as coordinate, monitor and evaluate the efficiency and effectiveness of the performance of the sector. The Ministry is therefore responsible for providing the strategic direction for effective health services.

## 2.1 VISION STATEMENT

A healthy population for national development.

## 2.2 MISSION STATEMENT

MOH exists to ensure a healthy and productive population that continues to reproduce itself safely through the effective and efficient formulation of policies, resource mobilization, monitoring and evaluation and regulations of health care/ service delivery system in Ghana.

## 2.3 CORE VALUES

- Professionalism
- Proactive
- Resourceful
- Innovative
- Customer-focused
- Fairness and Equity
- Timeliness
- Commitment
- Empathy
- Integrity

## 2.4 POLICY GOALS

The overall goal of the health sector within the current Sector Medium Term Development Plan (2018-2021) is to ensure a healthy and productive population that continues to reproduce itself safely.

## 2.5 BROAD POLICY OBJECTIVES

The broad policy objectives are to:

- Bridge equity gaps in access to health care and nutrition services and ensure sustainable financial arrangements for good health that protect the poor



- Improve governance and ensure efficiency and effectiveness in health service delivery
- Improve access to quality maternal, neonatal, child and adolescent health services.
- Intensify efforts for prevention and control of communicable and non-communicable diseases and promote a healthy lifestyle
- Strengthen institutional care, including mental health service delivery.
- Make Ghana the destination of choice for health tourism
- Strengthen needs-based professionals training

## 2.6 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 Health performs the following specific functions:

- i. Initiate and formulate Health policies taking into account the needs and aspirations of the people.
- ii. Set standards for the delivery of health care in the country.
- iii. Provide strategic direction for health delivery services.

- iv. Monitor and evaluate the health service delivery by the Ghana Health Service (GHS) and the Teaching Hospitals, other Agencies, Development Partners and the Private sector.
- v. Develop policies for the practice of Traditional and Alternate Medicine in the country.
- vi. Source funding for service delivery through GOG, Health Insurance and the international community.
- vii. Allocate resources to all health care delivery Agencies under the Ministry.
- viii. Provide framework for the development and management of the human resources for health.
- ix. Promote healthy lifestyle and wellness among the population
- x. Provide a framework for the effective and efficient procurement, distribution, management and use of health sector goods, works and services.
- xi. Make proposals for the review and enactment of health legislation.
- xii. Provide framework for the regulation and management of food, drugs, non-drug consumables, medical devices and health service delivery and practice.
- xiii. Provide policy framework for risk management and corporate governance for the sector

### 3.0 AGENCIES UNDER THE MINISTRY

In order to achieve its Goal and Objectives, the Ministry operates through the following Agencies:

1. Ghana Health Service
2. Teaching Hospitals (5)
3. Centre for Plant Medicine Research

4. Food and Drugs Authority
5. Pharmacy Council
6. Psychology Council
7. Nursing and Midwifery Council
8. Medical and Dental Council
9. Health Facilities Regulatory Agency
10. Traditional Medicine Practice Council
11. National Health Insurance Authority
12. National Ambulance Service
13. Ghana College of Physicians & Surgeons
14. National Blood Service
15. Allied Health Professional Council
16. Ghana College of Pharmacists
17. Mental Health Authority
18. Ghana College of Nurses & Midwives
19. Mortuary Services Agency

### 3.1 DIRECTORATES UNDER THE MINISTRY

#### I. **Policy Planning, Budgeting, Monitoring and Evaluation Directorate (PPBMED);**

##### **Units:**

- a. Policy coordination
- b. Planning
- c. Budgeting
- d. Resource Mobilization
- e. Inter-sectoral collaboration
- f. Monitoring and Evaluation
- g. Quality management

**II. Technical Coordination Directorate;**

**Units:**

- a. Medical and Dental
- b. Pharmaceuticals
- c. Nursing and Midwifery
- d. Public Health and Health Promotion
- e. Allied Health
- f. External Health Coordination

**III. Traditional and Alternative Medicine Directorate**

**Units:**

- a. Traditional/alternative medicine
- b. Research, Monitoring and Evaluation
- c. Information and Communications

**IV. Human Resource For Health Development Directorate**

**Units:**

- a. HR Policy Planning
- b. HR Training and Development
- c. Performance management
- d. MOH Training Institutes Secretariat
- e. Labour Relations

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

**Units:**

- a. Research Statistics and Innovation
- b. Documentation and Information Management
- c. Information Communications Technology (ICT)

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

**Units:**

- a. Personnel Welfare Management
- b. Stores Management

- c. Protocol Services
- d. Records Management
- e. Estates Management
- f. Transport Management
- g. Security

**VII. Procurement and Supply Chain Directorate (PSCD);**

**Units:**

- a. Procurement
- b. Central Medical Stores

**VIII. Finance Directorate (FD);**

**Units:**

- a. Accounts
- b. Treasury
- c. IPPD
- d. Vehicle Hire-Purchase Scheme Fund
- e. Financial Reporting, Monitoring and Evaluation

**3.2 Special Units under the Ministry**

- i. Internal Audit Unit
- ii. Legal Affairs Unit
- iii. Public Relations Unit (PRU)
- iv. Client Services Unit

## 4.0 ORGANISATIONAL ARRANGEMENTS

The Ministry is structured as follows:

### 4.1. MINISTERIAL ADVISORY BOARD

The Ministry has a Ministerial Advisory Board to:

- Promote constant interaction between the Ministry and the users of its services; and
- Advise the sector Minister on adjustments in policy direction, planning objectives and operational strategies.

## 4.2 POLITICAL LEADERSHIP

The Ministry is headed by a Minister and supported by Deputy Minister(s) to provide political leadership of the elected government for the sector. All Agency Heads and Boards report to him administratively.

## 4.3 CHIEF DIRECTOR

The position of a Chief Director in a Ministry is governed by sections 19 and 20 (1), (2) of the Civil Service Act, 1993 (PNDCL 327). The Chief Director (CD) is the Chief Advisor to the Minister of Health. He/she is the bureaucratic and technical head of the ministry. The Chief Director carries out the above responsibilities with the support of the Directorates and Units established under the Ministry. The Directorates are headed by Directors or Officers of analogous grades in the Civil Service.

## 4.4 DIRECTORATE OF POLICY PLANNING BUDGETING MONITORING AND EVALUATION (PPME):

The Directorate of PPME is responsible for the coordination of policy formulation, strategic planning, resource allocation and budgeting in the Ministry. It initiates reviews of health legislation for regulating the practice and delivery of health services in the country.

## 4.5 TECHNICAL COORDINATION DIRECTORATE (TCD)

This Directorate ensures the availability of technical expertise and guidance in all processes in the development of policies, plans, regulations, standards and programmes in the various specialized functional areas within the Health sector; Medical and Dental, Pharmacy, Nursing and Midwifery, Public Health and Health Promotion [Regenerative Health/Nutrition], and Allied Health. It is to generate the necessary synergies between the various expertise/backgrounds to accelerate the exploitation of indigenous local resources, create new strategic/policy options and generate national competitive advantage in the sector.

#### 4.6 TRADITIONAL AND ALTERNATIVE MEDICINE DIRECTORATE (TAMD)

This Directorate ensures the availability of technical expertise and guidance in all processes in the development of policies, plans, regulations, standards, programmes and projects for the Traditional and Alternative Medicine sub-sector of the Ministry.

#### 4.7 INFRASTRUCTURE DIRECTORATE (ID)

This Directorate ensures the availability of technical expertise and guidance in all processes in the development of policies, plans, regulations, standards, and the implementation of national strategic programmes and projects of the Ministry.

#### 4.8 RESEARCH STATISTICS AND INFORMATION MANAGEMENT DIRECTORATE (RSIM)

This Directorate conducts research into policy and strategy options, compiles and analyses data for the Ministry in particular and government as a whole. It maintains a data bank for effective and efficient decision-making.

This Directorate also projects the good image of the Sector both within and outside the country by disseminating information on the Ministry's policies, activities and procedures as well as providing a mechanism for receiving feedback on Government's policies and activities.

#### 4.9 HUMAN RESOURCE FOR HEALTH DEVELOPMENT DIRECTORATE

This Directorate develops sector-wide policy on HR Planning, Succession Planning, Training and Development and Performance Management. It also ensures that there is in place an effective and stable management framework consistent with the overall manpower needs of the Sector.

#### 4.10 GENERAL ADMINISTRATION DIRECTORATE (GAD)

This Directorate ensures that approved personnel policies in the Ministry on employment, personnel records, training, and wages and

salaries administration are translated into good management practices and effectively carried out.

This Directorate further ensures that services and facilities necessary to support the administrative and other functions of the ministry are available. It also ensures the provision of an effective and efficient system for internal checks.

#### 4.11 PROCUREMENT AND SUPPLY CHAIN DIRECTORATE (PSCD)

This Directorate ensures the availability of technical expertise and guidance in all processes in the development of procurement and supply chain policies, plans, regulations, standards, programmes and projects for the of the Ministry. It coordinates central procurement and supervises the management of the Central Medical Stores. It provides the framework for effective and efficient procurement, distribution and use of health sector goods, works and services.

Furthermore, it is responsible for the monitoring and evaluation of utilization of supplies by GHS, Teaching Hospitals and Agencies contracted by the Ministry to ensure efficiency.

#### 4.12 FINANCE DIRECTORATE (FD)

This Directorate ensures proper financial management in compliance with regulations in administering the operations of the Ministry. The Directorate manages, administers and reports on the Treasury and other accounts of the Ministry.

It advises and secures the interest of the Ministry in all financial transactions relating to revenue, expenditure, assets and liabilities.

It also applies International Accounting Principles and Standards, the Public Financial Management Act/ Regulations and general public best practices in the management of the financial resources of the Ministry.



#### 4.13 INTERNAL AUDIT UNIT

The Unit ensures government resources are being safeguarded and used judiciously to attain national health goals, ensures systematic, disciplined approach to evaluate and improve effectiveness of risk management, control and the administrative process at the Ministry. The unit advises management on how to better execute their responsibilities and duties.

#### 4.14 PUBLIC RELATIONS UNIT (PRU)

The Unit develops implements and reviews communication strategies to market and communicate the Ministry's policies, programs, projects and activities to the public and also receive, manage client responses and enquiries.

#### 4.15 LEGAL AFFAIRS UNIT (LAU)

The Unit provides legal advice and interpretation of all legislations affecting the conduct of business to the Ministry, review and prepare all legal instruments such as contracts, loan agreements, leases, etc., ensures that all regulatory and compliance requirements are properly adhered to, represent the Ministry on legal issues affecting it, formulate risk management and compliance policies and ensure full compliance with statutory policies.

#### 4.16 CLIENT SERVICE UNIT (CSU)

The unit is responsible for the identification and updating of relevant information for policy formulation and decision making. It acts as a focal point for information about the Ministry and provides a system for feedback to stakeholders and clients.

## 5.0 SERVICE STANDARDS

| SERVICES  | TIME FRAME   | PROCESSES AND PROCEDURES   | REQUIREMENTS   | FEES (WHERE APPLICABLE) |
|---|--|--|--|-------------------------|
| <b>COORDINATE THE RECRUITMENT OF HEALTH PROFESSIONALS</b> | <ul style="list-style-type: none"> <li>❖ Depending on availability of Financial Clearance (At least twice annually)</li> <li>❖ Thirty (30) days tentatively</li> </ul> | <ul style="list-style-type: none"> <li>❖ Agency submit staffing request to MoH for financial clearance</li> <li>❖ MoH forward request to the Ministry of Finance.</li> <li>❖ Upon receipt of financial clearance, then MoH places advertisement</li> <li>❖ Monitors the applications</li> <li>❖ Vet and shortlist applications</li> <li>❖ Forward results to the agencies for further action.</li> </ul> | <p>Complete online application form with attached: -</p> <ul style="list-style-type: none"> <li>❖ Certificate from accredited institutions</li> <li>❖ Professional registered and licensed pin</li> <li>❖ Biodata</li> <li>❖ Referees</li> </ul> | <p>N/A</p>              |

|   |                            |  |   |   |
|---|----------------------------|--|---|---|
| <p><b>PAYROLL MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>❖ Promotions inputs.</li> <li>❖ New Entrants salary inputs.</li> <li>❖ Up-grading input</li> <li>❖ Change of Bank</li> <li>❖ Transfer Input</li> <li>❖ Reinstatement</li> <li>❖ Salary Arrears input</li> </ul> | <p>Within 25 days.</p>     | <ul style="list-style-type: none"> <li>❖ Receive completed forms from agency.</li> <li>❖ Input details</li> <li>❖ Gives feedback to agency.</li> </ul>                               | <p>Completed input form submitted by agency with the following attached documents:</p> <ul style="list-style-type: none"> <li>❖ Professional PIN</li> <li>❖ Appointment letter</li> <li>❖ Assumption letter</li> <li>❖ Posting letter</li> </ul> <p>Where necessary</p> | <p>N/A</p>                                      |
| <p>Admissions into Public Health Training Institutions</p>  | <p>March-May each year</p> | <ul style="list-style-type: none"> <li>❖ Advertise commencement of admissions.</li> <li>❖ Monitor online applications.</li> <li>❖ Produce report for management decision.</li> </ul> | <ul style="list-style-type: none"> <li>❖ Applicants Complete online application form with relevant documents attached.</li> </ul>   | <p>See advertise ment for applicabl e fees.</p> |

|   |   |   |   |  |
|---|---|---|---|--|
| <p>Labour Relations</p> <ul style="list-style-type: none"> <li>❖ Collective Bargaining</li> <li>❖ Union Relations</li> <li>❖ Grievance Petitions</li> </ul> | <p>Ten (10) - Twenty (20) working days.</p> | <ul style="list-style-type: none"> <li>❖ Ministry acknowledges receipt of petition.</li> <li>❖ Reviews petitions</li> <li>❖ Seek advice from relevant regulatory bodies.</li> <li>❖ Communicates feedback to Petitioners.</li> </ul> <p>Where necessary;</p> <ul style="list-style-type: none"> <li>❖ Hold a face to face engagement with Petitioner(s),</li> <li>❖ Sign agreement with Petitioner(s).</li> </ul> | <ul style="list-style-type: none"> <li>❖ Submit Petition in writing with relevant documents</li> <li>Comprehensive MOU signed.</li> </ul> |  |
| <p>Training</p>   | <p>20 working days</p>                      | <ul style="list-style-type: none"> <li>❖ Advertise for various programmes.</li> <li>❖ Disseminate quota for the various programmes.</li> <li>❖ Shortlist qualified applicants.</li> <li>❖ Assessment of applicants</li> <li>❖ Successful applicants are offered admission</li> <li>❖ Candidates writes to accept the offer</li> </ul>   |   | <p>Applicable fees will be communicated from time to time.</p> |

|   |                           |  |   |   |
|---|---------------------------|--|---|---|
| Deployment of health personnel to foreign countries | Thirty (30) working days. | <ul style="list-style-type: none"> <li>❖ Receive request through appropriate Agency with relevant documents</li> <li>❖ Review and Sign MoU</li> <li>❖ Advertise commencement of recruitment</li> <li>❖ Monitor online application</li> <li>❖ Shortlist and assess the applicants.</li> <li>❖ Communicate to successful applicants</li> </ul> | <ul style="list-style-type: none"> <li>❖ Submit a valid passport and other travelling documents as specified</li> <li>❖ Medical and Police reports</li> </ul>   | Applicable fees will be communicated from time to time. |
| Tax Waiver (Public Institutions and NGOs)           | 30 days                   | <ul style="list-style-type: none"> <li>❖ Ministry receives and review introductory letter.</li> <li>❖ MOH submit request to MOF for approval.</li> <li>❖ Upon approval from the MoF, MOH apply online to GRA.</li> <li>❖ Communicate feedback to Clients</li> </ul>  | <ul style="list-style-type: none"> <li>❖ Submit an introductory and request letter.</li> <li>❖ Attach the following and any other relevant documents</li> <li>-Shipping document</li> <li>-Bill of loading</li> <li>- Airway bill</li> <li>- Invoice</li> <li>- Packing list</li> </ul> | N/A   |

|                                   |                 |   |   |     |
|-----------------------------------|-----------------|---|---|-----|
| Medical donations                 | 10 working days | <ul style="list-style-type: none"> <li>❖ MoH receives request.</li> <li>❖ Review documents and acknowledge receipt.</li> <li>❖ Arrange a meeting with donors.</li> <li>❖ Upon satisfaction, Ministry write to the institution or facility receiving the donations.</li> <li>❖ Donated items delivered to their destination.</li> <li>❖ Ministry monitors delivery process</li> </ul>  | <ul style="list-style-type: none"> <li>❖ Submit an introductory letter with the following details: -</li> <li>❖ Source</li> <li>❖ purpose and destination of the donation</li> <li>❖ Bill of Laden</li> <li>❖ Documents covering the Goods</li> <li>❖ Gift Certificate</li> </ul> | N/A |
| Foreign Medical Outreach Services | 20 working days | <ul style="list-style-type: none"> <li>❖ MoH receives Organization/ Individual request for work and study permit</li> <li>❖ MoH vets requests for acceptance decision in collaboration with the relevant health professional regulatory bodies.</li> <li>❖ Details all products and equipment are to be certified by the relevant regulatory bodies.</li> <li>❖ MoH forwards the request and decision to Ministry of Foreign Affairs for clearance.</li> <li>❖ MoH receives feedback from Foreign Affairs.</li> <li>❖ MoH communicates feedback to Organisation/Individual</li> </ul> | <ul style="list-style-type: none"> <li>❖ Submission of approval and assistance letter from agency</li> </ul>  |     |

|                                 |                 |   |   |     |
|---------------------------------|-----------------|---|---|-----|
| Local Medical Outreach Services | 20 working days | <ul style="list-style-type: none"> <li>❖ MoH receives Individual request for work and study permit</li> <li>❖ MoH vets requests for acceptance decision.</li> <li>❖ MoH forwards the request and decision to Ministry of Foreign Affairs for approval.</li> <li>❖ MoH communicates feedback to Organisations/Individuals</li> </ul> | <ul style="list-style-type: none"> <li>❖ Submission of approval and assistance letter from agency</li> </ul>  | N/A |
| Proposals and MoU Management    | 15 working days | <ul style="list-style-type: none"> <li>❖ Ministry receives request</li> <li>❖ Review and vet the request</li> <li>❖ Call for presentation where necessary</li> <li>❖ Communicate the feedback to the client</li> </ul>  | <ul style="list-style-type: none"> <li>Submit request with a cover letter with attached documents: -</li> <li>❖ Registration of business.</li> <li>❖ commencement certificate</li> <li>❖ Certificate of Incorporation</li> <li><b>Note-</b> Individuals (Non-Business Entities) should submit an introductory (letter from a referee).</li> </ul> | N/A |

|   |                 |   |  |  |
|---|-----------------|---|--|--|
| Quality Assurance and Patient Safety                        | 20 working days | <ul style="list-style-type: none"> <li>❖ Ministry receives complaint</li> <li>❖ Acknowledges receipt of the letter.</li> <li>❖ Vet the Compliant</li> <li>❖ Constitute an Investigation Committee</li> <li>❖ Initiates investigations into complaint with require Agency.</li> <li>❖ Report findings to management.</li> <li>❖ Communicate outcome and further actions to all concerned.</li> </ul> | <ul style="list-style-type: none"> <li>❖ Submit Official Complaint with the following details: - <ul style="list-style-type: none"> <li>❖ Address contact number</li> <li>❖ contact Person</li> <li>❖ email</li> </ul> </li> </ul>   | Refer to the Ministry's website for appropriate fees |
| Rentals of Medical Vans                                     | 7 working days  | <ul style="list-style-type: none"> <li>❖ Ministry receives request</li> <li>❖ Vet request for approval</li> <li>❖ Communicate feedback</li> </ul>   | <ul style="list-style-type: none"> <li>❖ Submit Official letter with the following: - <ul style="list-style-type: none"> <li>❖ Valid email address</li> <li>❖ Contact number</li> <li>❖ Contact Person</li> <li>❖ Postal address</li> </ul> </li> <li>❖ Applicant submit prescribed MoH application form endorsed by his/her head of Institution.</li> </ul> | Appropriate fees will be communication accordingly.  |
| Clearance for Working Abroad by Public Health Professionals | 2 working days  | <ul style="list-style-type: none"> <li>❖ Ministry receives application</li> <li>❖ Vets application for application</li> <li>❖ Communicate feedback to client</li> </ul>   |  |  |



## 5.1 WHAT WE ASK FROM YOU

The quality of service we can provide to you depends on the input and co-operation we receive from you. Accordingly, we expect you to:

- Identify yourself by name, and if necessary, organization and grade.
- Provide the required information in an honest and timely manner
- Comply with our rules, guidelines and regulations
- Accord our staff the utmost respect
- Inform us if you are not satisfied with our services

## 5.2 WHAT TO EXPECT FROM US

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 promptly.
- Identify ourselves by organization, name and grade
- Inform you when you may expect a full reply, in case we are unable to answer your enquiry immediately.
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence

On appointment, we will

- See you within ten (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.
- Where we are unable to meet timelines, we will communicate.

## 5.3 WHERE TO FIND US:

### 5.3.1 PHYSICAL LOCATION

Our Headquarters is located adjacent to the National Health Insurance Authority Head Quarters at North Ridge Sekou-Toure Avenue. For any first hand enquiries or information kindly contact the front Desk Officer at the Main Reception or call the following numbers 0206887882/0206887884

### 5.3.2 OUR MAILING ADDRESSES ARE:

THE CLIENT SERVICE UNIT  
MINISTRY OF HEALTH  
POST OFFICE BOX MB-44  
MINISTRIES - ACCRA  
TEL: 0206887882/0206887884  
DIGITAL ADDRESS: GA-029-4296  
E-MAIL: infor@moh.gov.gh

## 6.0 COMPLAINTS AND COMMENTS

### 6.1 WHEN REGISTERING A COMPLAINT

When contacting us if you are dissatisfied with a service from Ministry of Health, would like you:

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect the Ministry of Health to do
- Keep a record of events
- Follow up with the relevant documents, if possible

## 6.2 WHERE TO ADDRESS YOUR COMPLAINTS

You may address your comments and complaints to:

- a. THE CHIEF DIRECTOR  
MINISTRY OF HEALTH  
P. O. BOX MB 44  
MINISTRIES-ACCRA  
TEL: 0502290164  
E-MAIL: infor@moh.gov.gh

OR

- b. Present your comments or complaints to the Client Service Unit of the Ministry

### **NOTE:**

The channel of communication in dealing with the Ministry of Health shall be as follows:

- From Serving Officer through Head of Directorate / Regional Head / Head of Agency to the Chief Director
- From a non-Civil Servant/general public to the Chief Director
- From retired officers (Civil Servants), through the head of the Region where he/she last worked or through CLOGSAG or Head of Agency.
- From retired officers (Public Servants), through the head of the Region where he/she last worked or through the Workers Union of which he/she was a Member.
- If your complaint is as a result of misconduct by our agencies, or dissatisfied with the manner the agency addressed your concerns, kindly write to the Chief Director through the address provided above.

## 6.3 RECOMMENDATIONS AND SUGGESTIONS

The Ministry of Health places great value on feedback as far as the Client satisfaction is concerned. We are open to suggestions, recommendations and proposals from individuals and organizations to enhance our services. Clients can always send their complaints, petitions, suggestions through the following channels:

- Suggestion box at the Front Desk
- Meet the Press Series
- Hot line services (Through our Telephone)
- Customer surveys
- Writing to the Chief Director

## 6.4 YOUR VIEWS COUNT

If something goes wrong, we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this we need to know what kind of service you need and how this compares with services we provide. We promise to consider your views when reviewing our standards, but most importantly take into account when serving you.

Where you are still not satisfied with the outcome, you may address your comments/complaints to:

THE HON. MINISTER  
MINISTRY OF HEALTH  
P.O.BOX MB 44  
MINISTRIES, ACCRA

OR

THE HEAD OF CIVIL SERVICE  
OFFICE OF THE HEAD OF CIVIL SERVICE  
P.O. BOX M49  
MINISTRIES, ACCRA

OR

THE CHAIRMAN  
PUBLIC SERVICES COMMISSION  
ACCRA

OR

THE COMMISSIONER  
COMMISSION ON HUMAN RIGHTS AND ADMINISTRATIVE JUSTICE  
ACCRA

**THE NATIONAL PLEDGE**

I promise on my honour to be faithful and loyal  
to Ghana my motherland.

I pledge myself to the service of Ghana with  
all my strength and with all my heart.

I promise to hold in high esteem our heritage  
won for us through the blood and toil of our fathers;

And I pledge myself in all things to uphold and  
defend the good name of Ghana.

So, help me God.

## **APPENDICES**

### **LIST OF AGENCIES AND PARTNERS**

#### **MINISTRY OF HEALTH AGENCIES:**

- UNIVERSITY OF GHANA MEDICAL CENTRE(UGMC)
- KORLE BU TEACHING HOSPITAL(KBTH)
- KOMFO ANOKYE TEACHING HOSPITAL(KATH)
- TAMALE TEACHING HOSPITAL(TTH)
- CAPE COAST TEACHING HOSPITAL(CCTH)
- HO TEACHING HOSPITAL(HTH)
- GHANA HEALTH SERVICE(GHS)
- GHANA COLLEGE OF NURSES AND MIDWIVES(GCNM)
- MEDICAL AND DENTAL COUNCIL(MDC)
- FOOD AND DRUGS AUTHORITY(FDA)
- GHANA PSYCHOLOGY COUNCIL(GPC)
- HEALTH INSTITUTION AND FACILITIES REGULATORY AGENCY(HEFRA)
- TRADITIONAL MEDICINE PRACTICE COUNCIL(TAMPC)
- ALLIED HEALTH PROFESSION COUNCIL(AHPC)
- CENTRE FOR SCIENTIFIC RESEARCH INTO PLANT MEDICINE(CSRPM)
- NATIONAL HEALTH INSURANCE AUTHORITY(NHIA)
- MENTAL HEALTH AUTHORITY(MHA)
- NATIONAL AMBULANCE SERVICE(NAS)
- NATIONAL BLOOD SERVICE(NBS)
- GHANA COLLEGE OF PHYSICIANS & SURGEONS(GCPS)
- GHANA COLLEGE OF PHARMACISTS(GCP)
- GHANA RED CROSS(GRC)

**WE ALSO HAVE INTER-SECTORAL COLLABORATORS with the following MMDAs:**

1. MINISTRY OF EDUCATION
2. MINISTRY OF ROADS AND HIGHWAYS
3. MINISTRY OF JUSTICE AND ATTORNEY-GENERAL'S DEPARTMENT
4. MINISTRY OF FOOD AND AGRICULTURE
5. MINISTRY OF TRADE AND INDUSTRY
6. MINISTRY OF ENERGY & PETROLEUM
7. MINISTRY OF COMMUNICATION
8. MINISTRY OF THE INTERIOR
9. MINISTRY OF LOCAL GOVERNMENT & RURAL DEVELOPMENT
10. MINISTRY OF EMPLOYMENT AND LABOUR RELATIONS
11. MINISTRY OF TRANSPORT
12. MINISTRY OF GENDER, CHILDREN AND SOCIAL PROTECTION
13. MINISTRY OF DEFENCE
14. MINISTRY OF FOREIGN AFFAIRS & REGIONAL INTEGRATION
15. MINISTRY OF YOUTH & SPORTS
16. MINISTRY OF CHIEFTAINCY AFFAIRS
17. MINISTRY OF FINANCE
18. MINISTRY OF LANDS AND NATURAL RESOURCES
19. MINISTRY OF TOURISM, CULTURE AND CREATIVE ARTS
20. MINISTRY OF ENVIRONMENT, SCIENCE, TECHNOLOGY & CREATIVE INNOVATION

## **WE WORK WITH THE FOLLOWING DEVELOPMENT PARTNERS:**

- UNITED NATIONS EMERGENCY CHILDREN FUND(UNICEF)
- UNITED NATIONS POPULATION FUND(UNFPA)
- WORLD BANK GROUP(WBG)
- WORLD HEALTH ORGANIZATION(WHO)
- WEST AFRICA HEALTH ORGANISATION (WAHO)
- USAID
- DANISH EMBASSY
- NETHERLANDS EMBASSY
- UNAIDS
- JICA
- DFID
- UNOPS

## **SERVICE CHARTER COMMITTEE MEMBERS**

1. MR. HAMIDU ADAKURUGU-DIRECTOR, GENERAL ADMINISTRATION
2. DR. BARNABAS KWAME YEBOAH-HEAD, NURSING AND MIDWIFERY
3. PATIENCE LAWSON MEZO - HEAD, CLIENT SERVICE UNIT
4. ESI M. OKLU - DEPUTY DIRECTOR, GENERAL ADMINISTRATION
5. FRADA AGYEI ASARE - DEPUTY DIRECTOR, HUMAN RESOURCES DIRECTORATE
6. MR. DANIEL ANSONG ATUOBI – REPRESENTATIVE MANAGEMENT SERVICES DEPARTMENT
7. ELIZABETH OBEN-YEBOAH – REPRESENTATIVE OFFICE OF THE HEAD OF THE CIVIL SERVICE
8. ELORM AMETEPE - HEAD, PUBLIC RELATIONS UNIT
9. BENJAMIN NYARKUTSEY- POLICY ANALYSIS UNIT
10. JACOB AHADZI – CHIEF AUDITOR, INTERNAL AUDIT