



MODEL OF THE PROPOSED BUILDING FOR THE GHANA INNOVATION  
AND RESEARCH COMMERCIALIZATION CENTER (GIRC-CENTER)



**MESTI** MINISTRY OF ENVIRONMENT,  
SCIENCE, TECHNOLOGY & INNOVATION

# CLIENT SERVICE CHARTER

NOVEMBER 2020



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## **LIST OF ACRONYMS**

CSIR	Council for Scientific and Industrial Research
EPA	Environmental Protection Agency
F&A	Finance and Administration
LUSPA	Land Use and Spatial Planning Authority
GAEC	Ghana Atomic Energy Commission
GSGDA	Ghana Shared Growth and Development Agenda
HRM	Human Resource Management
MSD	Management Services Department
MASTESS	Mathematics, Science and Technology Scholarship Scheme
MDAs	Ministries Department and Agencies
MESTI	Ministry of Environment Science Technology and Innovation
NBA	National Biosafety Authority
NDPC	National Development Planning Commission
NRA	Nuclear Regulatory Authority
NREG	Natural Resources and Environmental Governance
OHCS	Office of the Head of Civil Service
PPBME	Policy Planning Budgeting Monitoring and Evaluation
RISM	Research Statistics Information Management
STI	Science Technology and Innovation
UN	United Nations
UNCCD	United Nations Convention to Combat Desertification
UNEP	United Nations Environment Programme
UNDP	United Nations Development Programme
UNIDO	United Nations Industrial Development Organization

## **FOREWORD**

The Client Service Charter was developed in accordance with global best practices as well as guidelines provided by the Office of the Head of Civil Service (OHCS) and the Management Services Department (MSD), 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 Environment Science Technology and Innovation cherishes its clients 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 the 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 the delivery of the services provided to ensure consistency with our timelines.

The Service Charter is divided into several sections. The first section comprises the introductory part, namely the profile of the Ministry (vision, mission, core values, and functions). The second section focuses on the governance structure, while the third section deals with the various services provided by the Ministry. The next three sections deal with what our expectations from our clients and vice versa, complaints procedures, how to locate us and our collaborating agencies.

It is our expectation that requests from clients would be delivered professionally and in a timely manner. We believe strongly that we can collectively grow as a country with these forms of engagement.

God bless us all.

**CYNTHIA ASARE BEDIAKO (MRS)**

**CHIEF DIRECTOR**

## **1.0 INTRODUCTION**

The Client Service Charter provides information on the services rendered by the Ministry to its clientele and states what the public need to know concerning the activities of the ministry and further indicates how feedback could be communicated with regards to any of our services. It also outlines our service standards, fees charged (if any) in assessing our service and defines what the public can expect from us.

The Ministry of Environment, Science, Technology and Innovation (MESTI) which is part of the Government machinery, was established in 1993 as the Ministry of Environment and Science. In 2006, the Ministry was dissolved and its portfolios on Environment and Science were added to the Ministry of Local Government and the Ministry of Education respectively. In January, 2009, the Ministry was reconstituted and named the Ministry of Environment, Science and Technology (MEST), under Executive Instrument (E.I.) 7 Civil Service (Ministries) Instrument, 2009. However, in 2013, the Ministry was renamed the Ministry of Environment, Science, Technology and Innovation (MESTI), under Executive Instrument (E.I.) 1 Civil Service (Ministries) Instrument, 2013 and maintained its name under Executive Instrument 28 (E.I 28) Civil Service (Ministries) Amendment Instrument, 2017.

## **2.0 MANDATE**

The Ministry derives its mandate from the Civil Service Law 1993 (PNDC Law 327) as well as Executive Instrument 28 (E.I.28) Civil Service (Ministries) Amendment Instrument, 2017 which requires it to promote the adoption of sustainable environmental management, science and technological innovations for national development.

### **2.1 Vision Statement**

Sustainable development of Environment, Science, Technology and Innovation for all

### **2.2 Mission Statement**

The Ministry of Environment, Science, Technology, and Innovation exists to promote sustainable environmental management and the adoption and application of science and technological innovations through the formulation of policies, monitoring and evaluation of the implementation of sector plans, programmes, and projects for national development.

## **2.3 Core Values**

The Ministry of Environment, Science, Technology and Innovation (MESTI) has therefore agreed to uphold the following principles, as its core values.

- Creativity and Innovativeness
- Client Satisfaction
- Teamwork
- Professionalism
- Integrity

## **2.4 Core Functions 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 performs the following specific functions:

- Provide leadership and guidance for Environment, Science, Technology and Innovation within the broad sector of the economy through sound policy formulation and implementation;
- Ensure the establishment of regulatory framework and setting of standards to govern the activities of science and technology and the management of the environment for sustainable development;
- Promote activities needed to underpin the standards and policies required for planning and implementation of sound scientific and technological development activities;
- Ensure the coordination, supervision, monitoring and evaluation of activities of Environment, Science, Technology and Innovation while fulfilling national benefits-sharing commitments;
- Set out the parameters required for programmes on environment, science, technology and human settlement in consultation with the National Development Planning Commission (NDPC) in guiding the Districts Assemblies as planning authority at the local level;

- Analyse and coordinate all planned programmes as well as budgets in the Environment, Science, Technology and Innovation sector of the economy for purposes of achieving a single integrated management system;
- Initiate, simulate and coordinate research including the continuous development and review of policies, laws, rules and regulations in the Environment, Science, Technology and Innovation sector of the economy.
- Ensure effective environmental management and governance, in line with the functions of EPA Act (Act 490)

### **3.0 ORGANIZATIONAL ARRANGEMENTS / GOVERNANCE STRUCTURE**

The Structural arrangement for the MESTI is as follows

#### **a. Line Directorates**

- Finance and Administration (F&A)
- Human Resource Development and Management (HRM)
- Policy Planning, Budgeting, Monitoring and Evaluation (PPBME)
- Research, statistics and Information Management (RSIM)
- Environment
- Science, Technology and Innovation (STI)

#### **b. Specialized Units of the Ministry**

- Internal Audit
- Procurement and Supply Chain Management
- Public Relations
- Client Service

### **3.1 Implementing Departments and Agencies**

The policies and programmes of the Ministry are carried out through its Agencies, namely:

- Council for Scientific and Industrial Research (CSIR)
- Ghana Atomic Energy Commission (GAEC)
- Environmental Protection Agency (EPA)
- Land Use & Spatial Planning Authority (LUSPA)
- National Biosafety Authority (NBA)
- Nuclear Regulatory Authority (NRA)

### **4.0 SERVICE AND SERVICE STANDARDS**

- Provide general/technical information on Environment, Science, Technology and Innovation
- Petitions on:
  - Permit refusals
  - Noise/ Air/ Water pollution
  - Siting of factories
- Review and endorse proposals from Research and Academic Institutions, Innovators and Environmental NGOs for specific international funding institutions (i.e. World Bank, Science Granting Council, Africa Development Bank, UN Agencies, etc.)



## 5.0 OUR SERVICES AND SERVICE STANDARDS

NO.	SERVICE	TIME FRAME	PROCESSES/PROCEDURES	REQUIREMENT(S) FROM CLIENTS
1.	Provide general/technical information on Environment, Science, Technology and Innovation	7 working days	<ul style="list-style-type: none"> <li>• Receive request</li> <li>• Review and analyse request</li> <li>• Provide feedback to client</li> </ul>	<ul style="list-style-type: none"> <li>• Submit appropriately addressed letter</li> <li>• Provide all necessary attachments and related documents</li> <li>• Provide accurate contacts</li> <li>• Complete client request form</li> </ul>
2.	Petitions on: <ul style="list-style-type: none"> <li>• Permit refusals</li> <li>• Noise/ Air/ Water pollution</li> <li>• Siting of factories</li> </ul>	20 Working Days	<ul style="list-style-type: none"> <li>• Receive and acknowledge petition</li> <li>• Constitute committee to review petition</li> <li>• Committee submits report to Management</li> <li>• Management gives feedback to client</li> </ul>	Permit refusal <ul style="list-style-type: none"> <li>A. Fuel Station Operators               <ul style="list-style-type: none"> <li>• Submit petition with relevant supporting documents e.g. Company registration certificates, Environmental Impact Assessment Report, EPA Reports on the matter</li> </ul> </li> <li>B. Religious Bodies               <ul style="list-style-type: none"> <li>• Submit petition with relevant supporting documents e.g. Company registration certificates, Permits from MMDAs (Assembly Permits), EPA Permit refusal document</li> </ul> </li> </ul> Pollution: <ul style="list-style-type: none"> <li>A. Noise               <ul style="list-style-type: none"> <li>• Submit petition</li> </ul> </li> <li>B. Water               <ul style="list-style-type: none"> <li>Submit petition with relevant supporting documents e.g. Site plan of the area, pictorial evidence, etc.</li> </ul> </li> <li>C. Air               <ul style="list-style-type: none"> <li>• Submit petition with relevant supporting documents e.g. EPA Permit refusal document,</li> </ul> </li> </ul>

				<p>Environmental Impact Assessment Report</p> <p>Siting of Factories</p> <ul style="list-style-type: none"> <li>• Submit petition with relevant supporting documents e.g. EPA Permit refusal document, Environmental Impact Assessment Report</li> </ul>
3.	<p>Review and endorse proposals from Research and Academic Institutions, Innovators and Environmental NGOs for specific international funding institutions (i.e. World Bank, Science Granting Council, Africa Development Bank, UN Agencies, etc.)</p>	10 working days	<ul style="list-style-type: none"> <li>• Receive and acknowledge formal request</li> <li>• Technical review on documents/application from interested partners</li> <li>• Submit recommendations to Client</li> </ul>	<ul style="list-style-type: none"> <li>• Submit formal request</li> <li>• Provide all necessary attachments and related technical reports/documents/Project Development Objectives (PDO)</li> <li>• Provide accurate contacts</li> </ul>

## **6.0 WHAT TO EXPECT FROM THE MINISTRY**

In writing, we will:

- Reply to all letters within ten 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 between two (2) to three (3) rings.
- Identify ourselves by organisation, 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 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.

## **7.0 WHAT WE EXPECT FROM OUR CLIENT**

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:

- Be courteous and polite to our staff
- Comply with our Rules, Guidelines and Regulations
- Protect the property, equipment, and machinery of the ministry
- Properly complete all forms
- Adhere strictly to the procedures for lodging complaints
- Expeditiously reply to queries and enquiries.
- Inform us if you are not satisfied with our services

## **8.0 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 channelled through our Client Service Unit, our website or our suggestion box at the ground floor of the Ministry.

## **9.0 COMPLAINTS PROCEDURE**

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 the service we provide.

When Registering a Complaint, we would like you to:

- Pick and complete a complaint form
- Provide personal detail
- Be clear why you are not satisfied
- Indicate what you expect the MESTI to do
- Keep a record of events
- Follow up with the assigned personnel, if possible
- Drop it in our suggestion box located at the main entrance of the office block or visit our website and fill a form

Where to address your complaints

**a. Client Service Unit**

Ministry of Environment, Science, Technology and Innovation  
Post Office Box M232  
Ministries Post Office, Accra

Telephone - 0302-666049  
Fax - 0302- 688913  
Email: - [contact@mesti.gov.gh](mailto:contact@mesti.gov.gh)

**b. The Chief Director,**

Ministry of Environment, Science, Technology and Innovation  
Post Office Box M232  
Ministries Post Office, Accra

Telephone - 0302-666049  
Fax - 0302- 688913  
Email: - [contact@mesti.gov.gh](mailto:contact@mesti.gov.gh)

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

**c. The Head of the Civil Service**

Office of the Head of the Civil Service  
P. O. Box M49  
Ministries-Accra

Telephone: + 233 0302- 682328  
Fax: +233 0302- 662344

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

**d. The Commissioner,**

Public Services Commission  
P.O. Box GP1618  
Accra.

Email: [info@psc.gov.gh](mailto:info@psc.gov.gh)

Tel: +233(0)302-663047  
+233(0)302-667470

**e. The New Charter Office**

C/o office of the President  
Public Sector Reform  
PMB Stadium Post Office

Tel: 0302 - 672 333 / 684 036 / 671 395

As a last resort, you may appeal to:

**f. The Commissioner,**

Commission on Human Rights and Administrative Justice  
Postal Address: Box AC 489, Accra.

Phone: +233 (0) 662150 / 664267

EMAIL: [info@chraj.gov.gh](mailto:info@chraj.gov.gh)

GPS: GA-184-6440

**10.0 CONTACTS & LOCATION**

**a. Physical Location:**

The Ministry is located within the Ministerial Enclave of Accra. Off the Liberia Road / Energy  
Close road opposite the SSNIT Pension House

**b. Mailing addresses are:**

Ministry of Environment, Science, Technology and Innovation  
Post Office Box M232  
Ministries Post Office, Accra

Telephone - +233 (0) 302 666049  
Fax - +233 (0) 302- 688913  
Email: - [contact@mesti.gov.gh](mailto:contact@mesti.gov.gh) / [www.mesti.gov.gh](http://www.mesti.gov.gh)

Digital Address is GA-107-3073

**c. Contact Address of the Heads of Agencies Under the Ministry**

- i. The Executive Director  
Environmental Protection Agency  
P.O. Box 326  
Accra – Ghana  
Tel: +233 (0) 302 664697-8  
+233 (0) 302 662690  
Email: [info@epa.gov.gh](mailto:info@epa.gov.gh)
  
- ii. The Director – General  
Council for Scientific and Industrial Research  
P. O. Box M32  
Accra-Ghana  
Tel: +233 (0) 302 777651- 4  
Email: [headoffice@csir.org.gh](mailto:headoffice@csir.org.gh)
  
- iii. The Director – General  
Ghana Atomic Energy Commission  
P.O. Box LG80  
Legon, Accra-Ghana  
Tel: +233 (0) 30 3963891  
Email: [official.mail@gaecgh.org](mailto:official.mail@gaecgh.org)
  
- iv. The Chief Executive Officer  
Land Use and Spatial Planning Authority  
P. O Box MB 61  
Accra – Ghana  
Tel: +233 (0) 302 682 052  
+233 (0) 302 682 060  
+233 (0) 302 671 091  
Email: [office@luspa.gov.gh](mailto:office@luspa.gov.gh)
  
- v. The Chief Executive Officer  
National Biosafety Authority  
Box WY 2287  
Kwabinya, Accra-Ghana  
Tel: +233 (0) 20 202 765 876  
Email: [info@nba.org.gh](mailto:info@nba.org.gh)

vi. The Director – General  
Nuclear Regulatory Authority  
P.O. Box AE 50  
Legon, Accra-Ghana  
Tel: +233 (0) 30 396 7706  
+233 (0) 30 396 5928  
Email: [official.mail@gnra.org.gh](mailto:official.mail@gnra.org.gh)



## **11.0 APPENDICES**

### **11.1 Projects and Programmes**

We develop policies in accordance with issues of national interest to promote government's job creation ideals for sustainable socio-economic development. The policies pursued by the Ministry establish and define the operating context for projects and programmes existing within the Ministry. The following are what we deliver to our customers/clients:

#### **1.1. Formulation and Development of Policy documents and appropriate Legislations and Standards include:**

- Policy and Regulatory Framework
- National Environment Policy, 2012
- National Climate Change Policy and Master Plan, 2013
- Draft National Science, Technology and Innovation Policy, 2017
- Draft National Plastic Management Policy, 2019
- Draft National Biodiversity Policy, 2019
- Draft Environmental Management Policy for the Oil and Gas Industry, 2019
- National Space Policy, 2019

#### **1.2. Promotion of International Environmental, Science and Technology Standards**

There are a number of Multilateral Agreements that the Government of Ghana is party to, under whose purview MESTI falls;

Multilateral Environmental Conventions:

- United Nations Framework Convention on Climate Change
- Convention for Biological Diversity
- Convention to Combat Draught and Desertification
- Chemical Weapons Convention
- Biological Weapons Convention
- Abidjan Convention
- Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal
- Rotterdam Convention on Hazardous Chemicals
- Stockholm Convention on Persistent Organic Pollutants

- Minamata Convention on Mercury
- Convention on the Conservation of Migratory Species of Wild Animals
- The Ramsar Convention on Wetlands
- Agreement on the Conservation of African-Eurasian Migratory Water Birds
- Paris Agreement on Climate Change
- Bio-safety Protocol
- Montreal Protocol
- Science Granting Council Initiative

### **1.3. Programmes and Projects**

The Co-ordinated Programme of Economic and Social Development Policies (2017-2024), also known as “Agenda for Jobs – creating prosperity and equal opportunities for all”, encapsulates the government’s vision for accelerated development of the country.

The new economic and social policy is intended to create an optimistic, self-confident and prosperous nation to accelerate socioeconomic development of the country.

To promote sustainable development in line with the government’s vision, the Ministry is implementing the underlisted programmes and projects

- Increased Resilience to Climate Change in Northern Ghana through the diversification of livelihoods (Adaptation Fund Project)
- Sustainable Land and Water Management Project (SLWMP)
- Nationally Determined Contributions Support Programme
- Project for Short Lived Climate Pollutant (SLCP)
- E-Waste Project
- Square Kilometers Array Project
- Ghana Innovation and Research Commercialization (GIRC) Centre
- National High-Performance Computing Centre
- Science Agenda for Africa (S3A)
- Machine Tool Centers (Foundry)

## **List of completed projects**

The following projects were in line with the Ghana Shared Growth and Development Agenda (GSGDA I&II) documents:

- Coastal Zone Development Project (Eco-Brigade)
- Strengthening the Environmental Management of Oil and Gas Sector in Ghana
- Plastic Waste Management Project
- Eco-Tourism Development Project
- Collaborative Actions for Sustainable Tourism Project (COAST)
- The African Region Sustainable Land and Water Management Project
- Ghana Environmental Management Project (GEMP)
- Review of National Bio-Diversity Strategy & Action Plan & the Strengthening of Biodiversity Clearing House Mechanism
- Development of a Biological Safety Clearing House
- Clean Development Mechanism (CDM)
- Facilitating Implementation and Readiness for Mitigation (FIRM)
- Natural Resource and Environmental Governance programme (NREG)
- Mathematics, Science and Technology Scholarship Scheme (MASTESS)
- Agenda for transformation ICT Project
- The implementation of the use of Local Building Materials in the construction industry