



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 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 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 time frame within which to obtain each service.

The development of this Charter is also in line with our desire to operate in an open and transparent manner, while ensuring that we monitor the delivery of the services provided are consistent 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 institutional arrangements, while the third section deals with the various services provided by the Ministry. The next three sections deal with service delivery standards, obligations, feedback mechanism and institutional communication. Clients of the Ministry, complaints procedures, and contacts constitute the last sections of the Charter. .

It is our expectation that requests from clients will 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.

MR. PATRICK NOMO
CHIEF DIRECTOR

1.0 INTRODUCTION

The Client Service Charter was developed in accordance with 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, it also outlines our service standards and the requirement for accessing the services.

2.0 PURPOSE OF THE CHARTER

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

3.0 PROFILE OF THE ORGANIZATION

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 and later E.I 12, 2021.

(a) MANDATE

The Ministry is mandated by the 1992 Constitution, Section 11 of the Civil Service Act, 1993 (PNDCL 327), and Civil Service (Ministries) Instrument 2021, Executive Instrument (E.I) 12, to initiate and formulate policies on Environment, Science, Technology and Innovation, as well as coordinate, monitor and evaluate the implementation of plans, programmes, and performance of the sector for national development.

(b) Vision Statement

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

(c) 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.

(d) Core Values

The Ministry of Environment, Science, Technology and Innovation has agreed to uphold the following core values.

- **Client Satisfaction:** Provide reliable and timely services to our clients.
- **Teamwork:** By nurturing team spirit and collaboration, we create an enjoyable work environment aimed at achieving beneficial results.
- **Professionalism:** Act with integrity in providing effective, reliable, and quality services to clients
- **Gender Equity:** Represent and respect all people without discrimination, regardless of their gender, race, and background
- **Integrity:** Honest, trustworthy, fair, and transparent in the performance of our functions and in dealing with our clients

(e) Core Functions of the Ministry

Section 13 of the Civil Service Act 1993, (PNDC Law 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”

Specifically, the Ministry performs the following functions:

- Provides leadership and guidance for the Environment, Science, Technology and Innovation sector of the economy through sound policy formulation;
- Ensures 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;
- Promotes activities needed to underpin the standards and policies required for planning and implementation of sound scientific and technological development activities;
- Ensures the coordination, supervision, monitoring and evaluation of activities of Environment, Science, Technology and Innovation while fulfilling national benefits-

sharing commitments;

- Sets 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;
- Coordinates 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;
- Initiates, simulates and coordinates research including the continuous development and review of policies, laws, rules and regulations in the Environment, Science, Technology and Innovation sector of the economy.
- Ensures effective environmental management and governance.

(f) ORGANIZATIONAL ARRANGEMENTS

The structural arrangement for the MESTI is as follows:

a. Line Directorates

- Policy, Planning, Budgeting, Monitoring and Evaluation (PPBME)
- Environment
- Science, Technology and Innovation (STI)
- Research, statistics and Information Management (RSIM)
- Human Resource Management and Development (HRMD)
- General Administration (GM)
- Finance

b. Specialized Units of the Ministry

- Internal Audit
- Procurement and Supply Chain Management
- Public Relations
- Client Service
- Fixed Asset Coordinating Unit

4.0 SERVICES

NO.	SERVICE	TIME FRAME	PROCESSES/PROCEDURES	REQUIREMENT(S) FROM CLIENTS
1.	Provision of general information on Environment, Science, Technology and Innovation	3 working days	<ul style="list-style-type: none"> • Receive request from client • Review and analyse request • Provide feedback to client 	<ul style="list-style-type: none"> • Submit appropriately addressed request • Provide all necessary attachments and related documents • Provide accurate contacts • Complete client request form
2.	Provision of technical information on Environment, Science, Technology and Innovation	7 working days	<ul style="list-style-type: none"> • Receive request from client • Review and analyse request • Provide feedback to client 	<ul style="list-style-type: none"> • Submit appropriately addressed letter • Provide all necessary attachments and related documents • Provide accurate contacts • Complete client request form

3.	Addressing Petitions relating to activities of the Ministry's Agencies	40 Working Days (Per the Environmental Regulations 1999 (LI 1652), Regulations 27 and other Regulations)	<ul style="list-style-type: none"> • Receive and acknowledge petition from client • Constitute committee to review petition • Committee submits review report to the Honorable Minister • Decision communicated to client 	<ul style="list-style-type: none"> • Submit petition with relevant supporting documents where necessary e.g. Company registration certificates, Environmental Impact Assessment Report, permit refusal document etc.
4.	Approval of proposals for Research and Academic Institutions, Innovators and Environmental NGOs/CSOs for endorsement.	10 working days	<ul style="list-style-type: none"> • Receive and acknowledge formal request • Assign proposal to appropriate Directorate/Agency • Undertake Technical review of documents/application from client • Communicate Ministry's response to client 	<ul style="list-style-type: none"> • Submit formal request • Provide all necessary attachments and related technical reports/documents/Project Development Objectives (PDO) etc. • Provide accurate contacts

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 *clientservice@mesti.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; and
- Develop a more streamlined system of handling enquires and feedback on our services

6.0 OBLIGATIONS

➤ Obligations of the Institution

In writing, we will:

- ✓ Respond to request within stipulated time frame.
- ✓ Treat faxes and e-mails, which are duly signed as official documents.

By telephone, we will:

- ✓ Answer the telephone between three (3) to four (4) rings.
- ✓ Identify ourselves by organisation, name and grade.
- ✓ Inform you when to 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.

➤ **Obligations of the 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:

- ✓ Identify yourself by name, and if necessary, organisation 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

➤ **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
- Suggestion box at the entrance of the MESTI
- Periodic engagements with stakeholders
- Client survey activities

➤ **Institutional Communication**

We encourage you to communicate with us and give us feedback through the following Media:

- clientservice@mesti.gov.gh and www.mesti.gov.gh
- The Ministry's Suggestion Box located at our Reception

8.0 CLIENTS

The following are clients of MESTI:

- Service providers
- Students
- Research/Academic Institutions
- The General Public

9.0 COMPLAINTS PROCEDURES

➤ **REGISTERING A COMPLAINT**

When contacting us if you are dissatisfied with our Services or other Civil Service Organization, we would like you to:

- ✓ Identify yourself
- ✓ State clearly why you are not satisfied
- ✓ Indicate what you expect the MESTI to do
- ✓ Keep a record of events
- ✓ Follow up with the client service unit

➤ **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 - 030-2666049

Email: - clientservice@mesti.gov.gh / info@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 / 0302 662626;
Email - chief.director@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

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

d. The Chairman,

Public Services Commission

P.O. Box GP1618 Accra.

Email: info@psc.gov.gh

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

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

GPS: GA-184-6440

10.0 CONTACTS

a. Physical Location:

The Ministry is located within the Ministerial Enclave of Accra. Off the Liberia Lake 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

+233 (0) 302 662626

Email: - info@mesti.gov.gh

Digital Address is GA-107-3073

11.0 APPENDIX

Contact Addresses of the Heads of Agencies under the Ministry

- i. 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

- ii. The Director – General
Ghana Atomic Energy Commission
P.O. Box LG80
Legon, Accra-Ghana
Tel: +233 (0) 30 3963891
Email: official.mail@gaec.gov.gh

- iii. The Executive Director
Environmental Protection Agency
P.O. Box 326
Accra – Ghana
Tel: +233 (0) 50 6694760
+233 (0) 50 6699466
Email: info@epa.gov.gh

- iv. The Chief Executive Officer
National Biosafety Authority
Box WY 2287
Kwabinya, Accra-Ghana
Tel: +233 (020) 202 765 876
Email: info@nba.gov.gh

- v. 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@nra.gov.gh

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