

ADDRESS BY MRS. MARY CHINERY-HESSE, CHIEF
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OCCASION: THE LAUNCH OF THE NEW CHARTERS FOR:

MINISTRY OF FINANCE AND ECONOMIC PLANNING
FOOD AND DRUGS BOARD
MINISTRY OF TOURISM AND DIASPORAN RELATIONS
GHANA TOURIST BOARD
GHANA STANDARDS BOARD
DEPARTMENT OF URBAN ROADS
GHANA HIGHWAY AUTHORITY
PUBLIC SERVICES COMMISSION

VENUE: AT THE MINISTRY OF FINANCE AND ECONOMIC
PLANNING ANNEX CONFERENCE ROOM

TIME: AT 3PM ON THURSDAY, 13TH MARCH, 2008

Honourable Ministers,

Distinguished Ladies and Gentlemen

Our Friends from the Media

,

We have assembled here this afternoon to witness the launch of Charters for eight diverse but very important public service organizations. These are the:

Ministry of Finance and Economic Planning

Food and Drugs Board

Ministry of Tourism and Diasporan Relations

Ghana Tourist Board

Ghana Standards Board

Department of Urban Roads

Ghana Highway Authority and last but not the least,

Public Services Commission

As you are all aware, in October last year, His Excellency the President John Agyekum Kufuor, with the intention of ensuring excellence in public service delivery introduced the concept of the New Charter by which public service institutions make undertakings to all Ghanaians as to their performance. The concept seeks to improve public service delivery systems by defined standards and in a timely manner. It is a serious agenda of the President to redeem the sinking image of public service providers, and to empower the ordinary man and woman in their effort to access satisfactory public services.

This novel and ingenious initiative of President Kufuor is aimed at arresting the widespread irritation, frustration and desperation encountered by the public when they come into contact with Public Agencies.

The intention is also to level the playing field in terms of the standard of service all Ghanaians will receive such that all will feel equally served promptly and satisfactorily, without any hint of favoritism.

This event brings the number of New Charters we have launched for public service organisations to 22. It is my hope that the different agencies who have signed up already are keeping faith with the pledges they made, and diligently implementing their New Charters. We still have a long way to go in terms of formal launches, but I am aware that many public service organizations have finalized their Charters awaiting our signal. We promise to double up in this regard.

The Charter documents are formulated by the Organisations themselves. They set the performance benchmarks which should be used to judge them, taking into account their remit and what they consider as respectable level of service. The process of formulation of the Charter is facilitated by staff of the Ministry for Public Sector Reform with the ability to guide the thinking process.

The public signing is necessary because the pact is intended to be with the public who access the services of the Organisations, and must know what to expect. The undertaking made is binding since it is witnessed at the level of the Presidency. In other words, I perform this ceremony on behalf of His Excellency the President himself.

We will hold the Organisations who will sign the Charters today to their promises. We however need the assistance of the public to draw attention to any lapses. The publication of the New Charters is an important plank to inform the general public about what they should expect from public service providers. The ordinary man and woman should be empowered to know their rights and how to seek redress when aggrieved, short-changed or cheated. I appeal to the public to take advantage of the complaints machinery so that we can keep public service institutions on their toes.

It is now my honour and singular privilege to declare the New Charters of the eight Agencies represented here duly launched.

May I now ask the Heads of the Agencies which have brought us here to join me for the signing and witnessing of their New Charters.

Thank you very much.