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## 1. INTRODUCTION

The Ministry of Finance (MoF) is one of the Central Management Agencies of the Civil Service, Ghana. The Ministry is established under section 11 of the Civil Service Law 1993 (PNDCL 327).

The main purpose of this Service Charter is to increase awareness of the availability of quality of services offered by the Ministry of Finance. This Charter will provide an opportunity for our stakeholders to understand what we commit ourselves to do, how to contact us, what to expect by way of service standards, and how to seek a remedy if something goes wrong.

The Charter will also enhance the participation of civil society and interest groups in the management of public finances. We also believe that, the Charter will provide transparent mechanisms for contact, accessibility and complaints.

This Charter further aims to ensure that all the activities of the Ministry of Finance covers all categories of user groups ranging from Ministries, Departments and Agencies, civil society groups, contractors and the general public without any bias.

### **Vision**

To be recognized as a highly professional institution dedicated to providing quality financial management services, improving and maintaining a high level of accountability and ensuring good economic governance.

### **Mission**

To ensure macroeconomic stability for the promotion of sustainable economic growth and development of Ghana

### **Core Values**

In our pursuit for excellence, the Ministry of Finance will be constantly guided by the following core values and norms:

- a. Commitment to professionalism and accountability
- b. Pursuit of excellence in service delivery
- c. Teamwork
- d. Transparency
- e. Confidentiality
- f. Dedication
- g. Integrity
- h. Sense of urgency
- i. Diversity of our workforce
- j. Provision of equal opportunity

- k. Proper use of official information
- l. Diligence to duty

## **Objectives**

The key Objectives of the Ministry of Finance are to:

- a. Mobilize, allocate and manage financial resources efficiently, effectively and rationally,
- b. formulate and implement sound macro-economic policies,
- c. prudently manage public debt,
- d. improve public expenditure management,
- e. pursue prices and exchange rate stability,
- f. account for all public finances properly,
- g. improve the human resource and institutional management capacity,
- h. strengthen private sector participation in public service delivery.

## **Responsibilities**

- a. Formulate and implement sound macro-economic policies,
- b. Effective mobilization and efficient allocation of internal and external resources to all the sectors of the economy,
- c. Improve public financial management,
- d. Ensuring sustainability of the public debt,
- e. Preparation and implementation of the annual budget and economic policy of Government,
- f. Management of public expenditure,
- g. Development and implementation of real sector and financial sector policies,
- h. Development of public investment policies and procedures for the efficient coordination and management of public investment, and
- i. Development of policies and legal regimes for effective implementation of Ghana Public Private Partnership (PPP) programmes.

## **2. ORGANIZATION OF THE MINISTRY**

The Ministry has the following divisions grouped under:

### **a. Finance Branch:**

Debt Management, Budget, Monitoring & Evaluation, External Resource Mobilization - Bilateral and External Resource Mobilization - Multilateral

### **b. Economic Strategy Branch:**

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Real Sector, Financial Sector, Public Investment, and Economic Research and Forecasting

Also within the Ministry are the General Administration, Legal and Internal Audit Divisions. For the purposes of achieving more coherent, efficient and effective functioning of the Ministry, monitoring and evaluation activities of all the divisions are centralized under the M&E Division.

### DEPARTMENTS AND AGENCIES UNDER MOF

<b>Institution</b>	<b>Responsibility</b>
Controller and Accountant General's Department (CAGD)	Chief advisor to the Minister of Finance and the Government on accounting matters
Ghana Revenue Authority (GRA)	Responsible for the administration of taxes and customs duties in Ghana
Securities and Exchange Commission (SEC)	Protect investors and maintain the integrity of the securities market
Financial Intelligence Centre (FIC)	Protect the Ghanaian economy from the scourge of money laundering, the financing of terrorism and the proliferation of weapons of mass destruction
Institute of Accountancy Training (IAT)	Provides training for cost-effective management and professionalism in public services

### Collaborating Institutions

<b>Institution</b>	<b>Responsibility</b>
Bank of Ghana	Regulator of Banks & Other Financial Institutions
The National Insurance Commission	Regulator of the Insurance Industry
Finance Committee of Parliament	Handles Bills and inquiries relating to finance and the economy
National Pension Regulatory Authority (NPRA)	Regulator of the Pensions Industry
The Public Procurement Authority (PPA)	Administration and improvement of Public procurement system in Ghana
Ghana Audit Service	Monitoring and accountability organ of the state, and the Supreme Audit Institution (SAI) of Ghana
The Internal Audit Agency	Improving Internal Audit Practice in MDAs/ Metropolitan, Municipal and District Assemblies (MMDAs)
The National Lottery Authority (NLA)	Creating moments of hope and happiness through exciting lottery games that generate

	revenue for national development
The Ghana Statistical Service (GSS)	Collection and analysis of statistical data
National Development Planning Commission (NDPC)	Ensuring consistency and continuity in the preparation and execution of national development policies
Fair Wages and Salaries Commission (FWC)	Ensure fair, transparent and systematic implementation of the Government of Ghana Public Service pay policy
Ghana National Petroleum Company (GNPC)	Responsible for the exploration and distribution of petroleum-related products in Ghana
National Petroleum Authority (NPA)	Regulate, oversee and monitor the petroleum downstream industry in Ghana
All Development Partners (DPs)	Support developmental policies, programmes and projects

### 3. OUR SERVICE STANDARDS

We issue General and/or Specific Expenditure Warrants and respond to requests on all Releases and Other Transactions accompanied by the necessary and appropriate supporting documents within the following time frames:

Service	Response from MoF	Time Frame
Quarterly Budget Allotment	Budget Allotment issued to MDAs for all Items of Expenditure	First week of the first month of each quarter of the year
Compensation of Employees	General warrant issued to Controller and Accountant General's Department (CAGD)	First week of each month
	Specific Expenditure Warrants issued to CAGD for non-salary related allowances	At least within seven (7) working days on receipt of valid requests
	Financial Clearance issued to MDAs for recruitment and/or replacement of staff	At least within seven (7) working days on receipt of valid requests
Use of Goods and Services	Specific Expenditure Warrants issued to CAGD for MDAs' <b>normal</b> quarterly Goods & Services	First week of the first month of each quarter of the year
	Specific Expenditure Warrants issued to CAGD for <b>specific</b> Goods & Services expenditures	At least within seven (7) working days on receipt of valid request
Capital Expenditure	Commencement Certificate issued to MDAs for award of <b>new contracts</b>	At least within seven (7) working days on receipt of valid requests
	Specific Expenditure Warrants	At least within seven (7)

	issued to MDAs for <b>continuation of projects</b>	working days on receipt of valid requests
	Specific Expenditure Warrants for Counterpart Fund payments for Development Partners' (DP) funded projects/programmes	At least within seven (7) working days on receipt of valid requests
Disbursement of Loans and Grants	Processing of withdrawal requests to fund providers and/or beneficiaries	Seven working days upon receipt of valid requests
Debt Servicing	Processing of invoices from creditors in respect of debt service due	Seven (7) Days upon receipt of valid invoices or payment requests
Application for Registration of PPP Projects	Acceptance or otherwise of concept paper	Seven working days
Other Services Not Related to Expenditure Items	Acknowledgement of receipt and indication of time frame for follow up actions	Within five (5) working days

### **We strive for**

- Maintaining macroeconomic stability for sustainable development;
- Prudent use of national resources, ensuring credibility, transparency, accountability and integrity;
- Effective and efficient collaboration with stakeholders for resource mobilization;
- Efficient allocation of resources and timely release of funds to all MDAs and other state institutions; and
- Provide high quality service that maximizes client satisfaction.

### **Information Transparency and Convenience**

- We provide reliable, useful and timely information to all MDAs and the General public;
- Keep the Ministry's website ([www.mofep.gov.gh](http://www.mofep.gov.gh)) current, make it reader-friendly and available to the general public.

### **Expectations from other MDAs/Public**

To enable the Ministry perform its functions expeditiously, we expect the following from other MDAs and the General public:

- MDAs to strictly follow guidelines in developing their budgets and applying for funds and other services,

- MDAs to comply with cash plans and ceilings in requesting for release of funds,
- MDAs should follow due process in procuring funds, awarding and executing contracts and implementing programmes and projects,
- All requests must be duly addressed and supported with appropriate documents where necessary.

#### **4. OUR CLIENTS AND USERS**

Our stakeholders are an integral part of service delivery in the Ministry of Finance. Therefore, we hold regular consultations geared towards service improvement and ensuring that the consultation process involves the full range of our user groups including DPs, MDAs, MoF employees, civil society, and the business community and investors among others.

##### **Internal Clients**

We aim to enhance our workplace culture through training, inclusion, openness, dignity, and respect. Our dealings with each other are marked by fairness, impartiality, courtesy, professionalism, friendliness, mutual respect, approachability and teamwork. We are committed to best practice in relation to all internal processes and procedures.

##### **External Client**

We assure our clients of the following, among others, in the delivery of our services:

- Courtesy, humility and respect
- Clarity and consistency of policies
- Good governance and accountability
- Effective co-ordination
- Display of honesty and integrity
- Provision of timely and reliable information
- Ensure timely release of budgeted funds to all tiers of Government

#### **5. FEEDBACK**

The general public is to send their concerns and comments through any of the following channels for necessary action:

- Office of the Chief Director, MoF – Room 435
- Suggestion box located at the front security desk of the Ministry
- Public Relations Office on the ground floor – Room 004 of the new block

- Client Service Desk of the Ministry (Room 001) of the new block

## **Review of Service Charter and Performance Monitoring**

This Service Charter is subject to review. This will be undertaken bi-annually with the help of feedback material as well as independent surveys and consultation with our clients. This will inform the amendments thereafter. We therefore encourage our clients, including staff to use the feedback mechanism to engage the MoF in constructive dialogue about the standards we aspire to provide, and how users can contribute to setting them in order to improve on the service delivery system. Reports on performance against our service standards will be published annually by the General Administration of MoF.

## **6. CLIENT SERVICE**

**Room 001, New Block - Ground Floor**

**Ministry of Finance**

**Accra.**

**Tel. +233-302-747197 Ext. 6606**

**E-mail: [info@mofep.gov.gh](mailto:info@mofep.gov.gh)**

### ***As a final resort you may appeal to***

The Chief Director

Ministry of Finance

P.O Box MB 40

Accra- Ghana

Telephone: 233-302-665310/668879

Website: [www.mofep.gov.gh](http://www.mofep.gov.gh)

## **Location**

We are located in the Ministries Area on the Finance Drive, off 28th February Road, adjacent Volta River Authority (VRA) Head Office, slightly opposite Ghana Investment Promotion Council (GIPC)/Public Services Commission (PSC) and near Customs, Excise and Preventive Service (CEPS) Headquarters.