



CLIENT SERVICE CHARTER

FOR

THE MINISTRY OF GENDER, CHILDREN AND SOCIAL PROTECTION (MOGCSP)

SEPTEMBER, 2025



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LIST OF ACRONYMS

CSO	-	Civil Society Organization
DoC	-	Department of Children
DoG	-	Department of Gender
DSW	-	Department of Social Welfare
DP	-	Development Partners
DVS	-	Domestic Violence Secretariat
HTS	-	Human Trafficking Secretariat
MDA	-	Ministries, Departments and Agencies
MESW	-	Ministry of Employment and Social Welfare
MSD	-	Management Services Department
MoGCSP	-	Ministry of Gender, Children and Social Protection
MoWAC	-	Ministry of Women and Children's Affairs
NCPD	-	National Council on Persons with Disability
NDA	-	National Development Agenda
OHCS	-	Office of the Head of the Civil Service
PRU	-	Public Relations Unit
RSIM	-	Research, Statistics and Information Management
SWCES	-	Single Window Citizen Engagement Services
SWIMS	-	Social Welfare Information Management System

FOREWORD

The Government of Ghana established the Ministry of Gender, Children and Social Protection (MoGCSP) by Executive Instrument (E.I.) 1 in 2013 through the re-alignment of the then Ministry of Women and Children's Affairs (MOWAC), the Department of Social Welfare (DSW), National Council on Persons with Disability (NCPD), the Social Welfare and Social Protection functions of the erstwhile Ministry of Employment and Social Welfare (MESW). Consequently, the new MoGCSP has assumed its new responsibility to ensure gender equality, promotes the welfare and protection of children, and to empower the vulnerable, excluded, the aged and persons with disabilities for sustainable national development.

This Service Charter provides an overview of the performance standards required of the Ministry of Gender, Children and Social Protection (MoGCSP) that would engender a conducive and stable working environment for an enhanced image, efficient and effective service delivery of the Ministry. The Charter outlines the basic objectives, goals, standards and principles of the Ministry by which employees as well as clients will be guided and relate in the service delivery function of MoGCSP.

The Charter is to nurture the fundamental values of MoGCSP to ensure transparent and quality service delivery that meets the demands of MoGCSP's key stakeholders as well as the general public.

This Charter is a result of collaborative and consultative work among the various directorates of the Ministry, OHCS, MSD and other stakeholders to reflect the Ministry and its performance. It is also a concerted effort to improve performance and the relationship between the Ministry, its stakeholders and the public.

**DR. AFISAH ZAKARIAH
CHIEF DIRECTOR**

1.0 INTRODUCTION

1.1 PURPOSE

The purpose of this Client Service Charter is to monitor efficient service delivery and serve as a blueprint for the Ministry. It aims to provide our clients with the necessary information regarding the services they can expect from the Ministry of Gender, Children and Social Protection, as well as the role clients can play in assisting the Ministry to deliver the best possible service. This is intended to enhance our service delivery practices.

2.0 PROFILE OF THE MINISTRY

The Ministry of Gender, Children and Social Protection (MoGCSP) was established by Executive Instrument (E.I.) 1 in 2013 which has resulted in a merger of the then Ministry of Women and Children's Affairs (MOWAC) with the Department of Social Welfare (DSW), National Council on Persons with Disability (NCPD) and the Social Protection Division of the Ministry of Employment and Social Welfare (MESW).

2.1 MANDATE

In line with Executive Instrument (E.I.) 1, January 2025 (Civil Service (Ministries) Instrument, 2025) and sections 11 and 13 of the Civil Service Law (PNDCL 327), the Ministry of Gender, Children and Social Protection is mandated to formulate and coordinate gender, children and social protection policies to ensure gender equality and equity, promote the survival, protection and development of children, vulnerable and the excluded, persons with disability, and integrate fulfillment of their rights, empowerment and full participation into national development.

2.2 VISION

A harmonious society in which the survival, development and protection of the sexes, children, persons with disability and other vulnerable groups are guaranteed.

2.3 MISSION

MoGCSP exists to achieve gender equality and equity, facilitate the enforcement of the rights of children, and promote the integration and protection of the vulnerable, excluded and persons with disabilities in the development process through appropriate policies and strategies with adequate resources.

2.4 CORE VALUES

The core values of the Ministry are:

- Social Justice
- Equity
- Respect for human dignity
- Integrity
- Excellence

2.5 CORE FUNCTIONS

Section 13 of the Civil Service Act, 1993 (PNDCL 327) states the following:

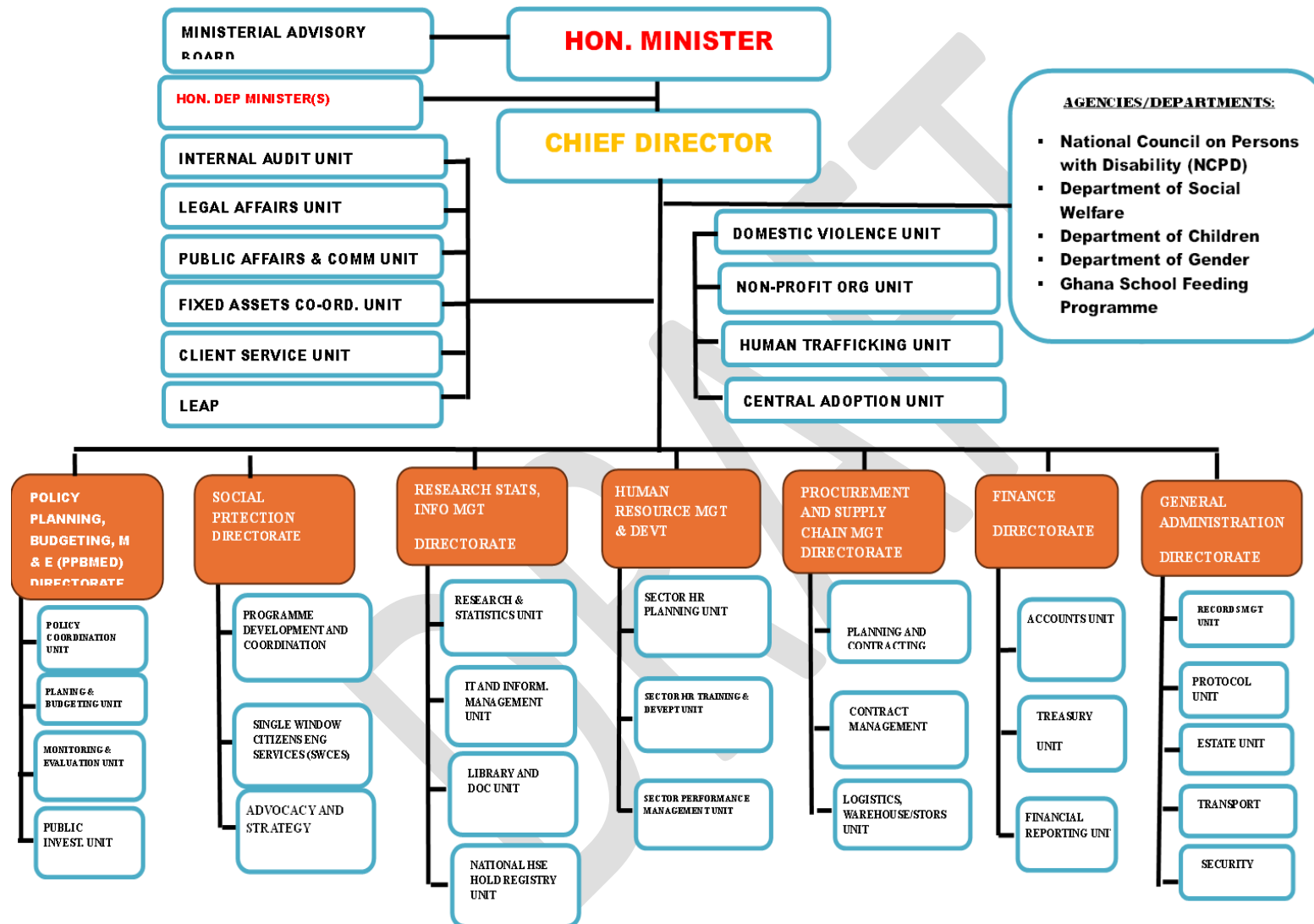
“A Ministry shall:

- (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 Gender, Children and Social Protection performs the following specific functions:

- Formulate gender, child development and social protection policies;
- Co-ordinate gender, children and social protection related programmes and activities at all levels of development;
- Develop guidelines and advocacy strategies for use by all Ministries, Departments and Agencies (MDAs) and in collaboration with Development Partners and civil society organizations (CSOs) to ensure effective gender and social protection mainstreaming;
- Facilitate the integration of gender, children and social protection policy issues into National Development Agenda;
- Ensure compliance with international protocols, conventions and treaties in relation to children, gender and social protection;
- Conduct research into gender, children and social protection issues;
- Monitor and evaluate programs and projects on gender, children, the vulnerable, excluded and persons with disabilities;
- Ensure the availability of appropriate administrative and financial management systems and support services for the effective and efficient running of the Ministry/Sector for enhanced service delivery; and
- Coordinate the development and implementation of human resource management policies, systems and programs consistent with the requirements of the sector to enhance service delivery.

3.0 GOVERNANCE STRUCTURE & INSTITUTIONAL ARRANGEMENTS



3.1 LIST OF DIRECTORATES

- General Administration Directorate
- Finance Directorate
- Procurement and Supply Chain Management Directorate

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- Human Resource Management Development Directorate
- Research, Statistics and Information Management Directorate
- Social Protection Directorate
- Policy Planning, Budgeting, Coordination, Monitoring and Evaluation Directorate

3.2 SPECIAL UNITS UNDER THE MINISTRY

- Internal Audit
- Public Affairs & Communication
- Client Service
- Fixed Asset Coordinating Unit
- Non-Profit Organization (NPO) Secretariat
- Central Adoption Authority (CAA)
- Domestic Violence (DV) Secretariat
- Human Trafficking (HT) Secretariat
- Livelihood Empowerment Against Poverty (LEAP)
- Legal Affairs Unit

3.3 DEPARTMENTS AND AGENCIES

- National Council on Persons with Disability (NCPD)
- Department of Social Welfare
- Department of Children
- Department of Gender
- Ghana School Feeding Programme

4.0 SERVICES

The Services Provided by the MoGCSP include:

1. General enquiries/ Information
2. Technical enquiries/ information
3. Recommend for approval of tax exemption to NPOs for specific categories of goods imported
4. Single Window Citizens Engagement Service
5. Petitions on Social Development issues

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4.1 DESCRIPTION OF OUR SERVICES

SERVICES	TIME FRAME	PROCESSES AND PROCEDURES	REQUIREMENT (S) FROM CLIENT
General enquiries/ Information	Five (5) working days	<ul style="list-style-type: none"> • Receive and acknowledge receipt of general request/queries • Provide feedback or redirect to appropriate office/officer 	<ul style="list-style-type: none"> • Walk in/Call/email • Write letter with relevant attachments (where applicable)
Technical enquiries/ information	Ten (10) Working days	<ul style="list-style-type: none"> • Receive and acknowledge receipt of request/queries • Redirect to appropriate office/officer • Provide feedback to client 	<ul style="list-style-type: none"> • Walk in/Call/email • Write letter with relevant attachments (where applicable)
Recommend for approval of tax exemption to NPOs for specific categories of goods imported	Within ten (10) working days	<ul style="list-style-type: none"> • Receive and review application • Recommendation by the Ministry • Feedback to the client 	<ul style="list-style-type: none"> • Submit application with relevant documents to DSW
Single Window Citizens Engagement Service	Thirty days (30)	<ul style="list-style-type: none"> • Receive complaint via call/text message/recorded video • Record details of complainant /complaint • Assess immediate needs of caller • Refer to appropriate service provider • Follow-up on service provider • Provide client feedback 	<ul style="list-style-type: none"> • Call/email • Submit evidence of information (where applicable) • Provide personal basic information and description of case
Petitions on Social Development issues	Ten (10) working days	<ul style="list-style-type: none"> • Receive and review petition • Address or refer petition to appropriate quarters for redress • Provide client feedback 	<ul style="list-style-type: none"> • Submit a written petition with relevant attachments (where applicable)

5.0 SERVICE STANDARDS

MoGCSP is dedicated to engaging with our customers in a professional and timely manner. We are committed to offering the highest standard of service to all of our customers. You should expect the following standards from us in terms of Quality, Responsiveness, Accessibility and Service Improvement:

QUALITY

- The Ministry provides warm reception and ensure clients are treated with courtesy and respect.
- Be available at all times to address the information needs and concerns of clients/public in a timely manner
- Ensure the confidentiality of clients' personal information at all times
- Make resources readily available to enhance flexibility and efficiency in service delivery

We will:

- Treat clients with respect and courtesy;
- Maintain confidentiality where required;
- Identify ourselves appropriately when serving clients;
- Be clear and helpful;
- Act with care, diligence, honesty and integrity;
- Refer enquiries we cannot sufficiently respond to or handle to relevant agency/authority; and
- Ensure that our website is well set out, frequently updated and user friendly.

RESPONSIVENESS

- Regularly update the Ministry's website (www.mogcsp.gov.gh) to address the information needs of clients
- Provide feedback to clients on enquiries

We will endeavour to:

- Deal with tasks efficiently and effectively;
- Respond to correspondences promptly;
- Attend to visitors promptly upon arrival;
- Notify about meetings in good time, at least two days in advance;
- Reply to letters, faxes and emails within five (5) working days and on more complex issues, our initial reply will give you an estimated time a full response will be ready and the cost, if any; and
- Prompt payment for goods, services and works upon submission of accurate invoices and any other supporting documents in line with government procurement rules and regulations;

ACCESSIBILITY

- Make it easy for clients to contact us by providing the correct address, phone/fax numbers and an active email address (info@mogcsp.gov.gh), provide our official social media handles to enhance accessibility and engagement with clients/public

We will be available:

- For working days/hours 8am to 5pm
- Other times and during emergencies, we can be accessed on either cell phones, house phones, emails whichever may be applicable and appropriate;
- The Single Window Citizen Engagement platform toll-free contacts

SERVICE IMPROVEMENT

- Promote customer feedback
- Communicate clear service standards
- Exceed Customer expectations

We aim to:

- Ensure that the accuracy and quality of our services remain world-class by continuously incorporating relevant developments in our service charter;
- Further improve procedures for monitoring the quality of our services and reporting the results;

6.0 OBLIGATIONS OF THE MINISTRY

We strive to:

- Provide warm reception and ensure clients are treated with courtesy and respect.
- Provide friendly working environment for our clients.
- Provide feedback to clients and communicate estimated time of response should there be delays.
- Act in a professional manner to our clients.
- Regularly update the Ministry's website (www.mogcsp.gov.gh) to address the information needs of clients.
- Give prior information concerning business with the Ministry through flyers, brochures, newsletters, magazines and the social media.

- Be available at all times to attend to information needs/challenges of our clients/public in a timely manner.
- Ensure confidentiality of client's personal information.
- Make it easy for clients to contact us by providing the correct address, functional phone/ fax numbers and an active email address(info@mogcsp.gov.gh)

7.0 OBLIGATIONS OF THE CLIENT

- We expect clients to treat our Ministry staff with courtesy and respect (to contribute any information that will enhance the image of the Ministry, ensure prompt service delivery)
- Clients should not abuse or insult our staff.
- Clients should request for information accurately, thoroughly and in a timely manner.
- Clients should provide our Client Service Unit with well-prepared, valid and authentic supporting documents when doing business with us.
- Client should follow guidelines and procedures in their dealings with us.
- We expect clients to be realistic and specific so that we can address their needs
- Clients should be truthful and honest.
- Clients who come to our premises have the responsibility to attend scheduled appointments punctually.
- Clients are to report to the reception first and then to the Client Service Unit for information.

8.0 OBLIGATIONS OF SERVICE PROVIDERS

- Consult necessary institutions involved for client satisfaction
- Provide all documents of the client to the required institutions

8.1 MUTUAL OBLIGATION

- All stakeholders are to abide by the regulations, policies and laws under which the Ministry operates.
- We expect clients to treat our Ministry staff with courtesy and respect

10.0 FEEDBACK MECHANISM

The Ministry has provided these avenues for feedback from our clients and stakeholders to ensure better service delivery.

- Client Service office
- Suggestion Box
- Meet-The-Press

- Annual Performance Review
- Ministry's website/ email address and social media handles
- Helpline of Hope Toll Free Number
- Telephone call

11.0 INSTITUTIONAL COMMUNICATION

MoGCSP would organise periodic Seminars and Press Conference to provide updates on its services to customers. The essence of this exercise is to provide a platform for the institution to directly interact with its customers and to solicit their views in relation to effective service delivery.

12.0 COMPLAINTS PROCEDURE

Clients with complaints are to initially contact the Client Service Unit of the Ministry.

Clients should document and submit their complaints to the Client Service Unit

Client Service Officer directs the client or forwards the complaints to the appropriate office/officer.

Appropriate office(r) gives feedback in writing to the Ministry or Client.

Clients can also complain through the Helpline-of-Hope Call Centre of the Ministry via toll free numbers indicated in the contact details.

WHERE TO ADDRESS YOUR COMPLAINTS.

a. CLIENT SERVICE UNIT

Ministry of Gender, Children and Social Protection

P.O. Box MBO 186

Ministries Post Office

Accra

Telephone - +233 595 490 910

Email: - info@mogcsp.gov.gh

Social media handles - Facebook - MOGCSPGHANA

Instagram & X – MOGCSP_GHANA

When lodging complaints, we would like you to:

- Identify yourself
- Be clear why you are still not satisfied
- Indicate what you expect us to do
- Keep a record of events
- Follow up with relevant client service officers

b. THE CHIEF DIRECTOR

Ministry of Gender, Children and Social Protection

P.O. BOX MBO 186

Ministries Post Office

Accra

Telephone - +233 595 490 910
Email: - info@mogcsp.gov.gh

Where you are still not satisfied with the outcome, you may address your comment/ complaints 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 CHAIR-PERSON

Public Services Commission
P.O. Box GP1618
Accra.
Email: info@psc.gov.gh
Tel: +233(0)302-663047
+233(0)302-667470

e. 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

9.0 OUR CONTACT

THE CHIEF DIRECTOR
MINISTRY OF GENDER, CHILDREN AND SOCIAL PROTECTION
P.O. BOX MBO 186
MINISTRIES-ACCRA

Website: www.mogcsp.gov.gh
E-Mail: info@mogcsp.gov.gh
Tel: +233 595 490 910

Helpline - of -Hope

Toll-free: 0-800-800-800/0-800-900-900

LOCATION

Gamel Abdul-Nasser Avenue

Adjacent Padmore Library

GA-078-1112

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