

# **CLIENT SERVICE CHARTER**

**FOR THE**

## **MINISTRY OF TRANSPORT (MOT)**

*JULY, 2023*



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## **FOREWORD**

The Ministry of Transport is responsible for formulating policies on Road transport, Aviation, Maritime and Inland waterways; coordinating sector specific interventions; and monitoring and evaluating the implementation of policies, programmes/projects to ensure standards of safety, security and cooperation in the transport sector.

This Service Charter of the Ministry provides an overview of the performance standards required of the Ministry of Transport that would create 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 the Ministry.

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

This Charter is developed through the collaborative and consultative work among the various directorates of the Ministry, Office of the Head of the Civil Service(OHCS), Management Services Department (MSD) and other stakeholders to reflect the Ministry and its performance. It is an effort to improve performance and the relationship between the Ministry, its stakeholders and the public.

**MABEL SAGOE (MRS.)**

**CHIEF DIRECTOR**

## LIST OF ACRONYMS

CD	CHIEF DIRECTOR
CSU	CLIENT SERVICE UNIT
CHRAJ	COMMISSION ON HUMAN RIGHT AND ADMINISTRATIVE JUSTICE
F&A	FINANCE AND ADMINISTRATION
GIFMIS	GHANA INTEGRATED FINANCIAL MANAGEMENT INFORMATION SYSTEM
HRMD	HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT
MOT	MINISTRY OF TRANSPORT
MOFAD	MINISTRY OF FISHERIES AND AQUACULTURE DEVELOPMENT
MDA	MINISTRIES, DEPARTMENTS AND AGENCIES
MSD	MANAGEMENT SERVICES DEPARTMENT
OHCS	OFFICE OF THE HEAD OF CIVIL SERVICE
PPBME	POLICY PLANNING, BUDGETING, MONITORING AND EVALUATION
PSC	PUBLIC SERVICES COMMISSION
RSIM	RESEARCH, STATISTICS AND INFORMATION MANAGEMENT
VAT	VALUE ADDED TAX

## **1.0 INTRODUCTION**

The Client Service Charter for the Ministry of Transport provides information on the services provided by the Ministry. It states what the public needs to know concerning the services and service standards of the Ministry and further indicates how feedback would be communicated with regards to any of its services. It outlines the profile of the Ministry, service delivery standards, and fees (if any) and defines what clients should expect from the Ministry.

The Charter is aimed at creating an enabling system in which the Ministry and its clientele would cooperate and collaborate in effective and efficient service delivery.

The Ministry of Transport was established in February, 2009 by re-aligning the functions of the erstwhile Ministry of Harbours and Railways, the Ministry of Aviation and the Road Transport Services sector of the Ministry of Road and Transport. The Ministry was realigned again via Executive Instrument (EI) 28, in 2017 to establish the Ministry of Transport, Ministry of Aviation and the Ministry of Railways. The current Ministry of Transport has been realigned to include the Aviation sub-sector through the Executive Instrument (EI) 12, 2021.

## **2.0 PURPOSE OF THE CHARTER**

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

## **3.0 PROFILE OF THE MINISTRY**

### **3.1 Mandate**

In line with section 11 and 13 of the Civil Service Act (PNDCL 327), Civil Service (Ministries) Instrument, 2021, Executive Instrument (E.I. 12), January, 2021, the Ministry of Transport is mandated to formulate policies on Road transport, Aviation, Maritime and Inland waterways; coordinate sector specific interventions; and monitor and evaluate the implementation of policies, programmes/projects to ensure high standards of safety, security and cooperation in the transport sector.

### 3.2 Vision

To create an integrated, efficient, cost effective and sustainable transportation system responsive to the needs of society, supporting growth and poverty reduction and capable of establishing and maintaining Ghana as a transportation hub of West Africa.

### 3.3 Mission

To provide leadership and an enabling environment for the development and maintenance of Ghana's transportation system through effective Policy Formulation, Market Regulation, Asset Management and Service provision.

### 3.4 Core Values

**Integrity-** Honesty in our dealings with the public.

**Accountability:** - Responsible for all decisions, actions and inactions.

**Transparency:** - Openness in our interactions, relationships and dealings with the public.

**Fairness:** - Treat client with utmost respect and fairness

### 3.5 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 Transport performs the following specific functions:

- Initiate and formulate road transport services, maritime & inland waterways policies taking into account the needs and aspirations of the people;

- Collaborate with key stakeholders to effectively disseminate information about Government policies, programmes and activities of the sector;
- Coordinate, monitor and evaluate the efficiency and effectiveness of the performance of the transport sector.
- Develop appropriate regulation secure and stimulate competition;
- Institutional and human capacity building for the stakeholders in the sector;
- Ensure continuous development of state-of-the-art technology applications to support the sector (smart ticketing and low carbon vehicles)
- Promote innovation, research and development, training, and investment in the sector
- Provide an enabling environment to support government businesses and public private partnerships within the sector, particularly Independent Power Producers (IPPs);
- Promote high standards of safety and security in transports
- Coordinate inter-sectoral maritime activities towards the creation of an integrated sea management; and
- Coordinate international cooperation in the transport sector;
- Negotiate Bilateral Air Service Agreement with trading partners.

### **3.6 Institutional Arrangement**

#### **3.6.1 List of Directorates of the Ministry**

The Ministry has the following line Directorates approved by the Civil Service in place namely:

- General Administration (GA)
- Finance
- Human Resources Management and Development (HRMD)
- Policy Planning, Budgeting, Monitoring and Evaluation (PPBME)
- Research, Statistics and Information Management (RSIM)

#### **3.6.2 Specialized Units of the Ministry**

- Internal Audit Unit
- Public Relations Unit
- Client Service Unit
- Procurement Unit
- Fixed Asset Coordination Unit

#### **3.6.3 Agencies of the Ministry**

- Ghana Maritime Authority
- Regional Maritime University
- Volta Lake Transport Co. Ltd.
- PSC Tema Shipyard
- Driver and Vehicle Licensing Authority
- Metro Mass Transit Limited
- National Road Safety Authority
- Intercity STC Limited
- Ghana Shippers' Authority
- Ghana Ports and Harbors Authority
- Ghana Airports Company Limited
- Ghana Civil Aviation Authority
- Aircraft Accident Investigation and Prevention Bureau



#### 4.0 SERVICES

The Services provided by the MOT include:

1. Facilitate the Processing of permit for the importation of vessels.
2. Facilitate due diligence for Air Carrier License
3. General enquiries/ Technical Information

**REQUIREMENTS OF OUR SERVICES**

NO.	SERVICE	TIME FRAME (Working Days)	PROCEDURES AND PROCESSES	REQUIREMENT FROM CLIENTS
1.	Processing of permit for the importation of vessels.	3 working Days	<b>FISHING VESSELS</b> <ul style="list-style-type: none"> <li>Receives and vets documents</li> <li>forwards application to relevant Agency and notify the Ministry of Fisheries and Aquaculture</li> </ul>	<ul style="list-style-type: none"> <li>MoFAD Submits clients request with the relevant attachment. Eg. Certificate of Incorporation.</li> <li>Certificate to Commence Business.</li> <li>Photograph of the Vessel, etc</li> </ul>
		3 working Days (Upon Receipt of response from the Agency)	Forwards feedback to MoFAD	
		3 working Days	<b>NON-FISHING VESSELS</b> <p>Receives and Forwards application to relevant Agency.</p>	<ul style="list-style-type: none"> <li>Submits request with the relevant attachment. Eg.</li> <li>Certificate of Incorporation.</li> <li>Certificate to Commence Business.</li> <li>Photograph of the Vessel, etc</li> </ul>

NO.	SERVICE	TIME FRAME (Working Days)	PROCEDURES AND PROCESSES	REQUIREMENT FROM CLIENTS
		3 working Days (Upon Receipt of response from Agency)	Communicates decision to Client	
2.	Approval of Air Carrier License	3 working Days	<ul style="list-style-type: none"> <li>Receive, vet and submit to the relevant agency</li> </ul>	<ul style="list-style-type: none"> <li>Submit request for approval with relevant attachments:</li> </ul>
		3 working Days (Upon Receipt of response from Agency)	<ul style="list-style-type: none"> <li>Communicate decision to client</li> </ul>	<ul style="list-style-type: none"> <li>Certificate of incorporation</li> <li>Company's regulations</li> <li>Minimum paid share capital</li> <li>Tax clearance certificate</li> <li>Completed ACL application form &amp; letter of Application addressed to the Director General (GCAA)</li> <li>Curriculum vitae of shareholders, Board Members &amp; Management staff</li> </ul>
3.	Response to Information	3 working Days	<ul style="list-style-type: none"> <li>Receive request/queries</li> <li>Assess request</li> <li>Communicate feedback</li> </ul>	Walk in/Call/email Submit a request
	a) General enquireies			
	b) Technical Information	3 working Days	<ul style="list-style-type: none"> <li>Receive request</li> <li>Redirect (where necessary)</li> </ul>	Write letter with relevant attachments. e.g.

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**MINISTRY OF TRANSPORT**

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NO.	SERVICE	TIME FRAME (Working Days)	PROCEDURES AND PROCESSES	REQUIREMENT FROM CLIENTS
			<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate of Incorporation</li> <li>• Letter of introduction from academic institutions</li> </ul>
	c)	3 working Days (upon receipt of the respons from the Agency)	<ul style="list-style-type: none"> <li>• Communicate feedback</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

## 5.0 SERVICE DELIVERY STANDARDS

MOT is committed to dealing with our customers in a professional and timely manner. We are committed to providing the highest standards of service to all 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 attend to information needs/challenges of our clients/public in a timely manner
- Ensure confidentiality of client's personal information
- Availability of resources to make work more flexible

We will:

- Treat you with respect and courtesy;
- Maintain confidentiality where required;
- Identify ourselves appropriately when serving you;
- Be clear and helpful;
- Act with care, diligence, honesty and integrity;
- Refer enquiries we cannot sufficiently respond 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.mot.gov.gh](http://www.mot.gov.gh)) to address the information needs of clients
- Provide feedback to clients should there be delays

We will endeavour to:

- Deal with tasks efficiently and effectively;
- Respond to correspondences promptly;
- Attend to visitors promptly upon arrival;

- Notify about our meetings in good time, at least two days in advance;
- Reply to letters and emails within three (3) working days and on technical request, our initial reply will give you an estimate of the time a full response will take and the cost, if any.

## ACCESSIBILITY

- Make it easy for clients to contact us by providing the correct address, phone/fax numbers and an active email address ([info@mot.gov.gh](mailto:info@mot.gov.gh))

We will be available:

- For 5 working days ( Monday to Friday)
- Other times and during emergencies, we can be accessed on either cell phones, emails whichever may be applicable and appropriate;

## 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

### 6.1 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 should there be delays.
- Act in a professional manner to our clients.
- Regularly update the Ministry's website ([www.mot.gov.gh](http://www.mot.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 numbers and an active email address( [info@mot.gov.gh](mailto:info@mot.gov.gh))

## 6.2 Obligations of the Clients

- 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.
- The Public 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.

## 6.3 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

## 7.0 FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION

### 7.1 Comments and suggestions

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

- Client Service office
- Suggestion Box



- Meet-The-Press
- Mid-year and Annual Performance Review
- Ministry's website and Social media handles
- Telephone Number

## 7.2 Institutional Communication

MOT would organize periodic Seminars and Press Conference every quarter to provide updates on their services to its 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.

## 8.0 CLIENTS

The Ministry provides services to the following Clients:

1. Ghana Maritime Authority
2. Regional Maritime University
3. Volta Lake Transport Co. Ltd
4. PSC Tema Shipyard
5. Driver and Vehicle Licensing Authority
6. Metro Mass Transit Ltd.
7. National Road Safety Authority
8. Intercity STC Limited
9. Ghana Shippers Authority
10. Ghana Ports and Harbours Authority
11. Ghana Airports Company Limited
12. Ghana Civil Aviation Authority
13. Aircraft Accident Investigation and Prevention Bureau
14. General Public and the International community

## 9.0 COMPLAINTS PROCEDURE

Clients with complaints are to initially contact the Client Service Unit of the Ministry. Clients should document their complaints and submit to the Client Service Unit. Client Service Officer directs the client to appropriate office/officer. Appropriate office(r) gives feedback in writing to the Ministry or Client.

Where to address your complaints:

**a. Client Service Unit**

Ministry of Transport  
PMB Ministries Post Office  
Accra  
Client Service Unit, Room No. A5  
Or via [info@mot.gov.gh](mailto:info@mot.gov.gh)  
Telephone No.- +233-302955793  
Email: [info@mot.gov.gh](mailto:info@mot.gov.gh)

**b. The Chief Director,**

Ministry of Transport  
PMB Ministries Post Office  
Accra  
Email: [info@mot.gov.gh](mailto:info@mot.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

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

Tel: +233(0)302-663047

+233(0)302-667470

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

**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](mailto:info@chraj.gov.gh)

GPS: GA-184-6440

## 12.0 CONTACT

The Chief Director

The Ministry of Transport

PMB Ministries Post Office

Ministries-Accra

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

E-Mail: [info@mot.gov.gh](mailto:info@mot.gov.gh)

Tel: +233-302-955-793

Facebook: MINISTRY OF TRANSPORT

GPS: GA-10702101

## **LOCATION**

The Ministry of Transport is located adjacent to Pension House and shares the same premises with the Ministry of Road and Highways.

**APPENDIX:**

CONTACT ADDRESSES OF SECTOR AGENCIES

**I. GHANA MARITIME AUTHORITY**

Website: [www.ghanamaritime.org](http://www.ghanamaritime.org)

Email: [info@ghanamaritime.org](mailto:info@ghanamaritime.org)

Tel: 233 302 684392

Fax: 233 302 677702

**II. REGIONAL MARITIME UNIVERSITY**

Website: [www.rmu.edu.gh](http://www.rmu.edu.gh)

Email: [registrar@rmu.edu.gh](mailto:registrar@rmu.edu.gh)

Tel: 233 302 712775/ 712343 or 718225

Fax: 233 302 714070

**III. VOLTA LAKE TRANSPORT CO. LTD.**

Website: [www.vra.com](http://www.vra.com)

Email: [corpcomm@vra.com](mailto:corpcomm@vra.com)

Tel: 233 3430 20084

Fax: 233 343020085/20086

**IV. PSC TEMA SHIPYARD**

Website: [www.temashipyard.com.gh](http://www.temashipyard.com.gh)

Email: [psct@africaonline.com.gh](mailto:psct@africaonline.com.gh)

Tel: 233 303 202641/204632/204919

Fax: 233 303 206536

**V. DRIVER AND VEHICLE LICENSING AUTHORITY**

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

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

Tel: 233 302 661117/912077

Fax: 233 302 660206

**VI. METRO MASS TRANSIT LIMITED**

Website: [www.metromasstransit.com.gh](http://www.metromasstransit.com.gh)

Email: [metromassltd@gmail.com](mailto:metromassltd@gmail.com)

Tel: 233 302 221319/220559, 0263003223/0265449449

Fax: 233302157/259015

**VII. NATIONAL ROAD SAFETY AUTHORITY**

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

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

Tel: 233 302 661117/912077

Fax: 233 302 660206

**VIII. INTERCITY STC LIMITED**

Website: [www.intercitystc.com](http://www.intercitystc.com)

Email: [info@intercitystc.com](mailto:info@intercitystc.com)

Tel: 233 302 221912

Fax: 233 302 221945

**IX. GHANA SHIPPERS' AUTHORITY**

Website: [www.ghanashippersauthority.org](http://www.ghanashippersauthority.org)

Email: [accra@shippers-gh.com](mailto:accra@shippers-gh.com)

Tel: 233 302 666915/668769

Fax: 233 302 668768

**X. GHANA PORTS AND HARBOURS AUTHORITY**

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

Email: [tema@ghanaports.net](mailto:tema@ghanaports.net)

Tel: 233 303 202631-9

Fax: 233 303 202812

**XI. GHANA CIVIL AVIATION AUTHORITY**

Address: Kotoka international Airport

Website: [www.gcaa.com.gh](http://www.gcaa.com.gh)

Email: [info@gcaa.com.gh](mailto:info@gcaa.com.gh)

Email: [info@gcaagh.com](mailto:info@gcaagh.com)

Tel: 233 302 776171

Tel: 233 302 773293

Tel: 233 302 773285

Fax: 233 302 773293

**XII. GHANA AIRPORTS COMPANY LIMITED**

Address: KIA PMB 36, Accra, Ghana

GA: GL-125-6946

Website: [www.gcl.comgov.gh](http://www.gcl.comgov.gh)

Email: [info@gacl.com.gh](mailto:info@gacl.com.gh)

Tel: 233 303 550612

**XIII. AIRCRAFT ACCIDENT AND INCIDENT INVESTIGATION AND PREVENTION BUREAU**

Address: AIB, P. O. BOX KA, 16412, KIA, Accra, Ghana

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

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

Tel: 233 502396070 / +233 572000888