



REPUBLIC OF GHANA

## MINISTRY OF FINANCE

# CLIENT SERVICE CHARTER

September 2024



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**LIST OF ACRONYMS**

<b>ACRONYM</b>	<b>DEFINITION</b>
<b>BD</b>	Budget Division
<b>BOG</b>	Bank of Ghana
<b>CAGD</b>	Controller and Accountant General's Department
<b>CE</b>	Covered Entity
<b>DP</b>	Development Partner
<b>DVLA</b>	Driver and Vehicle Licensing Authority
<b>ERMERD</b>	External Resource Mobilization and Economic Relations Division
<b>ESRD</b>	Economic Strategy and Research Division
<b>FCTC</b>	Fiscal Commitment Technical Committee
<b>FIC</b>	Financial Intelligence Centre
<b>FSD</b>	Financial Sector Division
<b>FWC</b>	Fair Wages and Salaries Commission
<b>GA</b>	Greater Accra
<b>GAS</b>	Ghana Audit Service
<b>GIFMIS</b>	Ghana Integrated Financial Management Information System
<b>GIPC</b>	Ghana Investment Promotion Centre
<b>GP</b>	Ghana Post
<b>GPS</b>	Ghana Post Service
<b>GRA</b>	Ghana Revenue Authority
<b>GSS</b>	Ghana Statistical Service
<b>HCGAD</b>	Human Capital and General Administration Division
<b>IAA</b>	Internal Audit Agency
<b>IAT</b>	Institute of Accountancy Training
<b>IBC</b>	Initial Business Case
<b>IGF</b>	Internally Generated Fund



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<b>MDA</b>	Ministries, Departments and Agencies
<b>MFARI</b>	Ministry of Foreign Affairs and Regional Integration
<b>MSD</b>	Management Services Department
<b>OHCS</b>	Office of the Head of Civil Service
<b>PCMED</b>	Policy, Coordination, Monitoring and Evaluation Division
<b>PPPCN</b>	Public Private Partnership Concept Note
<b>PEER</b>	Professional, Ethical, Efficient and Responsive
<b>PFM</b>	Public Financial Management
<b>PIAD</b>	Public Investment and Assets Division
<b>PIM</b>	Public Investment Management
<b>PIP</b>	Public Investment Plan
<b>PNDC</b>	Provisional National Defence Council
<b>PPA</b>	Public Procurement Authority
<b>PPP</b>	Public Private Partnership
<b>PSC</b>	Public Services Commission
<b>RFP</b>	Request for Proposals
<b>RFQ</b>	Request for Qualification
<b>SEC</b>	Securities and Exchange Commission
<b>SMTDP</b>	Strategic Medium Term Development Policy
<b>TDMD</b>	Treasury and Debt Management Division
<b>VRA</b>	Volta River Authority



## **FOREWORD**

Organizations exist to deliver value to their stakeholders and the Ministry of Finance (MoF) is no exception. This Charter has been developed to:

- ❖ Monitor efficient service delivery and serve as the blueprint for the Ministry
- ❖ Facilitate the standardization of the services delivered by the Ministry to the Public
- ❖ Communicate the exact services delivered by the Ministry to the Public
- ❖ Detail the service delivery standards the Ministry is committed to delivering to our stakeholders and
- ❖ Outline a complaints procedure for our esteemed stakeholders who may have encountered challenges in accessing our services.

The Charter further provides an opportunity for our stakeholders to understand what the Ministry commits to do, how to contact the Ministry, what to expect by way of service delivery standards, and how to seek remedy when the need arises. This will enhance the participation of civil society and interest groups in the management of public finances and provide transparent mechanisms for contact, accessibility and complaints.

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

Our commitment as a Ministry is to ensure that we provide the highest standards of excellence in client service delivery and it is therefore our expectation that our stakeholders will continue to be served in line with our core values of being Professional, Ethical, Efficient and Responsive (PEER).

We welcome your feedback as we work together to create a customer-centric culture and deliver value to you, our stakeholders.

**Eva Esselba Mends**  
**Chief Director**  
**Ministry of Finance**



## 1.0 INTRODUCTION

The Ministry of Finance seeks to provide efficient and effective service delivery for all its clientele. This Client Service Charter provides information on the services rendered by the Ministry of Finance to its clientele. It sets out our commitment to provide excellent services that meet the expectation of our clientele. The charter furnishes the public with up-to-date information on the activities of the Ministry and further indicates how feedback could be communicated with regard to any of our services. It also outlines our service delivery standards and the requirements for accessing the services.

The Client Service Charter was developed in accordance with guidelines provided by the Office of the Head of Civil Service (OHCS) and Management Services Department (MSD) taking into account feedback received from the Management, Staff, and Clients of the Ministry.

## 2.0 PURPOSE OF THE CHARTER

The purpose of this Charter is to inform clients of our services and service delivery standards in order to enhance client satisfaction.

## 3.0 PROFILE OF THE ORGANISATION

The Ministry of Finance (MoF) is one of the Central Management Agencies of Government which plays a critical role in the nation's economic development.

### MANDATE

The Ministry is mandated to ensure effective and efficient macroeconomic and public financial management of Ghana in line with the 1992 Constitution and section 11 of the Civil Service Act, 1993 (PNDC Law 327), PFM Act as well as Executive Instrument (E.I 12), Civil Service (Ministries) (Amendment Instrument, 2021).

### VISION

To be a world class economic management institution for the development and prosperity of all Ghanaians.

### MISSION

The Ministry exists to ensure effective economic policy management for the attainment of macroeconomic stability and sustainable economic growth by employing sound fiscal policy, efficient public financial management, competent staff, and robust systems for the socio-economic development of Ghana.

### CORE VALUES

The Ministry's core values are encapsulated in the acronym #PEER which is defined as follows:

- ❖ **Professional:** Demonstrate the highest standards and integrity in service delivery.
- ❖ **Ethical:** Demonstrate the highest level of accountability and moral principles in service delivery
- ❖ **Efficient:** Ensure timely completion of tasks, prudent use of resources, and continuous improvements in service delivery.
- ❖ **Responsive:** Be proactive in our engagements with stakeholders



## **CORE FUNCTIONS OF THE MINISTRY**

The Ministry derives its broad functions from Section 13 of the Civil Service Act, 1993 (Act 327). The functions are;

- Initiate and formulate policies, taking into account the needs and aspirations of the people;
- Undertake development planning in consultation with the National Development Planning Commission; and
- Co-ordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Sector

In line with the above framework, the Ministry performs the following specific functions:

- i. Formulate and ensure the implementation of macro-fiscal policies;
- ii. Ensure prudent public financial management to promote transparency, probity and accountability in the management of financial resources;
- iii. Monitor and evaluate macro-fiscal policies and the public financial management system in line with national development policies and plans;
- iv. Ensure effective and efficient mobilization of domestic and external resources;
- v. Ensure efficient and effective allocation and prudent management of resources;
- vi. Prudently manage public debts;
- vii. Develop an efficient financial sector that supports and promotes structural transformation of the economy, financial inclusion and its integration into the global financial system;
- viii. Ensure efficient and effective management of public investments, state interests and assets for the promotion of sustainable economic growth and development.

## **ORGANISATIONAL ARRANGEMENTS**

The structural arrangement for the Ministry is as follows:

### **a. Line Directorates/Divisions**

- Policy, Coordination, Monitoring and Evaluation Division (PCMED)
- Economic Strategy and Research Division (ESRD)
- Financial Sector Division (FSD)
- Public Investment & Assets Division (PIAD)
- Treasury and Debt Management Division (TDMD)
- Budget Division (BD)
- External Resource Mobilisation and Economic Relations Division (ERMERD)
- Human Capital & General Administration Division (HCGAD)
- Revenue Policy Division
- Finance Division
- Procurement Division

### **b. Specialised Units of the Ministry**

- Internal Audit
- Legal Affairs
- Public Affairs and Communication
- Client Service
- Right to Information



- Fixed Asset Coordination
- Transformation

#### **4.0 SERVICES**

1. Provision of information
  - a. General
  - b. Technical
2. Processing request for Release of funds -
  - a. General Goods and Special Goods & Services (Priority Programmes)
  - b. Non-Salary Related Allowance
  - c. Capital Expenditure
3. Issuance of Financial Clearance
4. Approval and Registration of projects (GoG Projects)
5. Registration and Approval of PPP Projects
6. Processing of requests for Review of Fees and Charges
7. Processing of requests for Review of IGF targets
8. Processing request for banking arrangements for IGF collection
9. Disbursement of External Project Funds for MDAs
10. Processing of Funding requests from MDAs
11. Negotiating and Signing Programme/Project Financing Agreement
12. Processing of Application for Tax Exemptions
  - a. Exemptions contained in agreements
  - b. Covered Entity
  - c. Persons with Disability
  - d. Religious Organisations
  - e. Donor and Charity Organisations
  - f. Equipment, Replacement Parts and Others for Production Trial
  - g. Executed Treaties, Agreements or Conventions
  - h. Technical Cooperation Programmes or Projects
  - i. General Tax Incentives
  - j. Special Incentive



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
1.	<b>Provision of Information -</b> a. General	3 working days	<ul style="list-style-type: none"> <li>Ministry receives and acknowledges request</li> <li>Ministry reviews request and provides feedback to the applicant</li> </ul>	<ul style="list-style-type: none"> <li>Applicant completes Client Request Form (where applicable)</li> </ul>
	b. Technical	10 working days	<ul style="list-style-type: none"> <li>Ministry receives and acknowledges request</li> <li>Ministry refers request to relevant Division/Agency to undertake technical review</li> <li>Ministry communicates response to applicant</li> </ul>	<ul style="list-style-type: none"> <li>Applicant completes Client Request Form (where applicable)</li> <li>Client submits a request letter with all relevant attachments</li> </ul>
2.	<b>Processing request for Release of funds (GoG)-</b> a. Goods and Services	5 working days	<ul style="list-style-type: none"> <li>Ministry receives request from the MDA based on allotment.</li> <li>Ministry reviews and processes request on the GIFMIS platform.</li> <li>Ministry grants approval to enable MDA to spend.</li> </ul>	<ul style="list-style-type: none"> <li>MDAs initiate the request based on their monthly/quarterly allotment in line with budget implementation instructions.</li> </ul>
	b. Non-Salary Related Allowance	5 working days	<ul style="list-style-type: none"> <li>Ministry receives request from MDA based on allotment.</li> <li>Ministry reviews and processes request on the GIFMIS platform.</li> <li>Ministry grants approval to enable MDA to spend.</li> </ul>	<p>MDAs initiate request for funds on the GIFMIS platform in line with budget allotment and the budget implementation instructions with the following documents attached:</p> <ul style="list-style-type: none"> <li>✓ List of beneficiaries and allowance types.</li> <li>✓ Checklist signed by the Internal Auditor.</li> <li>✓ Meeting Attendance Sheet</li> </ul>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
				<p>and Minutes of Meeting.</p> <p>✓ Evidence of Ministry of Finance Allowance Approval Letter</p>
	c. Capital Expenditure	10 working days	<ul style="list-style-type: none"> <li>● Ministry receives request from MDA based on allotment.</li> <li>● Ministry reviews and processes request on the GIFMIS platform.</li> <li>● Ministry grants approval to enable MDA to spend.</li> <li>● Approved requisition and warrant are made available on the GIFMIS platform to enable MDA initiate payment invoice when work is executed, or goods are supplied.</li> </ul>	MDAs initiate the request based on their Public Investment Plan (PIP) in line with budget implementation instructions.
3.	<b>Issuance of Financial Clearance</b>	10 working days	<ul style="list-style-type: none"> <li>● Ministry receives and reviews application for financial clearance</li> <li>● Ministry communicates decision to MDA</li> <li>● Ministry issues Financial Clearance to MDA</li> </ul>	<p>MDA submits application for financial clearance with the following attachments:</p> <ul style="list-style-type: none"> <li>✓ Technical Clearance from Public Services Commission/Office of the Head of Civil Service</li> <li>✓ Evidence of approved budgetary provision for the recruitment</li> </ul>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
4.	Approval and Registration of Projects (GoG projects)	15 working days	<p><b>Phase One</b></p> <ul style="list-style-type: none"> <li>Ministry receives and acknowledges request from MDA.</li> <li>Ministry reviews and makes a decision on the project concept note.</li> <li>Approved concept notes are registered for MDA to undertake <b>pre-feasibility studies</b> (for 1<sup>st</sup> and 2<sup>nd</sup> tier projects).</li> </ul>	MDA submits project concept note for approval and registration in line with PIM (Public Investment Management) Regulations, 2020 (L.I. 2411)
		15 working days	<p><b>Phase Two</b></p> <ul style="list-style-type: none"> <li>Ministry reviews <b>pre-feasibility</b> study report and makes recommendations to MDA on the next steps.</li> <li>Ministry communicates decision of the Public Investment Programme Working Committee to the MDA within ten (10) days after committee's sitting</li> </ul>	MDA submits <b>pre-feasibility</b> studies report for consideration.
		20 working days	<p><b>Phase Three</b></p> <ul style="list-style-type: none"> <li>Ministry reviews <b>full feasibility</b> studies report and makes recommendations to MDA on the next steps.</li> <li>Ministry communicates decision of the Public Investment Programme Working Committee to MDA within ten (10) days after committee's sitting</li> </ul>	MDA submits <b>full feasibility</b> studies report for consideration.



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
5.	<b>Registration and Approval of PPP Projects</b>	15 working days	<b>PPP Project Preparation Process</b> <ul style="list-style-type: none"> <li>Ministry reviews PPP Concepts Note (PCN)/ Initial Business Case (IBC) and communicates the registration of projects to Contracting Authorities.</li> </ul>	<ul style="list-style-type: none"> <li>Contracting Authorities submit PPP concept note for solicited projects, and Initial Business Case for unsolicited projects for approval</li> <li>Contracting Authorities submit feasibility studies report for review</li> <li>Contracting Authorities submit final feasibility studies report for consideration for approval.</li> </ul>
		21 working days	<ul style="list-style-type: none"> <li>Ministry reviews feasibility study report and communicates next steps to the Contracting Authorities.</li> </ul>	
		21 working days	<ul style="list-style-type: none"> <li>Ministry reviews the final feasibility study report and arrange for its consideration and approval by the Fiscal Commitment Technical Committee (FCTC) and the PPP Committee.</li> </ul>	
6.	<b>Processing of requests for review of Fees and Charges</b>	14 working days	<ul style="list-style-type: none"> <li>Ministry receives and acknowledges receipt of the proposal.</li> <li>Ministry reviews proposal from MDA for consideration in the context of prevailing economic conditions.</li> <li>Ministry communicates the outcome of the review to the MDA (if the request is approved it goes through a legislative process)</li> </ul>	<ul style="list-style-type: none"> <li>MDA submits proposal to MoF indicating old and proposed rates as well as justifications for review.</li> <li>MDA must avail themselves for the meetings with the committees of parliament.</li> </ul>
7.	<b>Processing of requests for review of IGF targets</b>	15 days	<ul style="list-style-type: none"> <li>Ministry receives and acknowledges receipt of request from MDA.</li> <li>Ministry reviews request</li> </ul>	MDA submits proposal to MoF indicating reasons for revision of targets.



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
			<p>and makes a decision.</p> <ul style="list-style-type: none"> <li>● Ministry communicates decision to MDA.</li> <li>● Ministry takes a decision to incorporate approved targets in mid-year review budget.</li> <li>● Ministry communicates the new approved targets to MDA.</li> </ul>	
8.	<b>Processing request for banking arrangements for IGF collection</b>	Within 60 days	<ul style="list-style-type: none"> <li>● Ministry receives and acknowledges application/request from MDA or Commercial Bank.</li> <li>● Ministry reviews application by analysing the average weekly or monthly collection of MDA to determine their qualification for onsite/daily collection banking.</li> <li>● Ministry reviews the proposals from the banks to determine their suitability or otherwise for the provision of banking service in IGF collection.</li> <li>● Ministry signs a Contract Agreement with the Bank and MDA to guide the conduct of the banking arrangement.</li> </ul>	Commercial banks or MDAs submit application/request with justification to MoF for banking arrangements for IGF collection.
9.	<b>Disbursement of External Project Funds for MDAs</b>	5 working days	<ul style="list-style-type: none"> <li>● Ministry reviews disbursement request from MDA and authorizes financier to make payment to beneficiary account</li> <li>● Financier advises MoF on the transfer</li> <li>● Ministry communicates release of funds to the</li> </ul>	MDA submits withdrawal application to MoF for disbursement of loans and grants.



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
			<p>MDA or acknowledges receipt of funds from BOG</p>	
10.	<p><b>Processing of Funding requests from MDAs</b></p>	15 working days	<ul style="list-style-type: none"> <li>● Ministry receives and acknowledges financing request letter.</li> <li>● Ministry reviews relevant documentation and ensures it aligns with MDA’s strategic plans, Government priority areas, National Development Goals.</li> <li>● Ministry communicates feedback to identified MDA.</li> <li>● Ministry identifies appropriate development partner based on scope of programme/project, possible funding source and investment needs.</li> <li>● Ministry commences series of engagement with MDA and Development Partners for programme/project financing and programme/Project Preparation.</li> </ul>	<ul style="list-style-type: none"> <li>● MDA submits request to MoF for funding in line with their annual budget estimates and Strategic Medium Term Development Policy (SMTDP).</li> </ul>
11.	<p><b>Negotiating and Signing Programme/Project Financing Agreement</b></p>	10 working days	<ul style="list-style-type: none"> <li>● Ministry receives and acknowledges letter from MDA nominating technical staff for negotiations</li> <li>● Ministry constitutes and leads a GoG negotiation team comprising implementing Ministries &amp; Agencies, Office of the</li> </ul>	<ul style="list-style-type: none"> <li>● MDA submits letter nominating technical staff for negotiations.</li> </ul>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
		20 working days	<p>Attorney General and key technical staff of the Finance Ministry.</p> <ul style="list-style-type: none"> <li>• Team negotiates with Development Partner (s) the Financing Agreement, programme/Project Appraisal Document and other relevant documents.</li> <li>• Ministry and Implementing Ministry jointly drafts Cabinet/ Executive Approval and Parliamentary Memoranda.</li> <li>• Ministry submits same to Cabinet/The President and Parliament for approval and communicates the approval to Development Partners and implementing MDAs.</li> <li>• Ministry ensures conditions precedent to the signing of Financing Agreement are fulfilled.</li> <li>• Ministry circulates copies of signed Financing Agreement to DPs, MDAs.</li> </ul>	
12.	<p><b>Processing of Application for Tax Exemptions:</b></p> <p><b>a. Exemptions contained in agreements</b></p>	3 months	<ul style="list-style-type: none"> <li>• Ministry receives and acknowledges request from applicant with relevant documentation</li> <li>• Ministry reviews request to ensure alignment with the Tax Exemptions Act, 2022 (Act 1083) and economic management priorities of Government</li> </ul>	<p>MDA submits request or application for written approval of the Minister with the following required documents attached:</p> <p>a) letter written by the person or an authorised head of the person</p>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
			<ul style="list-style-type: none"> <li>● Where application meets requirements, Minister makes recommendations to Cabinet for consideration and approval</li> </ul>	<ul style="list-style-type: none"> <li>applying for the approval</li> <li>b) copy of the unexecuted agreement</li> <li>c) list and quantity of items and taxes to which the exemptions are applicable</li> <li>d) Detailed assessment of the value and nature of the anticipated exemptions</li> <li>e) Background information of the persons involved in the agreement</li> <li>f) nature of the agreement</li> <li>g) timelines of the agreement</li> <li>h) time limit on the exemption</li> <li>i) certificate of registration of the entities involved</li> <li>j) details of the beneficial owners</li> <li>k) identification card (where applicable)</li> </ul>



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				l) value for money assessment report  m) copy of statutory licences of entities involved
	<b>b. Covered Entity</b>	3 months	<ul style="list-style-type: none"> <li>● Ministry receives and acknowledges request from applicant with relevant documentation</li> <li>● Ministry reviews request to ensure alignment with the Tax Exemptions Act, 2022 (Act 1083) and economic management priorities of Government</li> <li>● Where application meets requirements, Minister makes recommendations to Cabinet for consideration and approval</li> </ul>	MDA submits request or application for written approval of the Minister with the following required documents attached: <ul style="list-style-type: none"> <li>a) letter written by the person or an authorised head of the person applying for the approval</li> <li>b) copy of the unexecuted agreement</li> <li>c) list and quantity of items and taxes to which the exemptions are applicable</li> <li>d) Detailed assessment of the value and nature of the anticipated exemptions</li> <li>e) Background information of the persons involved in the agreement</li> </ul>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
				<ul style="list-style-type: none"> <li>f) nature of the agreement</li> <li>g) timelines of the agreement</li> <li>h) time limit on the exemption</li> <li>i) certificate of registration of the entities involved</li> <li>j) details of the beneficial owners</li> <li>k) identification card (where applicable)</li> <li>l) value for money assessment report</li> <li>m) copy of statutory licences of entities involved</li> </ul>
	<p><b>c. Persons with Disability</b></p>	<p>2 days</p>	<ul style="list-style-type: none"> <li>● Ministry receives and acknowledges receipt of recommendation from Sector Ministry on application with relevant documents attached</li> <li>● MoF reviews and validates application per the requirements.</li> <li>● MoF makes a decision on the application with reason (s).</li> <li>● Recommended application is forwarded</li> </ul>	<p>Applicants submits request through the relevant sector Ministry with the following required documents attached;</p> <ul style="list-style-type: none"> <li>a) Copy of Applicant's Letter to the relevant Ministry</li> <li>b) Sector Ministry recommendation letter duly</li> </ul>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
			to GRA for approval or otherwise with reason (s).	signed by Minister  c) Copy of DVLA certification or report (where applicable)  d) Copy of Packing list  e) Copy of Bill of lading /Airway Bill
	<b>d. Religious Organisations</b>	2 days	<ul style="list-style-type: none"> <li>● Ministry receives and acknowledges receipt of recommendation from Sector Ministry on application with relevant documents attached</li> <li>● MoF reviews and validates the application per the requirements</li> <li>● MoF makes a decision on the application with reason (s).</li> <li>● Recommended application is forwarded to GRA for approval or otherwise with reason (s).</li> </ul>	Applicants submits request through the relevant sector Ministry with the following required documents attached; <ul style="list-style-type: none"> <li>a) Copy of Applicant's Letter to the relevant Ministry</li> <li>b) Sector Ministry Recommendation letter duly signed by Minister</li> <li>c) Copy of DVLA certification or report (where applicable)</li> <li>d) Copy of Packing list</li> <li>e) Copy of Bill of lading /Airway Bill</li> <li>f) Copy of Invoices</li> </ul>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
	<p><b>e. Donor and Charity Organisations</b></p>	<p>2 days</p>	<ul style="list-style-type: none"> <li>● Ministry receives and acknowledges receipt of recommendation from Sector Ministry on application with relevant documents attached</li> <li>● MoF reviews and validates the application per the requirements</li> <li>● MoF makes a decision on the application with reason (s).</li> <li>● Recommended application is forwarded to GRA for approval or otherwise with reason (s).</li> </ul>	<p>Applicant submits request through the relevant sector Ministry with the following required documents attached.</p> <ul style="list-style-type: none"> <li>a) Sector Ministry recommendation letter duly signed by the Minister</li> <li>b) A letter by the official head of the identifiable group</li> <li>c) Background information of the donor or charity organisation (where applicable)</li> <li>d) Report on the activities of the donor or charity organisation in the beneficiary's institution in the past two years (where applicable)</li> <li>e) Copy of Invoices</li> <li>f) Copy of Packing list</li> <li>g) Copy of Bill of lading /Airway Bill</li> </ul>
	<p><b>f. Equipment, Replacement Parts and Others for</b></p>	<p>2 days</p>	<ul style="list-style-type: none"> <li>● Ministry receives and acknowledges receipt of recommendation from Sector Ministry on</li> </ul>	<p>Applicant submits request through the relevant sector Ministry with the</p>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
	<b>Production Trial</b>		<p>application with relevant documents attached</p> <ul style="list-style-type: none"> <li>● MoF reviews and validates application per the requirements.</li> <li>● MoF makes a decision on the application with reason (s).</li> <li>● Recommended application is forwarded to GRA for approval or otherwise with reason (s).</li> </ul>	<p>following required documents attached.</p> <ul style="list-style-type: none"> <li>a) Sector Ministry recommendation letter duly signed by a Minister.</li> <li>b) A letter made by the official head of the identifiable manufacturer or assembler</li> <li>c) Background information of the manufacturer or assembler indicating the nature of the activity and the timelines</li> <li>d) Copy of Invoices</li> <li>e) Copy of Packing list</li> <li>f) Copy of Bill of lading /Airway Bill</li> </ul>
	<b>g. Executed Treaties, Agreements or Conventions</b>	3 months	<ul style="list-style-type: none"> <li>● Ministry receives and acknowledges request from applicant with relevant documentation</li> <li>● Ministry reviews request to ensure alignment with the Tax Exemptions Act, 2022 (Act 1083) and economic management priorities of Government</li> <li>● Minister shall inform the affected covered entity or person within 14 days of receipt of the application where application fails to meet the requirements.</li> </ul>	<p>Applicant submits request through the relevant sector Ministry with the following required documents attached.</p> <ul style="list-style-type: none"> <li>a) Letter from the applicant duly signed by the Minister of MFARI</li> <li>b) Copy of the Parliamentary Resolution</li> <li>c) Copy of MoF letter</li> </ul>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
			<ul style="list-style-type: none"> <li>Where application meets requirements, Minister makes recommendations to Cabinet for consideration and approval</li> </ul>	<ul style="list-style-type: none"> <li>d) Copy of Invoices</li> <li>e) Copy of the Packing list</li> <li>f) Copy of Bill of lading /Airway Bill</li> </ul>
	<p><b>h. Technical Cooperation Programmes or Projects</b></p>	<p>3 months</p>	<ul style="list-style-type: none"> <li>Ministry receives and acknowledges request from applicant with relevant documentation</li> <li>Ministry reviews request to ensure alignment with the Tax Exemptions Act, 2022 (Act 1083) and economic management priorities of Government</li> <li>Minister shall inform the affected covered entity or person within 14 days of receipt of the application where application fails to meet the requirements.</li> <li>Where application meets requirements, Minister makes recommendations to Cabinet for consideration and approval</li> </ul>	<p>Applicant makes application online to GRA attaching the under listed documents:</p> <ul style="list-style-type: none"> <li>a) Letter from the applicant</li> <li>b) Copy a Parliamentary Resolution</li> <li>c) Copy of MoF letter</li> <li>d) Copy of Invoices</li> <li>e) Copy of the Packing list</li> <li>f) Copy of Bill of lading /Airway Bill</li> </ul>
	<p><b>i. General Tax Incentives</b></p>		<ul style="list-style-type: none"> <li>Ministry receives and acknowledges request from applicant with relevant documentation</li> <li>Ministry reviews request to ensure alignment with the Tax Exemptions Act, 2022 (Act 1083) and economic management priorities of Government</li> </ul>	<p>Applicant makes application online to GRA attaching the under listed documents:</p> <ul style="list-style-type: none"> <li>a) Letter from the applicant</li> <li>b) Letter from the sector Ministry</li> </ul>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
			<ul style="list-style-type: none"> <li>● Minister shall inform the affected covered entity or person within 14 days of receipt of the application where application fails to meet the requirements.</li> <li>● Where application meets requirements, Minister makes recommendations to Cabinet for consideration and approval</li> </ul>	<p>or Regulatory body</p> <ul style="list-style-type: none"> <li>c) Copy of Invoice</li> <li>d) Copy of the Packing list</li> <li>e) Copy of Bill of lading/ Airway Bill</li> </ul>
	<p><b>j. Special Incentive</b></p>	<p>3 months</p>	<ul style="list-style-type: none"> <li>● Ministry receives and acknowledges request from applicant with relevant documentation</li> <li>● Ministry reviews request to ensure alignment with the Tax Exemptions Act,2022(Act 1083) and economic management priorities of Government</li> <li>● Where application meets requirements, Minister makes recommendations to Cabinet for consideration and approval</li> </ul>	<p>Applicant submits request for written approval of the Minister with the following required documents attached:</p> <ul style="list-style-type: none"> <li>a) letter written by the person or an authorised head of the person applying for the approval;</li> <li>b) copy of the unexecuted agreement</li> <li>c) list and quantity of items and taxes to which the exemptions are applicable;</li> <li>d) Detailed assessment of the value and nature of the anticipated exemptions</li> <li>e) Background information of the persons</li> </ul>



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No	Service	Timeframe	Processes and Procedures	Requirements from clients
				<p>involved in the agreement</p> <p>f) nature of the agreement</p> <p>g) timelines of the agreement</p> <p>h) time limit on the exemption</p> <p>i) certificate of registration of the entities involved</p> <p>j) details of the beneficial owners</p> <p>k) identification card (where applicable)</p> <p>l) value for money assessment report</p> <p>m) copy of statutory licences of entities involved</p>



## 5.0 SERVICE DELIVERY STANDARDS

The Ministry is committed to providing the highest standard of service delivery 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 integrity;
- Refer all enquiries that we cannot sufficiently provide response to the relevant Agency/Authority and revert as soon as information is received.
- Ensure that our website and other social media handles are well laid out and user friendly and also frequently updated.

### ❖ RESPONSIVENESS

We will endeavour to:

- Deal with tasks efficiently and effectively;
- Respond to correspondences promptly;
- Attend to visitors promptly upon arrival;
- Provide notice at least two days ahead of scheduled meetings with clients
- Respond to request within the stipulated time frame(s).

### ❖ ACCESSIBILITY

We will be available:

- during working hours, Mondays - Fridays (8am to 5pm) except public holidays
- via [clientservice@mof.gov.gh](mailto:clientservice@mof.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 providing feedback;
- Upgrade our strategies for service delivery, in line with the 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 Ministry of Finance

#### *In writing, we will:*

- ✓ Respond to requests within stipulated time frame.
- ✓ Treat correspondences (e-mails etc.) 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 is not in our area of competence

#### *On appointment, we will:*

- ✓ Attend to 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 applicable, organisation and grade.
- ✓ Accord our staff the utmost respect
- ✓ Comply with our rules, guidelines and regulations
- ✓ Provide the required information in an honest and timely manner

### ❖ Mutual Obligations

The Ministry and the Clients are expected to mutually exhibit the following in order to make the service delivery experience worthwhile:

- ✓ Respect
- ✓ Trust
- ✓ Openness
- ✓ Utmost good faith

## 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 channelled through our:

- Client Service Unit
- Website



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- Suggestion box at the MoF Reception
- Periodic engagements with stakeholders
- Client Satisfaction Survey activities

### ➤ **Institutional Communication**

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

- [clientservice@mofep.gov.gh](mailto:clientservice@mofep.gov.gh) and [www.mofep.gov.gh](http://www.mofep.gov.gh)
- The Ministry's Suggestion Box located at our Reception
- Toll free Number (0800900104)

## 8.0 CLIENTS

Our clients are:

- Service providers
- Students
- Research/Academic Institution
- The General Public
- Ministries and Departments
- Other Public Service institutions
- Government Agencies

## 9.0 COMPLAINTS PROCEDURES

### ❖ **REGISTERING A COMPLAINT**

If you are dissatisfied with our service or the service of another Civil Service Organization, we would like you to adhere to the underlisted when contacting us:

- ✓ Identify yourself appropriately
- ✓ State clearly why you are not satisfied
- ✓ Indicate what action you expect from MoF
- ✓ Keep a record of the events that have transpired
- ✓ Follow up with the Client Service Unit for full redress of your concerns

### ❖ **WHERE TO ADDRESS YOUR COMPLAINTS**

#### a. **The Client Service Unit**

Ministry of Finance  
Post Office Box M40  
Ministries Post Office, Accra  
Telephone – 0800900104 (Toll free Number)

**Email:** [csu@mofep.gov.gh](mailto:csu@mofep.gov.gh); [info@mofep.gov.gh](mailto:info@mofep.gov.gh)

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



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**b. The Chief Director,**

Ministry of Finance  
Post Office Box M40  
Ministries Post Office, Accra  
Telephone- 233-302-665310/668879

Email - [Chiefdirector@mofep.gov.gh](mailto:Chiefdirector@mofep.gov.gh)

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

In case you are dissatisfied 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- 952371

In case you are dissatisfied 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](mailto: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.  
Telephone: +233 (0) 662150 / 664267  
EMAIL: [info@chraj.gov.gh](mailto:info@chraj.gov.gh)  
GPS: GA-184-6440

## 10.0 CONTACTS

**a. Physical Location:**

We are located in the Ministerial Enclave of the Finance Drive, off 28th February Road, adjacent Volta River Authority (VRA) Head Office, and opposite the Public Services Commission (PSC).

**b. Mailing addresses are:**

Ministry of Finance  
Post Office Box MB40  
Ministries Post Office, Accra  
Telephone - 0800900104 (Toll free Number)

Email: - [csu@mofep.gov.gh](mailto:csu@mofep.gov.gh); [info@mofep.gov.gh](mailto:info@mofep.gov.gh)

Digital Address is GA-144-2024



## **11.0 APPENDIX**

### **IMPLEMENTING DEPARTMENTS AND AGENCIES**

- Ghana Revenue Authority (GRA)
- Public Procurement Authority (PPA)
- Securities and Exchange Commission (SEC)
- Financial Intelligence Centre (FIC)
- Controller and Accountant-General's Department (CAGD)
- Institute of Accountancy Training (IAT)

