

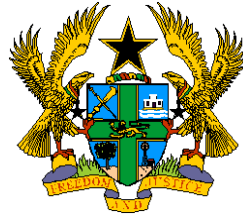


REPUBLIC OF GHANA

# **MINISTRY OF WORKS AND HOUSING**

## **CLIENT SERVICE CHARTER**

**APRIL, 2018**



REPUBLIC OF GHANA

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## CLIENT SERVICE CHARTER

**April, 2018.**



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## LIST OF ACRONYMS

AESL	Architectural Engineering Services Limited
ARC	Architects Registration Council
BAC	Bungalow Allocation Committee
DRH	Department of Rural Housing
EC	Engineering Council
EI	Executive Instrument
ETC	Entity Tender Committee
GA	General Administration
HRMD	Human Resources Management Development
ICT	International Competitive Tendering
M/D	Ministries, Departments
MWH	Ministry of Works and Housing
NCT	National Competitive Tendering
NDPC	National Development Planning Commission
PNDCL	Provisional National Defence Council Law
PPBME	Policy Planning Budget Monitoring and Evaluation
PSHLSB	Public Servants Housing Loan Scheme Board
PWD	Public Works Department
RCD	Rent Control Department
RSIM	Research Statistics and Information Management
TDCL	Tema Development Company Limited
TRB	Tender Review Board

## **FOREWORD**

The Client Service Charter was developed in accordance with guidelines provided by the Office of the Head of Civil Service (OHCS) and Management Services Division (MSD), as well as global best practices, taking into account feedback received from management, staff, and clients of the Ministry.

The prime focus of the Charter is to highlight to our clients, the various services offered by the Ministry, the procedures to follow to obtain them and the timeframe within which to obtain each service.

The Ministry of Works and Housing cherishes its customers and as such is strongly committed to providing them with high quality services. Consequently, we are happy to present to you our service charter, which is in line with the requirements of the Civil Service. The development of this charter is also in line with our desire to operate our business in an open and transparent manner while at the same time ensuring that we monitor the delivery of the services to ensure consistency with our timelines.

The service charter is divided into several sections. The first section comprises of the introductory part, namely the profile of the Ministry, Vision, Mission, Core Values and Functions of the Ministry. In the second section, we have the governance structure, while the third section deals with the various services provided by the Ministry. The next three sections deal with what we expect from our clients and vice versa, complaints procedures, how to locate us and collaborating agencies.

**SOLOMON A. ASOALLA**  
**CHIEF DIRECTOR**

## **1. INTRODUCTION**

The purpose of this charter is to provide information on the services provided to our clientele, indicating how feedbacks/complaints can be communicated to the Ministry and also states the charges for the services offered where applicable.

## **2. PROFILE OF THE MINISTRY OF WORKS AND HOUSING**

The Ministry of Works and Housing (MWH) is a Government of Ghana Central Management Agency responsible for formulating and implementing policies and programs for the Housing and Works sub-sectors of the economy.

### **2.0 MANDATE**

Section 11 and 13 of the civil service act 1993, (PNDL327) and Executive Instrument (E128, 2017) mandates the Ministry of Works and Housing to initiate and formulate policies for the works and Housing sector, as well as, coordinate, monitor and evaluate the implementation of plans, programmes, and performance of the sector for national development.

### **2.1 VISION**

Robust and Sustainable Development of Public Works and Housing Infrastructure.

### **2.2 MISSION**

The Ministry exists to formulate, monitor and evaluate the implementation of policies, plans and programs for the sustainable management of public landed properties, drainage and coastal protection works, operational hydrology as well as secured, safe, decent and affordable housing for all people living in the country.

### **2.3 CORE VALUES**

- Excellence
- Transparency
- Integrity
- Time consciousness
- Equity
- Accountability
- Quality assurance

### **2.4 CORE FUNCTIONS OF THE MINISTRY**

The Ministry derives its broad functions from Section 13 of the Civil Service Act 1993 (PNDCL 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

Based on the above framework, the Ministry of Works and Housing performs the following specific functions:

- Initiate and formulate housing and works policies taking into account the needs and aspirations of the people.
- Collaborate with MDAs 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 Works and Housing Sectors.
- Provide an enabling environment to support government businesses and public private partnerships within the sector.
- Promote innovation, research and development, training, and investment in the sector
- Support creative and innovative research in the production and use of local building materials.

### **3.0 ORGANIZATIONAL ARRANGEMENT/GOVERNANCE STRUCTURE**

#### **3.1 POLITICAL LEADERSHIP**

The Ministry is headed by a Minister and supported by two Deputy Ministers who provide political leadership.

#### **3.1 OFFICE OF THE CHIEF DIRECTOR**

The Chief Director is the bureaucratic head and supervises the formulation of efficient and effective sector policies and ensures the consistent implementation of these policies and management practices within the Ministry, its Departments and Agencies. In addition, he is responsible for the co-ordination and monitoring of all the activities of the various Directorates, Departments and Agencies, to ensure the achievement of sector goals and objectives.

#### **3.2 LINE DIRECTORATES**

The Ministry has the following line directorates:

- Policy Planning, Budgeting, Monitoring and Evaluation (PPBME)
- Research, Statistics and Information Management (RSIM)
- Human Resource Development and Management (HRD&M)
- General Administration (G/A)
- Finance
- Works
- Housing

#### **3.3 SPECIALISED UNITS OF THE MINISTRY**

- Internal Audit Unit (IA)
- Public Relations Unit (PR)
- Project Coordinating Unit
- Legal Unit
- Client Services Unit

#### **3.4 DECENTRALIZED DEPARTMENTS**

Two (2) departments of the Ministry have been decentralized to the local Government Service. They are:

- Public Works Department (PWD)
- Department of Rural Housing (DRH)

However, the head of offices of these departments have been strategically maintained at the national level to make inputs into policy.

#### **3.5 IMPLEMENTING DEPARTMENTS AND AGENCIES**

The Ministry also exercises supervision over its Departments and oversight responsibility over its implementing Agencies, their Governing Boards and Heads of Management. These are:

#### (a) WORKS SUB-SECTOR DEPARTMENTS AND AGENCIES

- Public Works Department (PWD)
- Hydrological Services Department (HSD)
- Engineering Council (EC)
- Architectural and Engineering Services Limited (AESL)

#### (b) HOUSING SUB-SECTOR AGENCIES

- Rent Control Department (RCD)
- Department of Rural Housing (DRH)
- Public Servants Housing Loan Scheme Board (PSHLSB)
- Architects Registration Council (ARC)
- State Housing Company Limited (SHCL)
- TDC Development Company Limited (TDC)

### 4. OUR SERVICES

- Registration and Renewal of General Building, General Civil Works, General Electrical and General Plumbing Works contractors' certificate
  - New/Upgrading of Local Contractors Certificate (General Building and General Civil Works)
  - Annual Renewal of Local Contractors Certificate (General Building and General Civil Works)
  - New/Upgrading of Foreign Contractors Certificate (General Building and General Civil Works)
  - Annual Renewal of Foreign Contractors Certificate (General Building and General Civil Works)
  - New/Upgrading of Local Contractors Certificate (General Electrical and Plumbing Works)
  - Annual Renewal of Local Contractors Certificate (General Building and General Civil Works)
  - New/Upgrading of Foreign Contractors Certificate (General Building and General Civil Works)
  - Annual Renewal of Foreign Contractors Certificate (General Building and General Civil Works)

The table below consist of categories of certificates with the corresponding approved ceiling for both local and foreign contractors.

NO	BUILDING, CIVIL, ELECTRICAL AND PLUMBING CATEGORIES	APPROVED CEILING IN GHANA CEDIS EQUIVALENT OF US\$
1.	D1/K1	OVER USD\$ 500,000.00
2.	D2/K2	USD\$ 200,000.00 - USD\$ 500,000.00
3.	D3/K3	USD\$ 75,000.00 - USD\$ 200,000.00
4.	D4/K4	UP TO USD\$ 75,000.00
5.	E1	OVER USD\$ 200,000.00
6.	E2	USD\$ 75,000.00 - USD\$ 200,000.00
7.	E3	UP TO USD\$ 75,000.00
8.	G1	OVER USD\$ 75,000.00
9.	G2	UP TO USD\$ 50,000.00

- Allocation and Management of Government Residential (Flats and Bungalows) and Office Accommodation.
- Procurement
  - ❖ Goods
  - ❖ Services and,
  - ❖ Works



#### 4.1 OUR SERVICE STANDARDS

We promise to maintain the following standards:

### REGISTRATION AND RENEWAL OF GENERAL BUILDING, GENERAL CIVIL WORKS, GENERAL ELECTRICAL AND GENERAL PLUMBING WORKS CONTRACTORS' CERTIFICATE

NO.	SERVICE	TIME FRAME	PROCEDURE/REQUIREMENTS FROM CLIENTS	CHARGEABLE FEES
1.	<p><b><u>NEW/UPGRADING OF LOCAL CONTRACTORS CERTIFICATE</u></b></p> <p><b>1. GENERAL BUILDING (D1, D2, D3, D4)</b></p> <p><b>2. GENERAL CIVIL WORKS (K1, K2, K3, K4)</b></p>	21 working days	<p><b>D1, K1, D2, K2</b></p> <ul style="list-style-type: none"> <li>Client submits a completed application Form to the Ministry (Classification Unit) with the following documents as per requirements in the guidelines: <ul style="list-style-type: none"> <li>✓ Registrar General Certificate</li> <li>✓ Receipts for immovable equipment</li> <li>✓ Police Registration Form for Road Vehicles</li> <li>✓ Current Road Worthy Certificate</li> <li>✓ Current Social Security Clearance Certificate,</li> <li>✓ Income Tax Receipts for the immediate past three months, in respect of company's workers</li> <li>✓ Current CVs of key Technical Personnel</li> <li>✓ Letters of award of contracts executed in the past Five (5) Years</li> <li>✓ Final Payment Certificates/Latest interim payment certificates for each of the job listed above</li> <li>✓ Statement of Bank Account for the past Three Months</li> <li>✓ Audited Accounts for the past Three Consecutive Years</li> </ul> </li> <li>Ministry evaluates documents and submits to a Committee</li> <li>Committee vets evaluated documents and officially informs client of the decision of the committee</li> <li>Successful client is informed of the required amount to be paid.</li> <li>Client makes payment</li> <li>Ministry issues certificate</li> </ul>	<p><b><u>Application Form</u></b></p> <p>GHC 20.00</p> <p><b><u>D1/K1/D2/K2</u></b> As per prevailing rate</p> <p><b><u>Application Form</u></b></p> <p>GHC 20.00</p> <p><b><u>D3/K3/D4/K4</u></b> As per prevailing rates</p>

NO.	SERVICE	TIME FRAME	PROCEDURE/REQUIREMENTS FROM CLIENTS	CHARGEABLE FEES
			<p><b>D3, K3, D4, K4</b></p> <ul style="list-style-type: none"> <li>• Client submits completed application Form to the Ministry (Classifications Unit) with the following documents as per requirements in the guidelines: <ul style="list-style-type: none"> <li>✓ Registrar General Certificates</li> <li>✓ Other documents as indicated in the guidelines</li> </ul> </li> <li>• Ministry evaluates documents and submits to a Committee</li> <li>• Committee vets evaluated documents and officially informs client of the decision of the committee</li> <li>• Successful client is informed of the required amount to be paid.</li> <li>• Client makes payment</li> <li>• Ministry issues certificate</li> </ul>	
2.	<p><b><u>ANNUAL RENEWAL OF LOCAL CONTRACTORS CERTIFICATE</u></b></p> <p><b>1.GENERAL BUILDING</b> (D1, D2, D3, D4)</p> <p><b>2.GENERAL CIVIL WORKS</b> (K1, K2, K3, K4)</p>	14 WORKING DAYS	<ul style="list-style-type: none"> <li>• Client submits original MWH Classification Certificate to the Classifications Unit for which upgrading is being sought with a Current Membership Certificate of the Association of Building and Civil Contractors of Ghana (ABCCG) or any other recognized body and pay the renewal fee</li> <li>• Ministry issues certificate</li> </ul>	<p><b><u>Application Form Renewal</u></b></p> <p>GHC 20.00</p> <p><b><u>D1/K1</u></b> GHC1,000.00 each</p> <p><b><u>D2/K2</u></b> GHC200.00 each</p> <p><b><u>D3/K3</u></b> GHC200.00 each</p> <p><b><u>D4/K4</u></b> GHC100.00 Each</p>

NO.	SERVICE	TIME FRAME	PROCEDURE	FEES
3.	<p><b><u>NEW/UPGRADING OF FOREIGN CONTRACTORS CERTIFICATE</u></b></p> <p><b>1. GENERAL BUILDING (D1, D2, D3, D4)</b></p> <p><b>2. GENERAL CIVIL WORKS (K1, K2, K3, K4)</b></p>	21 WORKING DAYS	<p><b>D1, K1, D2, K2</b></p> <ul style="list-style-type: none"> <li>• Client submits a completed application Form to the Ministry (Classification Unit) with the following documents as per requirements in the guidelines: <ul style="list-style-type: none"> <li>✓ Registrar General Certificate</li> <li>✓ Receipts for immovable equipment</li> <li>✓ Police Registration Form for Road Vehicles</li> <li>✓ Current Road Worthy Certificate</li> <li>✓ Current Social Security Clearance Certificate,</li> <li>✓ Income Tax Receipts for the immediate past three months, in respect of company's workers</li> <li>✓ Current CVs of key Technical Personnel</li> <li>✓ Letters of award of contracts executed in the past Five (5) Years</li> <li>✓ Final Payment Certificates/Latest interim payment certificates for each of the job listed above</li> <li>✓ Statement of Bank Account for the past Three Months</li> <li>✓ Audited Accounts for the past Three Consecutive Years</li> </ul> </li> <li>• Ministry evaluates documents and submits to a Committee</li> <li>• Committee vets evaluated documents and officially informs client of the decision of the committee</li> <li>• Successful client is informed of the required amount to be paid.</li> <li>• Client makes payment</li> <li>• Ministry issues certificate</li> </ul> <p><b>D3, K3, D4, K4</b></p> <ul style="list-style-type: none"> <li>• Client submits completed application Form to the Ministry (Room 39) with the following documents as per requirements in the guidelines:</li> </ul>	<p><b><u>Application Form (New)</u></b></p> <p>GHC 200.00</p> <p><b><u>Application Form (Upgrading)</u></b></p> <p>GHC20.00</p> <p><b><u>D1/K1/D2/K2 /D3/K3/D4/K4</u></b></p> <p>As per prevailing rates</p>

			<ul style="list-style-type: none"> <li>✓ Registrar General Certificates</li> <li>✓ Other documents as indicated in the guidelines</li> </ul> <ul style="list-style-type: none"> <li>• Ministry evaluates documents and submits to a Committee</li> <li>• Committee vets evaluated documents and officially informs client of the decision of the committee</li> <li>• Successful client is informed of the required amount to be paid.</li> <li>• Client makes payment</li> <li>• Ministry issues certificate</li> </ul>	
4.	<p><b><u>ANNUAL RENEWAL OF FOREIGN CONTRACTORS CERTIFICATE</u></b></p> <p><b>1.GENERAL BUILDING</b> (D1, D2, D3, D4)</p> <p><b>2.GENERAL CIVIL WORKS</b> (K1, K2, K3, K4)</p>	14 WORKING DAYS	<ul style="list-style-type: none"> <li>• Client submits original MWH Classification Certificate to the Classification Unit for which upgrading is being sought with a Current Membership Certificate of the Association of Building and Civil Contractors of Ghana (ABCCG) or any other recognized body and pay the renewal fee</li> <li>• Ministry issues certificate</li> </ul>	<p><b><u>Application Form Renewal</u></b></p> <p>GHC 20.00</p> <p><b><u>D1/K1/D2/K2</u></b></p> <p><b><u>D3/K3/D4/K4</u></b></p>

NO.	SERVICE	TIME FRAME	PROCEDURE	FEES
5.	<p><b><u>NEW/UPGRADING OF LOCAL CONTRACTORS CERTIFICATE</u></b></p> <p><b>1. GENERAL ELECTRICAL</b> (E1, E2, E3)</p> <p><b>2. PLUMBING WORKS</b> (G1, G2)</p>	21 WORKING DAYS	<ul style="list-style-type: none"> <li>• Client submits a completed application Form to the Ministry (Classification Unit) with the following documents as per requirements in the guidelines: <ul style="list-style-type: none"> <li>✓ Registrar General Certificate</li> <li>✓ Receipts for immovable equipment</li> <li>✓ Police Registration Form for Road Vehicles</li> <li>✓ Current Road Worthy Certificate</li> <li>✓ Current Social Security Clearance Certificate,</li> <li>✓ Income Tax Receipts for the immediate past three months, in respect of company's workers</li> <li>✓ Current CVs of key Technical Personnel</li> <li>✓ Letters of award of contracts executed in the past Five (5) Years</li> <li>✓ Final Payment Certificates/Latest interim payment certificates for each of the job listed above</li> <li>✓ Statement of Bank Account for the past Three Months</li> <li>✓ Audited Accounts for the past Three Consecutive Years</li> </ul> </li> <li>• Ministry evaluates documents and submits to a Committee</li> <li>• Committee vets evaluated documents and officially informs client of the decision of the committee</li> <li>• Successful client is informed of the required amount to be paid.</li> <li>• Client makes payment</li> <li>• Ministry issues certificate</li> </ul>	<p><b><u>Application Form (New)</u></b></p> <p>GHC 20.00</p> <p><b><u>Application Form Renewal</u></b></p> <p>GHC 20.00</p> <p><b><u>E1/E2/E3/G1/G2</u></b></p> <p>As per prevailing rates</p>
6.	<p><b><u>ANNUAL RENEWAL OF LOCAL CONTRACTORS CERTIFICATE</u></b></p> <p><b>1. GENERAL ELECTRICAL</b> (E1, E2, E3)</p>	14 WORKING DAYS	<ul style="list-style-type: none"> <li>• Client submits original MWH Classification Certificate to the Classification Unit for which upgrading is being sought with a Current Membership Certificate of the Association of Building and Civil Contractors of Ghana (ABCCG) or any other recognized body and pay the renewal fee</li> </ul>	<p><b><u>Application Form Renewal</u></b></p> <p>GHC 20.00</p> <p><b><u>E1/E2/E3/G1/G2</u></b></p> <p>As per prevailing rates</p>

	<b>2. PLUMBING WORKS (G1, G2)</b>		<ul style="list-style-type: none"> <li>Ministry issues certificate</li> </ul>	
7.	<p><b><u>NEW/UPGRADING OF FOREIGN CONTRACTORS CERTIFICATE</u></b></p> <p><b>1. GENERAL ELECTRICAL (E1, E2, E3)</b></p> <p><b>2. PLUMBING WORKS (G1, G2)</b></p>	21 WORKING DAYS	<ul style="list-style-type: none"> <li>Client submits a completed application Form to the Ministry (Classification Unit) with the following documents as per requirements in the guidelines: <ul style="list-style-type: none"> <li>✓ Registrar General Certificate</li> <li>✓ Receipts for immovable equipment</li> <li>✓ Police Registration Form for Road Vehicles</li> <li>✓ Current Road Worthy Certificate</li> <li>✓ Current Social Security Clearance Certificate,</li> <li>✓ Income Tax Receipts for the immediate past three months, in respect of company's workers</li> <li>✓ Current CVs of key Technical Personnel</li> <li>✓ Letters of award of contracts executed in the past Five (5) Years</li> <li>✓ Final Payment Certificates/Latest interim payment certificates for each of the job listed above</li> <li>✓ Statement of Bank Account for the past Three Months</li> <li>✓ Audited Accounts for the past Three Consecutive Years</li> </ul> </li> <li>Ministry evaluates documents and submits to a Committee</li> <li>Committee vets evaluated documents and officially informs client of the decision of the committee</li> <li>Successful client is informed of the required amount to be paid.</li> <li>Client makes payment</li> <li>Ministry issues certificate</li> </ul>	<p><b><u>Application Form (New)</u></b></p> <p>GHC 200.00</p> <p><b><u>Application Form Renewal</u></b></p> <p>GHC 20.00</p> <p><b><u>E1/E2/E3/G1 /G2</u></b></p> <p>As per prevailing rates</p>

8.	<p><b><u>ANNUAL RENEWAL OF FOREIGN CONTRACTORS CERTIFICATE</u></b></p> <p><b>1. GENERAL ELECTRICAL (E1, E2, E3)</b></p> <p><b>2. PLUMBING WORKS (G1, G2)</b></p>	14 WORKING DAYS	<ul style="list-style-type: none"> <li>Client submits original MWH Classification Certificate to the Classification Unit for which upgrading is being sought with a Current Membership Certificate of the Association of Building and Civil Contractors of Ghana (ABCCG) or any other recognized body and pay the renewal fee</li> <li>Ministry issues certificate</li> </ul>	<p><b><u>Application Form Renewal</u></b></p> <p>GHC 20.00</p> <p><b><u>E1/E2/E3/G1 /G2</u></b></p> <p>As per prevailing rates</p>
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#### 4.1.1 PROCUREMENT

NO.	SERVICE	TIME FRAME	PROCEDURE	FEES
1.	GOODS (ICT & NCT)	<p>30 WORKING DAYS(ICT)/15 WORKING DAYS (NCT)</p> <p>30 WORKING DAYS(ICT)/20 WORKING DAYS(NCT)</p> <p>As per the timeframe specified in the Tender Documents</p> <p>As per the timeframe specified in the Tender Documents</p> <p>20 WORKING DAYS(ICT)/10 WORKING DAYS(NCT)</p> <p>10 WORKING DAYS</p> <p>As per the timeframe specified in the Tender Documents</p> <p>20 WORKING DAYS</p> <p>As per the contract document.</p> <p>20 WORKING DAYS</p> <p>As per the contract document.</p> <p>20 WORKING DAYS</p>	<ul style="list-style-type: none"> <li>• Ministry prepares tender document</li> <li>• Ministry advertise/Tender invitation.</li> <li>• Client procures, completes and submits tender document with the following: <ul style="list-style-type: none"> <li>✓ Valid Business Registration Certificate (commencement, incorporation)</li> <li>✓ Valid VAT Certificate</li> <li>✓ Valid SSNIT clearance</li> <li>✓ Valid GRA certificate</li> <li>✓ Power of Attorney</li> <li>✓ Tender security</li> <li>✓ Manufacturing Authorization</li> <li>✓ Labour Certificate where applicable</li> </ul> </li> <li>• Ministry closes and opens tender document</li> <li>• Ministry evaluates and submit report</li> <li>• Ministry awards contract to successful applicant</li> <li>• Ministry writes to unsuccessful tenderers</li> <li>• Applicant signs contract with the Ministry</li> <li>• Applicant delivers Goods</li> <li>• Ministry inspect goods</li> <li>• Ministry officially writes to acknowledge receipt and acceptance of Goods</li> <li>• Ministry processes commencement warrants to Ministry of Finance</li> </ul>	



## 4.1.2 PROCUREMENT

NO.	SERVICE	TIME FRAME	PROCEDURE	FEES
•	WORKS (ICT & NCT)	<p>20 WORKING DAYS</p> <p>40 WORKING DAYS(ICT)/ 20 WORKING DAYS (NCT)</p> <p>As per the timeframe specified in the Tender Documents.</p> <p>20 WORKING DAYS</p> <p>10 WORKING DAYS</p> <p>10 WORKING DAYS</p> <p>10 WORKING DAYS</p> <p>15 WORKING DAYS</p> <p>20 WORKING DAYS</p> <p>As per contract</p> <p>45 WORKING DAYS</p> <p>10 WORKING DAYS</p>	<ul style="list-style-type: none"> <li>• Ministry prepares tender document</li> <li>• Ministry advertise</li> <li>• Client procures, completes and submits tender document with the following: <ul style="list-style-type: none"> <li>✓ Valid Business Registration Certificate (Commencement, Incorporation)</li> <li>✓ Valid MWH Certificate</li> <li>✓ Valid VAT Certificate</li> <li>✓ Valid SSNIT clearance</li> <li>✓ Valid GRA certificate</li> <li>✓ Power of Attorney</li> <li>✓ Tender security</li> <li>✓ Labour certificate where applicable</li> </ul> </li> <li>• Ministry closes and opens tender document</li> <li>• Ministry evaluates and submit report</li> <li>• Ministry reviews (ETC/TRB) and approves</li> <li>• Ministry awards contract to successful applicant</li> <li>• Ministry writes to unsuccessful tenderer</li> <li>• Applicant signs contract with the Ministry</li> <li>• Ministry gives applicant advance payments (mobilization) where applicable</li> <li>• Applicant completes project</li> <li>• Ministry inspect and accept project</li> <li>• Ministry officially writes to acknowledge project</li> <li>• Ministry processes final payment</li> </ul>	

		20 WORKING DAYS	certificate to Ministry of Finance	
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### 4.1.3 PROCUREMENT

NO.	SERVICE	TIME FRAME	PROCEDURE	FEES
1.	REQUEST FOR QUOTATION	5 WORKING DAYS	<ul style="list-style-type: none"> <li>Ministry prepares tender document</li> </ul>	
		10 WORKING DAYS	<ul style="list-style-type: none"> <li>Ministry invites clients to bid</li> </ul>	
		As per the timeframe specified in the Tender Documents.	<ul style="list-style-type: none"> <li>Clients submit tender (Tender Submission)</li> </ul>	
		As per the timeframe specified in the Tender Documents.	<ul style="list-style-type: none"> <li>Ministry closes and opens tender (Tender Closing)</li> </ul>	
		5 WORKING DAYS	<ul style="list-style-type: none"> <li>Ministry evaluate tender and produce report</li> </ul>	
		5 WORKING DAYS	<ul style="list-style-type: none"> <li>Ministry awards contract to successful tenderers</li> </ul>	
		5 WORKING DAYS	<ul style="list-style-type: none"> <li>Applicant signs contract with the Ministry</li> </ul>	
		20 WORKING DAYS	<ul style="list-style-type: none"> <li>Applicant delivers Goods</li> </ul>	
		5 WORKING DAYS	<ul style="list-style-type: none"> <li>Ministry inspect goods</li> </ul>	
		5 WORKING DAYS	<ul style="list-style-type: none"> <li>Ministry officially writes to acknowledge receipt and acceptance of Goods</li> </ul>	
		20 WORKING DAYS	<ul style="list-style-type: none"> <li>Ministry processes commencement warrants to Ministry of Finance</li> </ul>	

### 4.1.4 ALLOCATION OF GOVERNMENT BUNGALOWS/FLATS/OFFICE ACCOMMODATION

NO.	SERVICE	TIME FRAME	PROCEDURE	FEES
•	ALLOCATION OF GOVERNMENT RESIDENTIAL BUNGALOWS/ FLATS	On the basis of availability	<ul style="list-style-type: none"> <li>Obtain copy of Manual Application Form from the Estates Unit of the Ministry.</li> <li>Applicant submits completed form to Head of M/D with the following document: <ul style="list-style-type: none"> <li>Cover Letter from place of work</li> <li>Copy of recent payslip</li> </ul> </li> <li>M/D forwards application and supporting documents to Ministry</li> <li>Ministry submits to Bungalow Allocation Committee (BAC) for consideration</li> <li>Ministry conveys decision to M/D.</li> </ul>	

			<p><b><u>After Allocation</u></b></p> <ul style="list-style-type: none"> <li>• Applicant submits to the Ministry, an acceptance letter together with a recent copy of Passport Picture.</li> <li>• The keys to the bungalow of flat is released to the applicant</li> </ul>	
•	<b>ALLOCATION OF GOVERNMENT OFFICE ACCOMMODATION</b>	On the basis of availability	<ul style="list-style-type: none"> <li>• Applicant submits letter of Application to the Chief Director.</li> <li>• Chief Director recommends the application to the Hon. Minister for consideration</li> <li>• Ministry conveys decision to M/D</li> </ul>	

*\*Please note that all fees and charges are subject to change*

*\*NB: Refer to the Ministry's website for current charges*

## **5. WHAT TO EXPECT FROM US**

In writing, we will:

- Reply to all letters within 5 working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing, and/or by telephone when to expect a full reply
- Treat emails which are duly signed as official documents

By telephone, we will:

- Answer the phone between 2 to 3 rings
- Identify ourselves by; name, organization, and position
- Inform you when you may expect a full reply in case we are unable to answer your enquiry immediately
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence

On appointment, we will:

- See you within 10 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.

## **6. WHAT WE EXPECT FROM OUR CLIENT**

To assist the Ministry to effectively perform its functions expeditiously, we expect the following from our clients:

- To be courteous and polite to our staff
- Comply with our Rules, Guidelines and Regulations
- To ensure that all forms are properly completed
- To adhere strictly to the procedures for lodging complaints
- Expeditious reply to queries and enquiries.

## **7. FEEDBACK MECHANISM**

Issues on feedback should be communicated to the client service unit, our website and in our suggestion box at the ground floor of the Ministry.

## **8. COMPLAINTS PROCEDURE**

You can lodge your enquiries or complaint through our Client Service Unit Located on the ground of the Ministry's office building or by contacting us via:

**The Client Service Unit**

**Room 50 Ground Floor**

**Ministry of Works and Housing**

**P. O. Box. M. 43**

**Accra**

**Telephone:** 0302-685550/685519

**Email:** [csu@mwrwh.gov.gh](mailto:csu@mwrwh.gov.gh)

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

We will acknowledge receipt of your written communication within one (1) working day and will respond within two (2) working days on the receipt of your correspondence on all enquiries.

If we cannot immediately or fully provide answers to your enquiries or complaints within the specified timeframe, we will provide you an interim response and advise you as to when a final response is to be expected.

In the event that you are unhappy with any of our services or if you feel that we have not met the standards and/or timelines provided in this charter, then:

You may lodge your grievances at the Chief Director's Office via

**The Chief Director**

**P.O.Box M43**

**Accra**

**Tel: 233-302- 685550**

We will investigate your grievances and reply you within six (6) working days on the receipt of your grievance.

If still not satisfied you may complain to the head of Civil Service:

**The Head of Civil Service, OHCS**

**P. O. Box M49**

**Tel: 0302-682340**

When contacting us, if you are dissatisfied with a service from us, we would like you to:

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect from us to do
- Keep a record of events
- Follow up if possible on relevant officers.

## **9. CONTACTS**

### **10.1 PHYSICAL LOCATION**

The Ministry is located at the Ministries area behind the Ministries Police Station (DOVVSU), opposite Ministry of Trade and Industry and adjacent to the Ministries of Railways Development.

### **10.2 OUR MAILING ADDRESSES ARE:**

**The Chief Director**

**Ministry of Works and Housing**

**P. O. Box. M. 43**

**Accra**

**Telephone:** + 233-302- 685550

**Fax:** +233-302-685519

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

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

## **10. COLLABORATING MDAs AND INSTITUTIONS:**

The Office of the President  
The Office of the Head of the Civil Service  
All Ministries  
Ghana Statistical Service  
Ghana Revenue Authority  
Ghana Investment Promotion Centre  
National Development Planning Commission  
Ghana Investment Promotion Centre  
Controller and Accountant General's Department  
Ghana Audit Service  
Internal Audit Agency  
Ghana Institution of Architects  
Ghana Institute of Engineers  
Public Procurement Authority  
All Development Partners  
Ghana Police Service  
Social Security and National Insurance Trust  
Lands Commission  
Land Valuation Board  
Department of Survey  
Bank of Ghana  
National Media Commission  
Ghana Real Estate Development Association