

**PUBLIC  
SERVICES  
COMMISSION**

**THE SERVICE CHARTER**

**JUNE 2015**

# TABLE OF CONTENTS

	<b>PAGE</b>
<b>1.0 INTRODUCTION</b>	<b>1</b>
<b>2.0 WHY THIS SERVICE CHARTER</b>	<b>3</b>
<b>3.0 SERVICE DELIVERY STANDARDS</b>	<b>3</b>
<b>4.0 SERVICE DELIVERY TIME FRAME</b>	<b>5</b>
<b>5.0 WHAT THE COMMISSION EXPECTS FROM OUR CLIENTS</b>	<b>8</b>
<b>6.0 COMPLAINTS AND COMMENTS</b>	<b>8</b>
<b>7.0 CLIENTS SERVICES UNIT (CSU)</b>	<b>9</b>
<b>8.0 COLLABORATING ORGANISATIONS OF THE COMMISSION</b>	<b>10</b>

## **1.0 INTRODUCTION**

The Public Services Commission (PSC) is the Central Management Agency (CMA) responsible for providing strategic policy guidance for human resource management in the public service organizations listed under Article 190 (1) of the 1992 Constitution.

### **1.1 Constitutional Mandate**

Article 196 of the 1992 Constitution provides that “The Public Services Commission shall have such powers and exercise such supervisory, regulatory and consultative functions as Parliament shall, by law, prescribe, including as may be applicable, the supervision and regulation of, entrance and promotion examinations, recruitment and appointment into or promotions within, the public services, and the establishment of standards and guidelines on the terms and conditions of employment in the public services.” Article 197 further stipulates that, “The Public Services Commission may, subject to the approval of the President, make regulations, by constitutional instrument, for the effective and efficient performance of its functions under this Constitution or any other law.”

### **1.2 Our Vision**

“A Public Services Commission whose guidelines and advice result in a well-managed workforce capable of, and committed to delivering high quality services to the people of Ghana.”

### **1.3 Our Mission**

“To safeguard and promote integrity, accountability and competence in public service organizations in Ghana through advisory, consultative, regulatory and supervisory services.”

### **1.4 Core Values of the Commission**

We strive for accountability, integrity, transparency, efficiency and effectiveness through:

- a) fairness;
- b) confidentiality;
- c) meritocracy;
- d) equity; and,
- e) timely delivery of quality services.

### **1.5 Functions of the Commission**

The functions of the PSC, as prescribed in the Commission’s enabling Act 1994, Act 482, are the following:

- a) to advise Government on the criteria for appointment to public offices as well as persons to hold or act in public offices;

- b) to promote efficiency, accountability and integrity in the Public Services;
- c) to prescribe appropriate systems and procedures for the management of personnel records within the Public Services;
- d) to identify, explore and promote the recruitment of suitable personnel into the Public Services, acting in collaboration with educational authorities;
- e) to undertake the planning of the manpower requirements of the Public Services, using data from the educational institutions and other sources;
- f) to improve recruitment policies and techniques by introducing modern methods of judging the suitability of officers;
- g) to conduct examinations and interviews for appointments to posts and for promotions in the Public Services or within public corporations to ensure uniformity of standards of selection qualifications;
- h) to review the organization, structure and manpower requirements of agencies and bodies in the Public Services and advise Government on such manpower rationalizations as may be necessary for maximum utilization of human resources in the Public Services;
- i) to oversee the human resources development activities of the Public Services organizations to ensure career planning and career development in the Public Services;
- j) to conduct, in collaboration with training institutions, personnel research into human resources management in the Public Services in order to improve personnel practices and their utilization in the Public Services; and,
- k) to perform any other duties assigned to it under the Constitution or any other enactment.

## **1.6 The Organisational Structure**

To deliver on its mandate, the Commission operates under the following four (4) divisions:

- a) Human Resource Policy Division (HRPD);
- b) Research, Information, Monitoring and Evaluation Division (RIMED);
- c) Management Services Division (MSD); and,
- d) Finance and Administration Division (F&AD).

## **1.7 The Scope of Services**

The Commission provides services in the under-listed focus areas in human resource management:

- a) Organisational Design and Human Resource Planning;
- b) Staffing and Capacity;
- c) Training, Development and Learning;

- d) Performance Management;
- e) Human Resource Management Audit and Investigations; and,
- f) Wellbeing and Healthy Working Environment.

### **1.8 Service Principles**

In order to maximise clients' satisfaction, we shall adhere to the following principles:

- a) good governance;
- b) competence within the Public Services;
- c) merit-based human resource management practice;
- d) equity;
- e) honesty;
- f) respect;
- g) humility; and,
- h) integrity.

### **1.9 Our Clientele**

The clientele of the Commission includes all the institutions/organizations listed under Article 190 of the 1992 Constitution, the Government and people of Ghana.

## **2.0 WHY THIS SERVICE CHARTER**

In conformity with our mandate, and in line with our service principles, this Service Charter has been developed to provide information on the services and expected standards to facilitate expedient transaction of business with our clients.

It is also meant to serve as a practical guide to our clients and stakeholders on the service delivery processes of the Commission, and to publicly demonstrate the Commission's commitment to discharging its responsibilities and functions with integrity in a timeous and efficient manner.

## **3.0 SERVICE DELIVERY STANDARDS**

### **a) We shall endeavour to:**

- i. provide our clients with timely, credible and reliable services;
- ii. publish and disseminate relevant policies, regulations, guidelines and circulars for the efficient and effective Human Resource Management of public service organizations;
- iii. demonstrate honesty, respect, humility and integrity towards clients;
- iv. show our preparedness to listen to our clients;

- v. demonstrate commitment to the provision of reliable and accurate information in a timely manner;
- vi. acknowledge clients' rights;
- vii. acknowledge diversity;
- viii. ensure easy identification of our offices;
- ix. provide mechanisms for effective feedback on our services;  
and,
- x. provide a friendly and efficient environment for our clients.

#### 4.0 SERVICE DELIVERY TIME FRAME

The specific services provided by the Commission, and the expected time frame for delivery are presented in the Table 1 below:

**Table 1 SERVICE DELIVERY TIME FRAME**

DIVISIONAL RESPONSIBILITY	SERVICES	DELIVERY TIME FRAME	EXPECTATIONS FROM CLIENTS
<b>HRPD</b>	<b>1. Appointments for Categories 'A' and 'B'</b>  i. Advertisement of position. ii. Shortlisting and memo to the Commission. iii. Interview (invitation letters to candidates, panel members and actual interview). iv. Interview Report to the Commission, Transmittal letter to the Board and return of Transmittal letter from the Board. v. Advice Paper to the President. vi. Issuance of appointment letters.	<b>Eight (8) weeks and four (4) days:</b>  2 weeks 2 weeks 2 weeks 2 weeks 2 days 2days	i. Submission of required documentation including: - declared vacancies; - advertisement for the appointments; and, - Scheme of Service. ii. Prompt review of transmittal letters. iii. Prompt signing of Advice Paper by Chairmen of Governing Board/Council. iv. Prompt submission of conditions attached to the positions.
	<b>2. Promotions</b>  i. Background checks and memo to the Commission. ii. Interview (invitation letters to	<b>Six (6) weeks and four (4) days:</b>  2 weeks 2 weeks	i. Submission of required documentation including: declared vacancies; Scheme of Service; appraisal reports; and, seniority lists/eligibility criteria.

	<p>candidates, panel members and actual interview).</p> <p>iii. Report to the Commission, Transmittal letter to the Board and return of Transmittal letter from the Board.</p> <p>iv. Advice Paper to the President.</p> <p>v. Issuance of Promotion letters.</p>	<p>2 weeks</p> <p>2 days</p> <p>2 days</p>	<p>ii. Prompt review of transmittal letters.</p> <p>iii. Prompt signing of Advice Paper by Chairman of Governing Board/ Council.</p> <p>iv. Prompt submission of conditions attached to the position.</p>
	<p><b>3. Petitions, Appeals and Grievances</b></p> <p>i. Preliminary Investigation and Background Checks</p> <p>ii. Review and Decision Making</p> <p>iii. Conveyance of Decision to Clients</p>	<p><b>Three (3) weeks</b></p> <p><b>three (3) days:</b></p> <p>2 weeks</p> <p>1 week</p> <p>3 days</p>	<p>Prompt response and provision of further and detail information on the request by the petitioner and Management of the public service organisation.</p>
	<p><b>4. Examinations:</b></p> <p>i. Registration</p> <p>ii. Publication of Time Table</p> <p>iii. Conduct of the Examination</p> <p>iv. Publication of Examination Results</p>	<p><b>Thirteen (13) weeks:</b></p> <p>4 weeks</p> <p>4 weeks (Before Examination)</p> <p>1 week</p> <p>4 weeks</p>	<p>i. Register on time.</p> <p>ii. Report on time to the Examination Centres</p> <p>iii. Strict adherence to examination rules and regulations.</p>
	<p><b>5. Request for advice on Human Resource Management issues:</b></p> <p><b>a. Simple issues</b></p> <p>i. Preliminary Investigation and Background Checks</p> <p>ii. Review and Decision Making</p> <p>iii. Conveyance of Decision to Clients</p> <p><b>b. Complex issues</b></p> <p>i. Preliminary Investigation and</p>	<p><b>Up to 2 days</b></p> <p><b>4 weeks:</b></p> <p>2 weeks</p>	<p>Prompt response and provision of further and detailed information on the request by Management of the public service organisation (PSO).</p>



	Background Checks ii. Review and Decision Making iii. Conveyance of Decision to Clients	1 week  1 week	
<b>MSD</b>	<b>6. Request for Assistance for Organizational Reviews and Development.</b>	Up to <b>fifteen (15) working days</b> meetings between the Commission's Team and that of the PSO.	Submission of enabling acts, draft organisational structures and draft Schemes of Service (if available), and any other relevant documents.
	<b>7. Development and Review of Conditions of Service</b>	Up to <b>ten (10) working days</b> meetings between the Commission's Team and that of the PSO.	Submission of enabling acts, draft Conditions of Service (if any), Schemes of Service, and any other relevant documents.
	<b>8. Request for Assistance for Implementation of Performance Management System.</b>	i. A <b>day's</b> sensitization training for Management of the PSO; and, ii. A <b>two-day</b> training for supervisors and staff.	PSOs must have detailed job descriptions and medium term development plans.

## **5.0 WHAT WE EXPECT FROM OUR CLIENTS**

- a) Submission of timely and accurate information
- b) Clear communication
- c) Close collaboration
- d) Cordial relations
- e) Collegiality
- f) Respect
- g) Candour
- h) Trust
- i) Understanding
- j) Cooperation
- k) Reliability
- l) Feedback

## **6.0 COMPLAINTS AND COMMENTS**

### **6.1 Lodging of Complaints**

- a) We encourage clients to lodge complaints and make suggestions, comments and compliments through the physical address, the postal address, telephone or e-mail.
- b) We guarantee confidentiality and privacy regarding the complainants' identity and the subject of complaint.
- c) We encourage complainants to identify themselves adequately to enable us to handle their issues adequately and efficiently without unnecessary bottlenecks that may be caused by anonymity.

## **7.0 CLIENT SERVICES UNIT (CSU)**

- 7.1** A Client Services Unit has been set up in the Public Services Commission. The objective of this Unit is to respond timeously to clients' request for information, assistance and complaints related to services provided by the Commission. The CSU may be contacted in writing, by phone or in person through:

**The Public Affairs Officer  
The Office of the Public Services Commission  
Room Number 301  
Accra  
Telephone: 0302663980  
Cellular Phone: 0277371406**

## **7.2 Response to Complaints**

Complaints will be responded to within seventy-two (72) hours upon receipt.

A client who is not satisfied with the response may complain to The Secretary to the Commission through the address below:

**The Secretary  
Public Services Commission  
P. O. Box GP 1618  
Accra  
TEL: 0302663890**

e-mail: [info@psc.gov.gh](mailto:info@psc.gov.gh)  
Website: [www.psc.gov.gh](http://www.psc.gov.gh)

## **7.3 When You Can Find Us**

During normal working hours 08 – 17hrs (8am – 5pm)

## **7.4 Physical Address**

No. 2, 28 February Road  
South Ministries Enclave  
Ministries  
Accra

## **8.0 COLLABORATING ORGANISATIONS OF THE COMMISSION**

### **Public Service Organisations**

Civil Service  
Local Government Service  
Audit Service  
Parliamentary Service  
Ghana National Fire Service  
Ghana AIDS Commission  
Ghana Health Service  
Community Water and Sanitation Agency  
Ghana Revenue Authority  
Driver and Vehicle Licensing Authority  
Environmental Protection Agency  
Export Development and Investment Fund  
Food and Drugs Authority  
Ghana Education Service  
Ghana Education Trust Fund  
Ghana Highway Authority  
Ghana Investment Promotion Centre  
Ghana Police Service  
Postal & Courier Services Regulatory Commission  
Ghana Statistical Service  
Narcotics Control Board  
Ghana Maritime Authority  
Ghana Meteorological Agency  
Water Resources Commission  
Ghana Export Promotion Council  
Public Procurement Authority  
Ghana Pharmacy Council  
Ghana Standard Authority  
Ghana Library Board  
Ghana Civil Aviation Authority  
Ghana Prisons Service  
Ghana Immigration Service  
Data Protection Commission  
National Identification Authority  
Internal Audit Agency  
Legal Aid Scheme  
Irrigation Development Authority  
National Communications Authority  
National Population Council

National Road Safety Commission  
National Disaster Management Organization  
National Board for Professional and Technical Examination  
National Petroleum Authority  
National Vocational Training Institute  
National Accreditation Board  
National Board for Small Scale Industries  
Security and Exchange Commission  
National Health Insurance Authority  
National Media Commission  
Commission for Human Rights and Administrative Justice  
National Commission for Civic Education  
Economic and Organised Crime Office  
National Council for Tertiary Education  
Minerals Commission  
Electoral Commission  
Forestry Commission  
National Development Planning Commission  
Traditional Medicine Practitioners Council  
Office of the Administrator of Stool Lands  
Lands Commission  
Energy Commission  
Millennium Development Authority  
Public Utilities Regulatory Commission  
Financial Intelligence Centre

**Note:** Public Services established by the 1992 Constitution; and such other public services as Parliament has, or may by law prescribe.