# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 INTRODUCTION</td>
<td>1</td>
</tr>
<tr>
<td>2.0 WHY THIS SERVICE CHARTER</td>
<td>3</td>
</tr>
<tr>
<td>3.0 SERVICE DELIVERY STANDARDS</td>
<td>3</td>
</tr>
<tr>
<td>4.0 SERVICE DELIVERY TIME FRAME</td>
<td>5</td>
</tr>
<tr>
<td>5.0 WHAT THE COMMISSION EXPECTS FROM OUR CLIENTS</td>
<td>8</td>
</tr>
<tr>
<td>6.0 COMPLAINTS AND COMMENTS</td>
<td>8</td>
</tr>
<tr>
<td>7.0 CLIENTS SERVICES UNIT (CSU)</td>
<td>9</td>
</tr>
<tr>
<td>8.0 COLLABORATING ORGANISATIONS OF THE COMMISSION</td>
<td>10</td>
</tr>
</tbody>
</table>
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;
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;
i. provide mechanisms for effective feedback on our services; and,
x. provide a friendly and efficient environment for our clients.
### 4.0 SERVICE DELIVERY TIMELINE

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

<table>
<thead>
<tr>
<th>DIVISIONAL RESPONSIBILITY</th>
<th>SERVICES</th>
<th>DELIVERY TIME FRAME</th>
<th>EXPECTATIONS FROM CLIENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HRPD</td>
<td></td>
<td></td>
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<tr>
<td><strong>1. Appointments for Categories ‘A’ and ‘B’</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Advertisement of position.</td>
<td></td>
<td>Eight (8) weeks and four (4) days:</td>
<td>i. Submission of required documentation including:</td>
</tr>
<tr>
<td>ii. Shortlisting and memo to the Commission.</td>
<td></td>
<td>2 weeks</td>
<td>- declared vacancies;</td>
</tr>
<tr>
<td>iii. Interview (invitation letters to candidates, panel members and actual interview).</td>
<td></td>
<td>2 weeks</td>
<td>- advertisement for the</td>
</tr>
<tr>
<td>iv. Interview Report to the Commission, Transmittal letter to the Board and return of Transmittal letter from the Board.</td>
<td></td>
<td>2 weeks</td>
<td>- Scheme of Service.</td>
</tr>
<tr>
<td>v. Advice Paper to the President.</td>
<td></td>
<td>2 days</td>
<td>ii. Prompt review of transmittal letters.</td>
</tr>
<tr>
<td><strong>2. Promotions</strong></td>
<td></td>
<td>Six (6) weeks and four (4) days:</td>
<td>iv. Prompt submission of conditions attached to the positions.</td>
</tr>
<tr>
<td>i. Background checks and memo to the Commission.</td>
<td></td>
<td>2 weeks</td>
<td></td>
</tr>
<tr>
<td>ii. Interview (invitation letters to</td>
<td></td>
<td>2 weeks</td>
<td></td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>Event Description</th>
<th>Time Frame</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>i. Preliminary Investigation and Background Checks</td>
<td>2 weeks</td>
<td>ii. Prompt review of transmittal letters.</td>
</tr>
<tr>
<td>iii. Conveyance of Decision to Clients</td>
<td>2 days</td>
<td>iv. Prompt submission of conditions attached to the position.</td>
</tr>
<tr>
<td>3. Petitions, Appeals and Grievances</td>
<td>Three (3) weeks</td>
<td>Prompt response and provision of further and detail information on the request by the petitioner and Management of the public service organisation.</td>
</tr>
<tr>
<td>three (3) days:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Preliminary Investigation and Background Checks</td>
<td>2 weeks</td>
<td></td>
</tr>
<tr>
<td>ii. Review and Decision Making</td>
<td>1 week</td>
<td></td>
</tr>
<tr>
<td>iii. Conveyance of Decision to Clients</td>
<td>3 days</td>
<td></td>
</tr>
<tr>
<td>4. Examinations:</td>
<td>Thirteen (13) weeks:</td>
<td></td>
</tr>
<tr>
<td>4 weeks</td>
<td>i. Register on time.</td>
<td></td>
</tr>
<tr>
<td>ii. Publication of Time Table</td>
<td>4 weeks (Before Examination)</td>
<td>ii. Report on time to the Examination Centres</td>
</tr>
<tr>
<td>iii. Conduct of the Examination</td>
<td>1 week</td>
<td>iii. Strict adherence to examination rules and regulations.</td>
</tr>
<tr>
<td>iv. Publication of Examination Results</td>
<td>4 weeks</td>
<td></td>
</tr>
<tr>
<td>5. Request for advice on Human Resource Management issues:</td>
<td>Up to 2 days</td>
<td>Prompt response and provision of further and detailed information on the request by Management of the public service organisation (PSO).</td>
</tr>
<tr>
<td>a. Simple issues</td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Preliminary Investigation and Background Checks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii. Review and Decision Making</td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii. Conveyance of Decision to Clients</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Complex issues</td>
<td>4 weeks:</td>
<td></td>
</tr>
<tr>
<td>i. Preliminary Investigation and Background Checks</td>
<td>2 weeks</td>
<td></td>
</tr>
<tr>
<td>Background Checks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>ii. Review and Decision Making</td>
<td>1 week</td>
<td></td>
</tr>
<tr>
<td>iii. Conveyance of Decision to Clients</td>
<td>1 week</td>
<td></td>
</tr>
</tbody>
</table>

**MSD**

6. Request for Assistance for Organizational Reviews and Development.

**Development and Review of Conditions of Service**

**8. Request for Assistance for Implementation of Performance Management System.**

<table>
<thead>
<tr>
<th></th>
<th>Up to fifteen (15) working days meetings between the Commission's Team and that of the PSO.</th>
<th>Submission of enabling acts, draft organisational structures and draft Schemes of Service (if available), and any other relevant documents.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Up to ten (10) working days meetings between the Commission's Team and that of the PSO.</td>
<td>Submission of enabling acts, draft Conditions of Service (if any), Schemes of Service, and any other relevant documents.</td>
</tr>
<tr>
<td></td>
<td>i. A day’s sensitization training for Management of the PSO; and, ii. A two-day training for supervisors and staff.</td>
<td>PSOs must have detailed job descriptions and medium term development plans.</td>
</tr>
</tbody>
</table>

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
Website: 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.