



PUBLIC SERVICES COMMISSION

THE SERVICE CHARTER

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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 as 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 Constitutional or any other law.”

1.2 Our Vision

The vision of PSC is to become a leading and dependable partner in effective and efficient Human Resource Management of the Public Services in Ghana.

1.3 Our Mission

The PSC exists to safeguard and promote integrity, accountability and excellence in human resource management practices, governance, and organizational development in public service organizations for the delivery of services to the satisfaction of the citizenry through regulation, consultation, supervision, and advice.

1.4 Core Values of the Commission

Our work will be guided and informed by our beliefs and commitments to the following core values:

- i. Professionalism
- ii. Fairness
- iii. Trustworthiness
- iv. Transparency
- v. Commitment
- vi. Partnerships

1.5 Functions of the Commission

The functions of the PSC, as prescribed in the Commission’s enabling Act; PSC 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 five (5) divisions:

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

1.7 The Scope of Services

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

- 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) Employee wellbeing and Conducive 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 (1) 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

We shall endeavour to:

- a) Provide our clients with timely, credible and reliable services;
- b) Publish and disseminate relevant policies, regulations, guidelines and circulars for the efficient and effective Human Resource Management of public service organizations;
- c) Demonstrate honesty, respect, humility and integrity towards clients;
- d) Show our preparedness to listen to our clients;
- e) Demonstrate commitment to the provision of reliable and accurate information in a timely manner;
- f) Acknowledge clients' rights;
- g) Acknowledge diversity;
- h) Ensure easy identification of our offices;
- i) Provide mechanisms for effective feedback on our services; and,
- j) 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

DIVISIONAL RESPONSIBILITY	SERVICES	DELIVERY TIME FRAME	EXPECTATIONS FROM CLIENTS
HRPD	<p>1. Appointments for Categories ‘A’ and ‘B’</p> <ul style="list-style-type: none"> i. Revision of draft Advertisement for publication ii. Receipt of applications iii. Memo to the Commission for approval to shortlist. iv. memo to the Commission v. Interview (invitation letters to candidates, panel members and actual interview). vi. Interview Report to the Commission. vii. Transmittal letter and Advice Paper to the Governing Board. viii. Advice Paper to the President upon receipt from the Governing Board/Councils ix. Issuance of appointment letters upon receipt of Advice Paper from President. 	<p>Thirteen (13) weeks:</p> <ul style="list-style-type: none"> 2 weeks 3 weeks 1 week 2 weeks 2 weeks 2 weeks 2 days 2 days 1 day 	<ul style="list-style-type: none"> i. Submission of required documentation including: <ul style="list-style-type: none"> - 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.
	<p>2. Promotions</p> <ul style="list-style-type: none"> i. Background checks and memo to the Commission ii. Interview (invitation letters to candidates, panel members and actual interview). iii. Interview Report to the Commission. iv. Transmittal letter and Advice Paper to the Governing Board 	<p>Five (5) weeks and one (1) day</p> <ul style="list-style-type: none"> 2 weeks 2 days 2 weeks 	<ul style="list-style-type: none"> i. Submission of required documentation including; declared vacancies; Scheme of Service; appraisal reports; and, seniority lists/eligibility criteria ii. Prompt review of transmittal letters iii. Prompt signing of Advice Paper by

	<ul style="list-style-type: none"> v. Advice Paper to the President upon receipt from the Governing Board/Council vi. Issuance of Promotion letters upon receipt of Advice Paper from President. 	<p>2 days</p> <p>2 days</p> <p>2 days</p>	<p>Chairman of Governing Board/ Council.</p> <p>iv. Prompt submission of conditions attached to the position</p>
	<p>3. Petitions, Appeals and Grievances</p> <ul style="list-style-type: none"> i. Preliminary Investigation and Background Checks (requesting for comments or additional information) ii. Review and memo drafting iii. Conveyance of the Commission’s Decision to Clients 	<p>Five (5) weeks</p> <p>Three (3) days:</p> <p>3 weeks</p> <p>2 weeks</p> <p>3 days</p>	<p>Prompt response and provision of further and detailed information on the request by the petitioner and Management of the Public Service Organisation.</p>
	<p>4. Examinations:</p> <ul style="list-style-type: none"> i. Circulation of Time Table and Calendar activities to the RCCs, MDAs and MMDAs ii. Registration iii. Conduct of the Examination iv. Release /publication of Examination Results 	<p>11weeks:</p> <p>2 weeks</p> <p>4 weeks</p> <p>1 week</p> <p>4 weeks</p>	<ul style="list-style-type: none"> i. Register on time ii. Provide accurate information iii. Report on time to the Examination Centres iv. Strict adherence to examination, rules and regulations

	<p>5. Request for advice on Human Resource Management issues:</p> <p>a. Simple issues</p> <p>i. Preliminary Investigation and Background Checks</p> <p>ii. Review and memo drafting</p> <p>iii. Conveyance of the Commission's Decision to Clients</p> <p>b. Complex issues</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>Three (3) weeks and three (3) days</p> <p>1 week</p> <p>2 weeks</p> <p>3 days</p> <p>Four 4 weeks 3 Days</p> <p>2 weeks</p> <p>2 weeks</p> <p>3 days</p>	<p>Prompt response and provision of further and detailed information on the request by the petitioner and Management of the Public Service Organization (PSO).</p>
MSD	<p>6. Request for Assistance for Organizational Reviews and Development.</p> <p>i. Development and Review of Organogram</p> <p>ii. Development and Review of Scheme of Service</p>	<p>Up to twenty (20) working days meetings between the Commission's Team and that of the PSO.</p> <p>5 days</p> <p>15 days</p>	<p>Submission of enabling acts, draft organisational structures and draft Schemes of Service (if available), and any other relevant documents.</p>
	<p>7. Development and Review of Conditions of Service</p>	<p>Up to ten (10) working days meetings between the Commission's Team and that of the PSO.</p>	<p>Submission of enabling acts, draft Conditions of Service (if any), Schemes of Service, and any other relevant documents.</p>
	<p>8. Request for Assistance for Implementation of Performance Management System.</p>	<p>i. A day's sensitization training for Management of the PSO; and,</p> <p>ii. A two-day training for supervisors and staff</p>	<p>PSOs must have detailed job descriptions and medium-term development plans.</p>

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) Collegiately
- 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

7.1 A Client Services Unit (CSU) 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 Office of the Public Services Commission
Client Service
Ground Floor
Accra
Telephone: 0303959465

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: 0303959461

email: info@psc.gov.gh
Website: www.psc.gov.gh

Facebook: <http://www.facebook.com/pscgh.official>
Instagram: <http://www.instagram.com/pscgh.official>

7.3 When You Can Find Us

During normal working hours 08:00-17:00hrs (8am-5pm) from Monday to Friday.

7.4 Physical Address

GA 144-4112
Finance Drive
Ministries
Accra

8.0 LIST OF PUBLIC SERVICE ORGANISATIONS

1. Architects Registration Council
2. Architectural Engineering Services Limited
3. Audit Service
4. Birth and Death Registry
5. Bureau of Ghanaian Languages
6. Cape Coast Teaching Hospital
7. Centre for Scientific Research into Plant Medicine
8. Coastal Development Authority
9. Commission for Technical, Vocational Education and Training (CTVET)
(NABPTEX & COTVET)
10. Commission on Human Rights and Administrative Justice (CHRAJ)
11. Community and Water Sanitation Agency (CWSA)
12. Cotton Development Authority
13. Council for Law Reporting
14. Council for Scientific and Industrial Research
15. Cyber Security Authority
16. Data Protection Commission
17. Department of Community Development
18. Department of Rural Housing
19. Department of Social Development
20. Department of Social Welfare
21. Driver and Vehicle License Authority (DVLA)
22. Economic and Organized Crime Office (EOCO)

23. Electoral Commission
24. Electrical and Electronic Waste Management Fund
25. Electricity Company of Ghana (ECG)
26. Energy Commission
27. Environmental Protection Agency (EPA)
28. Exim Bank
29. Fair Wages and Salaries Commission (FWSC)
30. Financial Intelligence Council
31. Fisheries Commission
32. Food and Drugs Authority (FDA)
33. Forestry Commission
34. Ghana Academy of Art and Science
35. Ghana Aids Commission
36. Ghana Airport Company
37. Ghana Atomic Energy Commission
38. Ghana Boundary Commission
39. Ghana Broadcasting Corporation
40. Ghana Civil Aviation Authority
41. Ghana Co-Operative Council
42. Ghana Deposit Protection Corporation
43. Ghana Education Service
44. Ghana Education Trust Fund (GETFUND)
45. Ghana Enterprise Agency (NBSSI)
46. Ghana Export Promotion Authority (GEPA)
47. Ghana Freezones Board
48. Ghana Geological Survey Authority
49. Ghana Grid Company Limited (GRIDCO)
50. Ghana Health Service
51. Ghana Highways Authority
52. Ghana Hydrological Authority
53. Ghana Immigration Service
54. Ghana Institute of Languages
55. Ghana Integrated Aluminium Development
56. Ghana Integrated Iron and Steel
57. Ghana International Trade Commission
58. Ghana Investment Fund for Electronic Communication
59. Ghana Investment Promotion Centre (GIPC)
60. Ghana Irrigation Development Authority
61. Ghana Library Authority
62. Ghana Maritime Authority
63. Ghana Meteorological Agency
64. Ghana Museums and Monuments Board
65. Ghana National Fire Service
66. Ghana National Gas Company Ltd

67. Ghana National Migration Commission
68. Ghana National Petroleum Corporation (GNPC)
69. Ghana News Agency
70. Ghana Ports and Harbours Authority
71. Ghana Posts Company Limited
72. Ghana Prisons Service
73. Ghana Railway Development Authority
74. Ghana Revenue Authority
75. Ghana Shippers' Authority
76. Ghana Standard Authority
77. Ghana Statistical Service (GSS)
78. Ghana Tertiary Education Commission (National Council for Tertiary Education & National Accreditation Board)
79. Ghana Tourism Authority
80. Ghana Trade Fair Company
81. Ghana Water Company Limited
82. Gratis Foundation
83. Health Facilities Regulatory Authority (Hefra)
84. Ho Teaching Hospital
85. Information Service Department
86. Institute of Economic Affairs
87. Institute of Local Government Studies
88. Internal Audit Agency
89. Irrigation Company of the Upper Region Limited
90. Judicial Service
91. Kofi Annan ICT Centre of Excellence
92. Komfo Anokye Teaching Hospital
93. Korle – Bu Teaching Hospital
94. Kwame Nkrumah Memorial Park
95. Labour Department
96. Land Use and Spatial Planning Authority
97. Lands Commission
98. Law Reform Commission
99. Legal Aid Commission
100. Microfinance and Small Loans Centre
101. Medical and Dental Council
102. Middle Belt Development Authority
103. Millennium Development Authority
104. Mineral Development Fund
105. Minerals Commission
106. Minerals Income Investment Fund (MIIF)
107. Mortuaries & Funerals Facilities Agency
108. Narcotics Control Commission
109. National Ambulance Service

110. National Commission for Civic Education (NCCE)
111. National Commission on Culture
112. National Commission on Small Arms and Light Weapons
113. National Communications Authority (NCA)
114. National Council for Curriculum and Assessment (Nacca)
115. National Development Planning Commission (NDPC)
116. National Disaster Management Organization (NADMO)
117. National Film Authority
118. National Folklore Board
119. National Health Insurance Authority (NHIA)
120. National Identification Authority
121. National Information Technology Agency (NITA)
122. National Labour Commission
123. National Lottery Authority (NLA)
124. National Media Commission
125. National Pensions Regulatory Authority
126. National Petroleum Authority (NPA)
127. National Population Council
128. National Premix Secretariat
129. National Road Safety Commission (NRSC)
130. National Schools Inspectorate Authority (National Inspectorate Board)
131. National Service Secretariat
132. National Sports Authority
133. National Theatre of Ghana
134. National Vocational Training Institute
135. National Youth Authority
136. Northern Development Authority (Savannah Accelerated Development Authority)
137. Nursing and Midwifery Council
138. Office of the Administrator of Stool Lands
139. Office of the Head of Civil Service
140. Office of the Head of Local Government Service
141. Parliamentary Service
142. Petroleum Commission, Ghana
143. Petroleum Hub Development Corporation
144. Pharmacy Council
145. Postal Courier Services Regulatory Commission
146. Public Records and Archives Department (PRAAD)
147. Public Interest and Accountability Committee
148. Public Procurement Authority (PPA)
149. Public Servants Housing Loans Scheme
150. Public Utilities Regulatory Authority (PURC)
151. Public Works Department
152. Real Estate Agency

153. Registrar General's Department
154. Registrar of Companies
155. Right to Information Commission
156. Scholarships Secretariat
157. Securities and Exchange Commission
158. Social Security and National Insurance Trust (SSNIT)
159. State Interest and Governance Authority
160. Students Loan Trust Fund
161. Tamale Teaching Hospital
162. Technical and Vocational Education Training Service (TVET)
163. Tema Development Corporation
164. The Aircraft Accident and Incident Investigation and Prevention
165. Traditional Medicine and Practice Council
166. Tree Crops Development Authority
167. Volta River Authority (VRA)
168. Water Resources Commission
169. Youth Employment Agency
170. Zongo Development Fund

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

8.1 LIST OF PROFESSIONAL BODIES

- i. Chartered Institute of Human Resource Management, Ghana.
- ii. Institute of Chartered Accountants, Ghana
- iii. Association of Chartered Certified Accountants
- iv. Chartered Institute of Bankers, Ghana
- v. Chartered Institute of Marketing, Ghana
- vi. Ghana Institute of Engineering
- vii. Ghana Institute of Architects
- viii. Ghana Medical Association