

# CLIENT SERVICE CHARTER

FOR THE

**MINISTRY OF ENERGY  
(MoEn)**

**OCTOBER, 2023**



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## **FOREWORD**

On behalf of the Ministry of Energy (MoEn), I am honoured to present the Client Service Charter entailing services offered by the Ministry.

MoEn Client Service Charter has been prepared in the spirit of being responsive to effective service delivery, transparency and accountability in the energy sector.

This Service Charter spells out the role of the Ministry of Energy (MoEn) and highlights the services offered and requirement therein. It lists the departments in which our services can be accessed and the guiding legal instruments.

The development of this Charter clearly signifies our commitment to serve our Clients, Stakeholders, Development Partners and the General Public at large with a view to create a better and mutual understanding thus enhancing our service delivery.

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**WILHELMINA ASAMOAH (MRS)**  
**CHIEF DIRECTOR**

## LIST OF ACRONYMS

BOST	-	Bulk Oil Storage and Transportation Company
BPA	-	Bui Power Authority
CD	-	Chief Director
CEWP	-	Certified Electrical Wiring Professional
CHRAJ	-	The Commission on Human Rights and Administrative Justice
CSC	-	Client Service Charter
CSU	-	Clients Service Unit
EC	-	Energy Commission
ECG	-	Electricity Company of Ghana
EF	-	Energy Foundation
EI	-	Executive Instrument
FD	-	Finance Directorate
GAD	-	General Administration Directorate
GCMC	-	Ghana Cylinder Manufacturing Company
GNGC	-	Ghana National Gas Company
GNPC	-	Ghana National Petroleum Corporation
GOIL	-	Ghana Oil Company Limited
GRA	-	Ghana Revenue Authority
GRIDCO	-	Ghana Grid Company
HRM&DD	-	Human Resource Management and Development Directorate
LPG	-	Liquefied Petroleum Gas
MoEN	-	Ministry of Energy
MOF	-	Ministry of Finance
NCO	-	The New Charter Office
NEDCo	-	Northern Electricity Distribution Company
NPA	-	National Petroleum Authority
OHCS	-	Office of the Head of Civil Service
PC	-	Petroleum Commission
POD	-	Plan of Operations and Development
PNDCL	-	Provisional National Defence Council Law
PPBMED	-	Policy, Planning, Budgeting, Monitoring and Evaluation Directorate
PSC	-	Public Services Commission
PURC	-	Public Utilities Regulatory Commission
PPA	-	Public Procurement Authority
RSIMD	-	Research Statistics and Information Management Directorate

**MINISTRY OF ENERGY**

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TOR	-	Tema Oil Refinery
VALCO	-	Volta Aluminium Company
VRA	-	Volta River Authority
VRTF	-	VRA Resettlement Trust Fund

## **1.0 INTRODUCTION**

The Client Service Charter for the Ministry of Energy provides information on the services provided by the Ministry. It states what the public needs to know concerning the services and service standards of the Ministry and further indicates how feedback would be communicated with regards to any of its services. It outlines the Profile of the Ministry, Service Delivery Standards, and Charges (if any) and defines what clients should expect from the Ministry.

The Charter is aimed at creating an enabling system in which the Ministry and its clientele would cooperate and collaborate in effective and efficient service delivery.

## **2.0 PURPOSE OF THE CHARTER**

The purpose of this charter is to establish and inform clients of the service delivery standards of the Ministry to enhance productivity.

## **3.0 PROFILE OF THE MINISTRY**

### **3.1 MANDATE**

In line with Section 11 of the Civil Service Act 1993, (PNDC Law 327), the Ministry of Energy by EI 12 dated January, 2021 and sections 11 and 13 of the Civil Service Act, 1993 (PNDC Law 327), is mandated to formulate policies, coordinate, monitor and evaluate policies to ensure sustained exploration, development and production of the oil and gas endowment and, power generation, transmission and distribution.

### **3.2 VISION**

To become provider of reliable and high quality energy services for the Ghanaian economy and for export.

### **3.3 MISSION**

MoEn exists to develop and sustain an efficient and financially viable energy sector that provides secure, safe and reliable supply of Energy to meet Ghana's developmental needs in a competitive manner. This would be done through the initiation and formulation of policies, regulations, resource mobilization, monitoring and evaluation of the effectiveness and efficiency of the performance of the sector.

### **3.4 CORE VALUES**

The values of the MoEn which inform the action of staff are as follows:

- Fairness and Equity
- Commitment
- Reliability
- Teamwork
- Integrity

### **3.5 CORE FUNCTIONS**

Section 13 of the Civil Service Act 1993 (PNDCL 327) states the following:

“A Ministry shall:

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

Based on the above framework, the Ministry of Energy performs the following specific functions:

- Translates government’s energy development agenda and policy direction contained in the National Energy Policy into strategies and programmes;
- Ensures reliable supply of affordable energy services to meet national demand and for export;
- Increases access to modern energy forms, especially in the rural areas;
- Ensures availability and security of energy suppliers;
- Strengthens the capacity of the energy sector institutions in planning and coordination.

## **3.6 INSTITUTIONAL ARRANGEMENT**

### **3.6.1 LIST OF DIRECTORATES OF THE MINISTRY**

The Ministry has the following line Directorates approved by the Civil Service in place namely:

- General Administration (GA)
- Finance
- Human Resources Management and Development (HRMD)
- Policy Planning, Budgeting, Monitoring and Evaluation (PPBME)
- Power
- Petroleum
- Research, Statistics and Information Management (RSIM)
- Procurement and SupplyChain Management

### **3.6.2 SPECIALISED UNITS OF THE MINISTRY**

- Internal Audit Unit (IAU)
- Legal Affairs Unit (LAU)
- Public Affairs and Communication Unit (PACU)
- Fixed Assets Co-ordinating Unit (FACU)
- Client Service Unit (CSU)
- Local Content Unit (LCU)
- Health and Safety Unit (HSU)
- Programmes Coordinating Unit (PCU)



### **3.6.3 AGENCIES OF THE MINISTRY**

- Bui Power Authority (BPA)
- Bulk Oil Storage and Transportation Company (BOST)
- Electricity Company of Ghana (ECG)
- Energy Commission (EC)
- Ghana Cylinder Manufacturing Company (GCMC)
- Ghana Grid Company Limited (GRIDCo)
- Ghana National Gas Company (GNGC)
- Ghana National Petroleum Corporation (GNPC)
- National Petroleum Authority (NPA)
- Northern Electricity Distribution Company (NEDCo)
- Petroleum Commission (PC)
- Volta River Authority (VRA)
- VRA Resettlement Trust Fund
- Tema Oil Refinery (TOR)
- Petroleum Hub Development Corporation (PHDC)
- Nuclear Power Ghana (NPG)

## **4.0 SERVICES**

The Services provided by the Ministry include:

1. Response to general enquiries/ provision of Technical Information
2. Approval of Community Electrification under the National Electrification Scheme (NES).
3. Approval of Plan of Operation and Development (POD) for petroleum blocks)
4. Processing of unsolicited Proposals

**DESCRIPTION OF OUR SERVICES**

<b>NO.</b>	<b>SERVICE</b>	<b>TIME FRAME (Working Days)</b>	<b>PROCEDURES AND PROCESSES</b>	<b>REQUIREMENT FROM CLIENTS</b>
1.	Response to general enquiries/provision of technical information.	5 working days	<ul style="list-style-type: none"> <li>• Acknowledge receipt of request.</li> <li>• Collate and review information from the relevant directorates and agencies</li> <li>• Request for a meeting if necessary</li> <li>• Respond to request with detailed information</li> </ul>	<ul style="list-style-type: none"> <li>• Complete Client Service enquiry form.</li> <li>• Submit formal request with relevant attachments (where applicable)</li> </ul>
2.	Approval of Community Electrification under the National Electrification Scheme (NES).	Within 30 Working days	<ul style="list-style-type: none"> <li>• Acknowledge receipt of request</li> <li>• Ministry refer the request (where necessary) to Utilities provider / consultant to conduct assessment.</li> <li>• Review assessment report and communicate decision to the client</li> </ul>	<ul style="list-style-type: none"> <li>• Submit formal request with relevant attachments. <ul style="list-style-type: none"> <li>a. Provide low voltage distribution network layout,</li> <li>b. List of wired houses for customer service connections, etc.</li> </ul> </li> </ul>
3.	Approval of Plan of Operation and Development (POD) for petroleum blocks	Within 60 Working days	<ul style="list-style-type: none"> <li>➤ Receive and review POD</li> <li>➤ Conduct stakeholder engagement</li> <li>➤ Approve POD or otherwise</li> <li>➤ Communicate decision to petroleum commission</li> </ul>	<ul style="list-style-type: none"> <li>➤ Submit POD with relevant attachments. ie <ul style="list-style-type: none"> <li>• Local Content Plan</li> <li>• Corporate Social Responsibility Plan</li> <li>• Facilities Support Document</li> <li>• Wells Support Document</li> <li>• Sub surface Support Document</li> </ul> </li> </ul>

NO.	SERVICE	TIME FRAME (Working Days)	PROCEDURES AND PROCESSES	REQUIREMENT FROM CLIENTS
4.	Processing of unsolicited proposals	Within 20 Working days	<ul style="list-style-type: none"> <li>➤ Acknowledge receipt and review request.</li> <li>➤ Schedule a meeting with client where necessary</li> <li>➤ Communicate feedback to client.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Submit request with relevant attachments where application.</li> </ul>

## **5.0 SERVICE STANDARDS**

MoEn is committed to dealing with our customers in a professional and timely manner. We are committed to providing the highest standards of service to all our customers. You should expect the following standards from us in terms of Quality, Responsiveness, Accessibility and Service Improvement:

### **QUALITY**

- The Ministry provides warm reception and ensures clients are treated with courtesy and respect.
- Available at all times to attend to information needs/challenges of our clients/public in a timely manner
- Ensure confidentiality of client's personal information
- Availability of resources to make work more flexible

We will:

- Treat you with respect and courtesy;
- Maintain confidentiality where required;
- Identify ourselves appropriately when serving you;
- Be clear and helpful;
- Act with care, diligence, honesty and integrity;
- Refer enquiries we cannot sufficiently respond to relevant agency/authority; and
- Ensure that our website is well set out, frequently updated and user friendly.

### **RESPONSIVENESS**

- Regularly update the Ministry's website ( [www.energymin.gov.gh](http://www.energymin.gov.gh)) to address the information needs of clients
- Provide feedback to clients should there be delays

We will endeavour to:

- Deal with tasks efficiently and effectively;
- Respond to correspondences promptly;
- Attend to visitors promptly upon arrival;
- Notify about our meetings in good time, at least two days in advance;
- Reply to letters and emails within five (5) working days and on more complex issues, our initial reply will give you an estimate of the time a full response will take and the cost, if any; and
- Prompt payment for goods, services and works upon submission of accurate invoices and any other supporting documents in line with government procurement rules and regulations;

## ACCESSIBILITY

- Make it easy for clients to contact us by providing the correct address, phone numbers and an active email address ( **info@energymin.gov.gh**)

We will be available:

- For working days/hours : Monday to Friday 8:30AM to 1:00PM and from 2:00PM to 5:00PM
- Other times and during emergencies, we can be accessed on cell phones or emails whichever may be applicable and appropriate;

## SERVICE IMPROVEMENT

- Promote customer feedback
- Communicate clear service standards
- Exceed Customer expectations

We aim to:

- Ensure that the accuracy and quality of our services remain world-class by continuously incorporating relevant developments in our service charter;
- Further improve procedures for monitoring the quality of our services and reporting the results;

## 6.0 OBLIGATIONS

### 6.1 OBLIGATIONS OF THE MINISTRY

We strive to:

- Provide warm reception and ensure clients are treated with courtesy and respect.
- Provide feedback to clients should there be delays.
- Act in a professional manner to our clients.
- Regularly update the Ministry's website ( [www.energymin.gov.gh](http://www.energymin.gov.gh)) to address the information needs of clients.
- Give prior information concerning business with the Ministry through flyers, brochures, newsletters, magazines and the social media.
- Be available at all times to attend to information needs/challenges of our clients/public in a timely manner.
- Ensure confidentiality of client's personal information.
- Make it easy for clients to contact us by providing the correct address, functional phone numbers and an active email address (**info@energymin.gov.gh**)

## **6.2 OBLIGATIONS OF THE CLIENTS**

- We expect clients to treat our Ministry staff with courtesy and respect (to contribute any information that will enhance the image of the Ministry, ensure prompt service delivery)
- Clients should not abuse or insult our staff.
- Clients should request for information accurately, thoroughly and in a timely manner.
- Clients should provide our Client Service Unit with well-prepared, valid and authentic supporting documents when doing business with us.
- The Public should follow guidelines and procedures in their dealings with us.
- We expect clients to be realistic and specific so that we can address their needs
- Clients should be truthful and honest.
- Clients who come to our premises have the responsibility to attend scheduled appointments punctually.
- Clients are to report to the reception first and then to the Client Service Unit for information.

## **6.3 MUTUAL OBLIGATION**

- All stakeholders are to abide by the regulations, policies and laws under which the Ministry operates.
- We expect clients to treat our Ministry staff with courtesy and respect

## **7.0 FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION**

### **7.1 FEEDBACK MECHANISM**

The Ministry has provided these avenues for feedback from our clients and stakeholders to ensure efficient service delivery.

- Client Service office
- Suggestion Box
- Meet-The-Press
- Mid-year and Annual Performance Review
- Ministry's website and Social media handles
- Telephone Number

## **7.2 INSTITUTIONAL COMMUNICATION**

MoEn would organise periodic Seminars and Press Conference every quarter to provide updates on their services to its customers. The essence of this exercise is to provide a platform for the institution to directly interact with its customers and to solicit their views in relation to effective service delivery.

## **8.0 CUSTOMERS/ CLIENTS**

The Ministry provides services to the following Clients:

1. Ghana National Petroleum Corporation
2. Tema Oil Refinery (TOR)
3. Energy Foundation (EF)
4. Energy Commission (EC)
5. Ghana National Gas Company (GNGC)
6. Petroleum Commission (PC)
7. National Petroleum Authority (NPA)
8. Ghana Cylinder Manufacturing Co. (GCMC)
9. Ghana Oil Company Ltd (GOIL)
10. Bulk Oil Supplies and Transport Co. (BOST)
11. Volta River Authority (VRA)
12. Electricity Company of Ghana (ECG)
13. Northern Electricity Distribution Company (NEDCo)Bui Power Authority (BPA)
14. Ghana Grid Company (GRIDCo)
15. Volta Aluminium Company (VALCO)
16. General Public and the International community
17. Other MDAs and MMDAs

## **9.0 COMPLAINTS PROCEDURE**

Clients with complaints are to initially contact the Client Service Unit of the Ministry. Clients should document their complaints and submit to the Client Service Unit. Client Service Officer directs the client to appropriate office/officer. Appropriate office(r) gives feedback in writing to the Ministry or Client.



Where to address your complaints:

**a. Client Service Unit**

Ministry of Energy  
P.O. BOX SD 40  
Stadium Post Office  
Accra, Ghana  
Telephone: 0276502239

**b. The Chief Director,**

Ministry of Energy  
P.O. BOX SD 40  
Stadium Post Office  
Accra, Ghana

Where you are still not satisfied with the outcome, you may address your comment/ complaints 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- 682328

Where you are still not satisfied with the outcome, you may address your comment/ complaints to:

**d. The Chair-person,**

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

Where you are still not satisfied with the outcome, you may address your comment/ complaints to:

**e. The Commissioner,**

Commission on Human Rights and Administrative Justice

Postal Address: Box AC 489, Accra.

Phone: +233 (0) 662150 / 664267

EMAIL: [info@chraj.gov.gh](mailto:info@chraj.gov.gh)

GPS: GA-184-6440

## **10.0 CONTACT**

Ministry of Energy

P.O. BOX SD 40

Stadium Post Office

Accra, Ghana

Ghana Post: **GL-063-5498**

Tel: 0276502239

E-mail: **info@energymin.gov.gh**

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

## **LOCATION**

The Ministry is located within the Ministerial enclave (Energy Close Road), opposite the SSNIT Pension House.

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**APPENDIX: CONTACT ADDRESSES OF SECTOR AGENCIES**

<b>ORGANIZATION</b>	<b>ADDRESS AND LOCATION</b>	<b>TELEPHONE NUMBER</b>	<b>WEBSITE/E-MAIL ADDRESS</b>
The Chief Executive <b>Ghana National Petroleum Corporation (GNPC)</b> Tema	Private Mail Bag Tema- Ghana  Petroleum House, Harbour Road, Tema	Tel No: +233 303 2060 20 +233 303 2046 54 Fax: +233 303 2065 92	E-mail: info@gnpcghana.com  Website: www.gnpcghana.com
The Chief Executive <b>Tema Oil Refinery (TOR)</b> Tema	P.O. Box Co599  Heavy Industrial area Tema- Ghana	Tel No: +233 244 0891 46 +233 303 3040 95-7 Fax: +233 303 3069 39	E-mail: tor@tor.com.gh info@torghana.com  Website: www.tor.com.gh
The Executive Secretary <b>Energy Foundation (EF)</b> South Legon Accra	P.O. Box CT1671 Cantonments  No. 5 (1 <sup>st</sup> Freedom Link) East Legon	Tel No: +233 302 5156 10-12  Fax: +233 302 5156 13	E-mail: info@ghanaef.org  Website: www.ghanaaef.org
The Executive Secretary <b>Energy Commission (EC)</b> Accra	P.M.B. Ministries Behind Alliance Francaise Ghana Airways Avenue Accra	Tel No: +233 302 8137 56/7  Fax: +233 302 8137 64	E-mail: info@energycom.gov.gh  Website: www.energycom.gov.gh
The Chief Executive <b>Ghana National Gas Company (GNGC)</b>	P. O. Box CT 3686 Cantonments, Accra 10 Drake Avenue Airport Residential Area	Tel No: +233 302 7442 00 Fax: +233 302 7442 29	E-mail: <a href="mailto:Media@ghanagas.com.gh">Media@ghanagas.com.gh</a>
The Chief Executive Officer <b>Petroleum Commission (PC)</b> Accra	P.O. Box CT 228 Cantonments, Accra Plot No. 4A George Bush Highways	Tel No: +233 302 9533 92 +233 302 9533 93	E-mail: <a href="mailto:Info@petrocomm.gov.gh">Info@petrocomm.gov.gh</a>
The Chief Executive <b>National Petroleum Authority (NPA)</b> Accra	P.M.B. Cantonments No. 6 George Bush Highways Dzorwulu, Accra	Tel No: +233 302 5503 33 +233 302 7661 95/6  Fax: +233 302 7661 93	E-mail: info@npa.gov.org  Website: www.ghanaaef.org
The Managing Director <b>Ghana Cylinder Manufacturing Co.</b>	P. O. Box KA30439 KIA Accra	Tel No: +233 302 8117 20 +233 302 8116 98	E-mail: gcmc1998@yahoo.com

<b>(GCMC)</b> Accra	No. 62, Spintex Road (Near Regimanuel Grey)	Fax: +233 302 8117 00	
The Managing Director <b>Ghana Oil Company Ltd (GOIL)</b> Headquarters Accra	P.O.Box GP 3183 Accra Junction of Kojo Thompson & Adjabeng Roads	Tel No: +233 302 6882 14-7	E-mail: <a href="mailto:goil@goilghana.com">goil@goilghana.com</a>  Website: <a href="http://www.goilonline.com">www.goilonline.com</a>
The Managing Director <b>Bulk Oil Supplies and Transport Co. (BOST)</b> Accra	P.O. Box MB 499, Accra Plot No. 12 First Dzorwulu Cresment	Tel No: +233 302 7705 72 +233 243 6900 51-5  Fax: +233 302 7705 72	E-mail: <a href="mailto:bost@bost.com.gh">bost@bost.com.gh</a>
The Chief Executive <b>Volta River Authority (VRA)</b>	P. O. Box MB77 Electro - Volta House 28 <sup>th</sup> February Road Accra, Ghana	Tel No: +233 302 6649 41-9 +233 302 2185 40 Fax: +233 302 6626 10	E-mail: <a href="mailto:corpcomm@vra.com">corpcomm@vra.com</a>  Website: <a href="http://www.vraghana.com">www.vraghana.com</a>
The Managing Director <b>Electricity Company of Ghana (ECG)</b>	P. O. Box 521 Electro - Volta House Ministries, Accra	Tel No: +233 302 6767 27/47 Fax: +233 302 6662 62	E-mail: <a href="mailto:ecgho@ghana.com">ecgho@ghana.com</a>  Website: <a href="http://www.ecgonline.info">www.ecgonline.info</a>
The Managing Director <b>Northern Electricity Distribution Company (NEDCo)</b>	P. O. Box TM77 Tamale NORRIP Building, Bolga Road, Tamale	Tel No: +233 372 0223 81 Fax: +233 372 0224 88	E-mail: <a href="mailto:info@nedco.com.gh">info@nedco.com.gh</a>  Website: <a href="http://www.nedco.com.gh">www.nedco.com.gh</a>
The Chief Executive <b>Bui Power Authority (BPA)</b>	KD PMB 62 #11 Dodi Link Kanda, Accra	Tel No: +233 302 5224 44/5 Fax: +233 302 5224 43	E-mail: <a href="mailto:info@buipower.com">info@buipower.com</a>  Website: <a href="http://www.buipowerauthority.com">www.buipowerauthority.com</a>
The Chief Executive <b>Ghana Grid Company (GRIDCo)</b>	P. O. Box CS7979 Tema, Ghana Off Tema–Aflao Road	Tel: +233 303 3187 00 +233 302 6600 49 +233 303 3187 90 Fax: +233 302 6761 80 +233 303 3187 24	E-mail: <a href="mailto:gridco@gridcogh.com">gridco@gridcogh.com</a>  Website: <a href="http://www.gridcogh.com">www.gridcogh.com</a>

Reviewed by:  
Management Services Department/OHCS  
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