



MINISTRY OF EMPLOYMENT AND
LABOUR RELATIONS



CLIENT SERVICE CHARTER



NOVEMBER, 2019

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LIST OF ABBREVIATIONS

CHRAJ	-	Commission for Human Rights and Administrative Justice
F&A	-	Finance and Administration
HRM	-	Human Resource Management
MDAs	-	Ministries, Departments and Agencies
MELR	-	Ministry of Employment and Labour Relations
OHCS	-	Office of the Head of the Civil Service
OOP	-	Office of the President
PPBME	-	Policy Planning, Budgeting, Monitoring and Evaluation
PSC	-	Public Services Commission
RSIM	-	Research, Statistics and Information Management

FOREWORD

The Ministry of Employment and Labour Relations (MELR) is committed to providing high quality services to our clients and the wider community. The Service Charter outlines the service standards that clients can expect from the Ministry and how these services will be delivered. The Charter outlines the mandate, vision, mission, mandate, core values as well as the functions of the Ministry by which staff will be guided in their relations and dealings with the public which they serve. The document also serves as a source of information for the general public on the services provided by the MELR and aims to empower the public to demand the service standards stated herein as a right. The purpose of this Charter, therefore, is to promote the core values of MELR with a view to ensuring transparent and quality service delivery that meets the demands of our key stakeholders as well as the general public.

**KIZITO BALLANS
(CHIEF DIRECTOR)**

1.0 INTRODUCTION

This Client Service Charter sets out our commitment to provide you, our clients, with a high level of service. The Charter explains what we do and the standards of service you can expect from the MELR. It also explains the steps you can take if our service standards are not met. The Charter outlines the basic objectives, goals and principles of the Ministry by which staff will be guided both in their relations with one another and in their dealings with the public which they serve. The purpose is to promote the core values of MELR with a view of ensuring transparent and quality service delivery that meets the demands of our clientele.

2.0 MANDATE OF THE MINISTRY

The Ministry of Employment and Labour Relations by Executive Instrument (EI 28), January 2017 and Sections 11 & 13 of the Civil Service Act, 1993 (PNDCL 327), is mandated to:

- formulate policies on employment and labour issues,
- develop sector plans,
- coordinate sector specific interventions,
- promote harmonious labour relations and workplace safety,
- promote the elimination of child labour,
- monitor and evaluate the implementation of policies, programs/projects for accelerated employment creation for national development.

2.1 VISION

Decent jobs for all workers in Ghana

2.2 MISSION

The MELR exists to co-ordinate and promote employment opportunities, decent jobs and harmonious relations in all sectors of the national economy through the formulation of policies, regulations, monitoring and evaluation of the performance of the sector.

2.3 CORE VALUES

- Discipline
- Client-centered
- Gender Sensitive
- Resourcefulness
- Proactiveness

3.0 FUNCTIONS OF THE MINISTRY

- Initiate, formulate and coordinate sector policies and programmes as well as schemes to ensure sustainable, accelerated employment-generation and human capital development;
- Develop strategies and mechanisms to ensure and promote industrial peace and harmony;
- Develop and periodically review all legal and policy instruments for the sector.
- Ensure the development and review of labour market information management systems to facilitate the availability of timely, relevant and accurate national employment and labour statistics;
- Coordinate all national employment initiatives with the collaboration of relevant stakeholders of the economy;

- Ensure the monitoring and evaluation of sector policies, programmes and projects in relation to gainful employment-generation and the promotion of industrial harmony;
- Promote best management practices, systems and procedures in all sectors of the economy to enhance labour productivity;
- Ensure fair and equitable wages and salaries for employees in all sectors of the economy;
- Ensure the provision of employable skills and apprenticeship particularly to the youth, through vocational and technical training at all levels to promote decent and sustainable jobs;
- Ensure occupational safety and health for all workers in both the formal and informal sectors;
- Ensure all workplaces conform to labour laws through labour inspection; and
- Facilitate the development of vibrant co-operatives and small scale enterprises for employment generation and poverty reduction.

4.0 DIRECTORATES AND UNITS OF THE MINISTRY

Directorates:

There are four-line Directorates of the Ministry. These are:

➤ Finance and Administration (F&A) Directorate

Administration

- Procurement and Stores
- Personnel
- Transport
- Estates
- Records Management
- Protocol
- Security

Finance

- Accounts
- Treasury

➤ **Research, Statistics and Information Management (RSIM) Directorate**

- Research, Statistics and GLMIS
- Information Technology/Information Management Unit

➤ **Human Resource Management and Development (HRM) Directorate**

- Sector HR Planning Unit
- Sector Development and Training Unit
- Sector Performance Management Unit

➤ **Policy, Planning, Budgeting, Monitoring and Evaluation (PPBME) Directorate**

- Employment and Labour Policy Planning Unit
- Budgeting Unit
- Monitoring and Evaluation Unit

➤ **Special Units under the Ministry**

- Internal Audit Unit
- Clients Services Unit
- Public Relations Unit
- National Tripartite Committee Secretariat

5.0 SECTOR DEPARTMENTS AND AGENCIES

The Ministry operates through Three (3) Civil Service Departments and Seven (7) sub-vented Agencies, Two (2) Commissions, and One (1) Authority:

➤ **Civil Service Departments:**

- Labour Department (LD)
- Department of Factories Inspectorate (DFI)
- Department of Cooperatives (DoC)

➤ **Sub-vented Agencies:**

- Management, Development and Productivity Institute (MDPI)
- Ghana Co-operatives Council (GCC)
- National Vocational Training Institute (NVTI)
- Ghana Co-operatives College (GCC)
- Integrated Community Centres for Employable Skills (ICCES)

- Opportunities Industrialization Centre - Ghana (OICG)
- Youth Employment Agency (YEA)

Commissions:

- National Labour Commission (NLC)
- Fair Wages & Salaries Commission (FWSC)

Authority:

- National Pensions Regulatory Authority (NPRA)

6.0 SERVICE AND SERVICES STANDARDS

Service to our clients is paramount. We aim to provide you with the highest level of assistance across our range of services.

We have set the following service standards so that clients and the wider community know what to expect when dealing with us.

Services	Timeframe	Processes and Procedures
Determination of National Daily Minimum Wage (NDMW)	Four (4) Months (January - April)	<ul style="list-style-type: none"> x Organise a maiden meeting for the determination of the NDMW. x Technical sub-Committee submits proposals to the National Tripartite Committee (NTC) x NTC reviews proposals and determine the minimum wage. x Minimum wage is published and gazetted
Facilitation of Settlement of Industrial Disputes	Twenty (20) Working days	<ul style="list-style-type: none"> x Receive petition x Invite parties involved to review petition x Refer matter to appropriate quarters where necessary x Witness agreement signed by parties where necessary
General Enquiries/ Strategic Information	Within Five (5) Working days	<ul style="list-style-type: none"> x Receive general request/queries and respond x Receive strategic request and redirect

Requirement(s) from Client	Responsible Office(r)	Fee Chargeable (where applicable)
x Government, Employers and Organized Labour submit proposals	x National Tripartite Secretariat	No fees charged
x Submit petition attaching relevant documents e.g. contract agreements, appointment letters, etc.	x National Tripartite Secretariat	No fees charged
x Walk in/call/email x Write letter with relevant attachments (where applicable)	x Client Service Secretariat	No fees charged

7.0 WHAT CLIENTS SHOULD EXPECT FROM THE MINISTRY

We are committed to:

- providing excellent customer service;
- improving our processes and procedures;
- treating clients with courtesy and respect;
- having effective and efficient collaboration with all stakeholders;
- providing information in an open, supportive and transparent manner;
- ensuring continuous improvement in our service delivery;
- institutionalizing the principles of tripartism in all matters related to labour and employment; and
- delivering timely, accurate and efficient services.

8.0 WHAT TO EXPECT FROM THE CLIENT

The quality of service rendered to clients and stakeholders depends on the co-operation and feedback received from you. In that respect, we expect you to:

- Seek information from the Front Desk Officer or the Client Services Unit;
- Provide clear and concise requests;
- Provide the required information in a sincere and timely manner;
- Be courteous and treat our staff with respect;

- Ensure that documents submitted to the Ministry are authentic, valid and appropriately addressed/labelled;
- Comply with our Rules, Guidelines and Regulations;
- Inform us (refer to 10.0) if you are not satisfied with our services;
- Use the Ministry's website, www.melr.gov.gh where necessary.

9.0 FEEDBACK – COMMENDATIONS AND SUGGESTIONS

- Write a letter to the Chief Director of the Ministry
- Drop your comment/recommendation/suggestion in the suggestion box located at the front desk or at www.melr.gov.gh.
- Fill feedback form at the Client Service Unit.
- Send email via info@melr.gov.gh

10.0 COMPLAINT PROCEDURE

In reporting complaints:

- Be clear why you are not satisfied
- Keep a record of events

Complaints should be:

- Submitted to the Client Services Unit; or
- Formally submitted to the Chief Director, MELR or
- Placed in the suggestion box located at the Reception or
- Send email via info@melr.gov.gh

How we respond to complaints

If you are not satisfied with our services, we will be glad to hear from you and provide feedback. To do this, we need to know what kind of service you require and how this compares with the service we provide and we promise to consider your views when reviewing our standards.

- You can contact us by phone, email, or through our social media networks (twitter and Instagram). You can make an appointment to meet with one of our Client Service Officers if you need to.
- When contacting us by phone, we aim to respond to you either at the first point of contact or within one (1) working day.
- We will respond to all other correspondences within seven (7) working days.
- If we cannot respond to your query within this timeframe, we will acknowledge your communication, let you know why we cannot fully respond and give you an estimated time when you can expect a more detailed response.

The channel of communication in dealing with the MELR shall be from the Client Service Officer through Heads of Directorates/Units and further to the Chief Director. In case a client is not satisfied with the feedback from the Ministry, the client can seek redress from the following institutions in the order listed below:

- **The Head of Civil Service**

- Office of the Head of the Civil Service
P. O. Box MB 49
Ministries – Accra
Phone: (+233) 302-682340/682328

- **The Chairperson**
Public Services Commission (PSC)
P. O. BOX GP 1618 Accra.
Email: info@psc.gov.gh
Tel: +233(0)302-663047/663980/667470
- **The Commissioner**
Commission for Human Rights and Administrative Justice
(CHRAJ)
P.O. Box AC 489,
Phone: +233 (0) 242 – 211 – 534
Email: info@chraj.gov.gh
GPS: GA-184-6440

11.0 Contact Details

Office Location:	Civil Service Drive, Ministries (Adjacent Ministries Post Office)
Postal Address:	P. O. Box MB 84, Ministries, Accra-Ghana GPS Address: GA-110-3577
Email:	info@melr.gov.gh
Website:	www.melr.gov.gh
Client Services:	0307010142

You may address your comments/complaints to:

THE CHIEF DIRECTOR
MINISTRY OF EMPLOYMENT AND LABOUR RELATIONS
P. O. BOX MB 84
MINISTRIES - ACCRA



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