



MINISTRY OF ENERGY



CLIENT SERVICE CHARTER

August, 2019



**CLIENT SERVICE
CHARTER**

FOR THE

MINISTRY OF ENERGY

TABLE OF CONTENTS

TABLE OF CONTENTS.....	iii
LIST OF ACRONYMS.....	iv
1.0 Introduction	1
2.0 Ministry Profile.....	1
2.1 Mandate.....	1
2.2 Vision.....	1
2.3 Mission	1
2.4 Core Values	1
2.5 Functions.....	1
3.0 Organisational Arrangements	2
3.1 Directorates.....	2
3.2 Units in the Ministry.....	2
3.3 Agencies under the Ministry Of Energy	3
4.0 Service and Service Delivery Standards	4
5.0 What to Expect from the Ministry	6
6.0 What to Expect From Clients	6
7.0 Feedback Mechanism	7
8.0 Complaint Procedure	7
9.0 Contacts	8
APPENDIX 1 - Addresses of Agencies under the Ministry of Energy.....	9

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

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 Client 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.

A handwritten signature in blue ink, appearing to read 'Lawrence Apaalse', is centered on the page.

LAWRENCE APAALSE
CHIEF DIRECTOR

1.0 INTRODUCTION

This Client Service Charter provides information on the services provided by the Ministry of Energy. It states what the public needs to know concerning the programmes and activities of the Ministry and further indicates how feedback would be communicated with regards to any of our Services. It outlines the Profile of the Ministry and Service Delivery Standards and defines what the public can expect from us.

2.0 MINISTRY PROFILE

2.1 Mandate

The Ministry of Energy is mandated by the Civil Service Act, 1993 (PNDCL 327) and the Executive Instrument (EI) 28 to initiate, formulate, monitor and evaluate policies to ensure sustained exploration, development and production of the oil and gas endowment and, power generation, transmission and distribution.

2.2 Vision

Self-sufficient in the provision of sustainable energy and for export.

2.3 Mission

Ensure reliable and competitively-priced energy for the Ghanaian economy and for export, in an environmentally-friendly manner.

2.4 Core Values

The MoEn is guided by the Ghana Public Service values of:

- Commitment
- Reliability
- Integrity
- Teamwork
- Gender Sensitivity

2.5 Functions

The Ministry of Energy performs the following specific functions:

- i. Translate government's energy development agenda and policy direction contained in the national energy policy into strategies and programmes;
- ii. Ensure reliable supply of affordable energy services to meet national demand and for export;
- iii. Increase access to modern energy forms, especially in the rural areas;

- iv. Ensure availability and security of future energy supplies.
- v. Strengthen the capacity of the energy sector institutions in planning and coordination.
- vi. Maximize local content and participation in all aspects of the industry value chain.
- vii. To ensure financial sustainability of energy utilities.

3.0 ORGANISATIONAL ARRANGEMENTS

The Ministry has ten (10) Directorates and nine (9) Units in staffing position to the Chief Director.

3.1 Directorates

The under listed are the various Directorates of the Ministry:

- Policy, Planning, Budgeting, Monitoring and Evaluation Directorate (PPBMED);
- General Administration Directorate (GAD)
- Human Resource Management and Development Directorate (HRM&DD)
- Research Statistics and Information Management Directorate (RSIMD)
- Finance Directorate (FD)
- Petroleum Upstream Directorate
- Petroleum Downstream Directorate
- Power Generation and Transmission Directorate
- Power Distribution Directorate
- Renewable Energy Directorate

3.2 Units in the Ministry

Heads of Units manage the Units in the Ministry as follows:

- Internal Audit
- Communication and Public Affairs
- Client Services
- Legal Affairs
- Financial Analysis and Monitoring
- Investment Appraisal
- Local Content
- Health Safety, Security and Environment
- Project Management

3.3 Agencies under the Ministry Of Energy

The Ministry has oversight responsibilities over sixteen (16) Agencies and are listed below;

a. Regulatory Agencies

- Petroleum Commission (PC)
- National Petroleum Authority (NPA)
- Energy Commission (EC)

b. Petroleum Sub-Sector Agencies

- Ghana National Petroleum Corporation (GNPC)
- Tema Oil Refinery (TOR)
- Bulk Oil Storage and Transportation Company (BOST)
- Ghana Oil Company Limited (GOIL)
- Ghana Cylinder Manufacturing Company (GCMC)
- Ghana National Gas Company (GNGC)

c. Power Sub-Sector Agencies

- Volta River Authority (VRA)
- Bui Power Authority
- Ghana Grid Company (GRIDCO)
- Electricity Company of Ghana (ECG)
- Northern Electricity Distribution Company (NEDCo)
- Volta Aluminium Company (VALCO)
- VRA Resettlement Trust Fund (VRTF)

4.0 SERVICE AND SERVICE DELIVERY STANDARDS

NO	SERVICE	TIME FRAME	PROCESSES / PROCEDURES	REQUIREMENT(S) FROM CLIENTS
1	Respond to general enquiries/provide technical information	5 working days	<ul style="list-style-type: none"> ➤ Acknowledge receipt of request. ➤ Collate and review information from the relevant directorates and agencies ➤ Request for a meeting if necessary ➤ Respond to request with detailed information 	<ul style="list-style-type: none"> ➤ Complete Client Service enquiry form. ➤ Submit formal request with relevant attachments (where applicable)
2	Approval of Community Electrification under the National Electrification Scheme (NES)	30 working days	<ul style="list-style-type: none"> ➤ Survey/Evaluation by Utilities/Consultants. ➤ Approval by the Ministry. 	<ul style="list-style-type: none"> ➤ Submit formal request with relevant attachments. (Provide low voltage distribution network layout, wired houses for customer service connections, etc.)
3	Award of Contracts for energy projects (supply of materials for NES, Solar Lamps, LPG cook stoves & accessories etc)	30 working days	<ul style="list-style-type: none"> ➤ Advertising of contract (where applicable). ➤ Receive expression of interest and proposal by contractors. ➤ Seek approval from PPA. ➤ Evaluation of proposal in compliance with technical and financial specifications by 	<ul style="list-style-type: none"> ➤ Letter of introduction. ➤ Company's profile of experience of work done. ➤ Valid certificate of incorporation with Registrar General's Department. ➤ Tax clearance certificate ➤ Labour certificate ➤ Social Security Certificates.

			<p>Technical Committees/Tender Review Board.</p> <ul style="list-style-type: none"> ➤ Rating and shortlisting of contractors. ➤ Award of contract. 	<ul style="list-style-type: none"> ➤ Installation license. ➤ Certificate for classification from Ministry of Works & Housing and ECG/VRA-NEDCO ➤ CEWP license from the Energy Commission.
4	Award of Petroleum Blocks	1 year	Refer to website for details	Refer to website for details
5	Approval of Plan of Operation and Development (POD)	60 working days	<ul style="list-style-type: none"> ➤ Receive and review POD ➤ Conduct stakeholder engagement ➤ Approve POD 	<ul style="list-style-type: none"> ➤ Submit POD with relevant attachments. ie <ul style="list-style-type: none"> • Local Content Plan • Corporate Social Responsibility Plan • Facilities Support Document • Wells Support Document • Sub surface Support Document
6	Processing of unsolicited Expression of Interest	20 working days	<ul style="list-style-type: none"> ➤ Receive and review request. ➤ Communicate feedback to client. 	<ul style="list-style-type: none"> ➤ Submit request with relevant attachments.

❖ The above services do not attract any charges except for service numbers 3 & 4. [See website for details]

5.0 WHAT TO EXPECT FROM THE MINISTRY

- Friendly and courteous staff providing service to the best of their ability
- Directional signs, leading to facilities clearly marked and designated to facilitate easy identification and access;
- Reply to all letters within 5 working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing, and/or by telephone when to expect a full reply
- Treat emails which are duly signed as official documents
- Answer the phone between 2 to 3 rings
- Identify ourselves by; name, organization, and position
- Inform you when you may expect a full reply in case we are unable to answer your enquiry immediately
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence
- Well-furnished Client Service reception
- Provide Clients/Stakeholders and partners with all information they require and on timely basis
- Customer information sheets, pamphlets, brochures will be available at vantage points and at the CSU;
- Suggestion boxes will be provided at vantage points for all clients' feedback on quality of service;
- The Ministry's website will remain dedicated; functional, updated and accessible at all times;

On appointment, we will:

- See you within 10 minutes of the agreed time.
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

6.0 WHAT TO EXPECT FROM CLIENTS

- Identify yourself
- To be conversant with information provided in the Ministry's information sheets, brochures and Client Service Charters (CSC)
- To assist the Ministry in performing its mandate, by cooperating with staff and providing the needed information;
- To respond expeditiously to any clarifications needed;
- To report at the reception first, and then to the Client Service Unit (CSU) for further information;
- To be polite, courteous, respectful, cooperative, patient and exhibit decorum;

- To make an effort to be knowledgeable and understand the work culture/environment of the Ministry.
- To contribute any information that will enhance the image of the Ministry and that will ensure prompt service delivery.
- To report complaints promptly and impartially to the Client Service Unit (CSU).

7.0 FEEDBACK MECHANISM

We encourage you to communicate with us and give us feedback through the following Mediums:

- Contact our **Client Service Unit**.
- We also encourage you to use our **Suggestion Boxes** located at our Reception Area and on all floors at the Ministry.
- We encourage you to participate in our Periodic '**Meet-the-Press**' Series and 'Open-Days' to give us feedback on activities of the Ministry.

8.0 COMPLAINT PROCEDURE

In reporting complaints

- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect from us
- Keep a record of events

Complaints and comments may be:

- Submitted to the Client Service Unit
- Placed in Suggestion Boxes located within the Office building
- Formally submitted to the following Addresses:

CLIENT SERVICE UNIT

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

Where not satisfied, you may address it to the **Chief Director** of the Ministry.

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

Accra, Ghana

If still not satisfied you may send your complaint to:

- 1. The Head of Civil Service,**
Office Head Civil Service
P. O. Box M49
Accra.
Tel: 0302-682340

- 2. The Commissioner,**
Public Services Commission
P.O. Box GP1618
Accra.
Email: info@psc.gov.gh
Tel: +233(0)3026663047
+233(0)302667470

- 3. The Director,**
Ghana Citizens Complaint Center
C/o Office of the President
Ministry of Public Sector Reforms Accra
Tel: +233-030221001-4

As a last resort you may appeal to:

The Commissioner,
The Commission on Human Rights and Administrative Justice
Box Ac 489
Accra
Tel: 0302-662150/664267.

9.0 CONTACTS

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

Ministry of Energy
P.O. BOX SD 40
Stadium Post Office
Accra, Ghana
Ghana Post: **GL-063-5498**
Tel: **+233-302-683961-4**
Fax: **+233-302-668262**
E-mail: **moen@energymin.gov.gh**
Website: **www.energymin.gov.gh**

APPENDIX 1 - ADDRESSES OF AGENCIES UNDER THE MINISTRY OF ENERGY

ORGANIZATION	ADDRESS AND LOCATION	TELEPHONE NUMBER	WEBSITE/E-MAIL ADDRESS
The Chief Executive Ghana National Petroleum Corporation (GNPC) 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 Tema Oil Refinery (TOR) 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 Energy Foundation (EF) South Legon Accra	P.O. Box CT1671 Cantonments No. 5 (1 st 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 Energy Commission (EC) 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 Ghana National Gas Company (GNGC)	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: Media@ghanagas.com.gh
The Chief Executive Officer Petroleum Commission (PC) 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: Info@petrocomm.gov.gh
The Chief Executive National Petroleum Authority (NPA) 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 Ghana Cylinder Manufacturing Co. (GCMC) Accra	P. O. Box KA30439 KIA Accra No. 62, Spintex Road (Near Regimanuel Grey)	Tel No: +233 302 8117 20 +233 302 8116 98 Fax: +233 302 8117 00	E-mail: gcmc1998@yahoo.com

The Managing Director Ghana Oil Company Ltd (GOIL) Headquarters Accra	P.O.Box GP 3183 Accra Junction of Kojo Thompson & Adjabeng Roads	Tel No: +233 302 6882 14-7	E-mail: goil@goilghana.com Website: www.goilonline.com
The Managing Director Bulk Oil Supplies and Transport Co. (BOST) Accra	P.O. Box MB 499, Accra Plot No. 12 First Dzorwulu Crescent	Tel No: +233 302 7705 72 +233 243 6900 51-5 Fax: +233 302 7705 72	E-mail: bost@bost.com.gh
The Chief Executive Volta River Authority (VRA)	P. O. Box MB77 Electro - Volta House 28 th February Road Accra, Ghana	Tel No: +233 302 6649 41-9 +233 302 2185 40 Fax: +233 302 6626 10	E-mail: corpcomm@vra.com Website: www.vraghana.com
The Managing Director Electricity Company of Ghana (ECG)	P. O. Box 521 Electro - Volta House Ministries, Accra	Tel No: +233 302 6767 27/47 Fax: +233 302 6662 62	E-mail: ecgho@ghana.com Website: www.ecgonline.info
The Managing Director Northern Electricity Distribution Company (NEDCo)	P. O. Box TM77 Tamale NORRIP Building, Bolga Road, Tamale	Tel No: +233 372 0223 81 Fax: +233 372 0224 88	E-mail: info@nedco.com.gh Website: www.nedco.com.gh
The Chief Executive Bui Power Authority (BPA)	KD PMB 62 #11 Dodi Link Kanda, Accra	Tel No: +233 302 5224 44/5 Fax: +233 302 5224 43	E-mail: info@buipower.com Website: www.buipowerauthority.com
The Chief Executive Ghana Grid Company (GRIDCo)	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: gridco@gridcogh.com Website: www.gridcogh.com
The Chief Executive Volta Aluminium Company (VALCO)	P. O. Box CO625 Heavy Industrial Area Tema, Ghana	Tel No: +233 302 2087 87 +233 303 2000 48 +233 303 2000 81 Fax: +233 303 2002 82	E-mail: info@valcotema.com Website: www.valcotema.com

Reviewed by:
Management Services Department/OHCS
Accra