



REPUBLIC OF GHANA
MINISTRY OF HEALTH



CLIENT SERVICE **CHARTER**

DECEMBER, 2024





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ACRONYMS

CHRAJ	- Commission on Human Rights and Administrative Justice
CLOGSAG	- Civil and Local Government Staff Association Ghana
GRA	- Ghana Revenue Authority
JICA	- Japan International Cooperation Agency
KATH	- Komfo Anokye Teaching Hospital
KBTH	- Korle-BU Teaching Hospital
MDA	- Ministries, Departments and Agencies
MMDA	- Metropolitan, Municipal and District Assemblies
MOF	- Ministry of Finance
MOFARI	- Ministry of Foreign Affairs and Regional Integration
MOH	- Ministry of Health
MOU	- Memorandum of Understanding
MSD	- Management Services Department
OHCS	- Office of the Head of Civil Service
PSC	- Public Services Commission
TTH	- Tamale Teaching Hospital
UNICEF	- United Nations Emergency Children Fund
UNFPA	- United Nations Population Fund
USAID	- United States American International Development
WBG	- World Bank Group
WHO	- World Health Organization
WAHO	- West Africa Health Organization

FOREWORD

We are proud to introduce our Client Service Charter which embodies our commitment to providing accessible, high-quality services to all.

The Ministry of Health (MoH) was established to coordinate the formulation of sector policies, set standards, mobilize, and allocate resources, review development plans, monitor and evaluate the implementation of policies and performance of the sector.

The Ministry of Health is therefore committed to providing strategic direction for effective and efficient health service delivery in a proactive, innovative, non-discriminatory, client-focused, and equitable manner thereby contributing to improved living standards and the general well-being of the population. As a policy making organization dedicated to safeguarding the health and well-being of citizens of Ghana, the MoH plays a crucial role in shaping and delivering healthcare services across the nation. The Ministry is committed to fostering transparency, accountability, and improved service delivery.

At the Ministry of Health, we recognize the importance of ensuring that our services are not only effective and efficient but also responsive to the needs of our clients. This Charter outlines the standards of service you can expect from us, the procedures and timelines for service delivery and the mechanisms available for addressing any grievances or concerns you may have.

Through this Charter, we aim to enhance communication, promote transparency, and empower you, our valued clients, to actively engage with and access the services we provide. The Ministry anticipates that, this Charter will make it easier for clients to access our services, ending needless waiting periods and delays in the provision of services.

The Ministry therefore invite you to explore our Client Service Charter and join us on our journey towards a healthier, more resilient Ghana.

A handwritten signature in black ink, appearing to read 'Alhaji Hafiz Adam', with a long horizontal flourish extending to the right.

.....
ALHAJI HAFIZ ADAM
CHIEF DIRECTOR

1.0 INTRODUCTION

The Client Service Charter outlines the comprehensive services offered by the Ministry of Health (MoH) to the public. The Charter meticulously details service standards, procedures, timelines and grievance mechanisms which further demonstrates our dedication to continuous improvement and client satisfaction. Its aims to increase awareness and understanding of the services provided, fostering trust and confidence in our services and ultimately, enhancing the overall experience for all who engage with the Ministry of Health.

The Ministry is an organ of the Ghana Civil Service which coordinates and supervises thirty (30) agencies. These agencies are categorized into:

- i. Service Delivery (14),
- ii. Regulatory (10),
- iii. Training and Development (5),
- Iv. Research (1).

For the full list of agencies, see appendix.....

2.0 PURPOSE OF THE CHARTER

The purpose of the Client Service Charter is to establish and inform Clients of the service standards of the Ministry and to enhance productivity.

3.0 PROFILE OF THE ORGANIZATION

a. MANDATE

In line with Section 11 of the Civil Service Act, 1993 (P.N.D.C.L. 327), the Ministry of Health is mandated to initiate and formulate policies to ensure health and vitality, access to quality health for all people living in Ghana, develop the local health industry for socio-economic development, as well as coordinate, monitor and evaluate the effectiveness and efficiency of the performance of the sector.

b. VISION

A healthy population for national development.

c. MISSION

MoH exists to contribute to socio-economic development by promoting health and vitality through access to quality health for all people living in Ghana, using well-motivated personnel.

d. CORE VALUES

- Professionalism
- Proactive
- Innovative
- Customer-focused
- Fairness and Equity

e. 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 Health performs the following specific functions;

- i. Initiate the formulation, and/or review of Health policies and legislations taking into account the needs and aspirations of the people.
- ii. Initiate and advice on health sector plans, programmes and projects.
- iii. Undertake such research as may be necessary for effective implementation of health sector policies, programmes and projects.
- iv. Provide relevant and adequate information for the coordination and management of health services
- v. Provide strategic direction, set standards and regulations for health delivery services.
- vi. Provide a framework for the regulation and management of food, drugs, non-drug consumables, medical devices for health service delivery and practices.
- vii. Monitor and evaluate the performance of the health sector.
- viii. Mobilize and allocate resources to the health sector.
- ix. Provide a framework for the development and management of the human resources for health.
- x. Promote healthy lifestyle and wellness among the population.
- xi. Provide a framework for the effective and efficient procurement, distribution, management and use of health sector goods, works and services.
- xii. Provide a framework for risk management and corporate governance for the sector; and
- xiii. Perform any other function that are incidental or conducive to the achievement of the mandate of the ministry.

f. ORGANIZATIONAL ARRANGEMENT

The organizational structure has at the apex the Honourable Minister and Deputy Minister(s) with a Ministerial Advisory Board which periodically advises the Ministry. Below the Minister is the Chief Director who supervises the activities of heads of Directorates and Specialised units such as Public Relations, Internal Audit, Client Services, Legal Unit. The Directorates include;

3.1 DIRECTORATES

1. Policy Planning, Budgeting, Monitoring and Evaluating Directorate (PPBMED)
2. Traditional and Alternative Medicine Directorate
3. Medical and Dental Directorate
4. Pharmacy Directorate
5. Nursing and Midwifery Directorate
6. Public Health and Health Promotion Directorate
7. Allied Health Directorate
8. External Health Coordination Directorate
9. Human Resource For Health Development Directorate
10. Research Statistic and Information Management Directorate
11. General Administration Directorate (GAD)
12. Procurement and Supply Chain Directorate (PSCD)
13. Finance Directorate (FD)
14. Infrastructure Directorate (ID)

3.2 SPECIALIZED UNITS

- i. Legal Affairs Unit
- ii. Public Relations Unit
- iii. Client Services Unit
- iv. Right To Information Unit
- v. Health Intelligence Unit

5.0 SERVICES

No.	SERVICES	TIME FRAME	PROCESSES AND PROCEDURES	REQUIREMENTS
1.	Provision of Clearance for Public Health Professionals seeking to work abroad	Seven (7) working days	<ul style="list-style-type: none"> ❖ Ministry receives application ❖ Vets' application ❖ Communicate feedback to client 	<ul style="list-style-type: none"> ❖ Applicant submit prescribed MoH application form endorsed by his/her head of Institution.
2.	Resolution of Petitions. <ul style="list-style-type: none"> ❖ Collective Bargaining ❖ Union Relations ❖ Grievance Petitions	Twenty (20) working days.	<ul style="list-style-type: none"> ❖ Ministry acknowledges receipt of petition. ❖ Reviews petitions ❖ Seek advice from relevant regulatory bodies. ❖ Communicates feedback to Petitioners. Where necessary; ❖ Hold face to face engagement with Petitioner(s), ❖ Sign agreement with Petitioner. 	<ul style="list-style-type: none"> ❖ Submit Petition in writing with relevant documents ❖ Comprehensive MOU signed.

3.	Provision of training programs for health agencies and institutions	Twenty (20) working days	<ul style="list-style-type: none"> ❖ Advertise various programmes. ❖ Disseminate quota for various programmes. ❖ Ministry receive and vet application. ❖ Qualified applicants shortlisted <p>Assessment of applicants</p> <ul style="list-style-type: none"> ❖ Successful applicants are offered admission ❖ Candidates writes <p>To accept the offer</p>	
4.	Deployment of health personnel to foreign countries.	Thirty (30) working days	<ul style="list-style-type: none"> ❖ Advertise commencement of recruitment ❖ Monitor online application ❖ Shortlist and assess the applicants. ❖ Communicate to successful applicants 	<p>Submit the following:</p> <ul style="list-style-type: none"> ❖ Valid passport ❖ Medical reports ❖ Police reports

5.	Approval of Herbal medicines samples into the Recommended Herbal Medicines List (RHML).	Thirty (30) working days.	<ul style="list-style-type: none"> ❖ Herbal Medicine Manufacturers submit request and samples of medicines to be included in the Recommended Herbal Medicines List (RHML). ❖ Verification of Herbal medicines at Food and Drugs Authority (FDA)/ Centre for Plant Medicine Research (CPMR)/Noguchi Memorial Institute for Medical Research. ❖ The implementation committee approves Herbal medicines. ❖ TAMD gives feedback to Manufacturers of Herbal Medicines submitted. 	<ul style="list-style-type: none"> ❖ Accreditation by Food and Drugs Authority (FDA). ❖ Manufacturers of Herbal Medicine must have the Traditional Medicine Practice Council (TMPC) License of Practice.
6.	Resolution of payroll related issues <ul style="list-style-type: none"> • Promotions inputs. • New Entrants salary inputs. • Up-grading input • Change of Bank • Transfer Input • Reinstatement • Salary Arrears input 	Twenty-five (25) days.	<ul style="list-style-type: none"> ❖ Receive completed forms from agency. ❖ Input details ❖ Gives feedback to client through the agency. 	Completed input form submitted by agency with the following attached documents: <ul style="list-style-type: none"> ❖ Professional PIN ❖ Appointment letter ❖ Assumption of duty letter ❖ Posting letter Where necessary

7.	Approval of donation of medical items to Medical facilities	Ten (10) working days	<ul style="list-style-type: none"> ❖ MoH receives request. ❖ Review documents and acknowledge receipt. ❖ Arrange a meeting with donors. ❖ Upon satisfaction, MoH writes to the institution or facility receiving the donations. ❖ Donated items delivered to their destination. 	<ul style="list-style-type: none"> ❖ Submit an introductory letter with the following details: -Source ❖ purpose and destination of the donation ❖ Bill of Laden ❖ Documents covering the Goods ❖ Gift Certificate
8.	Resolution of Quality and Patient Safety concerns.	Twenty (20) working days	<ul style="list-style-type: none"> ❖ Ministry receives complaint ❖ Vet the Complaint ❖ Constitute an Investigation committee ❖ Initiates investigations into complaint with require Agency. ❖ Report findings to management. ❖ Communicate outcome and further actions to all concerned. 	<p>Submit Written Complaint with the following details:</p> <ul style="list-style-type: none"> ❖ Address ❖ Contact number ❖ contact Person email

9.	Approval of clearance to hold country level program/training.	Forty (40) Working Days	<ul style="list-style-type: none"> ❖ Development Partners/ External Stakeholders forwards request to the Ministry of Health. ❖ Ministry of Health reviews request. ❖ Ministry of Health seeks clearance from the Office of the Chief of staff. ❖ Ministry of Health conveys decision to Development partner. 	<ul style="list-style-type: none"> ❖ Submit a written letter of request ❖ Concept Note
10.	Provision of Tax Waiver to import Human Remains	Twenty (20) working Days	<ul style="list-style-type: none"> ❖ Request submitted to Ministry of Health ❖ Ministry of Health reviews request in consultation with Mortuaries and Funerals Facilities Regulatory Authority ❖ Decision is conveyed. 	<ul style="list-style-type: none"> ❖ Request Letter ❖ Course of Death ❖ Death Certificate

11.	Grants clearance for academic programs in the medical schools and Health Training Institutions	Sixty (60) working Days	<ul style="list-style-type: none"> ❖ MoH receives request ❖ Ministry of Health Vets and reviews application in accordance with existing regulations and standards ❖ Decision is conveyed to Institution. 	<ul style="list-style-type: none"> ❖ Clearance from: ❖ National Accreditation Board ❖ Ministry of Education (in the case of Medical Schools) <p>Detailed curriculum of the program</p>
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5.0 SERVICE DELIVERY STANDARDS

The Ministry is committed in providing the highest standards of service to all its clients. Clients are further assured of the following:

➤ **Quality**

We will:

- Treat you with respect and courtesy.
- Maintain confidentiality.
- Be transparent.
- Act with care, diligence, honesty and integrity
- Refer enquiries we cannot sufficiently respond to, to the relevant agency/authority; and
- Ensure that our website is well set out, frequently updated and user friendly.

➤ **Responsiveness**

We will endeavour to:

- Deal with tasks efficiently and effectively
- Respond to correspondences promptly
- Attend to visitors promptly upon arrival
- Provide notice of our meetings in good time, at least two days in advance
- Respond to request within stipulated time frame.

➤ **Accessibility**

We will be available:

- During working hours from Mondays - Fridays (8am to 5pm) except public holidays

➤ **Service improvement**

We aim to:

- Ensure that the accuracy and quality of our services are satisfactory, as we continuously incorporate relevant developments in our service charter
- Improve procedures for monitoring the quality of our services and reporting the results
- Upgrade the ways in which we deliver our services, in line

with increasing improvements in technology and the changing needs of our clients

- Develop a more streamlined system of handling enquires and feedback on our services

6.0 OBLIGATIONS:

Obligations of the Ministry

- Provide information in a prompt, open, supportive and transparent manner
- Be courteous, polite, respectful, cooperative and patient with all clients
- Regularly update the public on policies and activities of the Ministry using multiple media channels
- Provide clear and timely information or assist clients to obtain the requisite information
- Be a reliable partner to all stakeholders
- Provide suggestion box at the Ministry's reception to elicit information as feedback for action from staff and clients
- Provide avenues for the effective flow of information to the general public.

In writing, the Ministry will:

- Reply to all correspondence appropriately addressed to the Ministry within 5 working days of receipt. If we are unable to respond to all questions within the time frame, the client will be informed in writing, and/or by telephone when to expect a full response.
- Treat emails which are duly signed as official documents

By telephone, the Ministry will:

- Respond to phone calls promptly during working hours.
- Identify ourselves by organization, name, and position.
- Inform clients when to expect a full reply, in case we are unable to answer their enquiry immediately.
- Redirect clients to the appropriate quarters if the matter in question

is not in our area of competence.

On appointment, the Ministry will:

- See you within 5 minutes of the agreed time.
- Respond to your questions immediately, but if we cannot, we will let you know why and when you can expect a response from us.

Obligations of the Clients

To assist the Ministry to effectively perform its functions expeditiously, we expect the following from our clients:

- Visit the Ministry within official hours.
- Be courteous and polite to our staff. Comply with our Rules, Guidelines and Regulations.
- Ensure that all forms are properly completed.
- Adhere strictly to the procedures for lodging complaints.
- Respond to requests for information accurately, thoroughly and in a timely manner.
- Protect the property and equipment of the Ministry.

Mutual Obligations

The Ministry and the Clients are expected to mutually exhibit the following in order to make the service delivery experience worthwhile:

- ✓ Trust
- ✓ Openness
- ✓ Utmost good faith
- ✓ Respect

7.0 FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION

➤ **Comments and Suggestions**

We actively seek the client's input in the form of complaints, recommendations, suggestions and commendations. To this end we have developed comprehensive feedback and complains handling system that will enable us to identify and address services challenges. Finally, we also recognize and reward excellent service behaviours among staff.

To ensure better service delivery, the Ministry has provided avenues for feedback from our client and stakeholders. They are:

We welcome feedback on our performance so we can improve our standards of service. If you have any comments, including suggestions for improvement or complaints, kindly let us know.

➤ **Institutional Communication**

We will acknowledge receipt of your written communication within five (5) working days upon receipt of your correspondence on all enquiries. If we cannot immediately or fully provide answers to your enquiries or complaints within the specified timeframe, we will provide you an interim response and advise you as to when a final response is to be expected.

Issues on feedback and commendations should be channelled through our :

- ❖ Client Service Unit,
- ❖ Ministry's Telephone numbers
- ❖ Website
- ❖ Suggestion box at the entrance of MoH
- ❖ Though periodic engagements with stakeholders
- ❖ During the conduct of surveys
- ❖ Meet -The-Press
- ❖ Annual Performance review

❖ **Social media handles:**

- ❖ Instagram : @mohgovgh
- ❖ X : @mohgovgh
- ❖ Facebook : Ministry of Health, Ghana
- ❖ YouTube : Ministry of Health, Ghana

8.0 CLIENTS

The Ministry serves the following institutions,

- ❖ The Ministries,
- ❖ Departments,
- ❖ Agencies and
- ❖ Private institutions
- ❖ The General Public

9.0 COMPLAINTS PROCEDURE

You can lodge your complaint through our Client Service Unit.

The Client Service Unit

Ministry Of Health

Post office Box MB-44

Ministry -Accra

Telephone: 0206887882 / 0206887884

E-Mail Address: clientservice@moh.gov.gh

When lodging complains, we would like you to:

- ❖ Identify yourself.
- ❖ Be clear with why you are not satisfied.
- ❖ Indicate what you expect us to do.
- ❖ Keep a record of events.
- ❖ Follow up, if possible, on relevant officers.

The Ministry will revert within 5 working days. However, where you are still not satisfied with the outcome, you may address your comments or complaints to:

The Chief Director
Ministry Of Health
P. O. Box Mb 44,
Ministries-Accra

If still not satisfied, you may send your complaint to:

- a. The Head Of Civil Service
Office Of The Head Of Civil Service
P.O. Box M49,
Accra
Tel; +233-302-952371
GPS; GA-110-0399

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

- b. The Chairperson
Public services commission
P.O. Box GP1618,
Accra
Email. info@psc.gov.gh
Tel; +233(0)302-663047
+233(0)302-667470

As a last resort, you may appeal to;

- c. The Commissioner
Commission on Human Rights and Administrative
Justice (CHRAJ)
Box AC 489,
Accra
Tel; 0302-662150
GPS; GA-184-6440

10.0 CONTACTS

TELEPHONE:

0206887882 / 0206887884

PHYSICAL LOCATION

The Ministry is located at Ridge adjacent to the NHIA HQ.,
Off the Sekou Toure street

GPS Address: GA-O29-4296

OUR EMAIL ADDRESS

info@moh.gov.gh

APPENDICES

MINISTRY OF HEALTH AGENCIES

Our services have been categorised into four main sectors which are as follows:

Service delivery, regulatory, research and training and development.

	SERVICE DELIVERY	TELEPHONE	POSTAL & EMAIL ADDRESS
1	Ghana Health Service		The Director-General Ghana Health Service, PMB, Ministries, Accra info@ghs.gov.gh
2	Tamale Teaching Hospital	+233 (0)591 854 221 +233 (0)372 000 180	The Chief Executive Officer P. O. Box TL, 16 Tamale N/R Ghana. info@tth.gov.gh
3	Christian Health Association of Ghana	+233 (0)302 777 815	Executive Director chag@chag.org.gh
4	Korle-Bu Teaching Hospital	+233 (0)302 674 066 +233 (0)243 407 809	The Chief Executive Officer P. O. Box 77, Korle Bu info@kbth.gov.gh
5	Cape Coast Teaching Hospital	+233 (0)201 380 902 +233 (0)332 150 532	The Chief Executive Officer P.O. Box CT 1363, Cape Coast info@ccthghana.org
6	Ho Teaching Hospital	+233 (0)362 027 319 +233 (0)206 241 929	The Chief Executive Officer P. O. Box MA 374 Ho - Volta Region info@hth.gov.gh
7	Komfo Anokye Teaching Hospital	+233 (0)593 830 400 +233 (0)556 490 029	The Chief Executive Officer P.O. Box 1934 Adum-Kumasi info@kath.gov.gh
8	Ahmadiya Muslim Mission		
9	Sunyani Teaching Hospital	+233 (0)266 331 214	The Chief Executive Officer info@sth.gov.gh
10	St John's ambulance	+233 (0)303 939 258	The Chief Executive Officer info@stjohn.org.gh

11	National Ambulance Service	+233 (0)505 982 870 +233 (0)501 614 877	The Chief Executive Officer P. O. Box MB 423 Ministries Post Office Accra, Ghana info@nas.gov.gh
12	National Blood Service	+233 (0)302 663 701 +233 (0)302 663 702	The Chief Executive Officer P. O. Box KB78 Korle-Bu info@nbs.gov.gh
13	Mental Health Authority	0800678678	info@mha.gov.gh
14	Mortuary and Funeral Facilities Agency	+233 (0)302 956 550 +233 (0)302 960 940 +233 (0)342 295 618	The Chief Executive Officer info@moffa.gov.gh
	REGULATORY		
15	Foods and Drug Authority	+233 (0)3022 35100	The Chief Executive Officer P.O. Box: CT 2783, Accra info@fdaghana.gov.gh
16	Pharmacy Council Ghana	+233 (0)302 680150	The Registrar info@pcghana.org
17	Psychology Council	+233 (0)503 027254 +233 (0)542 293014	The Registrar info@gpc.gov.gh
18	Medical and Dental Council	+233 (0)302 661 620 +233 (0)302 661 606	The Registrar P. O. Box AN 10586, Accra. Ghana info@mdcghana.org
19	Health Facilities Regulatory Agency	+233 (0)302 900 995	The Registrar Box MB 534, Accra info@hefra.gov.gh registrar.complaints@hefra.gov.gh
20	Allied Health Professions Council	+233 (0)302_690_735	The Registrar P.O.BOX KB 943, Korle-Bu support@ahpc.gov.gh

21	Society of Private Medical and Dental Practitioners	+233 (0)302 661 895	The President info@spmdpghana.org
22	Nursing and Midwifery Council	+233 (0)302 522 909	The Registrar P.O. Box MB 44 Ministries Accra info@nmc.gov.gh
23	National Health Insurance Authority	+233 (0)54 444 6447 +233 (0)302 238136/ <u>233255/ 216970/ 241690</u>	The Chief Executive Officer info@nhia.gov.gh
	TRAINING & DEVELOPMENT		
24	Ghana College of Surgeons and Physicians	+233 (0)243 690 073	The Rector P. O. Box MB 429, Accra. info@gcps.edu.gh
25	Ghana College of Pharmacists	+233 (0)303 967 737 +233 (0)302 246 705	The Rector/The President info@gcpharm.edu.gh
26	Ghana College of Nurses & Midwives	+233 (0)505 351 761	The Rector info@gcnm.edu.gh
27	National Vaccine Institute		
28	Quasi Government Health Institutions		
	RESEARCH		
30	Centre for Plant Medicine Research	+233 (0)342 195 766	The Chief Executive Officer P.O.Box 73 Mampon- Akuapem, Ghana info@cpmr.org.gh

DEVELOPMENT PARTNERS

- 1) UNITED NATIONS EMERGENCY CHILDREN FUND(UNICEF)
- 2) UNITED NATIONS POPULATION FUND(UNFPA)
- 3) WORLD BANK GROUP(WBG)
- 4) WORLD HEALTH ORGANIZATION(WHO)
- 5) WEST AFRICA HEALTH ORGANISATION(WAHO)
- 6) USAID
- 7) DANISH EMBASSY
- 8) NETHERLANDS EMBASSY
- 9) UNAIDS
- 10) JICA
- 11) DFID
- 12) UNOPS

**We extend our heartfelt gratitude
to each and everyone.**

**Your trust and feedback drive us to continually
improve and innovate in our services.**

**Thank you for your continued
support and partnership.**

Post office Box MB-44GPS

Address: GA-O29-4296

Website: www.moh.gov.gh

E-Mail Address: clientservice@moh.gov.gh.

ghinfo@moh.gov.gh

Tel: 0206887882 /0206887884

MINISTRY OF HEALTH



CLIENT SERVICE CHARTER

