REPUBLIC OF GHANA

MINISTRY OF DEFENCE

CLIENT SERVICE CHARTER

DECEMBER 2025

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LIST OF ACRONYMS

AFVs	-	Armoured Fighting Vehicles
CDS	-	Chief of the Defence Staff
CHRAJ	-	Commission on Human Rights and Administrative Justice
DIHOC	-	Defence Industries Holdings Company Limited
EI	-	Executive Instrument
GAF	-	Ghana Armed Forces
GAFCSC	-	Ghana Armed Forces Command and Staff College
GMA	-	Ghana Military Academy
KAIPTC	-	Kofi Annan International Peacekeeping Training Centre
MDA	-	Ministries, Departments and Agencies
MoD	-	Ministry of Defence
MSD	-	Management Services Department
NCDS	-	National College of Defence Studies
OHCS	-	Office of the Head of Civil Service
TRADOC	-	Training and Doctrine Command
VAG	-	Veterans Administration, Ghana

FOREWORD

The Ministry of Defence is entrusted with the solemn responsibility of safeguarding the peace, security, and stability of the Republic, and of contributing meaningfully to national development. In the execution of this mandate, the Ministry affirms its commitment to the provision of high-quality, client-focused services to all stakeholders, including the general public, partner institutions, and clients accessing services within our facilities.

This Client Service Charter has been developed in accordance with directives issued by the Office of the Head of the Civil Service (OHCS) and the Management Services Department (MSD). Its formulation is informed by international best practices and enriched by valuable feedback from our clients, management, and staff. The Charter outlines the full range of services provided by the Ministry, sets forth clear procedures for accessing these services, stipulates timelines for service delivery and response, and defines the standards and commitments that guide our operations. It also establishes a transparent and accessible framework for feedback and complaints handling.

In addition, the Charter articulates the Ministry's vision, mission, core values, and statutory functions. It provides an overview of our governance structure, a directory of key services and their access points, as well as official contact information and feedback channels through which the public may engage with us.

The Ministry remains fully committed to providing services that are professional, timely, and accessible to all. While the presence of uniformed personnel on our premises reflects the operational nature of our mandate, we assure all visitors that our environment is welcoming, client-oriented, and dedicated to supporting every individual who seeks our services.

As a public institution, we uphold the principles of efficiency, transparency, accountability, and responsiveness. We therefore encourage all stakeholders to hold us to these standards and to share feedback as we continue to strengthen and enhance service delivery within the defence sector.

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E.A. KARTEY
CHIEF DIRECTOR
MINISTRY OF DEFENCE

1.0 INTRODUCTION

This Client Service Charter is the Ministry of Defence's written commitment to provide efficient, accessible, and high-quality services to its clients. It sets out the scope of services we offer, the standards we aim to uphold, and what clients can expect when engaging with us.

This Charter was developed in accordance with the guidelines of the Office of the Head of Civil Service (OHCS) and the Management Services Department (MSD), and it incorporates feedback from management, staff, and clients of the Ministry.

2.0 PURPOSE OF THE CLIENT SERVICE CHARTER

The purpose of this charter is to inform clients of the services and service delivery standards of the Ministry in order to enhance client satisfaction.

It is also a public declaration of the Ministry's dedication to uphold the highest standards of public service, and to ensure that all clients whether individuals, institutions, or government partners are treated with courtesy, fairness and professionalism.

3.0 PROFILE OF THE MINISTRY

(a) Mandate

In line with the 1992 Constitution and section 11 of the Civil Service Act, 1993 (PNDCL 327) as well as the Executive Instrument (E.I. 1) Civil Service (Ministries) (Amendment Instrument, 2025), the Ministry of Defence is mandated to initiate and formulate defence policies as well as coordinate, monitor and evaluate plans and programmes, and performance of the sector aimed at safeguarding the sovereignty and territorial integrity of the nation.

(b) Vision

To develop highly professional, effective, efficient and politically neutral Armed Forces which is subject to democratic and civil control.

(c) Mission

The Ministry of Defence exists to proactively promote National and Regional Defence interests through the effective formulation, co-ordination, implementation, monitoring and evaluation of policies and programmes and thereby contributing to the national development agenda.

(d) Core Values

Professionalism: Disciplined, focused and devoted to our core mandate

Dedication: Selfless personnel whose response is assured at all times

Teamwork: Cooperate and relate effectively with all stakeholders in the security and development of the nation and the sub-region with the appropriate support

(e) Core Functions of the Ministry

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 Defence performs the following specific functions:

i. Initiate and formulate Defence policies taking into account the needs and aspirations of the people
ii. Set standards for the delivery of Defence in the country
iii. Provide strategic direction for Defence delivery services
iv. Monitor and evaluate the Defence service delivery by the Ghana Armed Forces, other Agencies, Development Partners and the Private sector
v. Provide political leadership, guidance and sound interpretation of government policies
vi. Defend other interest of the GAF and VAG before Cabinet and Parliament
vii. Formulate policies in relation to the operations of the Ghana Armed Forces (GAF) and the Veterans Administration, Ghana (VAG), especially in areas of remuneration, logistics and resources to enable them function efficiently

viii. Work in close collaboration with the National Security Council and the Armed Forces Council to formulate National Defence Policies relating to peace-keeping, internal and external security and the total Defence of the nation

ix. Prepare and defend its budget estimates together with those of other interests including the budget of Ghana Armed Forces (GAF) and the Veterans Administration, Ghana (VAG) before Cabinet and Parliament .

x. Provide inputs for Defence leadership, guidance and sound interpretation of Defence policies

xi. Facilitate the capacity building of its staff as well as those of the GAF

xii. Facilitate the provision of social infrastructure like roads/bridges, health facilities and education

xiii. Collaborate with other security agencies and civil authority to ensure the maintenance of law and order

(f) Organisational Arrangements

The structural arrangement of the Ministry is as follows:

a. Line Directorates

- Policy, Planning, Budgeting, Monitoring and Evaluation
- Research and Defence Cooperation
- Human Resource Management and Development
- General Administration
- Finance
- Procurement and Supply Chain Management

b. Specialised Units of the Ministry

- Internal Audit
- Public Affairs and Communications
- Client Service
- Fixed Asset Coordination
- Principal General Staff Office
- Judge Advocate General
- Defence Advisors

4.0 SERVICES

The list of services provided by the Ministry to its clients are as follows:

1. Provision of Information
    a. General
    b. Technical

2. Provision of Military Assistance
    a. Evacuation
    b. Civil Assistance
    c. Disaster Relief

SERVICES AND SERVICE STANDARDS

NO.	SERVICES	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT(S) FROM CLIENT
1.	**PROVISION OF INFORMATION** **a) General**	5 working days	• Ministry receives correspondence and acknowledges receipt • Ministry takes a decision on the request • Ministry provides feedback to client	Applicant makes request for information with relevant documents attached (where necessary) e.g. Letter of Introduction, etc
	b) Technical	15 working days	• Ministry receives correspondence and acknowledges receipt • Ministry takes a decision on the request • Ministry provides feedback to client	Applicant makes request for information with relevant documents attached (where necessary) e.g. Letter of introduction, etc

NO.	SERVICES	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT(S) FROM CLIENT
2.	**PROVISION OF MILITARY ASSISTANCE** **a) Evacuation**	3 working days	• Ministry receives correspondence and acknowledges receipt • Ministry refers the request to the appropriate Department/Agency	• Client submits request with relevant information e.g. location, number of people involved, nature of emergency etc.
	b) Civil Assistance	5 working days	• Ministry receives correspondence and acknowledges receipt • Ministry takes a decision on the request • Ministry provides feedback to client	• Client submits request with relevant information e.g. location, number of people involved, nature of emergency etc.
	c) Disaster Relief	5 working days	• Ministry receives correspondence and acknowledges receipt • Ministry takes a decision on the request • Ministry provides feedback to client	• Client submits request with relevant information e.g. location, number of people involved, nature of disaster, logistics needed etc.

5.0 SERVICE DELIVERY STANDARDS

The Ministry is committed to providing the highest standard 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 integrity
- Redirect enquiries to the appropriate Agency/Authority/Department, where necessary
- Ensure that our website and other social media handles are well set up, frequently updated, and user-friendly

RESPONSIVENESS

We will endeavour to:

- Attend to visitors promptly upon arrival
- Provide two working days' notice ahead of scheduled date for formal meetings with clients
- Respond to request (s) within the stipulated time frame

ACCESSIBILITY

We are available:

- Mondays to Fridays (8am to 5pm) except public holidays
- Telephone Number- 0303983237
- Via *info@mod.gov.gh and* *www.mod.gov.gh*
- Facebook-*Ministry of Defence Ghana*
- Instagram- modgh_official
- X (Twitter) -*Modghana*

SERVICE IMPROVEMENT

We aim to:

- Improve procedures for monitoring the quality of our services
- Upgrade our service delivery in line with increasing improvements in technology and the changing needs of our clients
- Develop a more streamlined system of handling feedback on our services
- Ensure confidentiality and integrity of client request and personal details

6.0 OBLIGATIONS

- **Obligations of the Ministry**

In writing, we will:

- ✓ Respond to requests within stipulated time frame
- ✓ Treat e-mails and social media handle requests, which are duly signed as official correspondence

By telephone, we will:

- ✓ Answer the telephone within three (3) to four (4) rings
- ✓ Identify ourselves by organisation, name and grade
- ✓ Inform you when to expect a full reply in case we are unable to answer your enquiry immediately
- ✓ Redirect you to the appropriate institution if the enquiry is not within our mandate.

On appointment, we will:

- ✓ See you within ten minutes of the agreed time
- ✓ Respond to your questions immediately, based on the availability of information, but if unable, we will let you know why and when to expect a full response from us.

- **Obligations of the Client**

The quality of service we can provide to you depends on the input and co-operation we receive from you. Accordingly, we expect you to:

- ✓ Identify yourself by name, and if necessary, organisation and grade
- ✓ Provide the required information in an honest and timely manner
- ✓ Comply with our rules, guidelines and regulations
- ✓ Accord our staff the needed respect

- **Mutual Obligations**

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

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

7.0 FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION

➢ Comments and Suggestions

Feedback on our service is appreciated so that we can improve our standards of service.

Issues on feedback and commendations should be channelled through the following:

- Client Service Unit
- Website (www.mod.gov.gh) and social media handles
- Suggestion box at the entrance of the MoD
- Periodic engagements with stakeholders
- Client survey activities

➢ Institutional Communication

We encourage you to communicate with us through the following media:

- *info@mod.gov.gh*
- www.mod.gov.gh
- The Ministry's Suggestion Box, located at our Reception
- Ministry of Defence,
  The Square,
  P.O. Box CT 139,
  Cantonment,
  Accra-Ghana.

8.0 CLIENTS

The following are the clients of the Ministry:

- The General Public
- Development Partners
- Civil Society Organisations
- Private Sector Organisations
- Students
- Research Institutions
- MDAs
- Traditional Authorities
- Other State Actors

9.0 COMPLAINTS PROCEDURES

➢ REGISTERING A COMPLAINT

When contacting us to lodge a complaint with our services, we would like you to:

- ✓ Identify yourself
- ✓ State clearly why you are not satisfied
- ✓ Indicate your expectation to the Ministry
- ✓ Keep record of events
- ✓ Follow up with the Client Service Unit

➢ WHERE TO ADDRESS YOUR COMPLAINTS

a. Client Service Unit

Ministry of Defence,
The Square,
P. O. Box, CT 139,
Cantonment-Accra.
Telephone: +233-0303983237
Email: info@mod.gov.gh
Website: www.mod.gov.gh

If not satisfied, you may complain to:

b. The Chief Director,

Ministry of Defence,
The Square,
P.O. Box CT 139,
Cantonment -Accra.
Tel: +233 (0)303983237

If still not satisfied, you may complain to:

c. The Head of Civil Service,

Office of the Head of Civil Service,
P. O. Box M49,
Accra.

Tel: +233 (0)302 682 340
Where you are still not satisfied with the outcome, you may escalate your complaint to:

d. The Chairman,

Public Services Commission,
P.O. Box GP1618,
Accra.
Email: info@psc.gov.gh
Tel: +233 (0) 302 666 3047 / +233 (0) 302 667 470

Where you are still not satisfied with the outcome, you may escalate your complaint further to:

e. The Commissioner,

The Commission on Human Rights and Administrative Justice (CHRAJ),
P. O. Box AC 489,
Accra.
Tel: +233 (0)302 662 150/664 267

10.0 CONTACTS

a. Physical Location

The Ministry is located between the Military School of Ordinance and the Aviation Social Centre on the Airport Bypass Road, opposite the Lands Commission (Survey & Mapping Division & Land Title Registry), Accra

b. Mailing Address:

The Chief Director,
Ministry of Defence,
The Square,
P.O. Box, CT 139
Cantonments -Accra.
Telephone: + 233 (0)303983237
Ghana Post GPS: GL-092-6627
Email: info@mod.gov.gh

APPENDIX 1: AGENCY OF THE MINISTRY

The operational wing and policy implementation Agency of the Ministry is the GAF, headed by the Chief of the Defence Staff (CDS).

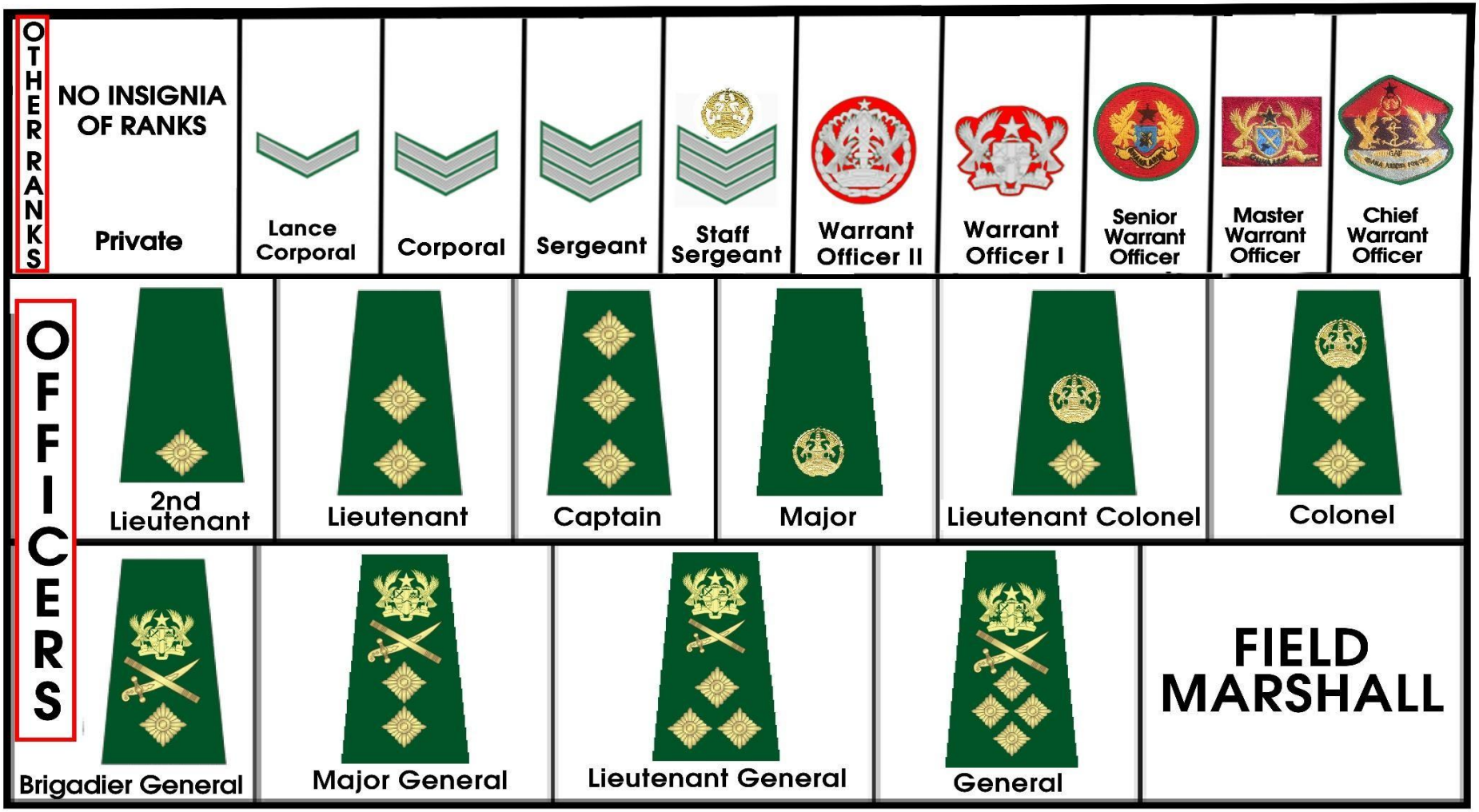
a. The Ghana Armed Forces
   - The Ghana Army
   - The Ghana Navy
   - The Ghana Air Forces
   - Ghana Armed Forces Health Services (37 Military Hospital)
   - National Defence University;
     - Ghana Armed Forces Command and Staff College (GAFCSC)
     - Ghana Military Academy (GMA)
     - Training and Doctrine Command (TRADOC)
     - National College of Defence Studies (NCDS)
     - Kofi Annan International Peacekeeping Training Centre (KAIPTC)
   - Defence Industries Holding Company (DIHOC) Limited
   - Veterans Administration, Ghana (VAG)

APPENDIX 2: IMPLEMENTING AGENCIES AND THEIR EMBLEMS

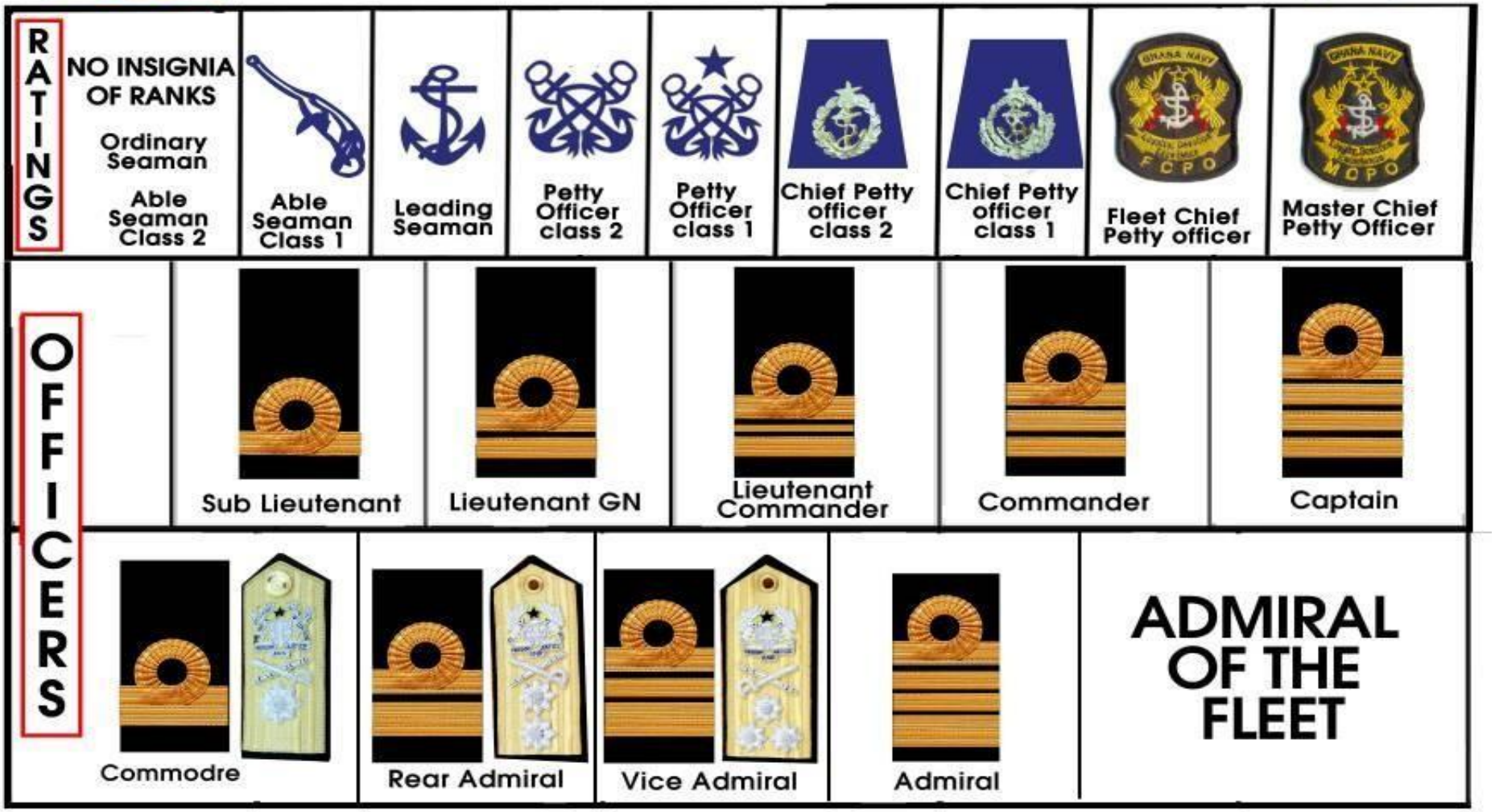
No.	IMPLEMENTING AGENCIES	EMBLEM
1.	General Headquarters of the Ghana Armed Forces	
2.	The Ghana Army	
3.	The Ghana Navy	
4.	The Ghana Air Force	
5.	Ghana Armed Forces Command Staff College	

6.	Training and Doctrine Command	
7.	Veterans Administration, Ghana	
8.	Kofi Annan International Peacekeeping Training Centre	
9.	Defence Advisors	
10.	37 Military Hospital	

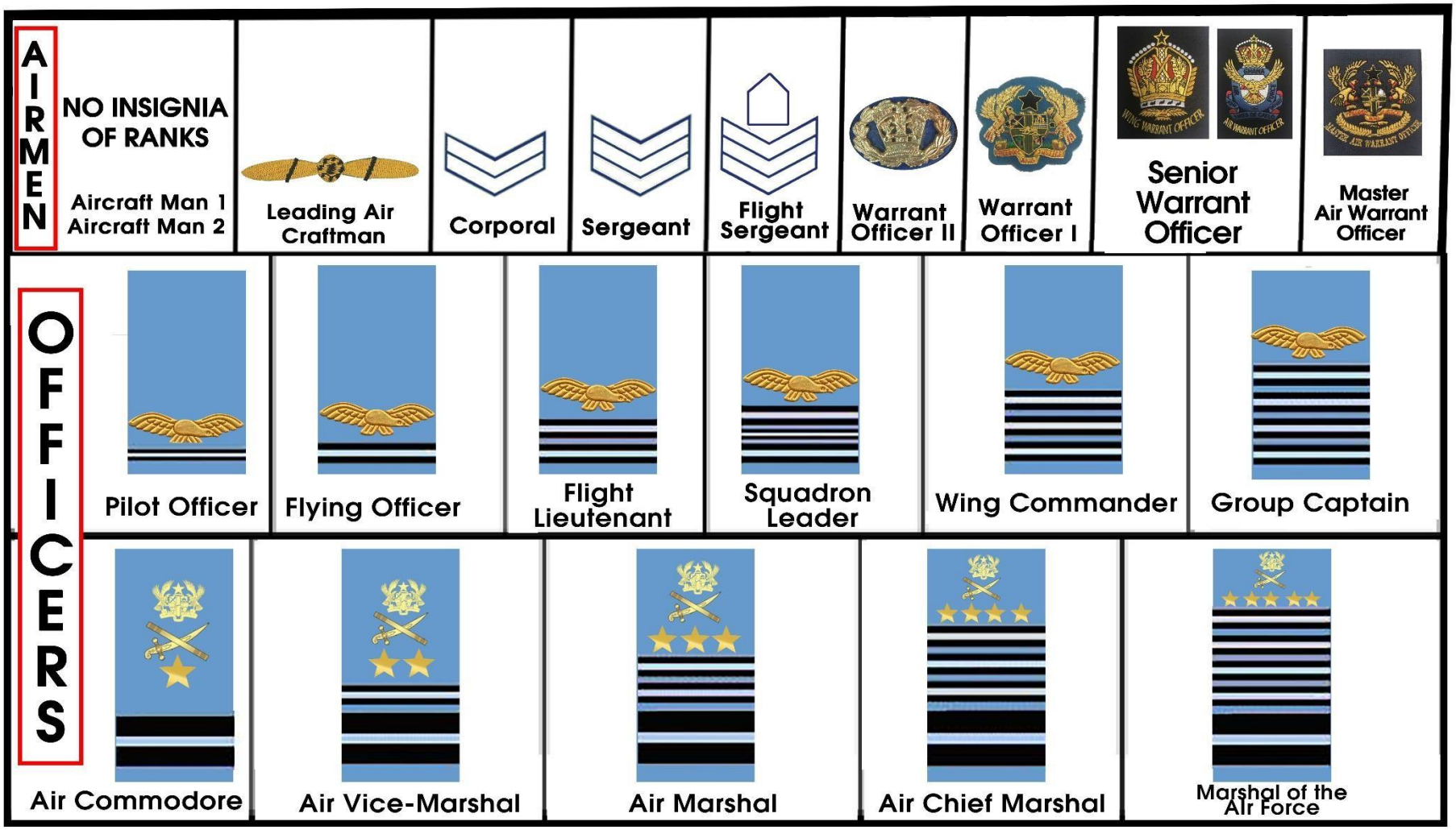
GHANA ARMY RANKS



GHANA NAVY RANKS



GHANA AIR FORCE RANKS



APPENDIX 3: SPECIAL GHANA ARMED FORCES CALENDAR EVENTS

S/N	DATE/MONTHS	EVENTS	PURPOSE
1.	**December and January**	**WASSA** (West Africa Soldiers Social Activities)	This is celebrated annually by the respective Services and Units between December and January. It is a legendary ceremony held to climax the activities of the year and to showcase the festive event in the GAF.
2.	**One to two months to the end of the tour**	**Medals Day**	This is usually a Medal Presentation Ceremony to a Battalion in a Peacekeeping Mission area. A high-profile delegation, often a Senior Officer accompanied by other Officers, witness the presentation of the United Nations Medals to the troops.
3.	**23rd January**	**Myohaung Day**	The anniversary of the Battle of Myohaung is an annual event set aside to honour Gallant Service-men who lost their lives on 23rd January 1945 in the Second World War in India. This Battle is most important to the 2nd Infantry Battalion. Hence, the military barracks in Takoradi was named after the victory that was won at Myohaung.
4.	**28th February**	**Christiansborg Crossroad Shooting**	Commemoration of Ex-Servicemen who were killed during a peaceful march in 1948.
5.	**7th March**	**Open Day**	The event started in 2001 and it is organized every year as part of the Annual Independence Parade activities. The Ghana Armed Forces organizes the Open Day in all seven (7) garrisons across the country where the Public, mainly, school children are given the opportunity to visit and have air experience, sea trips, briefings, photo exhibitions, demonstration and equipment

S/N	DATE/MONTHS	EVENTS	PURPOSE
			display, mine awareness lectures, familiarization ride in Armoured Fighting Vehicles (AFVs), parachute jumping demonstration, blood donation, eye tests and Medicare and also, fun games. The Ghana Armed Forces provides the environment for interaction with the general public through the showcasing of its equipment and capabilities.
6.	**14th September**	**Navy Memorial Day**	A day instituted by High Command in memory and honour of fallen Heroes of Ghana Navy.
7.	**11th November**	**Remembrance Day**	Remembrance Day falls on 11th November each year to remember those who sacrificed their lives in World Wars I and II for world peace. In 1918, the Armistice which ended World War I became effective at 11am of 11th November 1918, when the guns fell silent on the Western Front in France and Belgium ending four years of hostilities. The day was called the Armistice Day. After World War II, the Armistice Day was renamed Remembrance Day to honour those who were killed in both world wars. It was instituted as a National Day of Remembrance; the Red Poppy flowers represent the blood of those who fell in the battle to bring peace to those alive and to make the world a safer place for mankind.