



MINISTRY OF SPORTS  
AND RECREATION



# CLIENT SERVICE CHARTER

DECEMBER  
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# **CLIENT SERVICE CHARTER**

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## LIST OF ACRONYMS

| ACRONYM       | DEFINITION   |
|---------------|--|
| <b>CSC</b>    | Client Service Charter   |
| <b>CSU</b>    | Client Service Unit  |
| <b>EI</b>     | Executive Instrument   |
| <b>FD</b>     | Finance Directorate  |
| <b>GADA</b>   | Ghana Anti-Doping Agency   |
| <b>GAD</b>    | General Administration Directorate                                 |
| <b>GPS</b>    | Ghana Post Service   |
| <b>HRDMD</b>  | Human Resource Management and Development Directorate              |
| <b>MoSR</b>   | Ministry of Sports and Recreation                                  |
| <b>NO.</b>    | Number   |
| <b>NSA</b>    | National Sports Authority  |
| <b>NSCW</b>   | National Sports College, Winneba                                   |
| <b>PPBMED</b> | Policy, Planning, Budgeting, Monitoring and Evaluation Directorate |
| <b>PSCMD</b>  | Procurement and Supply Chain Management Directorate                |
| <b>RSIMD</b>  | Research, Statistics and Information Management Directorate        |



## FOREWORD

The Ministry of Sports and Recreation (MOSR) is a government institution with the mandate of formulating policies for the sports sector. Guided by its vision, the Ministry seeks to enhance Sports and Recreation ecosystem for personal wellbeing, international competitiveness and sustainable development.

The Client Service Charter provides an overview of the services provided by the Ministry, along with the service standards expected to guide their delivery. It serves as a strategic document aimed at enhancing the Ministry's public image and promoting efficient, transparent and effective service delivery between the Ministry and its clients. It also outlines the objectives, goals, principles and standards by which employees of the Ministry as well as its clients must be guided as far as delivery of services is concerned.

The service charter also nurtures the fundamental values of the Ministry in ensuring the provision of quality and transparent service delivery that meets the expectations of its key stakeholders as well as the public.

The development of this document is as a result of the collaboration and consultative discussions among the various directorates of the Ministry, the Office of the Head of Civil Service (OHCS), Management Services Department (MSD) and other stakeholders to reflect the efficiency of its Service Delivery Standards.

By this document, the Ministry seeks to establish its efforts to improve on its performance management culture through prompt delivery of services to clients, its stakeholders and the public.

**CHIEF DIRECTOR**  
MINISTRY OF SPORTS AND RECREATION



## 1.0 INTRODUCTION

The Ministry of Sports and Recreation (MoSR) aims to deliver efficient and effective services to all its clients. This Client Service Charter (CSC) outlines the role of clients in assisting the Ministry to deliver the best service required. It states what the public need to know concerning the services and service standards of the Ministry, fees charged (where applicable) and further indicates how feedback will be communicated. It outlines the profile of the Ministry, organizational arrangements, defines what our clients should expect from us and our grievance redress mechanism.

### This Charter:

- Broadly states the services offered by the MoSR;
- Outlines the general service standards that underpin the services provided by the Ministry;
- Confirms the code of conduct that applies to service delivery in the Ministry;
- Provides contact details of the Ministry and other relevant Offices;
- and
- Provides contact details for reporting general complaints.

This charter aims to create an enabling system between the Ministry and its clientele on how both would cooperate with the tenets of the charter to achieve a common objective.

The Client Service Charter was developed in accordance with guidelines provided by the Office of the Head of Civil Service (OHCS) and Management Services Department (MSD) taking into account feedback received from the Management, Staff and Clients of the Ministry.

### 1.1 Purpose of the Charter

The purpose of the Client Service Charter (CSC) is to provide our clients with the requisite information on what should be expected from the Ministry of Sports and Recreation (MoSR).

## 2.0 PROFILE OF THE MoSR

### 2.1 Mandate

In line with Sections 11 and 13 of the Civil Service Act, 1993 (PNDCL 327), the Ministry of Sports and Recreation by Executive Instrument (E.I.) 1, 2025 is mandated to formulate, coordinate, monitor and evaluate the implementation of policies, and set standards for the efficient and effective growth and development of sports and recreation.

### 2.2 Vision

Enhanced sports and recreation ecosystem for personal well-being, international competitiveness and sustainable development.

### 2.3 Mission

The Ministry of Sports and Recreation exists to develop, promote and sustain accessible and inclusive sports and recreation ecosystem, foster opportunities through sector policies, programmes and partnerships to enhance individual well-being, national unity and achieve local and international competitiveness.

### 2.4 Core Values

- ⦿ Transparency
- ⦿ Accountability
- ⦿ Professionalism
- ⦿ Integrity
- ⦿ Innovation
- ⦿ Inclusivity



## 2.5 FUNCTIONS

Based on section 13 of the Civil Service Act, 1993 (PNDCL 327), the functions of the Ministry of Sports and Recreation are:

- i. Formulate/review national policies, strategies and frameworks for the development of the sports and recreation sector.
- ii. Coordinate and facilitate the development of sports and recreational infrastructure, talents, human resources, and administrative and operational ethics.
- iii. Undertake research to inform policies and programmes and promote the use of technology and innovation in sports and recreation.
- iv. Monitor the sports and recreational infrastructure to ensure efficient and effective use and maintenance.
- v. Provide the framework, policy guidelines and standards for the training and capacity-building of sports personnel and professionals.
- vi. Facilitate the development of policies, programmes and projects for equitable and inclusive participation in sports and recreation.
- vii. Foster partnerships with global sports bodies and promote international sports diplomacy.
- viii. Coordinate the representation and participation in international and global sports fora and events to enhance national pride and global competitiveness.
- ix. Facilitate the mobilization and ensure the efficient utilization of resources for sport infrastructure development.
- x. Monitor and evaluate the performance of sports and recreational programmes.

## 3.0 ORGANISATIONAL ARRANGEMENTS

### 3.1 List of Directorates

- Policy, Planning, Budgeting, Monitoring and Evaluation Directorate (PPBMED)
- Research, Statistics and Information Management Directorate (RSIMD)
- Human Resource Management and Development Directorate (HRMDD)
- General Administration Directorate (GAD)  
Finance Directorate (FD)
- Procurement and Supply Chain Management Directorate (PSCMD)

### 3.2 List of Specialized Units under the Ministry

- Public Relations and Communication
- Internal Audit
- Client Service
- Fixed Assets Coordination
- Right to Information
- Recreation and Wellness

### 3.3 Agencies / Departments

- National Sports Authority (NSA)
- National Sports College, Winneba (NSCW)
- Ghana Anti-Doping Agency (GADA)



## 4.0 SERVICES

| NO. | SERVICE  | TIMEFRAME                    | PROCESSES/PROCEDURES  | REQUIREMENTS FROM CLIENTS   |
|-----|--|------------------------------|---|---|
| 1   | Addressing Petitions relating to the activities of the Ministry's agencies | Twenty one (21) working days | <ul style="list-style-type: none"><li>Ministry receives and acknowledges the petition from client</li><li>Ministry vets the petition and additional documentation to ensure that they meet the requirements</li><li>Ministry sets up a committee when necessary or forwards petition to directorate when necessary.</li><li>Directorate responds to petition</li><li>Recommendations are forwarded to the Hon. Minister for decision.</li><li>Decision is communicated to client (individuals/institutions)</li></ul> | <ul style="list-style-type: none"><li>Submit a clear, concise, properly signed and addressed petition to the Ministry</li><li>Attach six (6) copies of relevant documentation to the petition as evidence</li><li>All requested documents mentioned in the petition should be properly attached</li><li>Contacts/E-mails of the petitioner should be accurate</li><li>Copies of national identity card (preferably Ghana card/ Passport should be provided</li><li>Sign the Client Request Form after the petition has been received by the Client Service Unit (CSU)</li></ul> |
| 2   | Provision of General Information   | Three (3) working days       | <ul style="list-style-type: none"><li>Ministry receives and acknowledges requests.</li><li>Ministry reviews the request and provides feedback to the applicant</li></ul>  | <ul style="list-style-type: none"><li>Submit an appropriately addressed request</li><li>Provide all necessary attachments and related documents (where applicable)</li></ul>  |

| NO. | SERVICE                            | TIMEFRAME             | PROCESSES/PROCEDURES  | REQUIREMENTS FROM CLIENTS   |
|-----|------------------------------------|-----------------------|---|---|
| 3   | Provision of Technical Information | Ten (10) working days | <ul style="list-style-type: none"> <li>• Ministry receives and acknowledges request</li> <li>• Ministry refers the request to the relevant Directorate/ Unit/Agency to undertake the technical review</li> <li>• Ministry provides feedback to the applicant</li> </ul> | <ul style="list-style-type: none"> <li>• Submit an appropriately addressed request</li> <li>• Provide all the necessary attachments and related documents (where applicable)</li> <li>• Applicant completes client Request form (where applicable)</li> </ul> |

NB: ALL SERVICES ARE FREE OF CHARGE



## 5.0 SERVICE DELIVERY STANDARDS

The Ministry is committed to providing the highest standard of service delivery 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;
- Refer all enquiries that we cannot sufficiently provide a response to the relevant agency/authority and revert as soon as information is received; and
- Ensure that our website and other social media handles are well set out, user-friendly and frequently updated.

### ►► RESPONSIVENESS

We will endeavor to:

- Deal with tasks efficiently and effectively;
- Respond to correspondence promptly;
- Attend to visitors promptly upon arrival;
- Provide notice at least two(2) days ahead of scheduled meetings with clients; and
- Respond to requests within the stipulated time frame(s).

### ►► ACCESSIBILITY

We will be available:

- during working hours, Mondays - Fridays (8am to 5pm) except
- public holidays; and
- via [info@mosr.gov.gh](mailto:info@mosr.gov.gh)

## ► 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 providing feedback;
- Upgrade our strategies for service delivery, in line with the improvements in technology and changing needs of our clients; and
- Develop a more streamlined system of handling enquiries and feedback on our services.

## 6.0 OBLIGATIONS

### 6.1 Obligations of the Ministry of Sports and Recreation

In writing, we will:

- ✓ Respond to requests within the stipulated time frame; and Treat correspondences (e-mails, etc.) which are duly signed as official documents.

By telephone, we will:

- ✓ Answer the telephone between three (3) to four (4) rings; Identify ourselves by organization, name and grade;
- ✓ Inform you when to expect a full reply, in case we are unable to answer your enquiry immediately; and
- ✓ Redirect you to the appropriate quarters if the matter is not in our area of competence.



On appointment, we will:

- ✓ Attend to you within ten (10) minutes of the agreed time; and
- ✓ Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

## 6.2 Obligations of the Client

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

- ✓ Identify yourself by name, and if applicable, organization and grade;
- ✓ Accord our staff the utmost respect;
- Comply with our rules, guidelines and regulations; and
- ✓ Provide the required information in an honest and timely manner.

## Mutual Obligations

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

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

## 7.0 FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION

### ►► Comments and Suggestions

Feedback on our performance is appreciated so that we can improve our standards of service. If you have any comments, including suggestions for improvement or complaints, kindly let us know. Issues on feedback and commendations should be channeled through our:

- Client Service Unit
- Website
- Suggestion box at the MoSR Reception
- Periodic engagements with stakeholders
- Client Satisfaction Survey activities

### ►► Institutional Communication

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

- [info@mosr.gov.gh](mailto:info@mosr.gov.gh) and [www.mosr.gov.gh](http://www.mosr.gov.gh)
- The Ministry's Suggestion Box located at our Reception

Social Media Handles:

- Facebook: Ministry of Sports and Recreation
- Twitter (X): mosr.gh
- Instagram: mosr.gh
- Tiktok: mosrgh

## 8.0 CLIENTS

Our clients are:

- Service providers
- Students
- Research/Academic Institutions
- The General Public
- Ministries and Departments
- Other Private and Public Service institutions
- Government Agencies



## 9.0 COMPLAINTS PROCEDURES

### ► REGISTERING A COMPLAINT

If you are dissatisfied with our service or the service of another Civil Service Organisation, we would like you to adhere to the underlisted when contacting us:

- ✓ Identify yourself appropriately
- ✓ State clearly why you are not satisfied
- ✓ Indicate what action you expect from MoSR
- ✓ Keep a record of the events that have transpired
- ✓ Follow up with the Client Service Unit for full redress of your concerns

### ► WHERE TO ADDRESS YOUR COMPLAINTS

#### a. The Client Service Unit

Ministry of Sports and Recreation Post Office Box M252  
Ministries Post Office, Accra  
Telephone: 0302- 665630 | 0302- 664716  
Email: [info@mosr.gov.gh](mailto:info@mosr.gov.gh) | Website: [www.mosr.gov.gh](http://www.mosr.gov.gh)

#### b. The Chief Director

Ministry of Sports and Recreation Post Office Box M252  
Ministries Post Office, Accra  
Telephone: 0302-664716 | 0302-665630  
Email: [info@mosr.gov.gh](mailto:info@mosr.gov.gh) | Website: [www.mosr.gov.gh](http://www.mosr.gov.gh)

In case you are dissatisfied with the outcome, you may address your complaint 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- 952371  
Email: [info@ohcs.gov.gh](mailto:info@ohcs.gov.gh) | Website: [www.ohcs.gov.gh](http://www.ohcs.gov.gh)



In case you are dissatisfied with the outcome, you may address your comment/complaint to:

**d. The Chairperson**

Public Services Commission  
P.O. Box GP1618, Accra.  
Tel: +233(0)302-663980 | +233(0)302-667470  
Email: [info@psc.gov.gh](mailto:info@psc.gov.gh)

As a last resort, you may appeal to:

**e. The Commissioner**

Commission on Human Rights and Administrative Justice  
Postal Address: Box AC 489, Accra.  
Telephone: +233 (0)302-662150  
+233 (0)302-664267  
Email: [info@chraj.gov.gh](mailto:info@chraj.gov.gh) GPS: GA-184-6440

## **10.0 CONTACTS**

**a. Physical Location:**

We are located in the Ministerial Enclave, adjacent Accra Sports Stadium, and opposite the Ministry of Education.

**b. Mailing addresses are:**

Ministry of Sports and Recreation  
Post Office Box M252  
Ministries Post Office, Accra  
Telephone: 0302- 665630 | 0302- 664716  
Email: [info@mosr.gov.gh](mailto:info@mosr.gov.gh)  
GPS: GA-111-5583



## 11.0 APPENDICES

The Profile of the Agencies and the contact addresses of the Heads of Agencies under the Ministry.

### 1. National Sports Authority (NSA)

The Director General  
National Sports Authority  
P. O. Box 1272 Accra

Street address:

Accra Sports Stadium, 19 Starlet Road, Accra Ghana  
Telephone - 0302- 663924  
Email: [info@sportsauthority.gov.gh](mailto:info@sportsauthority.gov.gh)  
Website: [sportsauthority.gov.gh](http://sportsauthority.gov.gh)  
Digital Address - AK-039-5028

### 2. National Sports College, Winneba (NSCW)

The Director  
National Sports College, Winneba  
P. O. Box 7, Winneba  
Telephone - 0032- 77388291  
Email: [info@nscw.gov.gh](mailto:info@nscw.gov.gh) | Website: [nscw.gov.gh](http://nscw.gov.gh)





📞 +233 (0) 302 664716

📍 P.O. BOX M252, MINISTRIES – ACCRA.

✉️ [INFO@MOSR.GOV.GH](mailto:INFO@MOSR.GOV.GH)