

MINISTRY OF LANDS AND NATURAL RESOURCES



REPUBLIC OF GHANA

CLIENT SERVICE CHARTER

APRIL, 2022

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LIST OF ACRONYMS

ADR	Alternative Dispute Resolution
CLS	Customary Land Secretariats
CSAU	Client Service and Access Unit
EI	Executive Instrument
FC	Forestry Commission
FSD	Forestry Service Division
GIFMIS	Government Integrated Financial Management Information System
GGSA	Ghana Geological Survey Authority
LRD	Land Registration Division
LVD	Land Valuation Division
MDF	Mineral Development Fund
MMDCE	Metropolitan, Municipal, and District Chief Executive
OASL	Office of Administrator of Stool Lands
PA	Protected Areas
PVLMD	Public and Vested Land Management Division
RMSC	Resource Management Support Center
SMD	Survey and Mapping Division
TIDD	Timber Industry Development Division
TUC	Timber Utilization Contract
WD	Wildlife Division

FOREWORD

The Ministry of Lands and Natural Resources is mandated to ensure the sustainable management and utilization of the nation's lands, minerals, forests and wildlife resources as well as the efficient management of the mineral resources for socioeconomic growth and development.

The Client Service Charter outlines the services that are provided by the Ministry and the processes for accessing these services. Also, the Charter outlines the service standards and timelines within which the Ministry is expected to deliver to clients and stakeholders. The Charter therefore serves as an information document for clients and stakeholders as well as the general public.

The Ministry is committed to delivering on its mandate in order to meet the needs of clients/stakeholders. It is our expectation that stakeholders/clients who engage the Ministry will leave with the best customer services experience.

We look forward to receiving a positive feedback from you as we work together to create a customer-centered culture of delivering public goods and services.

.....
Prof. Patrick Agbesinyale
Chief Director
Ministry of Lands and Natural Resources

1.0 INTRODUCTION

The Charter provides general information to our clients, stakeholders and the general public about the services offered by the Ministry and what to expect from us when accessing our services.

The Client Service Charter reflects the services provided by the Ministry of Lands and Natural Resources to the public and its stakeholders. It outlines the services, service standards and service delivery methods and timelines as well as feedback and grievance mechanisms for addressing any concerns of clients who may not be satisfied with our services.

2.0 PROFILE OF THE MINISTRY

The Ministry of Lands and Natural Resources (MLNR) was established by Executive Instrument (E.I. 28) and in line with section 11 & 13 of the Civil Service Law, 1993 (PNDC Law 327) to formulate and coordinate policies and plans, set standards, monitor and evaluate the implementation of the policies and plans and performance of the Sector for effective and efficient national development.

The Ministry is mandated to ensure the sustainable management and utilization of the nation's lands, minerals, forests and wildlife resources as well as the efficient management of the mineral resources for socioeconomic growth and development.

The Ministry consists of three sub-sectors; Lands, Forestry and Mining.

2.1 VISION

Excellence in sustainable natural resource management.

2.2 MISSION

The Ministry of Lands and Natural Resources exists to ensure the sustainable management of lands, forest, wildlife and mineral resources through policies and programs, legislation, research, monitoring and evaluation by highly-motivated staff and appropriate technology for the development of Ghana.

2.3 CORE VALUES

- Integrity
- Professionalism
- Efficiency
- Excellence in service delivery
- Respect

2.4 GOAL

To ensure sustainable management of the nation's lands, forests, wildlife and efficient management of mineral resources for the socioeconomic benefit to the citizenry while maintaining the integrity of the economic system.

2.5 AIMS AND OBJECTIVES

The objectives of the Ministry are to:

- Ensure sustainable natural resource use through good governance;
- Accelerate reforestation and plantation establishment for environmental and watershed management and job creation;
- Maximize national revenue and benefits to rural communities extraction whilst ensuring good from mineral resource environmental stewardship;
- Promote a smooth and efficient land delivery system through partnership with Traditional Authorities;
- Promote sustainable extraction and use of mineral resources
- Ensure the restoration of degraded natural resources;
- Build institutional frameworks for sustainable extractive and natural resources management;
- Reduce the loss of biodiversity;
- Maintain and enhance the protected area system;
- Strengthen the legal framework on protected areas;
- Reverse forest and land degradation;
- Encourage appropriate land use and management;
- Enhance community participation in environmental and natural resources management by awareness creation;
- Enhance community participation in governance and decision making;
- Adapt to the impacts and reduce vulnerability to climate variability and change;

2.6 FUNCTIONS

In other to realize its aims and objectives, the Ministry performs the following functions:

- i. Initiate and formulate policy options on Lands and Natural Resources for the consideration of government;
- ii. Initiate review and advise on government policies and plans for the sector;
- iii. Undertake such research as may be necessary for the effective implementation of government policies;
- iv. Evaluate monitor and co-ordinate implementation of sector policies and strategies by the state and non-state actors in Lands and Natural Resources.
- v. Set standards and provide strategic direction for sustainable natural resources management.
- vi. Mobilize and allocate resources and for service delivery from local and international partners.
- vii. Provide the framework for the development and management of the human resources for the Lands and Natural Resources sector.
- viii. Provide framework for the effective and efficient procurement, distribution, management and use of the sector goods, works and services.
- ix. Make proposals for the review and enactment of the sector's legislation.
- x. Establish an effective system for data base management for the sector.

3.0 ORGANIZATIONAL STRUCTURE OF THE MINISTRY

The Ministry of Lands and Natural Resources is headed by a Minister of State and assisted by Deputy Minister(s). The Chief Director is the administrative head of the Ministry and advisor to the Minister. There are seven (7) Directorates at the Ministry. These are as follows:

- Finance and Administration
- Human Resource Management and Development
- Policy, Planning, Budgeting, Monitoring and Evaluation
- Research, Statistics, Management Information Systems
- Forestry Directorate
- Lands Directorate
- Mines Directorate

The three specialized units are as follows:

- Public Relations Unit
- Internal Audit Unit
- Client Service Unit

4.0 COMMISSIONS, DEPARTMENTS AND AGENCIES UNDER THE MINISTRY

The Ministry of Lands and Natural Resources is a technical ministry and has oversight responsibilities of eleven (11) agencies namely:

- Forestry Commission
- Lands Commission
- Minerals Commission
- Ghana Boundary Commission
- Office of the Administrator of Stool Lands
- Ghana Geological Survey Authority
- Precious Minerals Marketing Company Limited
- Minerals Development Fund
- Forest Plantation Development Fund Board
- Ghana Integrated Aluminum Development Corporation
- Ghana Integrated Iron and Steel Development Corporation

5.0 OUR SERVICE STANDARDS

The table below shows the services provided by some of the agencies of the Ministry categorized under the three sub-sectors namely Lands, Forestry and Mining sub-sectors.

5.1 SERVICES AND SERVICE STANDARDS

Service	Time-frame	Processes and Procedures	Requirement from Clients
Conflict Resolution Services	30 working days	<ul style="list-style-type: none"> • Ministry receives and reviews petition • Ministry invites petitioner and other related stakeholders to discuss issues at stake • Ministry comes out with recommendations • Ministry seeks Cabinet directive on issue where necessary • Ministry communicates with Cabinet 	<ul style="list-style-type: none"> • Petition the Hon. Minister (i.e. land compensation, mining compensation, etc.) • Provide relevant documents
Prospecting License	14 working days	<ul style="list-style-type: none"> • Minerals Commission • Documents analyzed for decision making • License signed and submitted to Minerals Commission for further action 	<ul style="list-style-type: none"> • Receipt of payment of applicable fees
Issuance of Small Scale Mining License	14 working days	<ul style="list-style-type: none"> • Hon. Minister receives draft application for Small-scale Mining License from Minerals Commission • Hon. Minister approves recommendation • Agreement forwarded to the Hon. Minister for consideration & Grant of License 	<ul style="list-style-type: none"> • Notice of Acceptance letter • Receipt of payment of applicable fees
Issuance of Mining License	14 working days	<ul style="list-style-type: none"> • Hon. Minister receives recommendation of application from Minerals Commission • Hon. Minister approves 	<ul style="list-style-type: none"> • Notice of Acceptance letter • Receipt of payment of applicable fees

		<p>recommendation</p> <ul style="list-style-type: none"> • Agreement forwarded to Cabinet for recommendation and to Parliament for approval 	
Registration of Trustees	20 working days	<ul style="list-style-type: none"> • Hon. Minister receives application from Land Registration division of Lands Commission • Application is forwarded to the Ministry of Interior for background check of Trustees • LRD prepares certificate for Hon. Minister's signature upon satisfactory outcome of background check • Hon. Minister signs certificate of registration 	<ul style="list-style-type: none"> • Completed application forms • constitution of organization • Receipt of payment of applicable fees

5.2 INFORMATION ON TRANSPARENCY AND CONVENIENCE

The Ministry endeavors to:

- Provide customers with transparent, useful and timely information.
- Provide customer service unit to facilitate feedback on the quality of services.
- Undertake periodic customer service survey.
- Make available information documents (i.e. Fliers, hangouts and circulars etc.).
- Provide a clean, healthy and friendly customer service area.

5.3 THE MINISTRY STRIVES TO PROVIDE THE FOLLOWING:

- Friendly and courteous customer service staff.
- Clearly marked offices to facilitate identification and easy access.
- To provide current, accurate and reliable information to clients.
- Provision of information in prompt and transparent manner.
- Fair assessment of fees and charges.
- Continued provision of expeditious services.

6.0 KEY COLLABORATORS

- Office of the Head of Civil Service
- National Development Planning Commission
- Traditional Authorities/Local Communities
- Civil Society Organizations
- Research Institutes and Universities
- Ghana Police Service
- Ghana Armed Forces
- Environmental Protection Agency
- All Ministries and Departments
- Metropolitan, Municipal and District Assemblies
- Ghana Chamber of Mines
- Ghana National Association of Small Scale Miners

7.0 WHAT WE EXPECT FROM OUR CLIENTS AND STAKEHOLDERS

To enable it function expediently, the Ministry expects the following from our clients and general public:

- To be courteous, polite and co-operative with staff.
- To communicate all complains or petitions formally.
- To respond expeditiously to invitations and make available all relevant evidence where necessary.

8.0 COMPLAINTS PROCEDURE

You can lodge your complaints and make enquiries through our Client Service Unit located on the ground floor of the Ministry's office building or by contacting us via:

The Client Service Unit

Room G8 Ground Floor
Ministry of Lands and Natural Resources
P. O. Box M 212
Ministries, Accra
Tel: 0303 941 563
Email: info@mlnr.gov.gh
Website: www.mlnr.gov.gh

In the event that you are not satisfied or are unhappy with any of the services provided by the Ministry or if you feel that we have not met the standards and or timelines indicated in the Charter, you may lodge your complaints at the Chief Director's Office via:

The Chief Director

P. O. Box M 212 Accra
Tel: 0303 941 563
Email: info@mlnr.gov.gh

We will investigate your grievances and respond within seven (7) working days. If you are still unsatisfied with our response, you may complain to:

The Head of Civil Service

Office of the Head of Civil Service
P. O. Box M 49
Tel: 0302 682 340

The Commissioner

Public Services Commission

P. O. Box GP 1618 Accra
Email: info@psc.gov.gh
Tel: +233 (0) 302 663980/ 667 470

The Director

The New Charter Office

Office of the President
Ministry of Public Sector Reforms
Accra
Tel: +233 (0) 302 21001 -4

As a last resort you may appeal to:

The Commissioner

Commission on Human Rights and Administrative Justice (CHRAJ)

P. O. Box AC 489

Accra

Tel: 0242 211 534

Email: info@chraj.gov.gh

9.0 CONTACTS

Physical Location of Ministry

We are located in the Ministerial Enclave off Starlets 91 Street. Adjacent Ministry of Gender, Children and Social Protection and Ministry of Food and Agriculture.

Mailing Address

The Hon. Minister

Ministry of Lands and Natural Resources

P.O. Box M 212

Ministries, Accra

Digital Address: GA - 110 - 0371

Email: info@mlnr.gov.gh Website: www.mlnr.gov.gh

Social Media Handles

Twitter - [@mlnrgovgh](https://twitter.com/mlnrgovgh)

Instagram - [@mlnr_govgh](https://www.instagram.com/mlnr_govgh)

Facebook - Ministry of Lands and Natural Resources Ghana MInr

FOR FURTHER INFORMATION, CONTACT OUR AGENCIES

AGENCY	CONTACTS
Lands Commission	+233 302 429 760 +233 302 761 840 info@lc.gov.gh
Office of the Administrator of Stool Lands	+233 302 674 160 stoollands@oasl.gov.gh
Forestry Commission	+233 302 401 210 +233 302 401 227 info.hg@fcghana.org
Forest Plantation Fund Board	+233 303 940 327 info@fpdf.gov.gh
Minerals Commission	+233 302 771 318 info@mincom.gov.gh
Ghana Geological Survey Authority	+233 302 679 236 geosurvey@ggsa.gov.gh
Precious Minerals Marketing Company	+233 302 953 279 +233 302 953 284 info@pmmc.gov.gh enquiries@pmmc.gov.gh
Minerals Development Fund	+233 302 690 609 +233 552 487 499 info@mdf.gov.gh
Ghana Integrated Aluminum Development Cooperation	+233 302 943 448 +233 302 943 482 contact@giadec.com
Ghana Integrated Iron and Steel Development Cooperation	+233 302 791 655 info@giisdec.com
Ghana Boundary Commission	+233 302 790 991