Republic of Ghana
MINISTRY OF TRADE AND INDUSTRY

CLIENT SERVICE CHARTER
FEBRUARY 2021

GHANA CIVIL SERVICE
LOYALTY EXCELLENCE SERVICE
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>1D1F</td>
<td>One District One Factory</td>
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<tr>
<td>AfCFTA</td>
<td>African Continental Free Trade Area</td>
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<tr>
<td>BACs</td>
<td>Business Advisory Centres</td>
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<td>BRCs</td>
<td>Business Resource Centres</td>
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<tr>
<td>CEDECOM</td>
<td>Central Region Development Commission</td>
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<td>DPs</td>
<td>Development Partners</td>
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<tr>
<td>FDA</td>
<td>Food and Drugs Authority</td>
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<tr>
<td>FOB</td>
<td>Free On Board</td>
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<tr>
<td>GEA</td>
<td>Ghana Enterprises Agency</td>
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<tr>
<td>GEPA</td>
<td>Ghana Export Promotion Authority</td>
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<tr>
<td>GFZA</td>
<td>Ghana Free Zones Authority</td>
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<tr>
<td>GHEL</td>
<td>Ghana Heavy Equipment Limited</td>
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<tr>
<td>GITC</td>
<td>Ghana International Trade Commission</td>
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<tr>
<td>GNPA</td>
<td>Ghana National Procurement Authority</td>
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<tr>
<td>GoG</td>
<td>Government of Ghana</td>
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<tr>
<td>GSA</td>
<td>Ghana Standards Authority</td>
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<tr>
<td>GTFC</td>
<td>Ghana Trade Fair Company</td>
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<tr>
<td>MOTI</td>
<td>Ministry of Trade and Industry</td>
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<tr>
<td>MSMEs</td>
<td>Micro, Small and Medium Enterprises</td>
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<tr>
<td>MSD</td>
<td>Management Services Division</td>
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<td>NEDS</td>
<td>National Export Development Strategy</td>
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<tr>
<td>OHCS</td>
<td>Office of the Head of Civil Service</td>
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<td>PPME</td>
<td>Policy Planning, Monitoring and Evaluation</td>
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<td>REP</td>
<td>Rural Enterprises Programme</td>
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<tr>
<td>RSIM</td>
<td>Research, Statistics and Information Management</td>
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<tr>
<td>WTO</td>
<td>World Trade Organization</td>
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</table>
FOREWORD

The Ministry of Trade and Industry is charged with the responsibility of formulating policies to ensure effective trade and industrial development for economic growth in Ghana. Its vision is situated within the context of making Ghana an industrial hub for Africa, an aspiration which in consonance with Government’s economic development agenda and in response to the needs of the private sector.

Since the mission requires active engagement with a myriad of clientele including investors, public and private sector institutions, there is need for an informative Client Service Charter.

This Client Service Charter has been prepared to provide a framework for guiding the delivery of efficient and timely services to our clients and stakeholders. It has been designed to communicate in a clear and concise manner, the services available to our clients and how they can be accessed. It also codifies norms, values and standards of acceptable behaviour in the Ministry of Trade and Industry.

This Charter reflects our efforts to improve professional competence and standards of quality based on our commitment to deliver services to the expectation and satisfaction of clients and stakeholders. The principles and standards outlined in this Client Service Charter provide a general guide for the public on how to access services from the Ministry.

The Ministry acknowledges with gratitude the collaboration and support of key stakeholders including Management Services Division of the Office of the Head of Civil Service, staff and clients of the Ministry. We are confident and of the firm belief that through our commitments as detailed in this Service Charter, the Ministry will provide excellent services to our clientele and stakeholders.
We look forward to working in partnership with our stakeholders for the realization of quality service delivery. It is our hope and pleasure that our clients will continuously give us feedback on the quality and effectiveness of our services.

Patrick Yaw Nimo  
Ag. Chief Director  
Ministry of Trade and Industry
1.0 INTRODUCTION

This Service Charter provides information on the services rendered by the Ministry of Trade and Industry to its clientele. It sets out our commitment to provide excellent services that meets the expectations of our clientele. The Charter furnishes the public with up to date information on the activities of the Ministry and further indicates how feedback could be communicated with regard to any of our services. It also outlines our mandate, vision, functions, service standards, fees charged (if any) in accessing our service and defines what the public can expect from us.

The overall goal of this Charter is to promote customer satisfaction, transparency, accountability and, enhance the corporate image of the Ministry.
2.0 PROFILE OF THE MINISTRY

2.1 Mandate

In line with the 1992 Constitution and Civil Service Act, 1993 (PNDC Law 327), the Ministry of Trade and Industry is mandated to formulate, implement, monitor and evaluate trade and industry policies in Ghana.

2.2 VISION

Establish Ghana as a globally competitive manufacturing and trading hub in Africa

2.3 MISSION

Promote a vibrant and competitive, technology-driven and sustainable economy through the development and implementation of innovative Trade and Industry policies and programmes to generate higher rates of growth, employment creation and spatial economic development.

2.4 CORE VALUES

Pursuant to the delivery of efficient and excellent services, the Ministry of Trade and Industry will be guided by the following core values:

- Integrity
- Professionalism
- Responsiveness
- Innovation
3.0 FUNCTIONS OF THE MINISTRY

The Ministry’s Functions are guided by Section 13 of the Civil Service Act, 1993 (PNDCL 327) which 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 guidance, the Ministry of Trade and Industry performs the following functions:

- Formulates policies to enhance sectoral coordination in the implementation of Trade and Industry programmes;
- Designs programmes in collaboration with sector agencies to effectively implement Trade and Industry policies;
- Mobilizes technical, human and financial resources for the development of the Trade and Industry Sector;
- Improves the development of entrepreneurial skills, technological capability and accessibility to credit and markets;
- Develops relevant programmes and activities for institutional capacity building;
- Supports the growth and development of local industry through the stimulation of demand for locally produced goods and services;
- Facilitates access of Ghana’s manufacturing sector to competitive factors of production, in order to enhance productivity and efficiency;
- Facilitates the development and promotion of non-traditional export products;

- Facilitates access to industrial lands and services for the establishment of industries; Facilitates trade and investment between Ghana and other countries and promote intra-African trade; and

- Maintains and enhances market access in both goods and services whilst limiting the negative impact on revenue and local industries.

4.0 ORGANIZATIONAL ARRANGEMENTS

4.1 DIRECTORATES AND UNITS

- Policy, Planning, Budgeting, Monitoring and Evaluation Directorate (PPBMED);

Units:
- a. Policy coordination
- b. Sector-wide Planning
- c. Sector-wide Budgeting
- d. Sector-wide Monitoring and Evaluation

- Human Resource Management and Development Directorate (HRMDD);

Units:
- a. Sector-wide HR Policy Planning
- b. Sector-wide HR Training and Development
- c. Sector-wide Performance Management
- d. HR Data and Payroll Management

- Research Statistics and Information Management Directorate (RSIMD);
Units:
a. Sector-wide Research and Statistics
b. Sector-wide Information Management
c. Information Communications Technology (ICT)

• General Administration Directorate (GAD):

Units:
a. Personnel Welfare Management
b. Stores Management
c. Protocol Services
d. Records Management
e. Estates Management
f. Transport Management
g. Security

• Finance Directorate (FD):

Units:
a. Accounts
b. Treasury
c. Revenue
d. Financial Reporting, Monitoring and Evaluation
4.1.1 TRADE DEVELOPMENT BUREAU

- Multilateral, Bilateral, Regional Trade (MBRT) Directorate;

Units:
  a. Multilateral Trade
  b. Bilateral Trade
  a. Regional Trade

- Trade Facilitation Directorate;
Units:
  a. Customs Relations
  b. Transit Trade
  c. Ports (Air, Sea, Land)
  d. Tariffs and Exemptions

- Export Trade Development Directorate;
Units:
  a. International Promotion (Fairs, Exhibitions and Expos)
  b. Export Development Support
  c. Export Finance

- Domestic Trade Directorate;
Units:
  a. Trade Regulation (Domestic)
  b. Market and Distribution Infrastructure
  c. Promotion (MiG)
4.1.2 INDUSTRIAL DEVELOPMENT BUREAU

- Strategic Industries Development Directorate

Units:
  a. Industry Specific Policy
  b. Regulations & Incentive Administration
  c. Investment Facilitation

- District Industrial Development Directorate

Units:
  a. Planning and Reporting
  b. Investments/District Coordination
  c. Promotion and Facilitation
  d. Incentive Administration

- MSME Development Directorate

Units:
  a. MSME Policy Coordination
  b. Regulatory Reliefs and Incentives
  c. MSME Financing

- Special Economic Zones Development Directorate

Units:
  a. SEZ Policy Coordination
  b. Regional Park/SEZ Infrastructure
  c. SEZ Financing

- Standards Directorate

Units:
  a. Quality Policy and Institutional Coordination
  b. Sanitary and Phyto-Sanitary (SPS) Measures Coordination
  c. Technical Barriers to Trade (TBT) Coordination
4.2 SPECIALIZED UNITS
a. Internal Audit
b. Legal Services
c. Client Services
d. Public Affairs and Communications
e. Procurement
f. Foreign Trade Offices (Refer to Appendix)
g. Regional Trade and Industry Offices (Refer to Appendix)
h. Business Regulatory Reforms

4.3 IMPLEMENTING AGENCIES
1. Ghana Export Promotion Authority (GEPA).
2. Ghana Enterprises Agency (GEA).
5. GRATIS Foundation of Ghana

5.0 SERVICES AND SERVICE STANDARDS
We are committed to providing the highest standards of service to all our customers.

The list of services provided by the Ministry to its clients and stakeholders are as follows:
1. Granting of Exemptions:
   a. Export Development Agricultural and Investment Fund (EDAIF) Levy
   b. Economic Community of West African States (ECOWAS) Levy
2. Sale of Import Declaration Form (IDF)
3. Granting access to the use of the World Trade Organisation (WTO) Reference Centre and General Library
4. Granting of ECOWAS Trade Liberalization Scheme (ETLS) Approvals
5. Resolution of Trade and Industrial Complaints
6. Granting Permits for the export of Non-Ferrous Scrap Metals
7. Granting quota for the importation of Portland cement
8. Approval for Vehicle Assembly Registration
10. General enquiries
<table>
<thead>
<tr>
<th>NO.</th>
<th>SERVICE</th>
<th>TIME FRAME</th>
<th>PROCESSES AND PROCEDURES</th>
<th>REQUIREMENTS FROM CLIENT</th>
<th>FEES CHARGEABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Granting of Exemptions:</td>
<td>3 working</td>
<td>• Receive and process application</td>
<td>• Submit application for exemption</td>
<td>Not Applicable</td>
</tr>
<tr>
<td></td>
<td>a. Export Development Agricultural and Investment Fund (EDAIF) Levy</td>
<td>days</td>
<td>• Provide feedback on status of application to client</td>
<td>• Attach relevant documents, eg. Import Declaration form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. Economic Community of West African States (ECOWAS) Levy</td>
<td>3 working</td>
<td>• Receive and process application</td>
<td>• Invoices, Packing list</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>days</td>
<td>• Provide feedback on status of application to client</td>
<td>• Add supporting documents from your organisation/institution, as requested.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Sale of Import Declaration Form (IDF)</td>
<td>10 minutes</td>
<td>• Receive payment</td>
<td>• Submit application for exemption</td>
<td>As applicable</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Issue form to client</td>
<td>• Attach relevant documents, eg. Import Declaration form</td>
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<td></td>
<td>• Invoices, Packing list</td>
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<td>• Add supporting documents from your organisation/institution, as requested.</td>
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CLIENT SERVICE CHARTER
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<th>FEES CHARGEABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Granting access to the use of the World Trade Organisation (WTO)</td>
<td>During working</td>
<td>• Make WTO Reference Centre and General Library available</td>
<td>• Walk-in, call, e-mail to request for use of the WTO Reference Centre and General Library</td>
<td>Not Applicable</td>
</tr>
<tr>
<td></td>
<td>Reference Centre and General Library</td>
<td>hours</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>Granting of ECOWAS Trade Liberalization Scheme (ETLS) Approvals</td>
<td>3 working days</td>
<td>• Receive and evaluate application</td>
<td>• Complete and Submit an application form (either online or hard Copy) to GEPA</td>
<td>Not Applicable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Conduct industry visits</td>
<td>• GEPA forwards completed application forms to the ETLS Approvals Committee</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Provide feedback to client</td>
<td>• Prepare business premises for field visit</td>
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<td></td>
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<td>• Submit proposal to the ECOWAS Commission</td>
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<td></td>
<td></td>
<td></td>
<td>• Communicate decision to client</td>
<td></td>
<td></td>
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<tr>
<td>5</td>
<td>Resolution of Trade and Industrial Complaints</td>
<td>Depends on type</td>
<td>• Receive and Review Complaint</td>
<td>• Submit complaint to the Ministry</td>
<td>As applicable</td>
</tr>
<tr>
<td></td>
<td></td>
<td>of complaint</td>
<td>• Conduct investigations</td>
<td></td>
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<td></td>
<td></td>
<td>• Provide feedback to complainant</td>
<td></td>
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<tr>
<td>6</td>
<td>Granting Permits for the export of Non-Ferrous Scrap Metals</td>
<td>30 Working days</td>
<td>• Receive and vet application</td>
<td>• Submit application with relevant documents attached:</td>
<td>0.25% of FOB (Freights On</td>
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<td></td>
<td></td>
<td></td>
<td>• Forward application to CSA for inspection and testing</td>
<td>- Tax clearance</td>
<td>Board)</td>
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<td></td>
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<td></td>
<td>• Communicate decision to client</td>
<td>- SSNIT</td>
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<td></td>
<td></td>
<td>- Factory inspectorate certificate</td>
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<td></td>
<td>• Prepare shipment for inspection</td>
<td></td>
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<td></td>
<td></td>
<td>• Pay applicable fee</td>
<td></td>
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<td>NO.</td>
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<td>TIME FRAME</td>
<td>PROCESSES AND PROCEDURES</td>
<td>REQUIREMENTS FROM CLIENT</td>
<td>FEES CHARGEABLE</td>
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<tr>
<td>7</td>
<td>Granting quota for the importation of Portland cement</td>
<td>14 Working days</td>
<td>• Receive and vet application</td>
<td>• Submit application to the Ministry</td>
<td>0.05% of FOB (Free On Board)</td>
</tr>
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<td></td>
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<td></td>
<td>• Forward application to appropriate Committee</td>
<td>• Attach relevant documents:</td>
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<td></td>
<td></td>
<td></td>
<td>• Make recommendation to Hon. Minister to make a decision</td>
<td>• Business Registration documents from RGD</td>
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<td></td>
<td></td>
<td></td>
<td>• Communicate decision to client</td>
<td>• GIPC/GFZA Registration if for companies with offshore equity participation</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>• Environmental Impact Assessment Certificate or Environmental Permit</td>
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<td></td>
<td>• Department of Factory Inspectorate Certificate</td>
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<td></td>
<td></td>
<td>• SNNIT clearance Certificate</td>
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<td></td>
<td></td>
<td>• Tax Clearance Certificate</td>
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<td></td>
<td></td>
<td>• Sample laboratory test result from Ghana Standards Authority and Environmental Protection Agency</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Approval for Vehicle Assembly Registration</td>
<td>10 working days</td>
<td>• Receive and vet application</td>
<td>• Submit completed application form to the Ministry with attached relevant documents for approval</td>
<td>N/A</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>• Conduct site visit</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>• Communicate decision to client</td>
<td></td>
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<tr>
<td>9</td>
<td>Provision of General Trade and Industry Technical Information – RTI procedure</td>
<td>Maximum of 14 days, and in compliance with the RTI Law</td>
<td>• Receive request from client</td>
<td>• Submit specific data request</td>
<td>As applicable via RTI</td>
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<td></td>
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<td></td>
<td>• Generate and provide Data/report</td>
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<td></td>
<td></td>
<td>• Give feedback to client</td>
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<tr>
<td>NO.</td>
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<td>TIME FRAME</td>
<td>PROCESSES AND PROCEDURES</td>
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</tbody>
</table>
| 10  | General enquiries| Five (5) working days | • Receive and process general request/query  
• Give feedback to client | • Walk in/Call/email  
Write letter with relevant attachments (where applicable)  
e.g.  
- Letter of introduction from academic institution.  
- Certificate of Incorporation etc | As applicable via RTI |
6.0 WHAT TO EXPECT FROM THE MINISTRY

The Ministry will endeavour to provide its clients with the information they need to access its services. To this end, we shall ensure:

Quality of Service
We will:

- Be courteous, polite, respectful, cooperative and patient with all clients within and outside of the organization;
- Maintain confidentiality where required;
- Identify ourselves appropriately when serving you;
- Provide clear and timely information or assist our clients to obtain the requisite information.
- Refer enquiries we cannot sufficiently answer to the relevant agency/authority; and
- Ensure that our website is well set out and frequently updated.

Responsiveness
We will:

- Attend to your enquiries efficiently and effectively;
- Ensure that we provide effective and efficient service with world-class standards through continuous service improvement;
- Update the public on policies and activities of the Ministry using multiple media channels on a regular basis;
- On more complex requests, our initial response will indicate the estimated time for a complete response and the cost, if any.

Accessibility
We will ensure that:

- We are available for work on working days/hours 8.00am -12.30pm and 1.30pm - 5.00pm;
- We provide avenues for effective flow of information to the general public;
- Our website is user friendly and interactive
Innovation
We aim to:

- Ensure consistency and where applicable, update this charter with relevant information, developments and up-to-date information;
- Monitor and Evaluate the quality of our services and institute a mechanism for corrective measures;
- Improve our systems of service delivery in sync with the growth of technology and the changing needs of our clients, stakeholders, the environment; and
- Institute a well-structured mechanism for managing enquires and processing feedback on our services.

Transparency
We aim to:

- Provide client service reception and suggestion box to elicit information from staff and clients for action;
- Provide clear and timely information or assist our clients to obtain the requisite information.

7.0 WHAT WE EXPECT FROM THE CLIENT
Ensure that documents submitted are well prepared. In this regard:

- In dealing with us, clients should follow guidelines and procedures set out in this charter.
- We expect clients to treat our organizational staff with courtesy and respect in order to contribute any information that will enhance the image of the Ministry and ensure prompt service delivery.
- Clients should respond to requests for information accurately, thoroughly and in a timely manner.
• Clients should visit our Clients Services Unit to submit requests and supporting documents.

• Clients should be truthful and honest.

• Clients who come to our premises have the responsibility to attend scheduled appointments punctually.

• Clients should report at the reception first and then to the Client Service Unit (CSU) for information.

• Clients should specify the purpose for which the information is needed.

• Clients should adhere to the existing structures for accessing information.
8.0  FEEDBACK - COMMENDATIONS AND SUGGESTIONS

The Ministry 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 with an interim response and advise you as to when a final response is to be expected.

Issues on feedback should be channelled through our Client Service Unit, our website or our suggestion box at the ground floor of the Ministry.

We value your feedback to enable us to improve our service delivery. Your feedback should be communicated through any of the following channels for necessary action:

HEAD OF CLIENT SERVICE UNIT
POSTAL ADDRESS  
P.O. BOX MB47, ACCRA
TELEPHONE  
(+233-0302) 670470
FAX  
(+233-0302) 681579
E-MAIL  
info@moti.gov.gh

THE CHIEF DIRECTOR
POSTAL ADDRESS  
P.O. BOX MB47, ACCRA
TELEPHONE  
(+233-0302) 686528 / (+233-0302) 665663
E-MAIL  
motichief@moti.gov.gh
9.0 COMPLAINTS PROCEDURE

You can direct your enquiries or complaint through our Client Service Unit located on the ground floor of the Ministry’s office building or by contacting us via:

HEAD OF CLIENT SERVICE UNIT
POSTAL ADDRESS P.O.BOX MB47, ACCRA
TELEPHONE (+233-0302) 670470
FAX (+233-0302) 681579
E-MAIL info@moti.gov.gh

When lodging a complaint we expect you to:
- Identify yourself
- Be clear why you are not satisfied
- Indicate what you expect us to do
- Keep a record of events
- Follow up with relevant client service officers.

In the event that you are unhappy with any of our services or if you feel that we have not met the standards and/or timelines provided in this Charter you may lodge your grievances at the Chief Director’s Office via:

THE CHIEF DIRECTOR
POSTAL ADDRESS P.O.BOX MB47, ACCRA
TELEPHONE (+233-0302) 686528 /
(+233-0302) 665663
E-MAIL info@moti.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 M49  
Tel: 0302-682340

THE COMMISSIONER PUBLIC SERVICES COMMISSION  
P.O. Box GP1618 Accra.  
Email: info@psc.gov.gh  
Tel: +233(0)3026663047 +233(0)302667470

THE DIRECTOR  
The New Charter Office  
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
10.0 CONTACTS

10.1 PHYSICAL LOCATION
We are located along the Trade Drive, within the Ministries Enclave behind the Ministries Police Station.

10.2 MAILING ADDRESS
The Chief Director
Ministry of Trade and Industry
Box MB 47, Ministries –Accra

10.3 E-MAIL ADDRESS
info@moti.gov.gh
motichief@moti.gov.gh

10.3 DIGITAL ADDRESS
GA-144-0150

10.4 TELEPHONE
0302 665586
# APPENDICES

## REGIONAL OFFICES

<table>
<thead>
<tr>
<th>REGION</th>
<th>CITY</th>
<th>ADDRESS</th>
<th>TELEPHONE</th>
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<tbody>
<tr>
<td>Ashanti</td>
<td>Kumasi</td>
<td>Regional Trade Officer, MOTI P.O.BOX 738,Kumasi</td>
<td>03220-26480</td>
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<tr>
<td>Brong &amp; Ahafo</td>
<td>Sunyani</td>
<td>Regional Trade Officer, MOTI P.O.BOX 163,Sunyani</td>
<td>03520-232244</td>
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<td></td>
<td>Kwamaseikrom</td>
<td>Regional Trade Officer, MOTI c/o P.O.BOX 163,Sunyani</td>
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<td>Gonokrom</td>
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<td>Region</td>
<td>Location</td>
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<td>Contact Information</td>
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<td>Central</td>
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<td>Greater-Accra</td>
<td>Accra</td>
<td>Regional Trade Officer, MOTI RCC</td>
<td>0302-221555</td>
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<td>Regional Trade Officer, MOTI c/o P.O.BOX M47, Accra</td>
<td>0303-202073</td>
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<td>Tema</td>
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<td>Kotoka International Airport</td>
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<tr>
<td>Region</td>
<td>Location</td>
<td>Contact Details</td>
<td>Phone</td>
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<tr>
<td>Northern, North East and Savannah</td>
<td>Tamale</td>
<td>Regional Trade Officer, MOTI P.O. BOX 873, Tamale</td>
<td>03720-22926</td>
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<tr>
<td>Upper-East</td>
<td>Bolgatanga</td>
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<tr>
<td>Upper-West</td>
<td>Wa</td>
<td>Regional Trade Officer, MOTI P.O. BOX 289, Wa</td>
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<tr>
<td>Volta &amp; Oti</td>
<td>Ho</td>
<td>Regional Trade Officer, MOTI P.O. BOX HP 171, Ho</td>
<td>03620-26777</td>
</tr>
<tr>
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<td>Regional Trade Officer, Ho P.O. BOX AF 89, Aflao</td>
<td>03620-30419</td>
</tr>
<tr>
<td>Western and Western North</td>
<td>Takoradi</td>
<td>Regional Trade Officer, MOTI P.O BOX 272, Takoradi</td>
<td>03120-22572</td>
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<tr>
<td>Elubo</td>
<td></td>
<td>Regional Trade Officer, MOTI c/o P.O BOX 272, Takoradi</td>
<td>03122-22038</td>
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<tr>
<td>Sefwi Wiawso</td>
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<td>Regional Trade Officer, MOTI c/o P.O BOX 272, Takoradi</td>
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</table>

Regional Offices constitute an effective institutional support structure for service delivery for the private sector at the regional and district levels and facilitate the development of their productive activities.

The Regional Offices also undertake market intelligence activities to support the activities of the Ministry.
## FOREIGN TRADE OFFICES

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>ADDRESS</th>
<th>TELEPHONE</th>
<th>FAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium</td>
<td>Embassy of Ghana 7, BLVD General Wahls, 1030 Brussels</td>
<td>00-32-2-705-822 0</td>
<td>00-32-2-705-66 53</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Ghana High Commission 13 Belgrave Square London, Sw1x 8PN</td>
<td>00-44-208-342-7 520</td>
<td>00-44-208-348-0541</td>
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<tr>
<td>United States of America</td>
<td>Ghana High Commission 13 Belgrave Square London, Sw1x 8PN</td>
<td>00-1-202-686-45 20</td>
<td>00-1-202-244-2279</td>
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<tr>
<td>Switzerland</td>
<td>Ghana Permanent Mission 56, Rue De Moillebeau 1209 Geneva</td>
<td>00-41-22-919-04 50</td>
<td>00-41-22-734-9161</td>
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<tr>
<td>South Africa</td>
<td>Ghana High Commission 1038 Arcadia Street Hatfield 0028 Pretoria South Africa</td>
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<tr>
<td>Turkey</td>
<td>Minister Counsellor/Commercial (Bakan Mustesar Ticari) Ghana Embassy Ghana Cumhuriyeti Buyukeligi Golgeli Box No.9 Ankara, Turkey</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Tel: +903124425479 +903123460771</td>
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<td>Mob: +905457187204</td>
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<tr>
<td></td>
<td>Email <a href="mailto:ankara@mfa.gov.gh">ankara@mfa.gov.gh</a></td>
<td></td>
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<tr>
<td>China</td>
<td>Embassy of the Republic of Ghana 8, San Li Tun Road Beijing 100600 People's Republic of China</td>
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<td>Email <a href="mailto:admin@ghanaembassychina.org">admin@ghanaembassychina.org</a></td>
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</table>
The functions of the Foreign Trade Offices cover market intelligence, market penetration, import control information, quality requirement, market surveys, investment promotion and settlement of trade disputes, among others.