

CLIENT SERVICE CHARTER





CLIENT SERVICE CHARTER

JULY, 2024



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LIST OF ACRONYMS

AESL	Architectural Engineering Services Limited
ARC	Architects Registration Council
CSU	Client Service Unit
DOVVSU	Domestic Violence and Victim Support Unit
DRH	Department of Rural Housing
EC	Engineering Council
EI	Executive Instrument
GA	General Administration
G-Hydro	Ghana Hydrological Authority
HRMD	Human Resources Management and Development
IAU	Internal Audit Unit
MDAs	Ministries, Departments and Agencies
MSD	Management Service Department
MWH	Ministry of Works and Housing
NDPC	National Development Planning Commission
OHCS	Office of the Head of the Civil Service
PAU	Public Affairs Unit
PNDC	Provisional National Defence Council
PPBME	Policy Planning, Budgeting, Monitoring and Evaluation
PSHLSB	Public Servants' Housing Loans Scheme Board
PWD	Public Works Department
RCD	Rent Control Department
REAC	Real Estate Agency Council
RSIM	Research, Statistics and Information Management
SHCL	State Housing Company Limited
TDC	TDC Ghana Limited

FOREWORD

This Client Service Charter was developed in accordance with guidelines provided by the Office of the Head of the Civil Service (OHCS), with technical assistance from the Management Services Department (MSD). The Charter was also developed with inputs from Management, Staff and feedback from Clients of the Ministry. The development of this Charter is also in line with our desire to operate in an open and transparent manner while at the same time ensuring that, we monitor the delivery of our services to ensure consistency with our timelines as it is with global best practices.

The prime focus of the Charter is to inform our clients of the various services offered by the Ministry, the procedures to follow to access them and the timeframe within which to obtain each service.

The Ministry of Works and Housing is strongly committed to providing the public with high-quality services.

By this Charter, we seek to promote the values of the Ministry of Works and Housing; our commitment to our stakeholders and the general public to essentially ensure we deliver professionally on our services to guarantee our clients' satisfaction.

REV. STEPHEN YAW OSEI
CHIEF DIRECTOR



1.0 INTRODUCTION

The Client Service Charter was developed in accordance with Guidelines provided by the Office of the Head of the Civil Service (OHCS) and the Management Services Department (MSD), considering feedback received from management, staff and clients of the Ministry. It also outlines our service standards and the requirement for accessing the services.

2.0 PURPOSE OF THE CHARTER

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

3.0 PROFILE OF THE MINISTRY

(a) Mandate

The Ministry is mandated by the 1992 Constitution, Section 11 of the Civil Service Act, 1993 (PNDC Law 327) and the Civil Service (Ministries) Instrument 2021 (E.I 12), to initiate and formulate policies for the Works and Housing Sector, undertake development planning as well as coordinate, monitor and evaluate the implementation of plans, programmes, and performance of the Sector for national development.

(b) Vision

Robust and Sustainable Development of Public Works and Housing Infrastructure.

(c) Mission

The Ministry exists to formulate, monitor and evaluate the implementation of policies, plans and programmes for the sustainable management of public landed properties, drainage and coastal protection works, operational hydrology as well as safe, secure, decent and affordable housing using technical expertise and innovative methods, for all people living in the country.

(d) Core Values

- **Accountability:** we are responsible to both the Government and the public for our decisions and actions.

- **Integrity:** We shall not place ourselves under any financial or other obligations to any individual or organization that might influence us in the performance of our official duties including; awards of contracts etc.
- **Justice and Fairness:** We shall make choices based solely on merit in carrying out our public business including making public appointments, awarding contracts and/or recommending individuals for awards or benefits.
- **Diligence:** We shall discharge meticulously all duties and tasks allocated to us to achieve the objectives thereof.
- **Selflessness:** We take decisions solely in the interest of the public.

(e) Core Functions of the Ministry

The Ministry derives its broad functions from Section 13 of the Civil Service Act, 1993 (Act 327). The functions are;

- Initiate and formulate policies, taking into account the needs and aspirations of the people;
- Undertake development planning in consultation with the National Development Planning Commission (NDPC); and
- Co-ordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Sector

Based on the above framework, the Ministry of Works and Housing performs the following specific functions:

- Initiate and formulate Works and Housing policies taking into account the needs and aspirations of the people
- Collaborate with Ministries, Departments and Agencies (MDAs) to effectively disseminate information about Government policies, programmes and activities of the sector
- Coordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Works and Housing Sector
- Develop appropriate regulations to stimulate competition in the Works and Housing Sector
- Develop policies to build capacity for the Sector
- Exercise oversight responsibility over the construction and maintenance of central strategic facilities



- Create an enabling environment to support government businesses and public-private partnerships within the Sector
- Promote innovation, research and development, training, and investment in the Sector
- Support creative and innovative research in the production and use of local building materials
- Provide an enabling environment to support government business and Public-Private Partnerships (PPP) within the Sector
- Promote optimum peaceful co-existence of landlords and tenants through education and reconciliation
- Monitor and evaluate the implementation of policies and the performance of the Sector

(f) Organisational Arrangements

The structural arrangement for the Ministry is as follows:

a. Line Directorates

- General Administration (G/A)
- Policy Planning, Budgeting, Monitoring and Evaluation (PPBME)
- Research, Statistics and Information Management (RSIM)
- Human Resource Management and Development (HRMD)
- Finance
- Procurement
- Works
- Housing

b. Specialized Units of the Ministry

- Internal Audit Unit (IAU)
- Public Affairs Unit (PAU)
- Legal Unit
- Client Service Unit (CSU)
- Right to Information
- Fixed Asset Coordinating Unit



4.0 SERVICES

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

- Provision of General Information
- Registration and Classification of Local and Foreign Contractors for Limited Liability Companies
- Registration and Classification of Local and Foreign Contractors for Sole Proprietorships
- Upgrading of Contractor's Certificate
- Annual Renewal of all categories of Contractor's Certificate
- Authentication of o Contractor's Certificate
- Provision of Government Residential Accommodation
- Provision of Government Office Accommodation

CLASSIFICATION OF CONTRACTOR'S CERTIFICATES

The classification of contractor's certificates according to the Ministry of Works and Housing includes categories for Building, Civil, Electrical, and Plumbing Works. The classification for Building Works ranges from D1 to D4, with D1 being large-scale contractors and D4 representing smaller contractors. For Civil works, it ranges from K1 to K4. For Electrical works, the classification includes E1, E2, and E3. In Plumbing, contractors are classified as G1 and G2. This classification system is essential for contractors to be eligible to bid on Government of Ghana projects, ensuring that contractors are classified based on their capabilities and financial standing. The table shows the classification of Contractor's Certificates;

CLASSES			
BUILDING WORKS (D)	CIVIL WORKS (K)	ELECTRICAL WORKS (E)	PLUMBING WORKS (G)
D1	K1	E1	G1
D2	K2	E2	G2
D3	K3	E3	
D4	K4		

*Where 1 is the highest classification



The table below shows the classification of certificates alongside the approved financial ceilings for both local and foreign contractors.

CLASSIFICATION OF CONTRACTOR'S CERTIFICATES WITH APPROVED CEILINGS

NO	CLASSIFICATION OF BUILDING(D), CIVIL(K), ELECTRICAL(E) AND PLUMBING(G) WORKS CERTIFICATES	APPROVED CEILING FOR WORKS THAT CAN BE UNDERTAKEN BY THE VARIOUS CLASSIFICATIONS (IN US DOLLARS)
1.	D1K1	OVER US\$ 500,000.00
2.	D2K2	US\$ 200,000.00 - US\$ 500,000.00
3.	D3K3	US\$ 75,000.00 - US\$ 200,000.00
4.	D4K4	UP TO US\$ 75,000.00
5.	E1	OVER US\$ 200,000.00
6.	E2	US\$ 75,000.00 - US\$ 200,000.00
7.	E3	UP TO US\$ 75,000.00
8.	G1	OVER US\$ 75,000.00
9.	G2	UP TO US\$ 50,000.00



LIST OF SERVICES AND SERVICE STANDARDS

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
1.	PROVISION OF GENERAL INFORMATION	7 Working days	<ul style="list-style-type: none"> Ministry receives request and acknowledges receipt Ministry assesses the request and provides feedback to applicant 	Applicant makes request for information with relevant attachments (where applicable) e.g., Letter of Introduction, etc
2.	REGISTRATION AND CLASSIFICATION OF LOCAL AND FOREIGN CONTRACTORS FOR LIMITED LIABILITY COMPANIES (D1K1, D2K2, D3K3, D4K4, E1, E2, E3, G1, G2)	14 Working Days	<ul style="list-style-type: none"> Ministry receives applicant's company registration documents (Office of the Registrar of Companies documents) for assessment Applicant is notified after assessment of documents Successful applicants are informed to purchase Application Form from the Ministry 	<ul style="list-style-type: none"> Applicant applies to the Ministry with copies of Office of the Registrar of Companies Certificates (Commencement and Incorporation) and Company Profile (Form 3) Applicant purchases Application Forms, completes and submits to the Ministry with the following documents attached; <ul style="list-style-type: none"> ✓ Office of the Registrar of Companies Certificates (Commencement and Incorporation) and Company Profile (Form 3) ✓ Receipts for Immovable Equipment ✓ Police Registration Form for Road Vehicles ✓ Current Road Worthy Certificate ✓ Current SSNIT Clearance Certificate ✓ GRA/VAT Tax Clearance Certificate

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
			<ul style="list-style-type: none"> • Completed Application Forms are submitted with all relevant documents attached for vetting • Successful applicants are contacted to pay approved fee • Ministry issues Contractors Classification Certificate to applicant 	<ul style="list-style-type: none"> ✓ Current CVs of key Technical Personnel ✓ Letters of Award of Contracts executed in the past Five (5) Years ✓ Final Payment Certificate/Latest interim payment certificate for each of the job listed above ✓ Bank Account Statement for the past three months ✓ Audited Financial Reports for the past three consecutive years <p>NB: Applicants who have Limited Liability Companies qualify for ALL Classes of Certificates (D1K1, D2K2, D3K3, D4K4, E1, E2, E3, G1, G2)</p>
3.	<p align="center">REGISTRATION AND CLASSIFICATION OF LOCAL AND FOREIGN CONTRACTORS FOR SOLE PROPRIETORSHIP (D4K4, D3K3, E3 & G2)</p>	14 Working Days	<ul style="list-style-type: none"> • Ministry receives applicant's registration documents (Office of the Registrar of Companies) for assessment • Applicant is notified after assessment • Successful applicants are informed to purchase Application Form from the Ministry 	<ul style="list-style-type: none"> • Applicant applies to the Ministry with Office of the Registrar of Companies Certificate of Registration and Company Profile (Form A) attached • Applicant submits the completed Application Form to the Ministry with the attached document: <ul style="list-style-type: none"> ✓ Certificate of Registration and Company Profile (Form A) <p>NB: Applicants with Sole Proprietorship qualify for ONLY D4K4, D3K3, E3 and G2 Classification Certificates</p>

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
			<ul style="list-style-type: none"> • Completed Application Forms are submitted with all relevant documents attached for vetting • Successful applicants are contacted to pay approved fee • Ministry issues Contractors Classification Certificate to applicant 	
4.	UPGRADING OF CONTRACTOR'S CERTIFICATE (D4K4 to D3K3) (D4K4 to D2K2) (D4K4 to D1K1) (D3K3 to D2K2) (D3K3 to D1K1) (D2K2 to D1K1)	14 Working Days	<ul style="list-style-type: none"> • Applicant submits amendment document from Sole Proprietorship to Limited Liability Company to the Ministry for assessment • Ministry receives applicant's company registration documents (Office of the Registrar of Companies documents) for assessment 	<ul style="list-style-type: none"> • Applicant purchases Application Form from the Ministry • Applicant submits the completed Application Forms to the Ministry with the following attached documents for assessment; <ul style="list-style-type: none"> ✓ Company Registration Certificate and Forms ✓ Original copy of Ministry of Works and Housing Contractor's Classification Certificate (D4K4, D3K3, D2K2) ✓ Receipts of Immovable Equipment ✓ Police Registration Form for Road Vehicles ✓ Current Road Worthy Certificate ✓ Current SSNIT Clearance Certificate ✓ GRA/VAT Tax Clearance Certificate

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
			<ul style="list-style-type: none"> • Applicant is notified after assessment • Successful applicants are informed to purchase Application Form from the Ministry • Completed Application Forms are submitted with all relevant documents attached for vetting • Successful applicants are contacted to pay approved fee • Ministry issues Contractors Classification Certificate to applicant 	<ul style="list-style-type: none"> ✓ Current CVs of key Technical Personnel ✓ Letters of Award of Contracts executed in the past Five (5) Years ✓ Final Payment Certificate/Latest interim payment certificate for previous jobs executed ✓ Bank Account Statement for the past three months ✓ Audited Financial Reports for the past three consecutive years <p>NB: (1) Applicants qualify for class D1K1, D2K2, E1, E2 and G1 classifications ONLY if they have a Limited Liability Company</p> <p>NB: (2) Upgrading from D2K2 to D1K1 requires no amendment document but only original Ministry of Works and Housing D2K2 Certificate</p>
5.	ANNUAL RENEWAL OF ALL CATEGORIES OF	14 Working Days	<ul style="list-style-type: none"> • Ministry receives expired classification certificate from applicant 	<ul style="list-style-type: none"> • Applicant submits a hard copy of the original MWH expired classification certificate to the Ministry

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
	CONTRACTORS' CERTIFICATE		<ul style="list-style-type: none"> • Applicant is contacted to pay the approved renewal fee • Ministry issues certificate to applicant 	
6.	AUTHENTICATIO N OF ORIGINAL CONTRACTOR'S CERTIFICATE	5 Working Days	<ul style="list-style-type: none"> • Ministry receives authentication request letter from applicant • Ministry verifies request and communicates formally to applicant with verification codes 	<ul style="list-style-type: none"> • Institution/Client submits authentication request letter with attached copies of Contractor's Certificate to the Ministry



NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
7.	PROVISION OF GOVERNMENT RESIDENTIAL ACCOMMODATION	6 months (based on availability)	<ul style="list-style-type: none"> • Ministry receives application and vets to ascertain compliance with requirements • Acknowledgement letter is issued to applicant. • The Estate Unit conducts an assessment on vacant houses • Allocation is made to applicant based on availability 	<ul style="list-style-type: none"> • Applicant must be a government worker and be paid from the Consolidated Fund • Applicant picks up an application Form from the Estate Unit of the Ministry • Applicant completes Application Form and submits together with an application letter and the following attached documents; <ul style="list-style-type: none"> ✓ Introductory letter signed by head of applicants' organisation ✓ Copy of current Pay slip of applicant ✓ Copy of Applicants' Appointment letter



NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
8.	PROVISION OF GOVERNMENT OFFICE ACCOMMODATION	5 working days (Acknowledgment of receipt of application) 6 months (based on availability)	<ul style="list-style-type: none"> • Ministry receives and acknowledges application • Ministry conducts assessment on vacant offices • Allocation is made to applicant based on availability 	<ul style="list-style-type: none"> • Applicant must be a Government Institution • Institution submits an application letter with the following details; <ul style="list-style-type: none"> ✓ Reason for request ✓ Choice of location

*Please visit the Ministry's website for information on approved fees



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, 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
- Via info@mwh.gov.gh and www.mwh.gov.gh
- Facebook-*Ministry of Works and Housing*
- Instagram-*mwhghana*
- X (Twitter) -*Ministry of Works and Housing*
- Tiktok-*Ministry of Works and Housing*

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 utmost 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. If you have any comments, including suggestions for improvement or complaints, kindly let us know.

Issues on feedback and commendations should be channelled through the:

- Client Service Unit
- Website (info@mwh.gov.gh) and social media handles
- Suggestion box at the entrance of the MWH
- Periodic engagements with stakeholders
- Client survey activities

➤ **Institutional Communication**

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

- info@mwh.gov.gh
- www.mwh.gov.gh
- The Ministry's Suggestion Box is located at our Reception
- Ministry of Works and Housing
P.O. Box M43,
Accra

8.0 CLIENTS

The following are the clients of the Ministry:

- The General Public
- Development Partners
- Civil Society Organizations/Non-Governmental Organisations/Community-Based Organizations/Faith-Based Organizations
- Private Sector Organisations
- Students
- Research/Academic Institutions
- MDAs/MMDAs
- Other State Actors

9.0 COMPLAINTS PROCEDURES

➤ **REGISTERING A COMPLAINT**

When contacting us if you are dissatisfied 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 Works and Housing,

P. O. Box M43,

Accra.

Telephone: +233 (0)302 685 550/+233 (0)302 685 519

Email: info@mwh.gov.gh

Website: www.mwh.gov.gh

If not satisfied, you may complain to:

b. The Chief Director,

Ministry of Works and Housing

P.O. Box M43

Accra.

Tel: +233 (0)577 902 988

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 address 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 address your complaint 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 on the Starlets 91 Road within the Ministries area in Accra, behind the Ministries Police Station (DOVVSU), opposite the Ministry of Trade and Industry (MoTI), and next to the Ministry of Railways Development.

b. Mailing Address:

The Chief Director,

Ministry of Works and Housing,

P.O. Box M43,

Accra.

Telephone: + 233 (0)57 790 2988

Ghana Post GPS: GA-144-0550

Email: info@mwh.gov.gh

11.0 APPENDIX

Implementing Departments and Agencies

The Ministry works closely with its implementing Departments and Agencies. These are:

(a) Works Sub-sector Departments and Agencies

- Public Works Department (PWD)
- Ghana Hydrological Authority (Hydro)
- Engineering Council (EC)
- Architectural Engineering Services Limited (AESL)

(b) Housing Subsector Agencies

- Rent Control Department (RCD)
- Department of Rural Housing (DRH)
- Public Servants' Housing Loans Scheme Board (PSHLSB)
- Architects Registration Council (ARC)
- State Housing Company Limited (SHCL)
- TDC Ghana Limited (TDC)
- Real Estate Agency Council (REAC)

COLLABORATING INSTITUTIONS:

Bank of Ghana

Building and Road Research Institute

Controller and Accountant-General's Department

Department of Survey

Ghana Audit Service

Ghana Institute of Planners

Ghana Institution of Architects

Ghana Institution of Engineering

Ghana Institution of Surveyors

Ghana Investment Promotion Centre

Ghana Police Service

Ghana Real Estate Developers' Association

Ghana Real Estate Professionals' Association

Ghana Revenue Authority
Ghana Standards Authority
Ghana Statistical Service
Institution of Engineering and Technology, Ghana
Internal Audit Agency
Lands Commission
Members of Parliament
National Development Planning Commission
National Media Commission
Office of the Head of the Civil Service
Office of the President
Public Procurement Authority
Social Security and National Insurance Trust
State Interests and Governance Authority
All Metropolitan, Municipal and District Assemblies
All Ministries, Departments and Agencies
All Regional Coordinating Councils
All Development Partners
Civil Society Organisations



PICTURE GALLERY



Aboadze Coastal Protection Project - Phase II



Komenda Coastal Protection Project



Kasoa Iron City Drainage Project

BEFORE

AFTER



Kasoa Iron City Drainage Project

Kasoa Obom City Drainage Project



Kasoa Obom City Drainage Project



Odaw Dredging Works



8-Unit Block for Civil Servants at Roman Ridge





Asokore Mampong Affordable Housing Project



Asokore Mampong Affordable Housing Project - 2



Building B8 & B7



Security Services Housing Project - Phase III for the Ghana Police Service





MINISTRY OF WORKS AND HOUSING

 Valco Drive, Ministries – Accra  P. O. Box M43, Ministries, Accra  Digital address: GA-144-0550
 www.mwh.gov.gh  info@mwh.gov.gh  TEL: +233 (0) 577902988 / 577902955
 Ministry of Works and Housing   [mwh_gh](https://www.youtube.com/mwh_gh)  [worksandhousing_gh](https://www.instagram.com/worksandhousing_gh)