MINISTRY OF WORKS, HOUSING AND WATER RESOURCES

REPUBLIC OF GHANA

CLIENT SERVICE CHARTER



GHANA CIVIL SERVICE

LOYALTY EXCELLENCE SERVICE

AUGUST 2026

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LIST OF ACRONYMS

AESL	Architectural Engineering Services Limited
ARC	Architects Registration Council
CHRAJ	Commission on Human Rights and Administrative Justice
CV	Curriculum Vitae
CWSA	Community Water and Sanitation Agency
DOVVSU	Domestic Violence and Victim Support Unit
DRH	Department of Rural Housing
EC	Engineering Council
EI	Executive Instrument
HYDRO	Ghana Hydrological Authority
GRA	Ghana Revenue Authority
GWL	Ghana Water Limited
MDAs	Ministries, Departments and Agencies
MMDAs	Metropolitan, Municipal, and District Assemblies
MoTAI	Ministry of Trade, Agribusiness and Industry
MSD	Management Services Department
MWHWR	Ministry of Works, Housing and Water Resources
NDPC	National Development Planning Commission
OHCS	Office of the Head of the Civil Service
PNDC	Provisional National Defence Council
PPP	Public Private Partnership
PSHLSB	Public Servants' Housing Loans Scheme Board
PWD	Public Works Department
RCD	Rent Control Department
REAC	Real Estate Agency Council
SHCL	State Housing Company Limited
SSNIT	Social Security and National Insurance Trust
TDC	TDC Ghana Ltd
VAT	Value Added Tax
WRC	Water Resource Commission

FOREWORD

The Ministry of Works, Housing and Water Resources (MWHWR) is a government institution responsible for the initiation and formulation of policies for the Works, Housing and Water Resources Sector of the economy. As part of service delivery improvement initiatives of the MWHWR, we have developed this Client Service Charter to operate in an open and transparent manner while monitoring the delivery of our services to ensure consistency with our timelines as it is with best global 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, Housing and Water Resources 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, Housing and Water Resources and our commitment to our stakeholders and the public, to essentially ensure we deliver professionally on our services to guarantee our clients' satisfaction.

IRENE O. MESSIBA (MRS)
CHIEF DIRECTOR

1.0 INTRODUCTION

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 input from Management, Staff and feedback from 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 service delivery standards to enhance clients' satisfaction and interaction with the Ministry.

3.0 PROFILE OF THE MINISTRY

(a) Mandate

The Ministry of Works, Housing and Water Resources is mandated by Sections 11 and 13 of the Civil Service Act, 1993 (PNDC Law 327) and by Executive Instrument (EI) 1 2025, to initiate and formulate policies for the Works, Housing and Water Sector of the economy, as well as coordinate, monitor and evaluate the implementation of plans, programmes, and performance of the sector for national development .

(b) Vision

Sustainable Development and Management of Public Works, Housing and Water Resources for all.

(c) Mission

The Ministry of Works, Housing and Water Resources exists to formulate, monitor and evaluate the implementation of policies, plans and programmes for the sustainable management and provision of public landed properties, flood control systems and coastal protection works, safe water and affordable housing using technical expertise and innovation methods, for all people living in the country.

(d) Core Values

- **Accountability:** Responsible to both the Government and the public for our decisions and actions
- **Integrity:** We shall not place ourselves under any obligation to individuals or organisations that might influence us in the performance of our official duties
- **Justice and Fairness:** We shall make choices based solely on merit in carrying out public business
- **Diligence:** Discharge all duties and tasks meticulously
- **Selflessness:** 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, Housing and Water Resources performs the following specific functions:

- Initiate and formulate Works, Housing and Water Resources 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, Housing and Water Resources Sector
- Develop appropriate regulations to stimulate competition in the Works, Housing and Water Resources 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
- Policy Planning, Budgeting, Monitoring and Evaluation
- Research, Statistics and Information Management
- Human Resource Management and Development
- Finance
- Procurement and Supply Chain Management
- Works
- Housing
- Water

b. **Specialised Units of the Ministry**

- Internal Audit Unit
- Public Affairs Unit
- Legal Unit
- Client Service Unit
- Information Unit
- 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 (Limited Liability Companies)
- Registration and Classification of Local and Foreign Contractors (Sole Proprietorships)
- Upgrading of Contractor's Certificate
- Annual Renewal of all categories of Contractor's Certificate
- Authentication of Contractor's Certificate
- Provision of Government Residential Accommodation
- Provision of Government Office Accommodation

CLASSIFICATION OF CONTRACTOR'S CERTIFICATES

The Ministry's classification of contractor's certificates includes categories for Building(D), Civil(K), Electrical(E), and Plumbing(G) Works. The classification for Building, Civil, Electrical and Plumbing Works ranges from D1 to D4, K1 to K4, E1 to E3 and G1 and G2 respectively; where D1, K1, E1, and G1 are the highest classifications and D4, K4, E3, and G2 represent the lowest classifications.

This classification system is essential for contractors to be eligible to bid for 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 for the various categories of works.

CLASSES/CATEGORIES			
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		

*For the Electrical category, other regulatory requirements may apply for Government of Ghana Projects.

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

CLASSIFICATION OF CONTRACTOR'S CERTIFICATES WITH APPROVED FINANCIAL 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

SERVICES

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
1.	**PROVISION OF GENERAL INFORMATION**	Within 7 Working days	• Ministry receives request and acknowledges receipt • Ministry reviews 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 (LIMITED LIABILITY COMPANIES) (D1K1, D2K2, D3K3, D4K4, E1, E2, E3, G1, G2)**	Within 12 Working Days	• 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 • Completed Application Forms are submitted with all relevant documents attached for vetting	• Applicant applies 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: ✓ Office of the Registrar of Companies Certificates

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
			• Successful applicants are contacted to pay approved fee • Ministry issues Contractors Classification Certificate to applicant	(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 ✓ 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 jobs listed above ✓ Bank Account Statement for the past three months ✓ Audited Financial Reports for the past three consecutive years

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
				NB: Applicants who have Limited Liability Companies **qualify for ALL Classes of Certificates** (D1K1, D2K2, D3K3, D4K4, E1, E2, E3, G1, G2)
3.	**REGISTRATION AND CLASSIFICATION OF LOCAL AND FOREIGN CONTRACTORS (SOLE PROPRIETORSHIPS) (D4K4, D3K3, E3 & G2)**	Within 12 Working Days	• 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 • Completed Application Forms are submitted with all relevant documents attached for vetting • Successful applicants are contacted to pay approved fee	• Applicant applies with Office of the Registrar of Companies Certificate of Registration and Company Profile (Form A) attached • Applicant submits completed Application Form to the Ministry with the attached document: ✓ Certificate of Registration and Company Profile (Form A) **NB**: Applicants with Sole Proprietorship

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
			• Ministry issues Contractors Classification Certificate to applicant	qualify for **ONLY** D4K4, D3K3, E3 and G2 Classification Certificates
4.	**UPGRADING OF CONTRACTOR'S CERTIFICATE** (D4K4 to D3K3) (D4K4 to D2K2) (D4K4 to D1K1) (D3K3 to D2K2) (D3K3 to D1K1) (D2K2 to D1K1)	Within 10 Working Days	• 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 • Applicant is notified after assessment • Successful applicants are informed to purchase Application Form from the Ministry • Completed Application Forms	• Applicant purchases Application Form from the Ministry • Applicant submits the completed Application Form to the Ministry with the following documents attached for assessment: ✓ 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

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
			are submitted with all relevant documents attached for vetting • Successful applicants are contacted to pay approved fee • Ministry issues Contractors Classification Certificate to applicant	Form for Road Vehicles ✓ Current Road Worthy Certificate ✓ Current SSNIT Clearance Certificate ✓ GRA/VAT Tax Clearance Certificate ✓ 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 **NB**: (1) Applicants qualify for class D1K1, D2K2, E1, E2 and G1 classifications **ONLY** if they have a Limited Liability Company

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
				NB: (2) Upgrading from **D2K2 to D1K1** requires no amendment document but only original Ministry of Works, Housing and Water Resources D2K2 Certificate
5.	**ANNUAL RENEWAL OF ALL CATEGORIES OF CONTRACTORS' CERTIFICATE**	Within 10 Working Days	• Ministry receives expired classification certificate from applicant • Applicant is contacted to pay the approved renewal fee • Ministry issues certificate to applicant	• Applicant submits a hard copy of the original MWHWR expired classification certificate to the Ministry

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
6.	**AUTHENTICATION OF ORIGINAL CONTRACTOR'S CERTIFICATE**	Within 5 Working Days	• Ministry receives authentication request letter from applicant • Ministry verifies request and communicates formally to applicant with verification codes	• Institution/Client submits authentication request letter with attached copies of Contractor's Certificate to the Ministry
7.	**PROVISION OF GOVERNMENT RESIDENTIAL ACCOMMODATION**	Acknowledgement letter within 5 working days Allocation of accommodation within 21 working days (based on availability)	• Ministry receives application and vets to ascertain compliance with requirements • Acknowledgement letter is issued to applicant • The Estate Unit conducts periodic assessment on vacant houses • Allocation is made to applicant based on availability	• 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: ✓ Introductory letter signed by head of applicants' organisation ✓ Copy of current Pay slip of applicant **NB:** Applicant must be a government worker in MDAs/MMDAs

NO.	SERVICE	TIME FRAME	PROCESSES AND PROCEDURE	REQUIREMENT (S) FROM CLIENT
8.	**PROVISION OF GOVERNMENT OFFICE ACCOMMODATION**	Within 21 working days (based on availability)	• Ministry receives and acknowledges application • Ministry conducts assessment of vacant offices • Allocation is made to applicants (based on availability)	• Applicant must be a Ministry, Department, or an Agency • Institution submits application letter with the following details: ✓ 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 (8 am to 5 pm) except public holidays
- Via *info@mwhwr.gov.gh and www.mwhwr.gov.gh*
- Facebook-*Ministry of Works and Housing*
- Instagram-*mwhwr_ghana*
- X (Twitter) -*Ministry of Works, Housing and Water Resources*
- TikTok-*Ministry of Works, Housing and Water Resources*

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 effective system of handling feedback on our services
- Ensure confidentiality and integrity of client requests 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 or position
- ✓ 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@mwhwr.gov.gh) and social media handles
- Suggestion box at the entrance of the MWHWR
- Periodic engagements with stakeholders
- Client survey activities

➢ **Institutional Communication**

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

- *info@mwhwr.gov.gh*
- www.mwhwr.gov.gh

- The Ministry's Suggestion Box, located on all floors
- Ministry of Works, Housing and Water Resources
  P.O. Box M43,
  Ministries - Accra

8.0 CLIENTS

The following are the clients of the Ministry:

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

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, Housing and Water Resources,
P. O. Box M43,
Accra.

Telephone: +233 (0) 577 902 988/+233 (0) 577 902 933

Email: info@mwhwr.gov.gh

Website: www.mwhwr.gov.gh

If not satisfied, you may address your complaints to:

b. **The Chief Director,**
Ministry of Works, Housing and Water Resources,
P.O. Box M43,
Accra.

Tel: +233 (0) 577 902 988/+233 (0) 577 902 933

In the instance where you are not convinced, you may address your complaints 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

You may finally 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 Starlets 91 Road within the Ministries area in Accra, behind the Ministries Police Station (DOVVSU) opposite the Ministry of Trade, Agribusiness and Industry (MoTAI), and on the same premises as the Ministry of Youth Development and Empowerment.

b. Mailing Address:

The Chief Director,
Ministry of Works, Housing and Water Resources,
P.O. Box M43,
Accra.

Telephone: + 233 (0) 57 790 2988/+233 (0) 577 902 933

Ghana Post GPS: GA-144-0550

Email: info@mwhwr.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

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

(b) Housing sub-sector

- 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 Ltd (TDC)
- Real Estate Agency Council (REAC)

(c) Water sub-sector

- Ghana Water Limited (GWL)
- Community Water and Sanitation Agency (CWSA)
- Water Resources Commission (WRC)

COLLABORATING INSTITUTIONS:

Building and Road Research Institute

Civil Society Organisations

Development Partners

Department of Survey

Ghana Institution of Planners

Ghana Institution of Architects

Ghana Institution of Engineering

Ghana Institution of Surveyors

Ghana Investment Promotion Centre

Ghana Real Estate Developers' Association

Ghana Real Estate Professionals' Association

Ghana Standards Authority

Ghana Statistical Service

Institution of Engineering and Technology, Ghana

Lands Commission

Landlords Associations

Metropolitan, Municipal and District Assemblies

Ministries, Departments and Agencies

National Homeownership Fund Limited

National Rental Assistance Scheme

Public Utilities Regulatory Commission

Regional Coordinating Council

PICTURE GALLERY



Komenda Coastal Protection Project



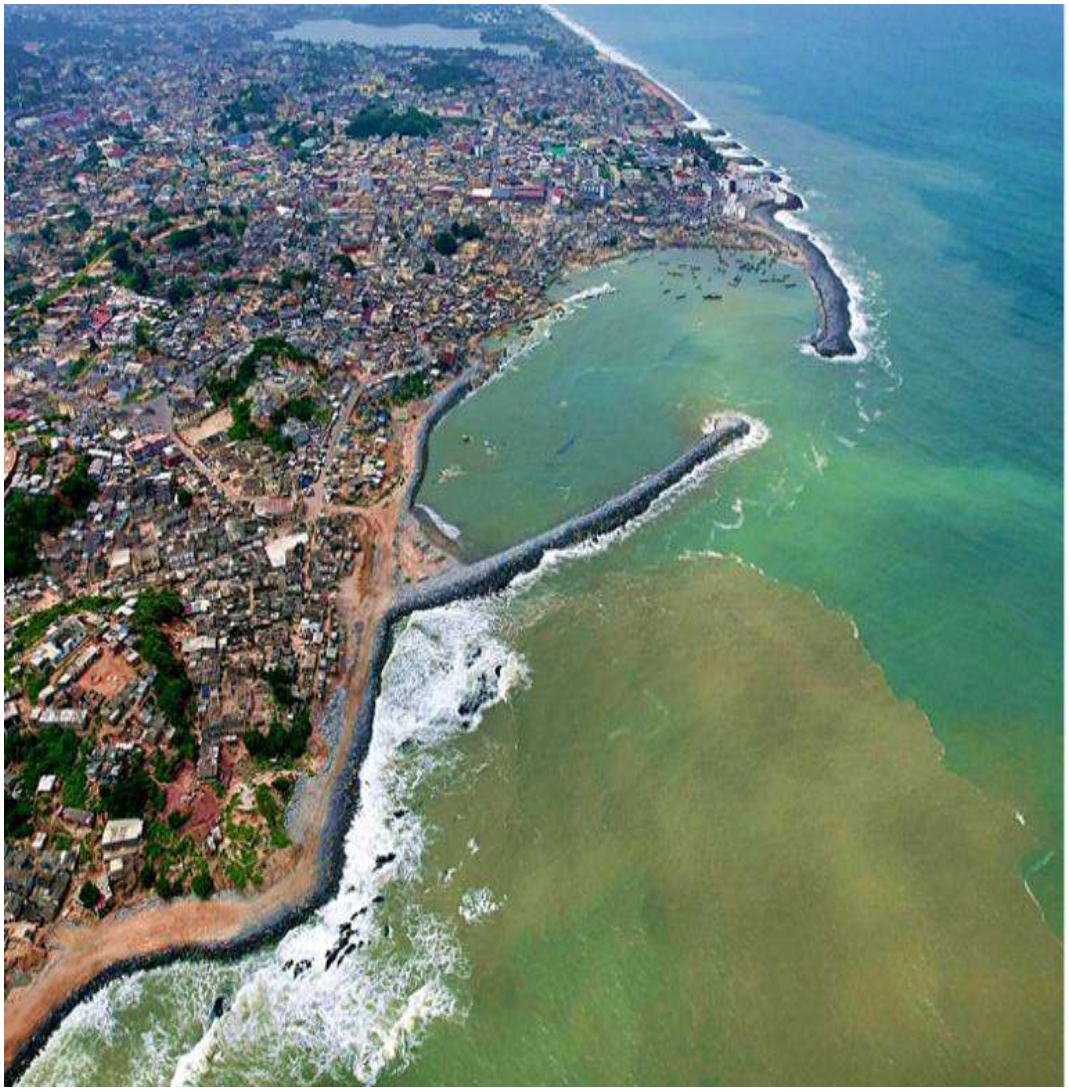
Breakwater at Aboadze Coastal Protection Project Phase II



Section of the Completed Groynes at Dansoman Emergency Coastal Protection Project Phase II



Aboadze Coastal Protection Project Phase II







Cape Coast Coastal Protection Project – Phase I



Blekusu Coastal Protection Project



Construction of Breakwater at Axim



Kpong Water Treatment Plant 2



Odaw Dredging Works



Kwesimintim Drain



8-Unit Block for Civil Servants at Roman Ridge



Asokore Mampong Affordable Housing Project - 2



Redevelopment Project at Lartebiokoshie 2



National Homeownership Fund Estates - Tema Community 22



Police Housing Project



REPUBLIC OF GHANA

MINISTRY OF WORKS, HOUSING AND WATER RESOURCES

Starlets 91 Rd, Ministries – Accra ✉ P. O. Box M43, Ministries – Accra Digital Address: GA-144-0550

www.mwhwr.gov.gh info@mwhwr.gov.gh TEL: +233 (0) 577902933/+233 (0) 577902988

Ministry of Works and Housing Ghana mwhwr_ghana worksandhousing_gh