



REPUBLIC OF GHANA

PASSPORT OFFICE

DRAFT CLIENT SERVICE CHARTER

JULY, 2023

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FOREWORD

This Client Service Charter has been developed for the Passport Office in accordance with guidelines provided by the Office of the Head of Civil Service (OHCS) and Management Services Department (MSD) in line with the Public Sector Reforms Initiative.

The purpose of this Charter is to make it known to our customers and stakeholders of our deliberate intention to deliver our mandate, achieve our vision and mission, maintain and enhance our standards of service delivery, and our commitment to continuous improvement of service delivery.

This Service Charter is also intended to empower our customers to make more informed and specific demands on us at the various levels of services delivery to ensure transparency and service quality that meets the demands of key stakeholders.

DIRECTOR OF PASSPORT

1.0 INTRODUCTION

The Passport Office is responsible for the issuance of passports to Ghanaians whose applications have been approved. The office provides files and documents in respect of passports under investigation by Interpol, the National Intelligence Bureau, the Police and other security agencies.

The Embassies and High Commissions accredited to Ghana also request for confirmation of passport details of persons who apply for visas.

This Service Charter provides information on the services provided by the Passport Office to its clientele. It states what the public and clients need to know concerning its activities and further indicates how feedback on its services could be communicated.

2.0 PURPOSE OF THE CHARTER

The purpose of this Charter is to assist applicants who may be encountering difficulties with their passport applications and also provide a profile and list of the services rendered by the Passport Office in order to enhance productivity for Ghana.

This Charter is to also provide information to prospective applicants on the requirements and procedures for the acquisition of a Ghana passport and to detect fraudulent or fake documents presented in support of their application.

3.0 PROFILE OF THE PASSPORT OFFICE

3.1 Mandate

The Passport Office, under the Ministry of Foreign Affairs and Regional Integration, is mandated by the Passports and Travel Certificate Act, 1967 (NLCD 155), to issue passports to all Ghanaian citizens.

3.2 vision

A well-resourced institution capable of providing authentic travel documents for the benefit of all eligible Ghanaians.

3.3 Mission

The mission of the Passport Office is as follows:

- i. To deliver passport services to citizens in a timely, transparent, more accessible, and reliable manner in a comfortable environment.
- ii. Represent Ghana internationally through the missions abroad.
- iii. Promote and Protect Ghana's interest and citizens abroad on passport acquisitions.
- iv. Implement foreign policy for the government of Ghana on the passport ACT, 1967.

3.4 Core Values

The Passport Office is guided by the following core values:

Integrity- Honesty in our dealings with the public.

Accountability: - Responsible for all decisions, actions and inactions.

Transparency: - Openness in our interactions, relationships and dealings with the public.

Fairness: - Treat client with utmost respect and fairness

3.5 Core Functions

The core functions of the Passport Office are as follows:

- i. Initiate, formulate, coordinate and implement Ghana's Foreign Policy objectives.
- ii. Contribute to greater public awareness of Ghana's international rights and objectives.
- iii. Coordinate Ghana's contribution to regional integration for the promotion and protection of the national interest.
- iv. Provide passport and other travel documents for eligible Ghanaians;
- v. Authenticate passports and other travel documents emanating from the Passport Office;
- vi. Liaise with the Passport Application Centre (PACs), Birth and Death Registry and Controller and Accountant – General's outfit, Ghana Immigration Service and other Security Services in order to adequately address concerns of the public.

3.5 Institutional Arrangement

- Office of the Director of Passport
- Investigations & Complaints
- Planning & Reporting
- Regional PACS
- Printing
- Logistics & IT
- Registry
- Media & communication

4.0 SERVICES

The Services provided by the Passport Office include:

1. Issuance of Biometric passports
 - Diplomatic and Service passports
 - Ordinary Ghanaian passports
2. Renewal of Passports
3. Replacement of:
 - Missing passports
 - Damaged passports
4. Authentication of Passports

Description of Our Services

SERVICES PROVIDED BY PASSPORT OFFICE				
SERVICES	TIMEFRAME	PROCESS & PROCEDURES	REQUIREMENT FROM CLIENT	FEE CHARGEABLE (WHERE APPLICABLE)
<p>1. ISSUANCE OF BIOMETRIC PASSPORTS</p> <p>A. New Applicant</p>	<ul style="list-style-type: none"> Ten(10) working days for express passport application Twenty-one (21) working days for regular passport application 	<ul style="list-style-type: none"> Receive completed online applications Interview applicant and vet supporting documents. Capture bio-data of applicant Issue collection slip Issue passport 	<p>1. Submit properly completed online application form</p> <p>2. Submit a printed completed application form on appointment date with the following attachments:</p> <ul style="list-style-type: none"> Biometric birth certificate (Old birth certificates should be exchanged for the current biometric birth certificates); National Identification Card (Ghana card); 	<ul style="list-style-type: none"> Regular Passport Application, 32 pages - GHS 100.00 Regular Passport Application, 48 pages - GHS 150.00 Express Passport

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			<ul style="list-style-type: none"> • Voter Registration Card; • Certificate of naturalization for persons who have naturalized; • Marriage Certificate or Gazette of change of name notification (where applicable); • A Declaration, an Affidavit and a receipt from Assembly Press may be presented as a proof for persons changing names or as a proof to support profession (where applicable); • Certificate of Registration for persons who have registered as 	<p>Application, 32 pages - GHS150.00</p> <ul style="list-style-type: none"> • Express Passport Application, 48 pages- GHS200.00
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			<p>Ghanaians (where applicable)</p> <ul style="list-style-type: none"> • Dual Citizenship card (where applicable) 	
<p>B. Passport for Adopted Children</p>			<p>1. Obtain an Adoption Order with a covering letter from the Judicial Secretary certified by the Legal and Consular Bureau of the Ministry of Foreign Affairs and Regional Integration.</p> <p>2. Complete online application form</p> <p>3. Submit a printed completed application form on appointment date with the originals of the following documents:</p> <ul style="list-style-type: none"> • Biometric Birth Certificate of the 	

			<p>adopted child bearing the child's adopted name</p> <ul style="list-style-type: none"> • National ID • Passport of the Adopter 	
<p>2. RENEWALS OF PASSPORT</p>			<ol style="list-style-type: none"> 1. Submit properly completed application form 2. Submit previous passport on appointment date 3. Submit proof of change of name or marital status (where applicable) 	
<p>3. REPLACEMENT OF :</p> <p>A. Missing Passports</p>			<ol style="list-style-type: none"> 1. Obtain police extract and affidavit 4. Complete online application form 5. submit a printed completed application form on appointment date 	

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			<p>with the following attachments: police extract,</p> <ul style="list-style-type: none"> • Affidavit • Biometric Birth Certificate • any National ID 	
<p>B. Damaged passports</p>			<p>1. Complete online application form 2. Submit a printed completed application form on appointment date with the following attachments: police extract,</p> <ul style="list-style-type: none"> • Damaged Passport • Biometric Birth Certificate • any National ID 	

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4. AUTHENTICATION OF COPIES OF PASSPORT	One (1) working day	<ul style="list-style-type: none">• Receive original passport or photocopy of biodata page of the passport.• Conduct electronic verification• Endorse photocopy of biodata page or otherwise	Submit request for authentication with original passport or photocopy of biodata page of the passport	
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5.0 SERVICE DELIVERY STANDARDS

The Passport Office is committed to dealing with customers in a professional and timely manner. It is committed to providing the highest standards of service to all customers. The following standards should be expected; Quality, Responsiveness, accessibility, and Service Improvement:

QUALITY

- Treat customers with respect and courtesy.
- Maintain confidentiality where required;
- Identify ourselves appropriately when serving you
- Act with care, diligence, honesty and integrity;
- Ensure that our website is well set out, frequently updated and user friendly.
- Provide special attention to: the venerable, physically challenged, pregnant and lactating mothers.

RESPONSIVENESS;

- Deal with tasks efficiently and effectively;
- Respond to correspondences promptly;
- Attend to visitors promptly upon arrival;
- Provide notice of our meetings in good time, at least two days in advance;
- Respond to letters and emails within five (5) working days. In case of a more complex issue, our initial reply will give you an estimate of the time a full response will be granted;
- Prompt payment for goods, services and works upon submission of accurate invoices and any other supporting documents in line with government procurement rules and regulations;

ACCESSIBILITY

- For 5 working days 8-10 hours per week *8am to 5pm*.
- Other times and during emergencies, we can be accessed on either cell phones, house phones, emails whichever may be applicable and appropriate;

SERVICE IMPROVEMENT

The aim is to

- Ensure that the accuracy and quality of our services remain world-class by continuously incorporating relevant developments in our service charter;
- Further improve procedures for monitoring the quality of our services and reporting the results;
- Upgrade the ways in which we deliver our services, in line with increasing improvements in technology and the changing needs of our clients; and
- Develop a more streamlined system of handling enquires and feedback on our services

6.0 OBLIGATIONS

6.1 Obligations of the Passport Office

In writing, we will:

- Reply to all letters within ten working days on receipt. If we cannot answer all your questions within that time, we will inform you in writing and/or by telephone when to expect a full reply
- Treat faxes and e-mails which are duly signed as official documents.

By telephone, we will:

- Answer the telephone between two (2) to three (3) rings.
- Identify ourselves by organisation, name and designation.
- Inform you when you may expect a full reply in case; we are unable to answer your enquiry immediately.
- Redirect you to the appropriate quarters if the matter in question is not in our area of competence

On appointment:

- Attend to you at your scheduled time.
- Answer your questions immediately, but if we cannot, we will let you know why and when you can expect an answer from us.

6.2 Obligations of the Clients

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 with the utmost respect
- Inform us if you are not satisfied with our services

6.4 Mutual Obligations

- All stakeholders are to abide by the regulations, policies and laws under which Passport Office operates.
- We expect clients to treat our staff with courtesy and respect

7.0 FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION

7.1 Comments and Suggestions

We will acknowledge receipt of your written communication within five (5) working days upon receipt of your correspondence on all inquiries.

If we cannot immediately or fully provide answers to your inquiries 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 with feedback should be channelled through our Client Service Unit or our website.

7.2 Institutional Communication

Passport Office would organize periodic Seminars and Press conferences every quarter to provide updates on its services to its customers. The essence of this exercise is to provide a platform for the institution to directly interact with its customers and solicit their views in relation to effective service delivery.

8.0 CLIENTS

The key clients of the bureau of passports are:

- Passports Applicants
- Foreign diplomatic missions
- Airlines
- Security Agencies

9.0 COMPLAINTS PROCEDURES

If something goes wrong, we will be glad to hear about it from you. We are continuously trying to improve our standards. To do this, we need to know what kind of service you need and how this compares with the service we provide. When Registering a Complaint, we would like you to:

- Pick and complete a complaint form
- Provide personal detail
- Be clear why you are not satisfied

- Indicate what you expect the Passport Office to do
- Keep a record of events
- Follow up with the assigned personnel, if possible
- Drop it in our suggestion box located at the main entrance of the office block or visit our website and fill a form

Where to address your complaints:

a. Client Service Unit

Ministry of Foreign Affairs and Regional Integration
Post Office Box M53,
Accra – Ghana

Telephone No.- 0240-793072 / 0240-898199

Email: passports@mfa.gov.gh

b. The Director,

Passport Office
PMB Ministries Post Office
Accra

Email: passports@mfa.gov.gh

Where you are still not satisfied with the outcome, you may address your comment/ complaints to:

c. The Head of the Civil Service

Office of the Head of the Civil Service
P. O. Box M49
Ministries-Accra

Telephone: + 233 0302- 682328

Where you are still not satisfied with the outcome, you may address your comment/ complaints to:

d. The Chair-person,

Public Services Commission

P.O. Box GP1618

Accra.

Email: info@psc.gov.gh

Tel: +233(0)302-663047

+233(0)302-667470

Where you are still not satisfied with the outcome, you may address your comment/ complaints to:

e. The Commissioner,

Commission on Human Rights and Administrative Justice

Postal Address: Box AC 489, Accra.

Phone: +233 (0) 662150 / 664267

EMAIL: info@chraj.gov.gh

GPS: GA-184-6440

10.0 CONTACTS

Ministry of Foreign Affairs and Regional Integration

Post Office Box M53,

Accra – Ghana

Telephone - 0240-913284

0240-792586

0240-915209

0240-792410

Email: - passports@mfa.gov.gh

PHYSICAL LOCATIONS

1. ACCRA PAC- near Department of Feeder Roads
2. Kumasi PAC – Guggisberg Road, opposite PWD, Adum, Ministries
3. Takoradi PAC- Ghana Immigration Head Quarters (within the Regional Administration)
4. Sunyani PAC- Adjacent jubilee (shares a wall with the Park)
5. Ho PAC- Regional Administration (shares building with Immigration)
6. Tamale PAC- Police Park (old Library)
7. Tema PAC – Former IRS Office, Community 4, Tema
8. Koforidua PAC- PWD Office, SSNIT Office Area, Koforidua
9. Cape Coast PAC- Opposite Ford Station
10. WA PAC – Block C, Regional Coordinating Council, WA
11. Premium PAC- Accra- Accra Digital Center, Adjacent State Housing Company, Ring Road West, Accra
12. Premium PAC- Kumasi – 2nd Floor, Thankful Hieghts Building, Adum, Kumasi
13. Premium PAC- Tamale – 2nd Floor, Pension Tower, Tamale

Reviewed by:
The Management Services Department
Office of the Head of Civil Service
Accra.