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# OPERATIONS MANUAL

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MINISTRY OF INFORMATION



JUNE 2022

# OPERATIONS MANUAL (2022)

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### LIST OF ACRONYMS

<b>BOG</b>	Bank of Ghana
<b>BTA</b>	Bank Transfer Advice
<b>CAGD</b>	Controller and Accountant General Department
<b>CD</b>	Chief Director
<b>CS</b>	Civil Service
<b>GIFMIS</b>	Government Integrated Financial and Management Information system
<b>HOD</b>	Head of Department
<b>HOU</b>	Head of Unit
<b>MA</b> s	Ministries and Agencies
<b>MOF</b>	Ministry of Finance
<b>MOI</b>	Ministry of Information
<b>OHCS</b>	Office of the Head of Civil Service
<b>PR &amp; SM</b>	Public Relation and social media
<b>SoS</b>	Scheme of Service
<b>SRA</b>	Stores Received Advice
<b>MDA</b>	Ministries, Departments and Agencies
<b>CSU</b>	Client Service Unit
<b>ESPV</b>	Electronic Salary Payroll Voucher
<b>RSIM</b>	Research, Statistics and Information Management
<b>HRMD</b>	Human Resource Management and Development
<b>F&amp;A</b>	Finance and Administration
<b>PPBME</b>	Policy, Planning, Budgeting, Monitoring and Monitoring
<b>PR</b>	Public Relations

## **1.0 INTRODUCTION**

Dissemination of Information is very important. It is in this regard that the Ministry of Information (MOI) is a critical establishment, set up to ensure that information on major public policies, programmes, projects, and activities are widely disseminated to the citizenry and also gather feedback from the citizenry for policy review and refinement.

## **2.0 OBJECTIVES OF THE OPERATIONS MANUAL**

This document aims to:

- i. Serve as a guide for officers of the MOI to perform their duties and responsibilities as per the approved standards
- ii. Safeguard uniformity, prevent or eliminate deviations and prevent overlap of roles
- iii. Guide new staff to appreciate the processes of key deliverables
- iv. Serve as a guide for superiors on work processes and procedures to manage staff effectively

## **3.0 STRATEGIC AND REGULATORY FRAMEWORK OF THE MINISTRY**

### **3.1 MANDATE**

The Ministry of Information (MoI) by Executive Instrument (EI 1), January 2017 is mandated to initiate and formulate Information and Media relations policies, undertake development planning as well as coordinate and evaluate the efficiency and effectiveness of the performance of the sector. The mandates of the Ministry of the Information and all its Agencies are guided by the 1992 Constitution of Ghana. The Ministry is further guided by the Civil Service Act, 1993 (PNDCL 327).

To disseminate information on public policies, programs, projects, and activities to the citizenry and also gather feedback from the citizenry for policy review and refinement.

### **3.2 POLICY OBJECTIVE**

The sector policy objectives are as follows:

- i. Deepen democratic governance
- ii. Deepen transparency and public accountability
- iii. Enhance capacity for policy formulation and coordination
- iv. Promote the fight against corruption and economic crimes
- v. Improve participation of civil society (media, traditional authorities, religious bodies) in national development
- vi. Promote discipline in all aspects of life
- vii. Demystify the Presidency and bring the President closer to the people



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- viii. Enhance Ghana's international image and influence
- ix. Promote Ghana's political and economic interests abroad

### 3.3 VISION

A free, united, informed, and prosperous society with good governance through development communication

### 3.4 MISSION

The Ministry exists to facilitate the free flow of adequate, timely, and reliable information and feedback between government and the public for socio-economic empowerment and democratic citizenship through policy formulation, research, monitoring and evaluation, technology, and motivated staff

### 3.5 OUR VALUES/STANDARDS

They are guidelines that guide our staff on how to behave in the conduct of their duties to achieve the organization's mission and desirable behavior for organizational effectiveness.

- i. Excellence in Information Delivery
- ii. Maintenance of a good public image of the Information Sector
- iii. Establishment of mechanisms to enforce accountability in the management of resources
- iv. Equal access to Information to the general populace
- v. Strengthening the capacity of Information systems in regulation, management, and provision of Information service

### 3.6 FUNCTIONS OF THE MINISTRY OF INFORMATION (MOI)

The following are the functions of the Ministry:

- i. Initiate and formulate information dissemination policies taking into account the needs and aspirations of the people.
- ii. Coordinate, monitor, and evaluate the efficiency and effectiveness of the performance of the Information Sector.
- iii. Develop and periodically review appropriate regulations, standards, and guidelines to control and ensure effective performance of the sector.
- iv. Promote the use of modern management practices, systems, and procedures to ensure effective performance of the sector.
- v. Promote innovation and Information Technology and information systems application, and e-service platforms.

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- vi. Undertake research and development, training, and capacity building to enhance the performance of the sector.
- vii. Develop effective resource mobilization strategies and schemes to support the operations of the sector.
- viii. Build and maintain effective networks and collaborations with international and local stakeholders, MDAs/MMDAs to support and enhance the performance of the sector.
- ix. Develop and establish a framework for the assessment, adoption, ratification, and application of international protocols, conventions, treaties, charters, etc relevant to the sector.
- x. Provide strategic policy and regulatory support to the operations of the sector.
- xi. Promote Ghana as a secure, peaceful, and investor-friendly nation in the sub-region.

### **4.0 SCOPE OF MOI'S OPERATIONS**

The Scope of MOIs Operations is:

- i. Policy Planning
- ii. Training and Development
- iii. Research and Statistics
- iv. Budgeting
- v. Documentation/Data Centre/Library
- vi. Human Resource Planning and Management
- vii. Monitoring and evaluation
- viii. Information Management
- ix. Performance Management
- x. Finance and Administration
- xi. Public Relations and social media

## 5.0 STRUCTURE OF MOI

The Ministry of Information (MOI) is responsible for developing policies and programmes for the Information Management Sector. The organization is headed by a Minister and supported by a deputy minister(s) to provide political leadership of the elected government for the sector.

Ministry of Information has Four (4) main Directorates with special units to assist the activities of the Directorates. These are:

1. Policy Planning, Budgeting, Monitoring and Evaluation (PPBME)
2. Research Statistics and Information Management (RSIM)
3. Human Resource Management and Development (HRMD)
4. Finance and Administration (F&A)

In addition to the four (4) main directorates, the Ministry has four (4) specialized Units namely

5. Client Service Unit
6. Internal Audit Unit
7. Public Relations and Social Media Unit
8. Information Unit

### 5.1 Policy, Planning, Budgeting, Monitoring, and Evaluation

This Directorate leads the technical processes for the development of policies, plans, programmes, and budgets of all activities of the Ministry. It caters to the design and application of monitoring and evaluation systems for purposes of assessing the operational effectiveness of the Ministry's strategies and interventions.

The key functional areas of the PPBME Directorate are as follows:

- a. Leads in the design, review, and development of plans, standards, regulations, guidelines based on a sound framework for the effective implementation of the Ministry's planned programmes and operations
- b. Leads in the identification of needs, challenges, opportunities, and policy options to support overall corporate and business strategy.
- c. Responsible for preparing the budget of the Ministry
- d. Provide technical guidance to Management on budgetary matters.
- e. Keeps proper updates of all financial projects.
- f. Ensures the provision of an effective basis for measuring the various stages of programmes and projects of the Ministry
- g. Provide an objective basis for assessing the effectiveness of programmes and projects of the Ministry

## 5.2 Research Statistics and Information Management

This Directorate conducts and commissions research into policy and strategy options, compiles and analyses data for the Ministry and government as a whole. It maintains a data bank for effective and efficient decision-making.

The core functions of the directorate include:

- a. Researches the activities of the Ministry
- b. Collates required data to create a database for the Ministry
- c. Initiates and maintains information technology network and infrastructure plans, policies, strategies for the Ministry
- d. Develops supports and integrates new technologies, as well as information/data, assess security protocols into the operations of the Ministry

## 5.3 Human Resource Management and Development

This Directorate develops sector-wide policy on HR Planning, Succession Planning, Training and Development, and Performance Management. It also ensures that there is in place an effective and stable management framework consistent with the overall manpower needs of the Sector

The main functional areas of the HRMD include

- a. Human Resource Planning (HRP)
- b. Human Resource Management (HRM)
- c. Staff Capacity and Career Development
- d. Performance Management and Reporting

## 5.4 Finance and Administration Directorate

The Finance and Administration Directorate is categorized mainly under the Finance Section and the Administration Section.

The Finance Section is made of up the Treasury and the Accounts Unit. The Administration section, on the other hand, is made up of the Records Management Unit; Personnel Welfare; Procurement and Stores Unit; Estate Management Unit, Protocol Unit, and Transport Unit.

The Directorate coordinates system of services designed to help maintain the effective running of MOI and facilitates the successful completion of all processes, programs, and projects of the various units. This Directorate is responsible for:

- a. Budget Finance
- b. Resource Mobilisation
- c. Accounts
- d. Treasury
- e. Records Management

- f. Personnel Welfare
- g. Procurement and Stores
- h. Estate Management and
- i. Transport

## **SPECIALISED UNITS OF MoI**

The Ministry of Information has four special Units that work to assist the Ministry to achieve its goals and objectives. These units include:

### **5.5 Internal Audit Unit**

The Internal Audit Unit is an advisory body that provides an in-house independent, objective assurance and consulting activity designed to add value and improve the Ministry's operations.

It also assists the Ministry to undertake its objectives by formulating a systematic disciplined approach to evaluate and improve the effectiveness of risk management, internal control, and corporate governance processes.

The functions of the Internal Audit Unit is as follows:

- i. Establishing appropriate policies and procedures to guide the IAU
- ii. Establishing risk-based plans to determine the priorities of the audit activities, consistent with the Ministry's goals.
- iii. Ensuring that professional internal auditing standards and practices are followed
- iv. Ensuring that financial and human resources are appropriate, sufficient, and allocated for the effective implementation of the annual audit plans.
- v. Ensuring that audit planning, fieldwork, reporting, and follow-up are performed following the standards and include audits that address financial statements and review of the internal control environment.
- vi. Maintaining Internal Audit Unit Quality Assurance and Improvement Program for internal and external reviews developed by the Internal Audit Agency.
- vii. Communicating plan of audit engagements and resource requirements for the IAU including the impact of resource limitations (where applicable) to the IAU.

### **5.6 Public Relations and Social Media Unit**

The Unit develops, implements, and reviews communications strategies to market and communicate the ministry's policies, programmes, projects, and activities to the public. The Unit also receives and manages client responses and inquiries.

The Unit is therefore responsible for the following activities:

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- i. Information dissemination on Government Policies
- ii. Development and implementation of feedback mechanisms on Government policies and activities
- iii. Leads in creating the appropriate policy strategies for branding and building the corporate image of the Ministry
- iv. Monitor the Ministry's social media platforms and report to Management to make informed decisions

### **5.7 Information Unit**

The Information Unit is responsible for receiving and processing applications for information, as well as producing information within the procedures and periods as prescribed by law (RTI ACT, 989).

This Unit is responsible for the following:

- i. Compile and publish up-to-date information manual
- ii. Track correspondences related to RTI applications for processing
- iii. Receive, record and process applications for information within the procedures and periods as prescribed by the RTI law
- iv. Organize regular training for staff on the RTI Act

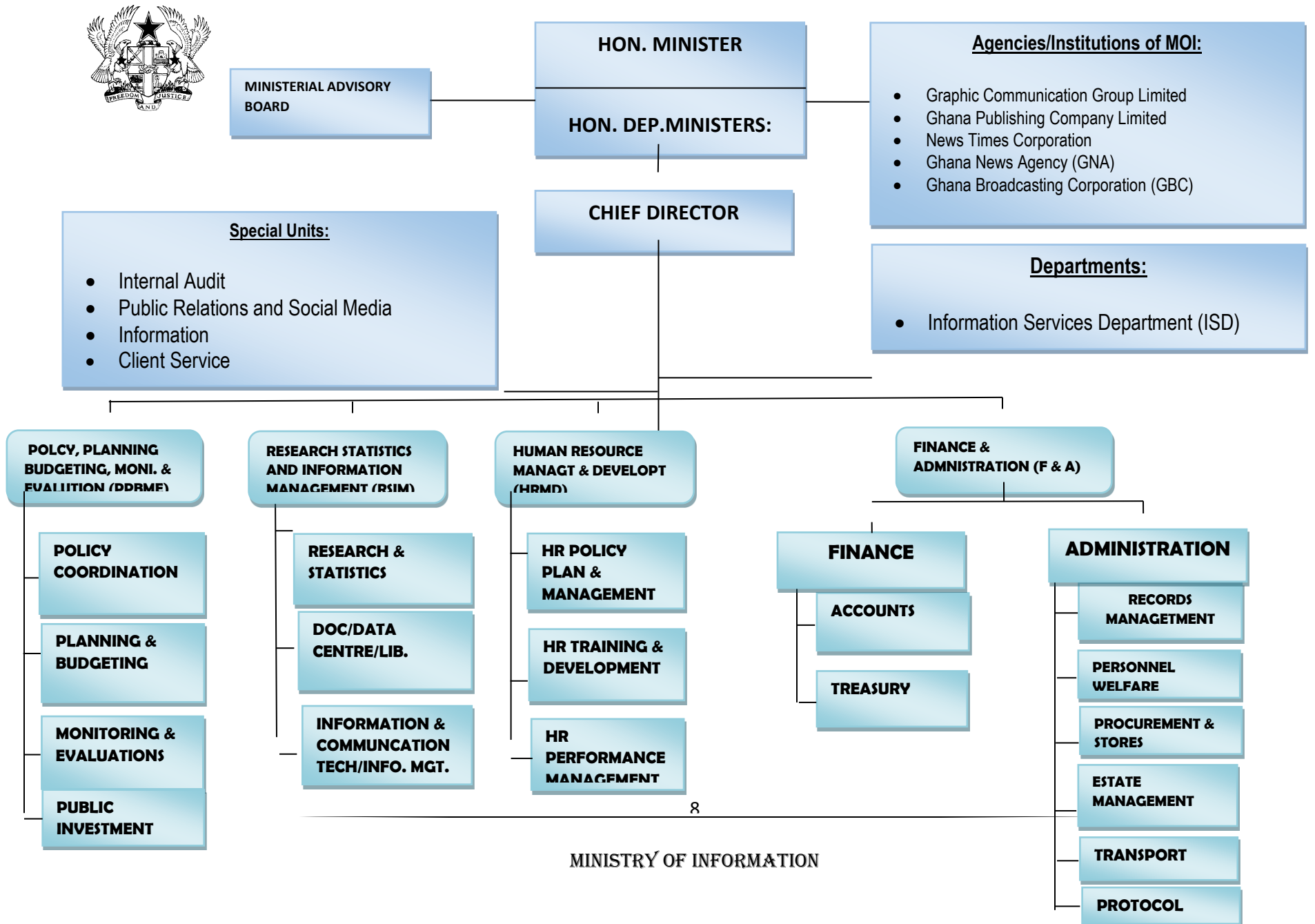
### **5.8 Client Service Unit (CSU)**

The Client Service Unit is responsible for standardizing and communicating to the public the services delivered by the Ministry as well as the processes involved for complaint handling.

The functions of the Unit are as follows:

1. Monitor the frequency of enquiries at the CSU unit daily
2. Provide timely response to the concerns of the Ministry's clients
3. Provide timely response to all letters and emails addressed to the Ministry
4. Give and receive adequate feedback from clients on its service delivery.

6.0 MINISTRY OF INFORMATION ORGANISATIONAL STRUCTURE



## 7.0 STAFFING

The Ministry is mandated to initiate and formulate Information and Media relations policies and provide Public Relations support to the Presidency and MDAs. We have staff with varied and relevant expertise/background in the following areas such as:

1. Administration
2. Accounting
3. Records Management
4. Internal Auditing
5. Programming
6. Procurement and Supply Chain Management
7. Estate Management
8. Planning
9. Information Management
10. Public Relations
11. Research



## **8.0 OPERATIONS OF THE MINISTRY**

This section of the Manual discusses the systematic approach to every functional/operational area of the various Directorates and Units of the Ministry.

### **SPECIALISED UNITS**

#### **8.1 PUBLIC RELATIONS AND SOCIAL MEDIA UNIT**

The Public Relations and Social Media Unit serves as a link between the public and the Ministry in terms of information dissemination and management. The Unit is also responsible for drafting communication strategies while advising management on the best communication strategies to be used for specific events as well as its branding activities.

The functional areas of the Public Relations and Social Media Unit fall under the organization, monitoring and reporting on the following programmes and activities of the Ministry:

1. Minister's Press Briefings
2. Mass Media Campaigns
3. Amplified
4. Media Monitoring Report
5. Public Opinion/ Media Report
6. Website Management
7. Newsletter Publications
8. Bonsu Online Reporting Platform

### **WORK PROCESSES**

The functional areas and their corresponding work processes are described below:

#### **8.1.1 Minister's Press Briefings, Town Hall Meetings & Nation Building Updates**

The Minister's Press Briefing is a platform by the Ministry of Information that allows Ministers and Heads of Ministries, Departments and Agencies to render account on their stewardship. The objective of the Minister's Press Briefing is to deepen transparency and public accountability and improve participation of the media in our governance. It also aims at ensuring responsive governance and citizen participation.

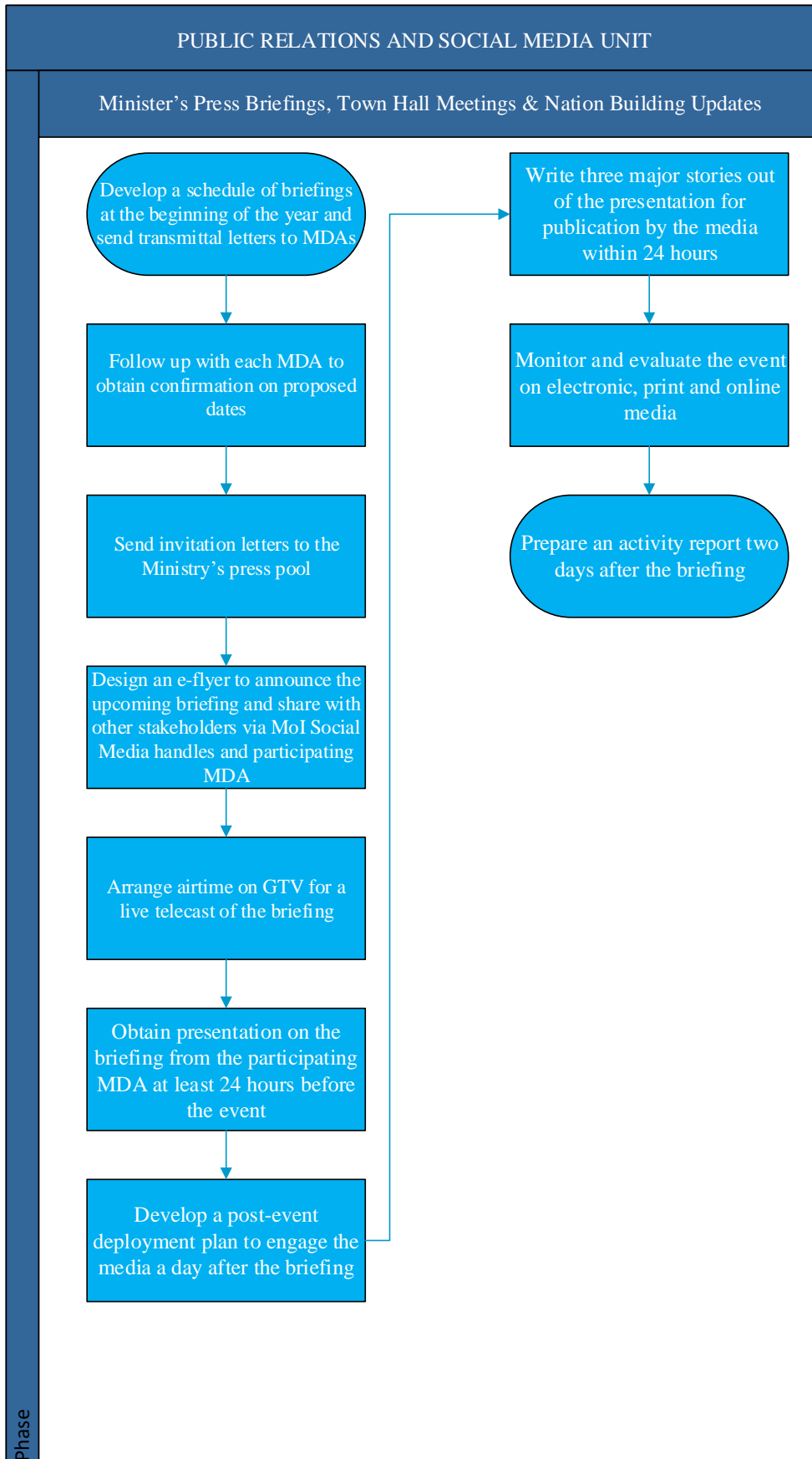
Town Hall Meetings and Nation Building Updates are information dissemination platforms that allow Heads of MDAs to deliver updates on the flagship programmes under their stewardship in their respective institutions.

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The following processes guide the execution of these functions:

- Develop a schedule of briefings at the beginning of the year and send transmittal letters to MDAs
- Follow up with each MDA to obtain confirmation on proposed dates.
- Send invitation letters to the Ministry's press pool
- Design an e-flyer to announce the upcoming briefing and share with other stakeholders via MoI Social Media handles and participating MDA.
- Arrange airtime on GTV for a live telecast of the briefing
- Obtain presentation on the briefing from the participating MDA at least 24 hours before the event
- Develop a post-event deployment plan to engage the media a day after the briefing
- Write three major stories out of the presentation for publication by the media within 24 hours
- Monitor and evaluate the event on electronic, print and online media
- Prepare an activity report two days after the briefing

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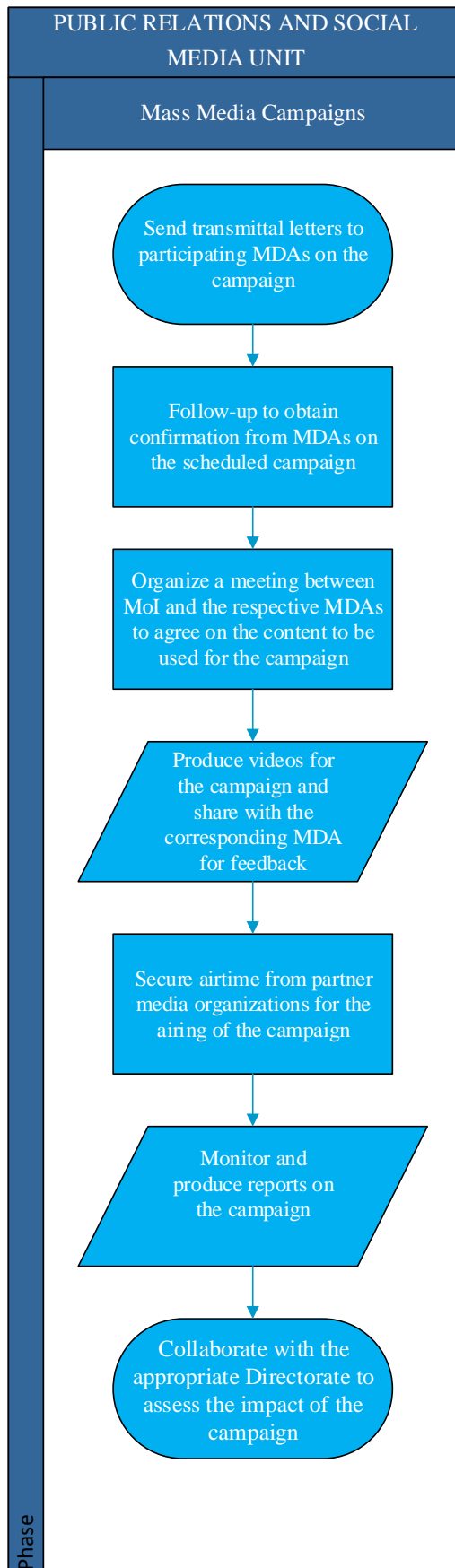
### 8.1.2 Mass Media Campaigns

This is one of the programmes of the Ministry that uses audio-visual documentaries to highlight government achievements on the various flagship programmes on a number of media platforms such as TV, radio, billboards, etc.

The following processes guide the execution of this function:

- Send transmittal letters to participating MDAs on the campaign
- Follow-up to obtain confirmation from MDAs on the scheduled campaign
- Organize a meeting between MoI and the respective MDAs to agree on the content to be used for the campaign
- Produce videos for the campaign and share with the corresponding MDA for feedback
- Secure airtime from partner media organizations for the airing of the campaign
- Monitor and produce reports on the campaign
- Collaborate with the appropriate Directorate to assess the impact of the campaign

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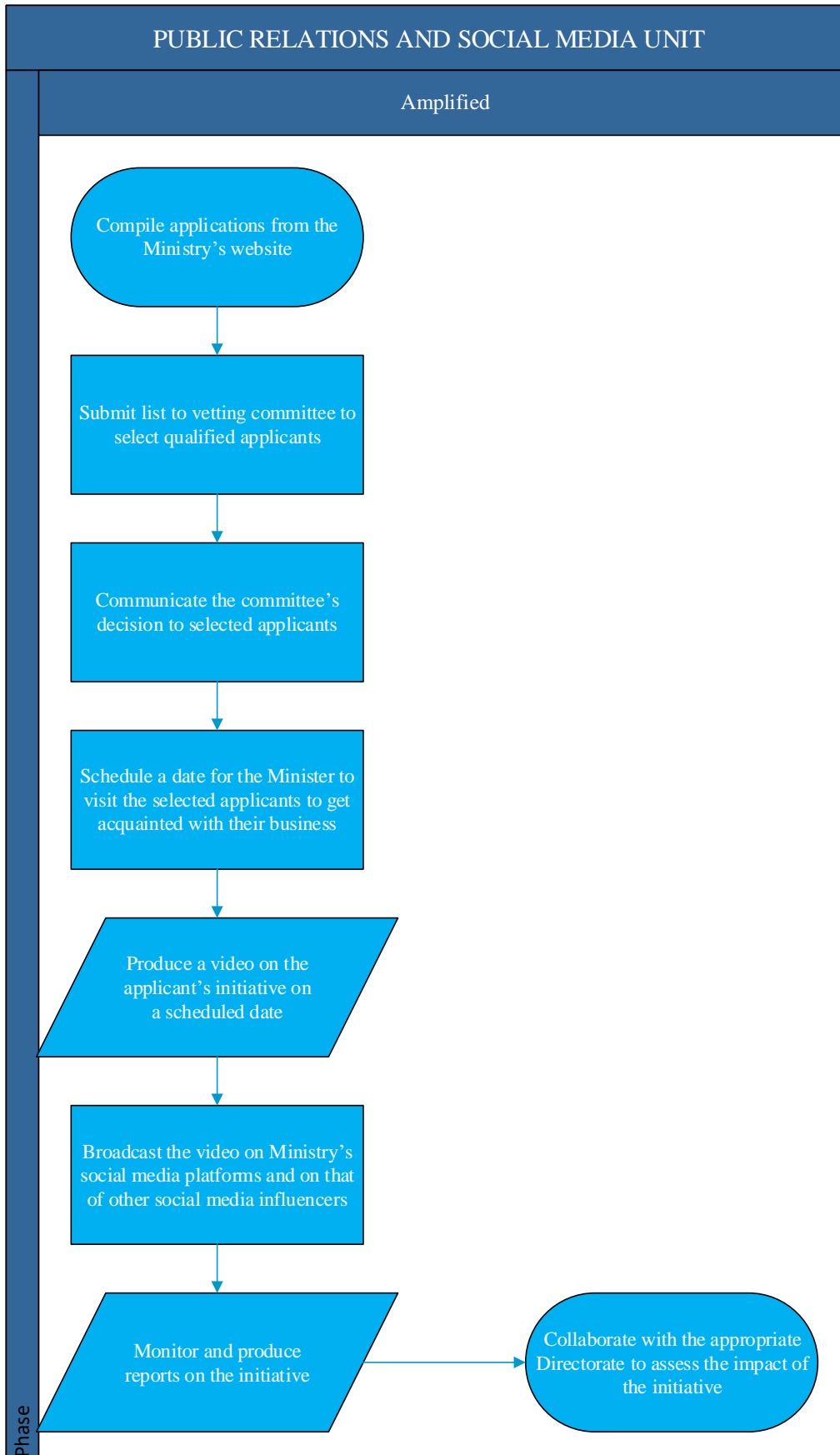


### 8.1.3 Amplified

This is a social marketing platform of the Ministry of Information that seeks to promote young entrepreneurs and other Ghanaian businesses by leveraging the brand equity and social media mileage of the Ministry, with support from social media influencers and some traditional media partners.

The following processes guide the execution of this function:

- Compile applications from the Ministry's website
- Submit list to vetting committee to select qualified applicants
- Communicate the committee's decision to selected applicants
- Schedule a date for the Minister to visit the selected applicants to get acquainted with their business
- Produce a video on the applicant's initiative on a scheduled date
- Broadcast the video on Ministry's social media platforms and on that of other social media influencers
- Monitor and produce reports on the initiative
- Collaborate with the appropriate Directorate to assess the impact of the initiative



#### 8.1.4 Media Monitoring

The Ministry has a press pool of 47 media organizations which comprises 15 TV stations, 13 radio stations, 12 newspapers, and 7 online portals. Media Monitoring is conducted daily to find out the accuracy or otherwise of the reportage by the various media platforms. It also helps to track publications across print, TV, online and social media to enable the Ministry to respond in real-time to issues of misreporting, correct inaccuracies, and issue a rejoinder if need be. It also helps sanitize the media space and shape the narratives. After monitoring the media space, a report is filed for the necessary action to be taken.

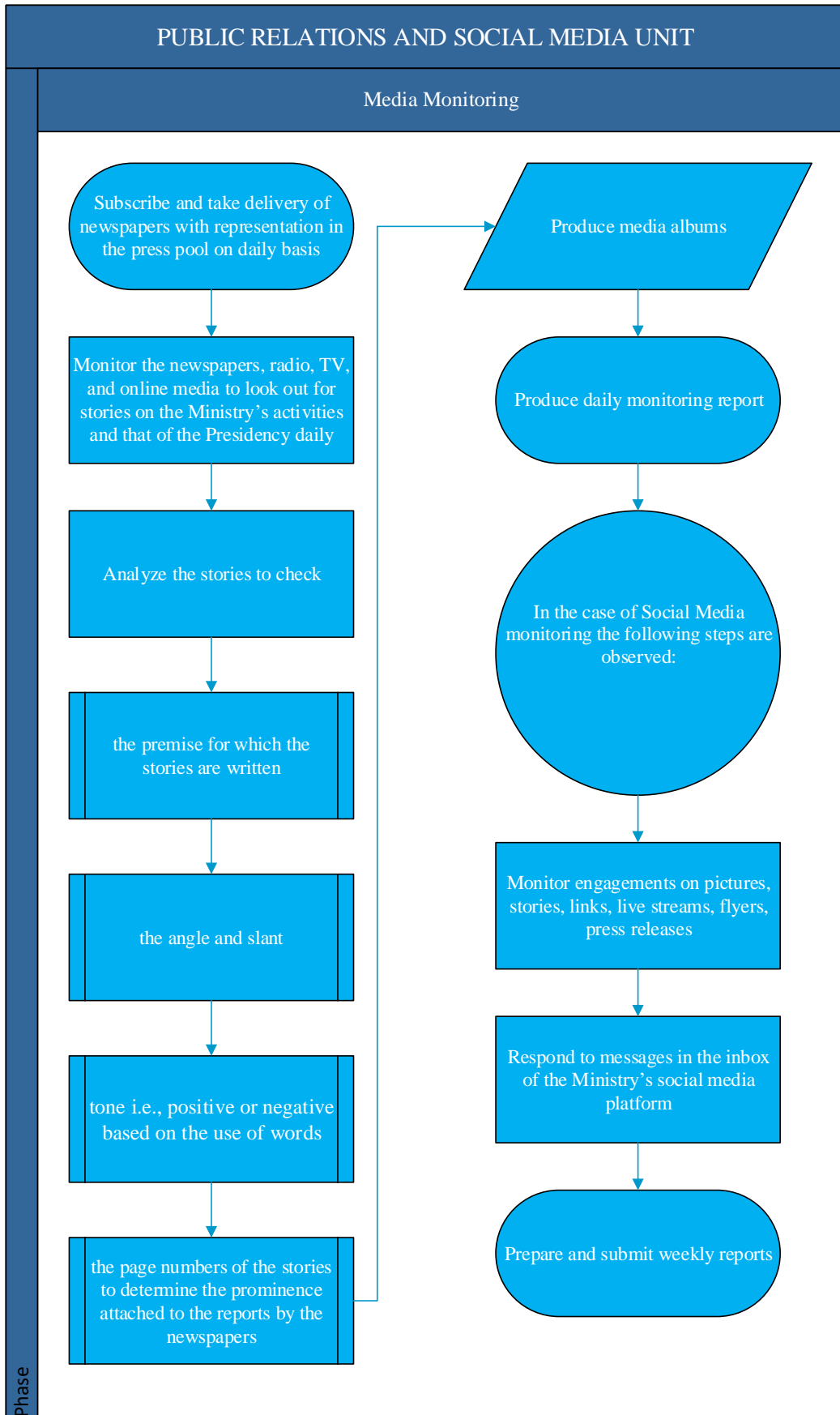
The processes involved in rolling out this activity include:

- Subscribe and take delivery of newspapers with representation in the press pool on daily basis.
- Monitor the newspapers, radio, TV, and online media to look out for stories on the Ministry's activities and that of the Presidency daily
- Analyze the stories to check
  - the premise for which the stories are written
  - the angle and slant
  - tone i.e., positive or negative based on the use of words
  - the page numbers of the stories to determine the prominence attached to the reports by the newspapers.
- Produce media albums
- Produce daily monitoring report

In the case of Social Media monitoring the following steps are observed:

- Monitor engagements on pictures, stories, links, live streams, flyers, press releases and total reach.
- Respond to messages in the inbox of the Ministry's social media platform
- Prepare and submit weekly reports.





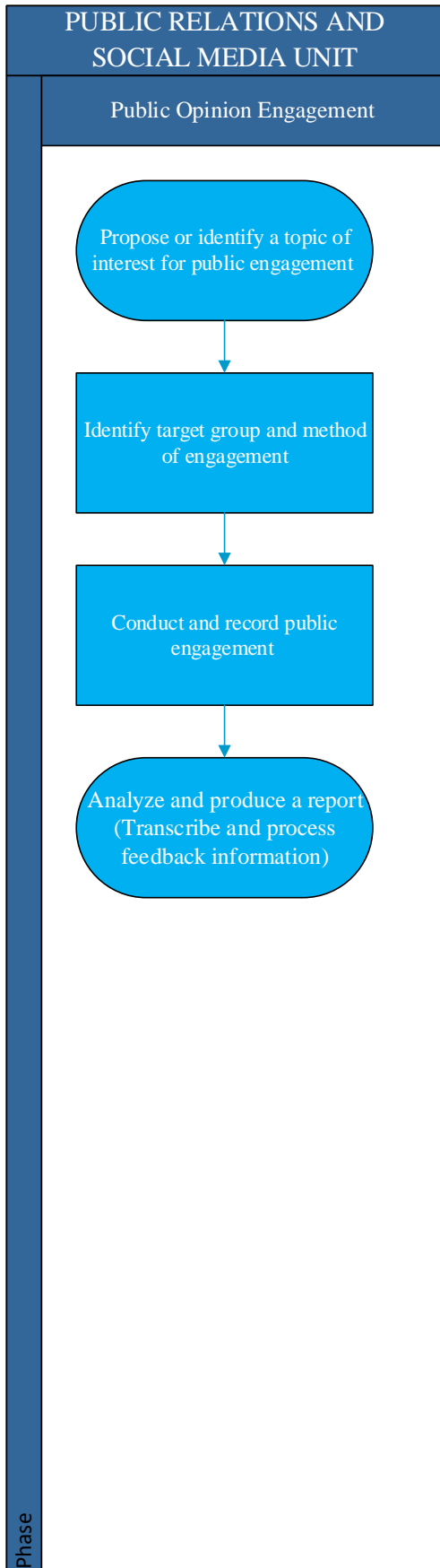
### **8.1.5 Public Opinion Engagement**

The Public Opinion is conducted to ascertain firsthand information on the knowledge, views and opinions of a cross-section of Ghanaians on issues of National interest and major policy decisions of government. The objective is to provide feedback from the public to inform policy formulation and also ensure citizen participation in governance.

This activity is conducted through the following processes:

- Propose or identify a topic of interest for public engagement
- Identify target group and method of engagement
- Conduct and record public engagement
- Analyze and produce a report (Transcribe and process feedback information)

**OPERATIONS MANUAL (2022)**

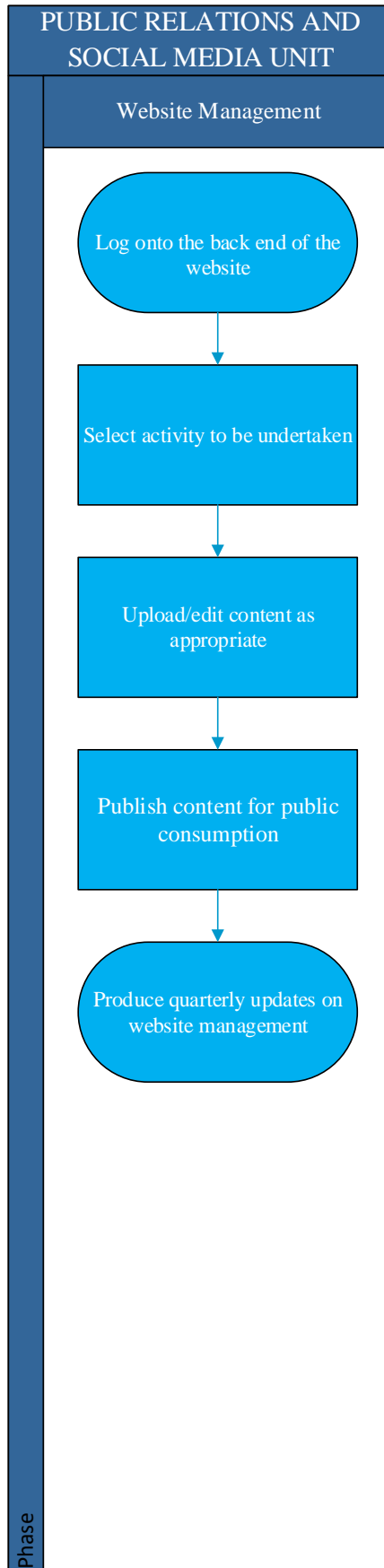


### **8.1.6 Website Management**

The Website is one of the main channels of information dissemination by which the Ministry publishes all communication activities. It is an interactive, easy-to-navigate platform. It serves as a reference point for all information on Government activities.

This activity is conducted through the following processes:

- Log onto the back end of the website
- Select activity to be undertaken
- Upload/edit content as appropriate
- Publish content for public consumption
- Produce quarterly updates on website management

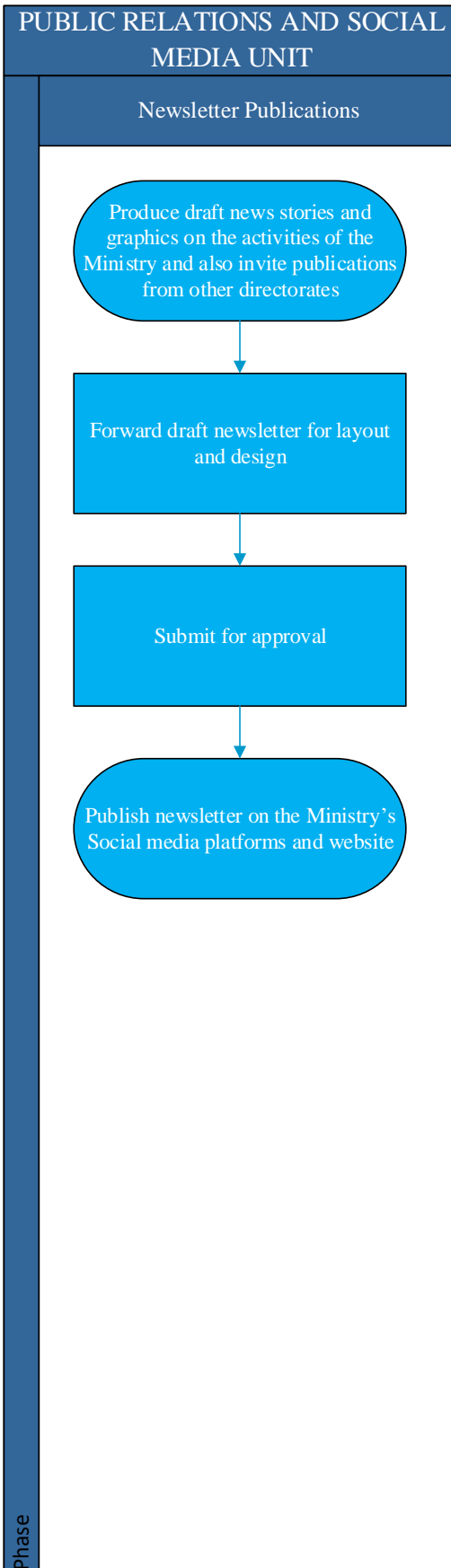


### **8.1.7 Newsletter Publications**

The Newsletter is one of the channels through which the Ministry disseminates information about its in-house activities and programmes. It is a soft copy bulletin issued every quarter and serves as a reference point for all information on all activities and programmes organized by the Ministry.

The Newsletter is produced through the following processes:

- Produce draft news stories and graphics on the activities of the Ministry and also invite publications from other directorates
- Forward draft newsletter for layout and design
- Submit for approval
- Publish newsletter on the Ministry's Social media platforms and website



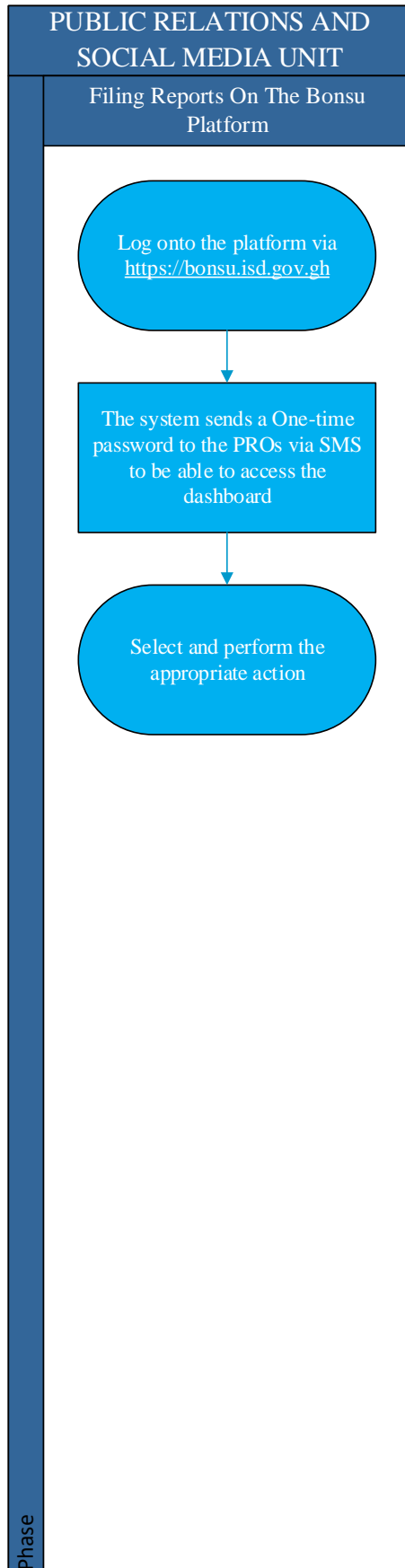
### 8.1.8 Filing Reports On The Bonsu Platform

The Public Relations Unit as part of its function updates the Bonsu Platform on activities and programmes undertaken by the Ministry. The Bonsu platform is an online real-time information sharing and reporting platform set up by the Public Relations Coordinating Division of the Information Services Department.

The platform is updated through the following processes;

- Log onto the platform via <https://bonsu.isd.gov.gh>
- The system sends a One-time password to the PROs via SMS to be able to access the dashboard
- Select and perform the appropriate action





## 8.2 CLIENT SERVICE UNIT (CSU)

The Client Service Unit is responsible for standardizing and communicating to the public the services delivered by the Ministry as well as the processes involved for complaint handling.

The functional areas of the Unit are as follows:

1. Provide timely response to requests
2. Monitor compliance with MoI service delivery standards
3. Compile mid and end-of-year reports on the operations of the Unit
4. Monitor the frequency of enquiries at the CSU unit daily
5. Provide periodic orientation to staff on service delivery standards

### WORK PROCESSES

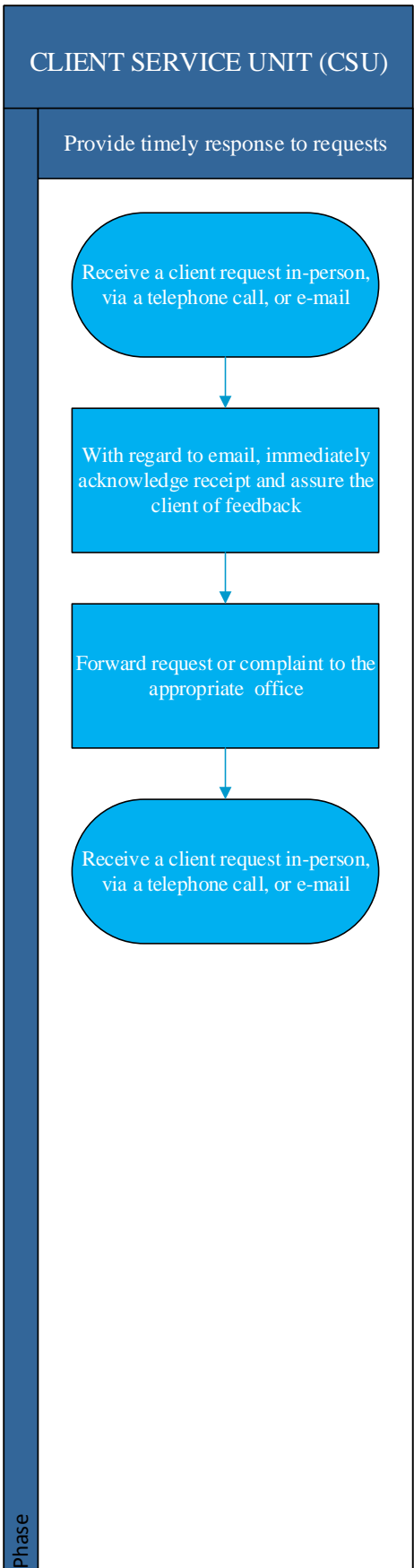
The work processes of the Client Service Unit are indicated below:

#### 8.2.1 Provide timely response to requests

The CSU provides services to the general public and bridges the gap between the public and the Government. The CSU may re-direct the client's concerns to the appropriate MDAs for effective response.

The Ministry handles enquiries from clients using the following processes:

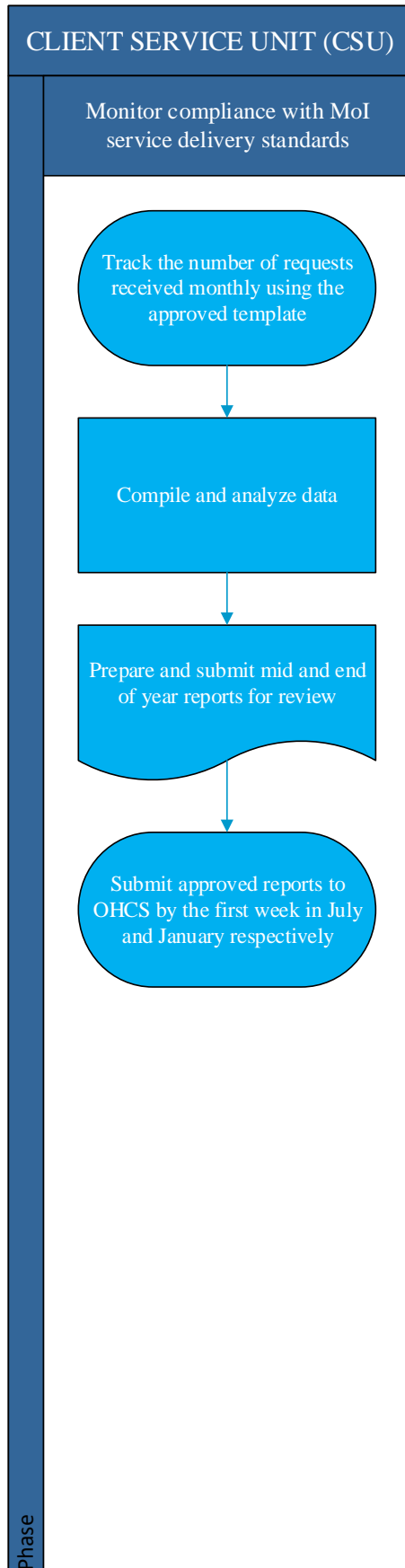
- Receive a client request in-person, via a telephone call, or e-mail
- With regard to email, immediately acknowledge receipt and assure the client of feedback
- Forward request or complaint to the appropriate office
- Follow up on requests and provide/communicate feedback to the client



**8.2.2 Monitor compliance with MoI service delivery standards**

The processes involved in undertaking this activity are as follows:

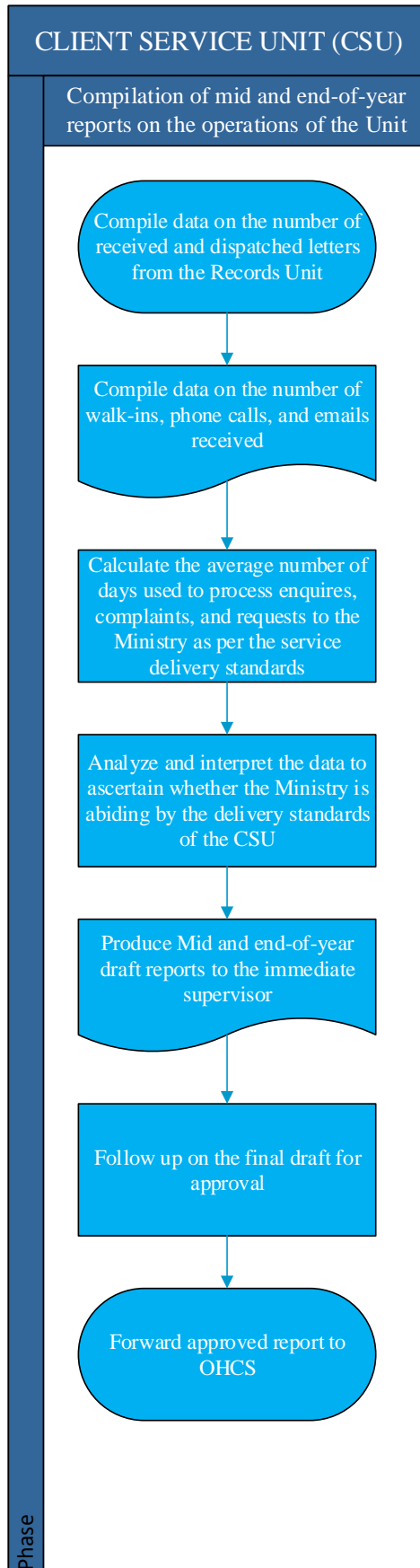
- Track the number of requests received monthly using the approved template
- Compile and analyze data
- Prepare and submit mid and end of year reports for review
- Submit approved reports to OHCS by the first week in July and January respectively



**8.2.3 Compilation of mid and end-of-year reports on the operations of the Unit.**

The processes involved in the preparation of the reports are as follows:

- Compile data on the number of received and dispatched letters from the Records Unit.
- Compile data on the number of walk-ins, phone calls, and emails received
- Calculate the average number of days used to process enquires, complaints, and requests to the Ministry as per the service delivery standards.
- Analyze and interpret the data to ascertain whether the Ministry is abiding by the delivery standards of the CSU.
- Produce Mid and end-of-year draft reports to the immediate supervisor
- Follow up on the final draft for approval
- Forward approved report to OHCS



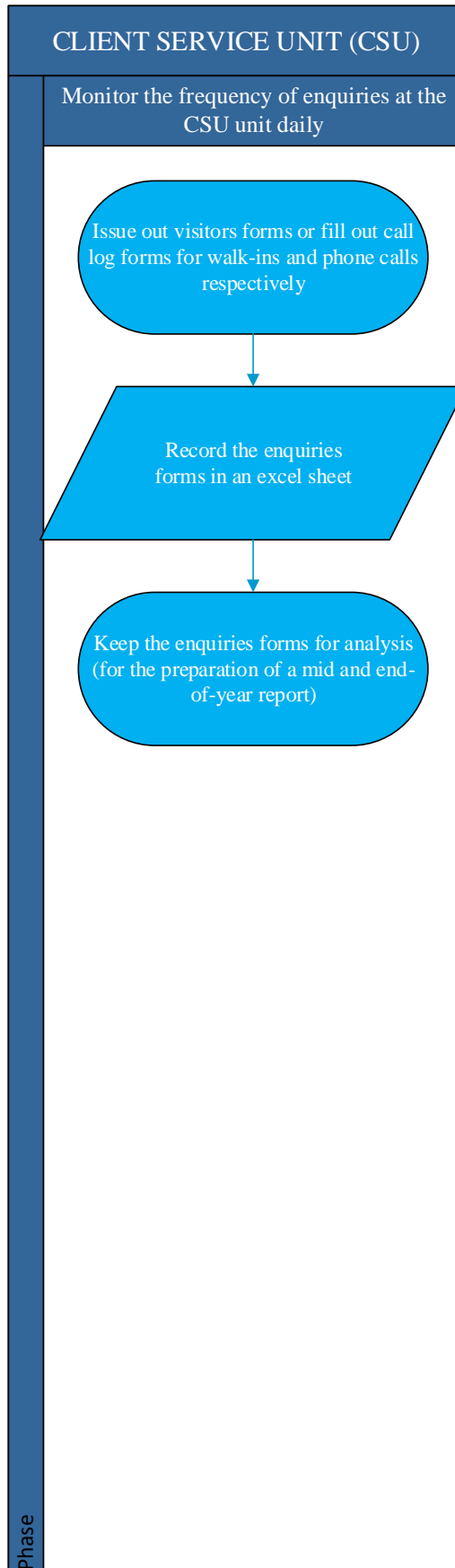
**8.2.4 Monitor the frequency of enquiries at the CSU unit daily**

The processes involved in undertaking this activity are as follows:

- Issue out visitors forms or fill out call log forms for walk-ins and phone calls respectively
- Record the enquiries forms in an excel sheet
- Keep the enquiries forms for analysis (for the preparation of a mid and end-of-year report).



**OPERATIONS MANUAL (2022)**

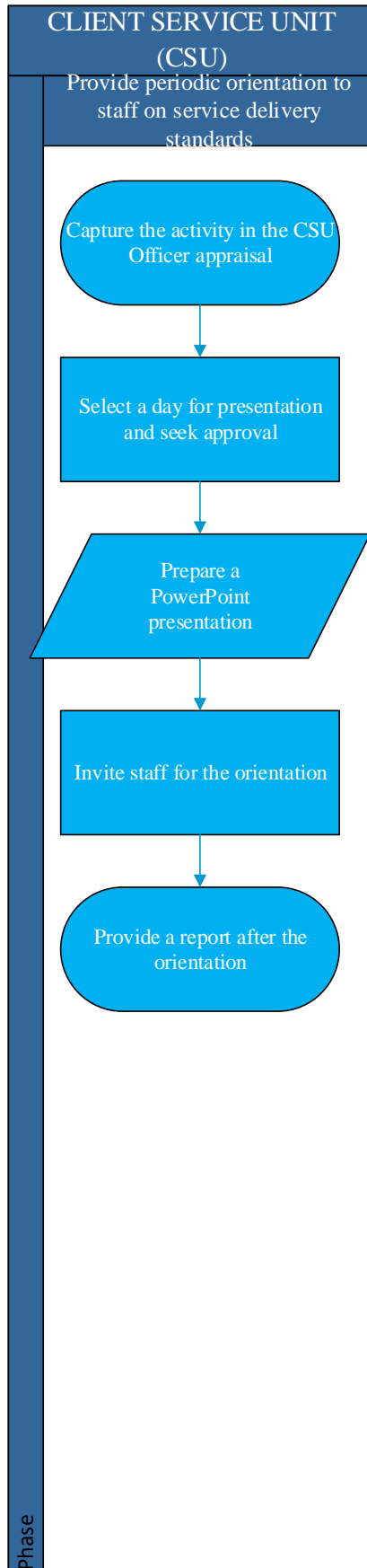


**8.2.5 Provide periodic orientation to staff on service delivery standards**

The processes involved in undertaking this activity are as follows:

- Capture the activity in the CSU Officer appraisal
- Select a day for presentation and seek approval
- Prepare a PowerPoint presentation
- Invite staff for the orientation
- Provide a report after the orientation.

**OPERATIONS MANUAL (2022)**



### **8.3 INFORMATION UNIT**

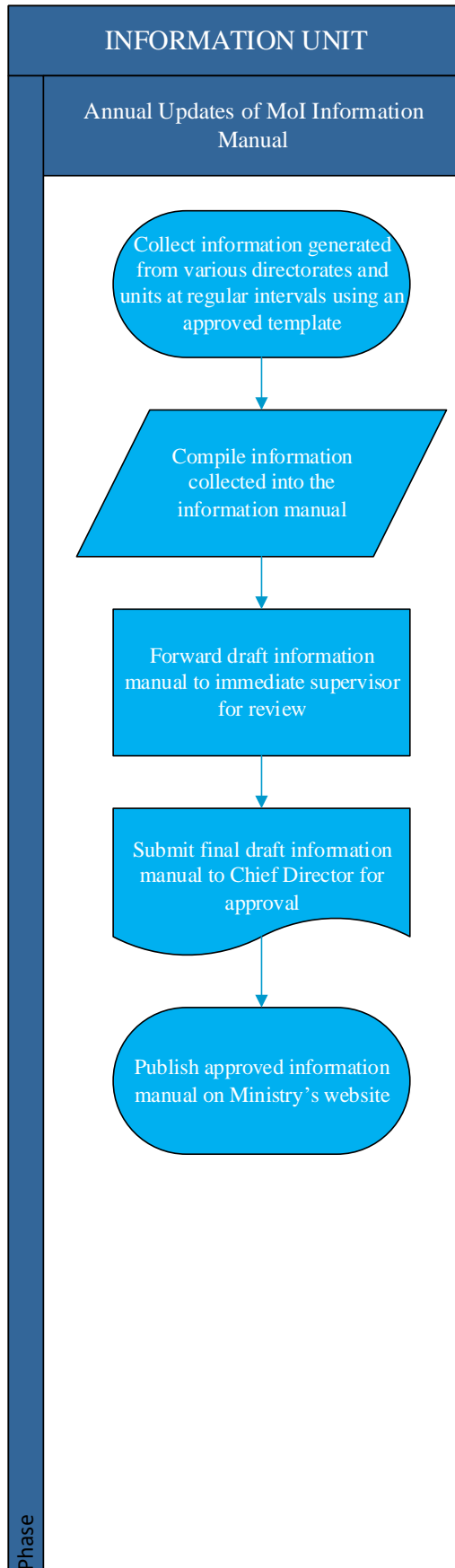
The Information Unit is responsible for receiving and processing applications for information, as well as producing information within the procedures and periods as prescribed by law (RTI ACT, 989).

#### **WORK PROCESSES**

The functional areas and their corresponding work processes are described below:

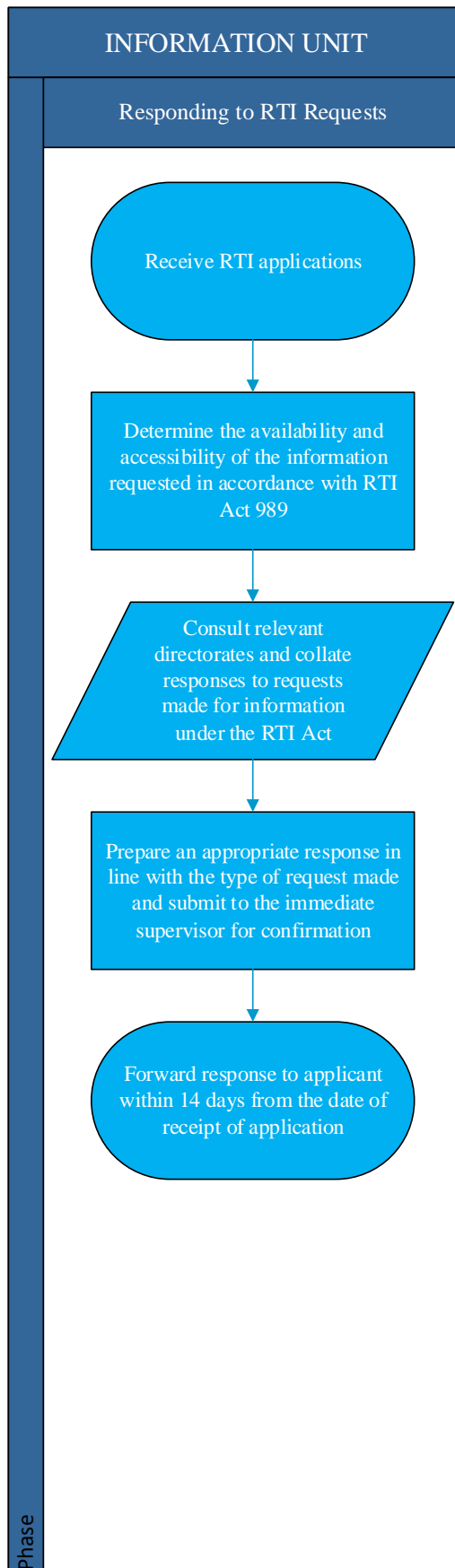
##### **8.3.1 Annual Updates of MoI Information Manual**

- Collect information generated from various directorates and units at regular intervals using an approved template.
- Compile information collected into the information manual.
- Forward draft information manual to immediate supervisor for review.
- Submit final draft information manual to Chief Director for approval.
- Publish approved information manual on Ministry's website.



### 8.3.2 Responding to RTI Requests

- Receive RTI applications.
- Determine the availability and accessibility of the information requested in accordance with RTI Act 989.
- Consult relevant directorates and collate responses to requests made for information under the RTI Act.
- Prepare an appropriate response in line with the type of request made and submit to the immediate supervisor for confirmation.
- Forward response to applicant within 14 days from the date of receipt of application.



### 8.3.3 Reporting on RTI Activities

- Download monthly report template prepared and sent by the Access to Information (ATI) Division of the Information Services Department (ISD) via email.
- Collate data on RTI applications and responses for the month into a monthly report template.
- Submit completed monthly report to the ATI Division.
- Collect and analyze data on RTI applications received and processed within the mid-year and end of year
- Prepare a mid-year and end of year report on data analyzed and submit for approval.
- Forward approved mid-year report to the ATI Division by July.
- Forward approved end-of-year report to the RTI Commission within 60 days after the 31<sup>st</sup> of December.





## 8.4 INTERNAL AUDIT UNIT

The Internal Audit Unit assists the Ministry in achieving its goals and objectives. And also, assist in a systematic disciplined approach to evaluate and improve the effectiveness of risk management, internal control, and corporate governance processes.

The Unit operations cut across all business units of the ministry. Among the auditable areas are:

1. Expenditure Audit
2. Cash Management Audit
3. Procurement Audit
4. Human Resource Management Audit
5. Vehicle Maintenance Audit
6. Fuel Audit
7. Stock/Stores Management Audit
8. Compliance Audit
9. Health and Safety Audit

The functional areas and procedures of the Unit are captured below:

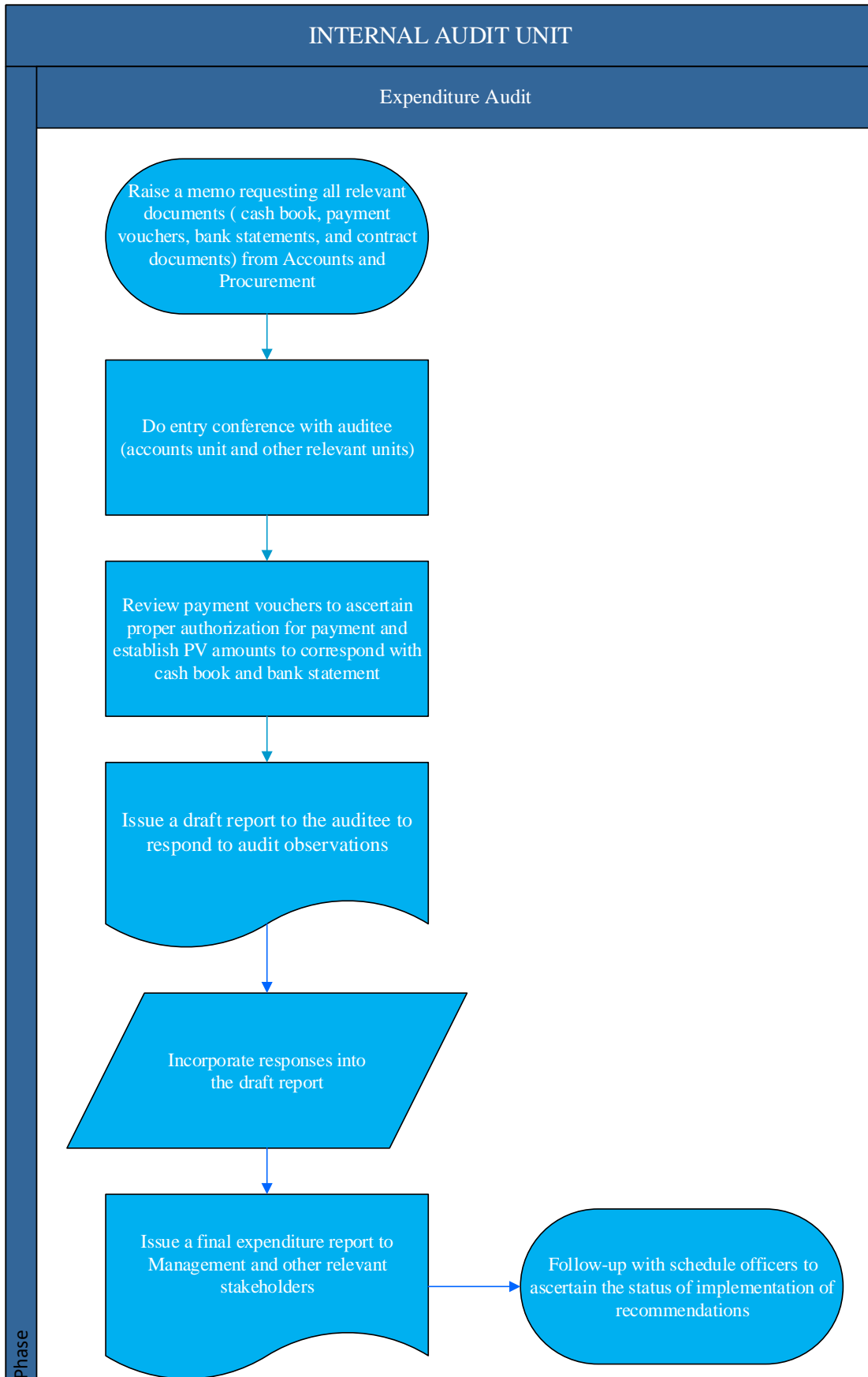
### 8.4.1 Expenditure Audit

The main objectives of conducting an Expenditure Audit are to:

- a) Verify that payments are properly supported by original invoices and relevant documents, and made to legitimate suppliers
- b) Verify that all payments are approved in accordance with authority limits
- c) Verify that all PV's are referenced, documented and secured
- d) Ascertain that payments are accurately and completely recorded in the accounting books

Expenditure Audit is conducted through the following process:

- Raise a memo requesting all relevant documents ( cash book, payment vouchers, bank statements, and contract documents) from Accounts and Procurement
- Do entry conference with auditee (accounts unit and other relevant units)
- Review payment vouchers to ascertain proper authorization for payment and establish PV amounts to correspond with cash book and bank statement
- Issue a draft report to the auditee to respond to audit observations
- Incorporate responses into the draft report
- Issue a final expenditure report to Management and other relevant stakeholders
- Follow-up with schedule officers to ascertain the status of implementation of recommendations



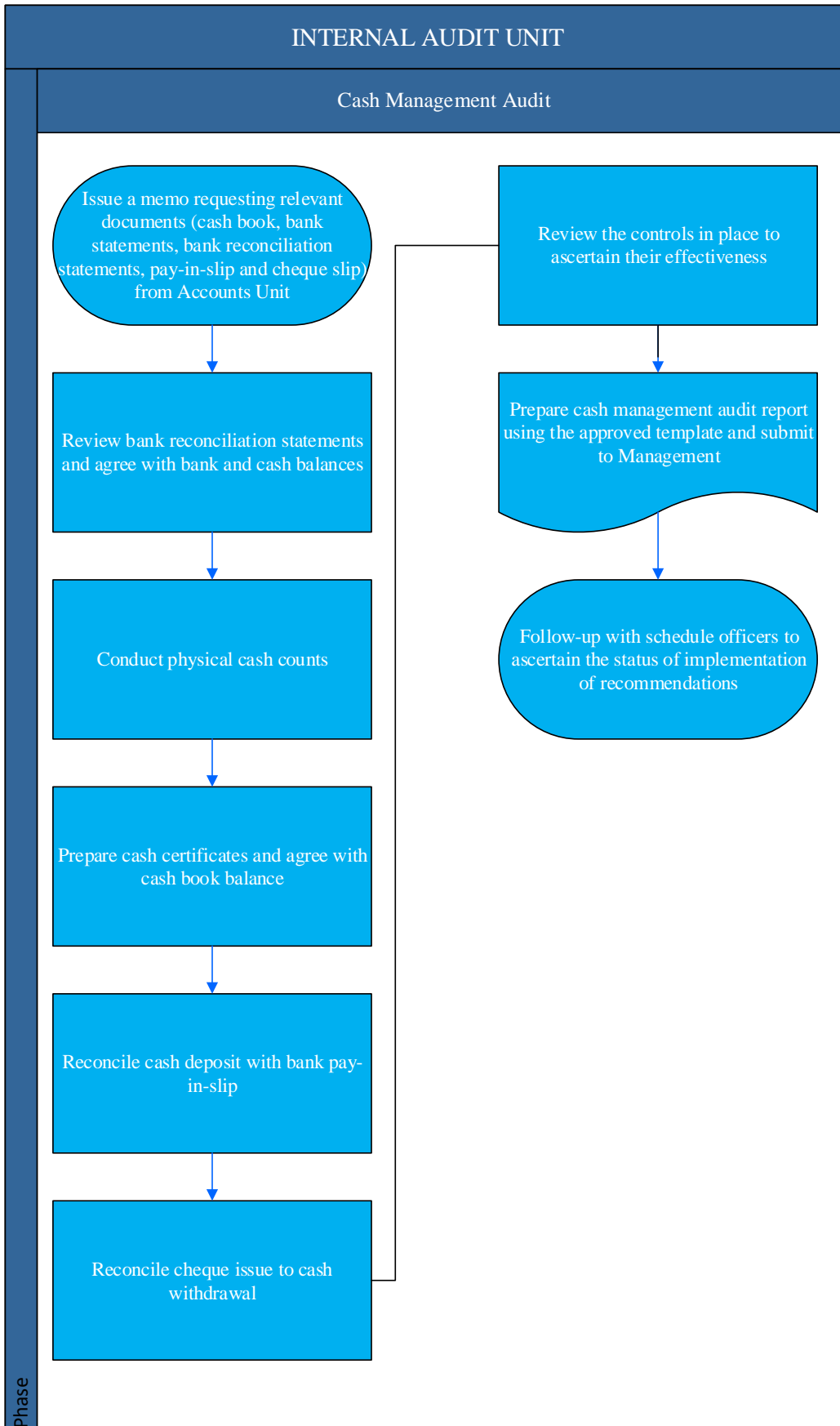
#### 8.4.2 Cash Management Audit

The fundamental objective of this audit is to assess the adequacy and effectiveness of controls over the cash management processes. Specifically, to assess and provide reasonable assurance that the following objectives are to;

- a) Verify that all Bank Accounts are regularly reconciled.
- b) Certify the reconciliation statement.
- c) Reconcile physical cash counts with cash book balances and bank statements.
- d) Ascertain whether there are approved impress limits and how it is recouped.
- e) Ascertain how safe the office environment is
- f) Ascertain cash on hand
- g) Ascertain that all cheques and cash receipts are deposited on time

Cash Management Audit is conducted through the following process:

- Issue a memo requesting relevant documents (cash book, bank statements, bank reconciliation statements, pay-in-slip and cheque slip) from Accounts Unit
- Review bank reconciliation statements and agree with bank and cash balances
- Conduct physical cash counts
- Prepare cash certificates and agree with cash book balance
- Reconcile cash deposit with bank pay-in-slip.
- Reconcile cheque issue to cash withdrawal.
- Review the controls in place to ascertain their effectiveness
- Prepare cash management audit report using the approved template and submit to Management
- Follow-up with schedule officers to ascertain the status of implementation of recommendations

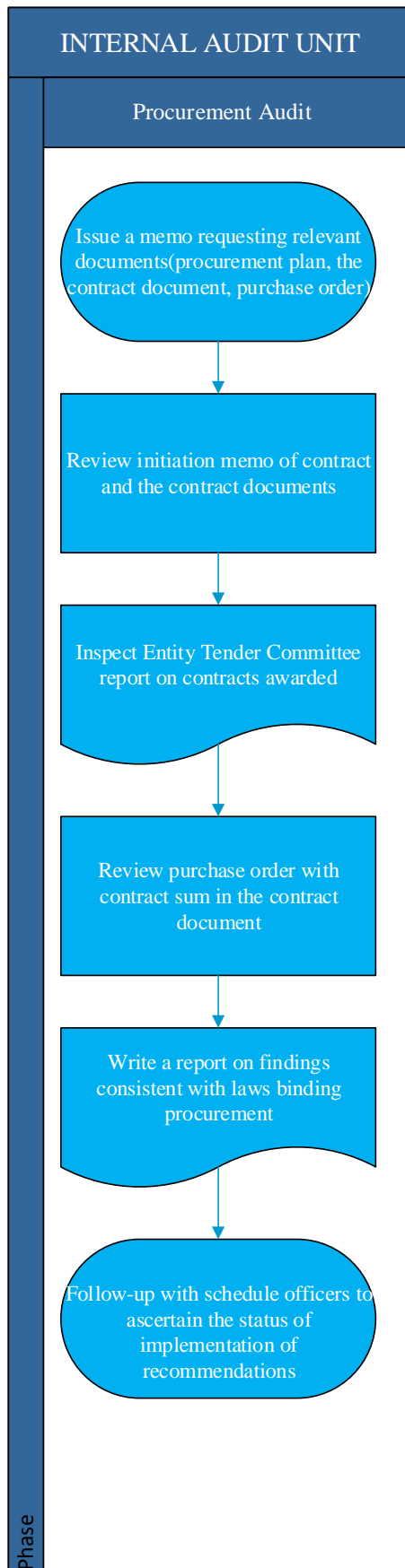


### 8.4.3 Procurement Audit

This exercise is undertaken to verify whether the Ministry follows the guiding principles of the Public Procurement Act (Act 914) in its procurement processes as well as verify that there is a Procurement Plan in place and adhered to.

Procurement Audit is conducted through the following process:

- Issue a memo requesting relevant documents (procurement plan, the contract document, purchase order)
- Review initiation memo of contract and the contract documents.
- Inspect Entity Tender Committee report on contracts awarded
- Review purchase order with contract sum in the contract document
- Write a report on findings consistent with laws binding procurement
- Follow-up with schedule officers to ascertain the status of implementation of recommendations



#### 8.4.4 Human Resource Management Audit

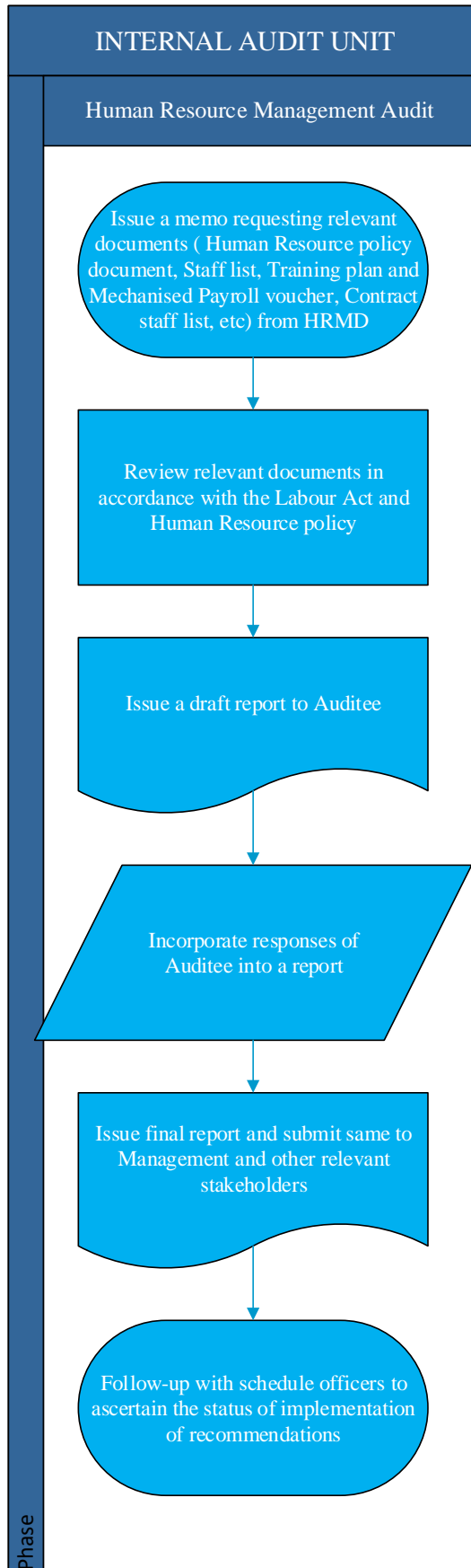
The main purpose of conducting a Human Resource Audit is

- To ascertain, obtain and verify that salary payments are made to legitimate staff on the Electronic Salary Payroll Voucher (ESPV).
- To verify that officers who have exited the Ministry do not remain on the payroll.
- To verify that all statutory deductions are done correctly.

Human Resource Audit is conducted through the following process:

- Issue a memo requesting relevant documents ( Human Resource policy document, Staff list, Training plan and Mechanised Payroll voucher, Contract staff list, etc) from HRMD
- Review relevant documents in accordance with the Labour Act and Human Resource policy
- Issue a draft report to Auditee
- Incorporate responses of Auditee into a report
- Issue final report and submit same to Management and other relevant stakeholders
- Follow-up with schedule officers to ascertain the status of implementation of recommendations





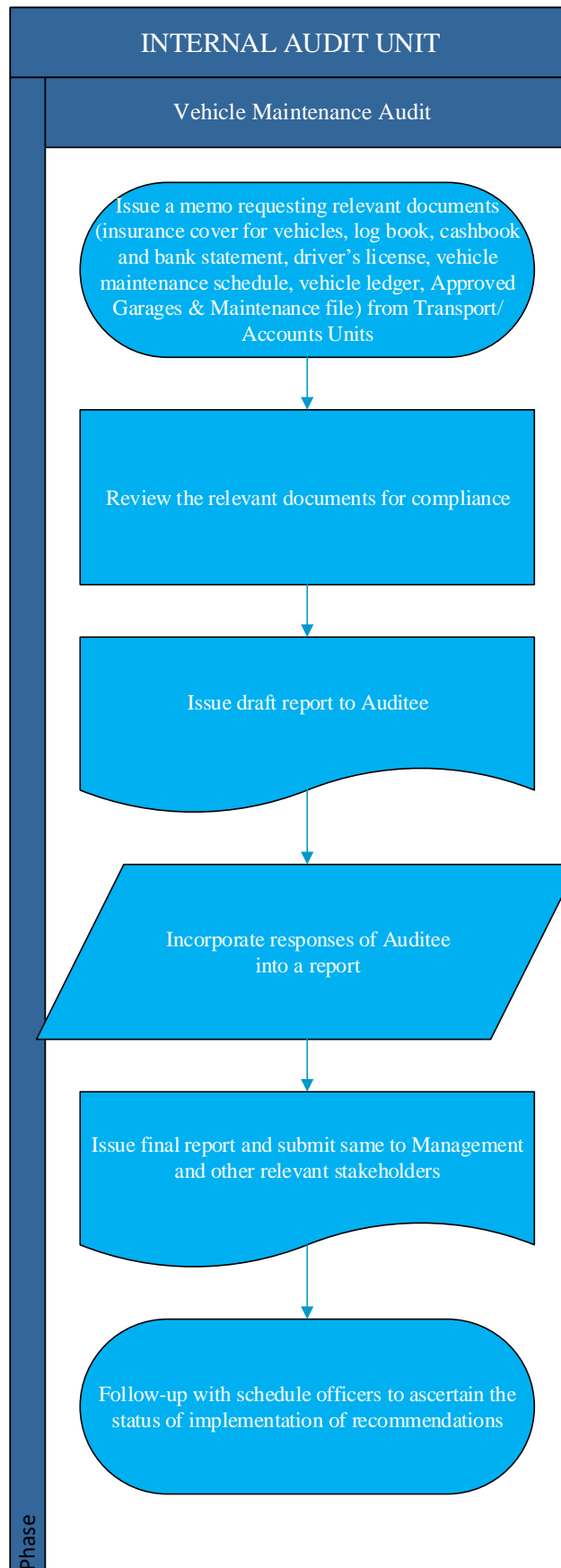
#### 8.4.5 Vehicle Maintenance Audit

The objective of this audit is to ascertain that all official vehicles in use are insured, road worthy certificates, maintained at approved mechanical garages, have maintenance records, the drivers possess a valid driving license, re-registration numbers of vehicles (green plates) and whether movements of vehicles are properly logged in.

Vehicle maintenance audit is conducted through the following processes:

- Issue a memo requesting relevant documents (insurance cover for vehicles, log book, cashbook and bank statement, driver's license, vehicle maintenance schedule, vehicle ledger, Approved Garages & Maintenance file) from Transport/Accounts Units
- Review the relevant documents for compliance
- Issue draft report to Auditee
- Incorporate responses of Auditee into a report
- Issue final report and submit same to Management and other relevant stakeholders
- Follow-up with schedule officers to ascertain the status of implementation of recommendations

OPERATIONS MANUAL (2022)

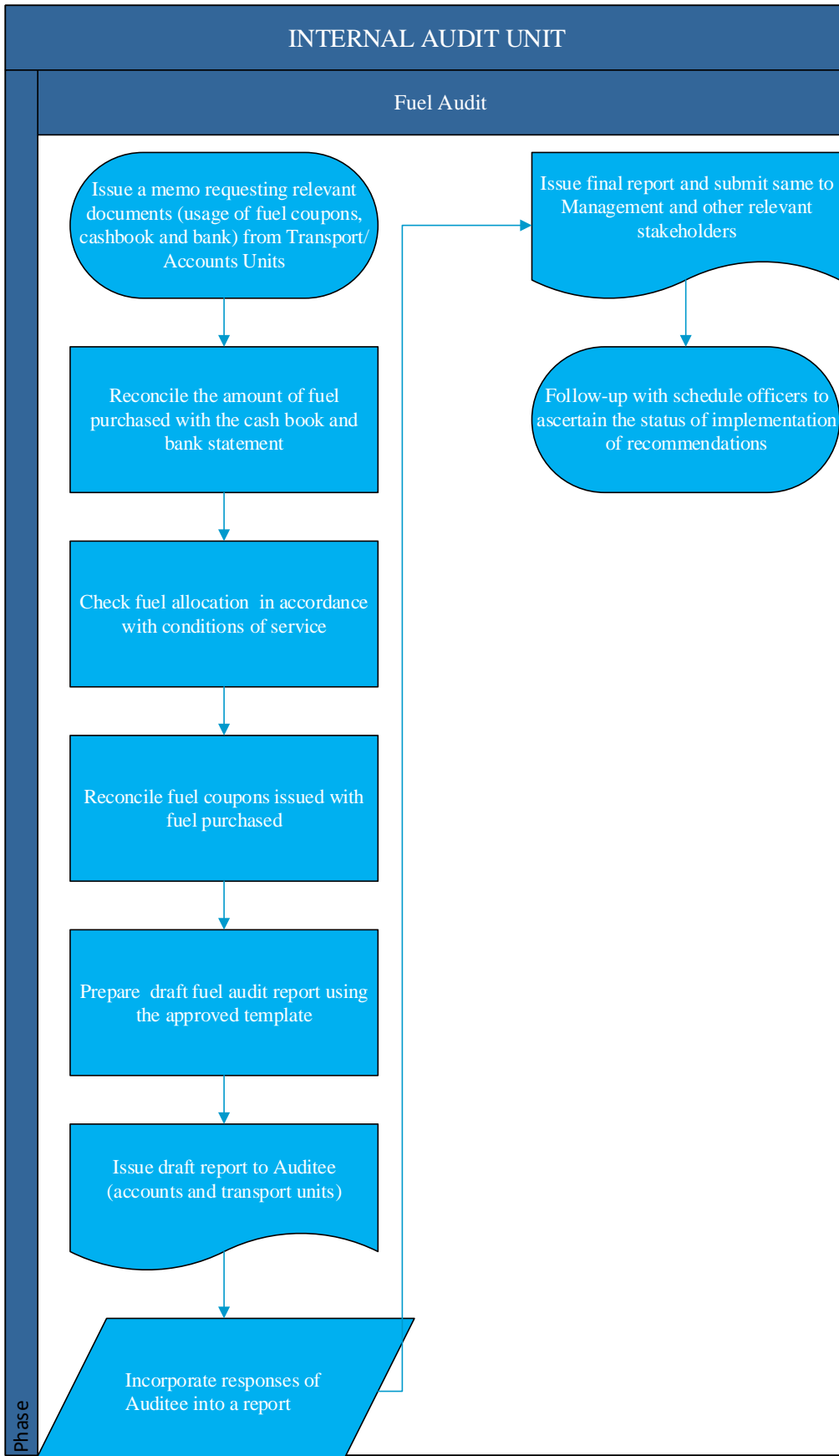


#### 8.4.6 Fuel Audit

The objective of this audit is to ascertain that the fuel purchased by the Ministry is used in the ordinary cause of business of the Ministry and to ensure that fuel is allocated to qualified employees.

Fuel audit is conducted through the following processes:

- Issue a memo requesting relevant documents (usage of fuel coupons, cashbook and bank) from Transport/Accounts Units
- Reconcile the amount of fuel purchased with the cash book and bank statement.
- Check fuel allocation in accordance with conditions of service
- Reconcile fuel coupons issued with fuel purchased
- Prepare draft fuel audit report using the approved template
- Issue draft report to Auditee (accounts and transport units)
- Incorporate responses of Auditee into a report
- Issue final report and submit same to Management and other relevant stakeholders
- Follow-up with schedule officers to ascertain the status of implementation of recommendations



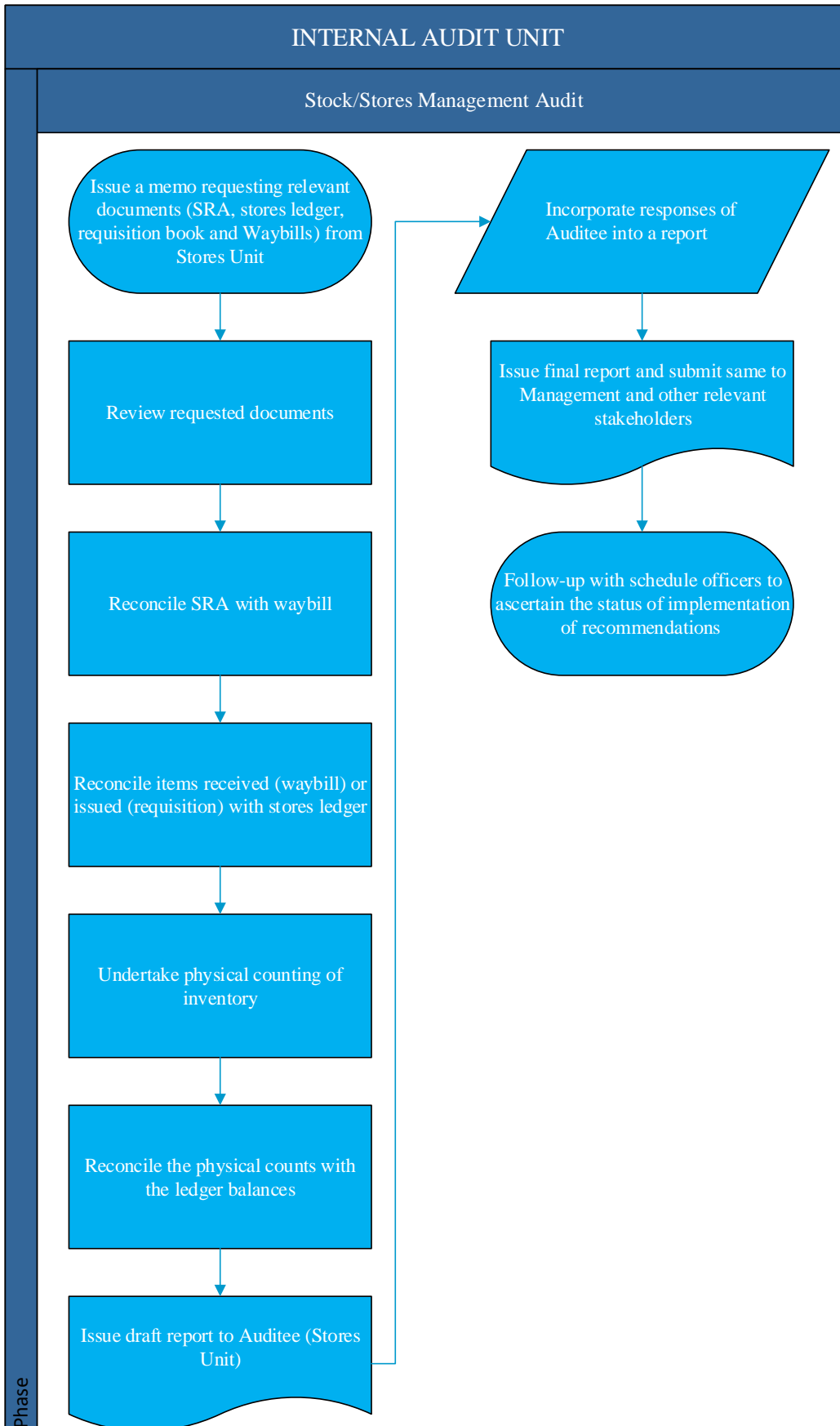
#### 8.4.7 Stock/Stores Management Audit

The objective of the stores/stock management audit is to verify that all stores' items are properly managed (store items balances per the store's ledgers and reflect the physical balances in the stores). It is done to ascertain that all records are accurate and any discrepancies in inventory count are reported.

Stores/Stock Management Audit is conducted through the following processes:

- Issue a memo requesting relevant documents (SRA, stores ledger, requisition book and Waybills) from Stores Unit
- Review requested documents
- Reconcile SRA with waybill
- Reconcile items received (waybill) or issued (requisition) with stores ledger
- Undertake physical counting of inventory
- Reconcile the physical counts with the ledger balances
- Issue draft report to Auditee (Stores Unit)
- Incorporate responses of Auditee into a report
- Issue final report and submit same to Management and other relevant stakeholders
- Follow-up with schedule officers to ascertain the status of implementation of recommendations

OPERATIONS MANUAL (2022)



#### **8.4.8 Health And Safety Audit**

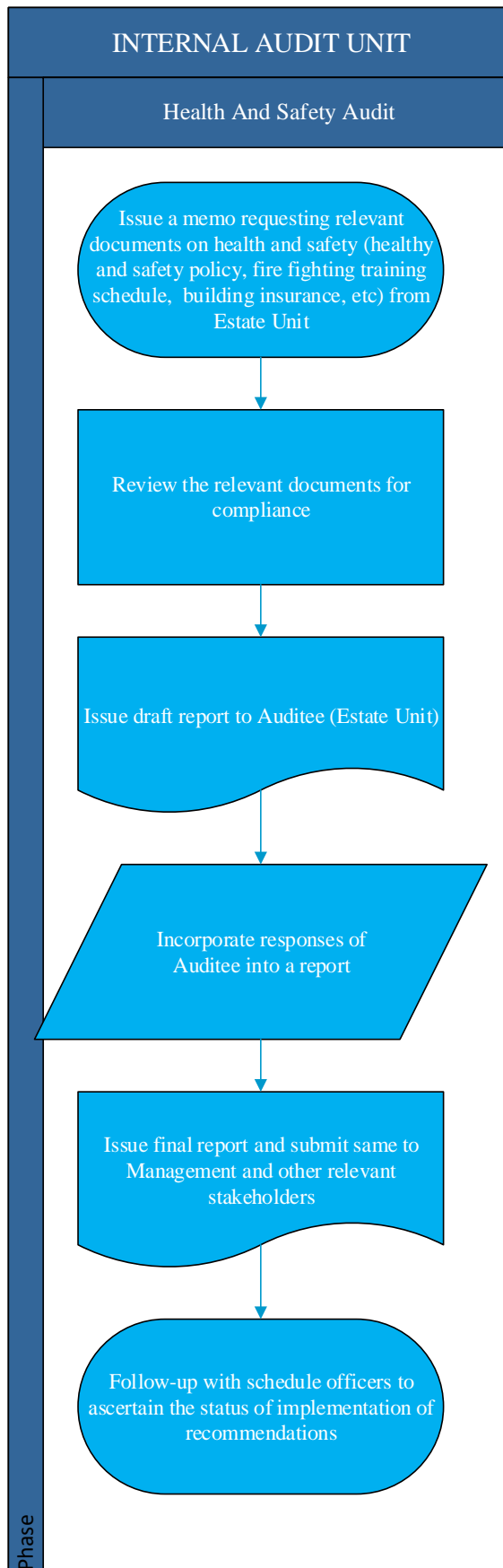
This audit is to ascertain whether there is a healthy and safe working environment that is conducive for staff. It aims to:

1. Verify whether there is a first aid kit at the Ministry.
2. Ascertain whether there is a fire assembly point.
3. Ascertain whether there is firefighting equipment in place.
4. Ascertain whether there is an emergency exit in place.

Health and Safety Audit is conducted through the following process

- Issue a memo requesting relevant documents on health and safety (healthy and safety policy, fire fighting training schedule, building insurance, etc) from Estate Unit
- Review the relevant documents for compliance
- Issue draft report to Auditee (Estate Unit)
- Incorporate responses of Auditee into a report
- Issue final report and submit same to Management and other relevant stakeholders
- Follow-up with schedule officers to ascertain the status of implementation of recommendations



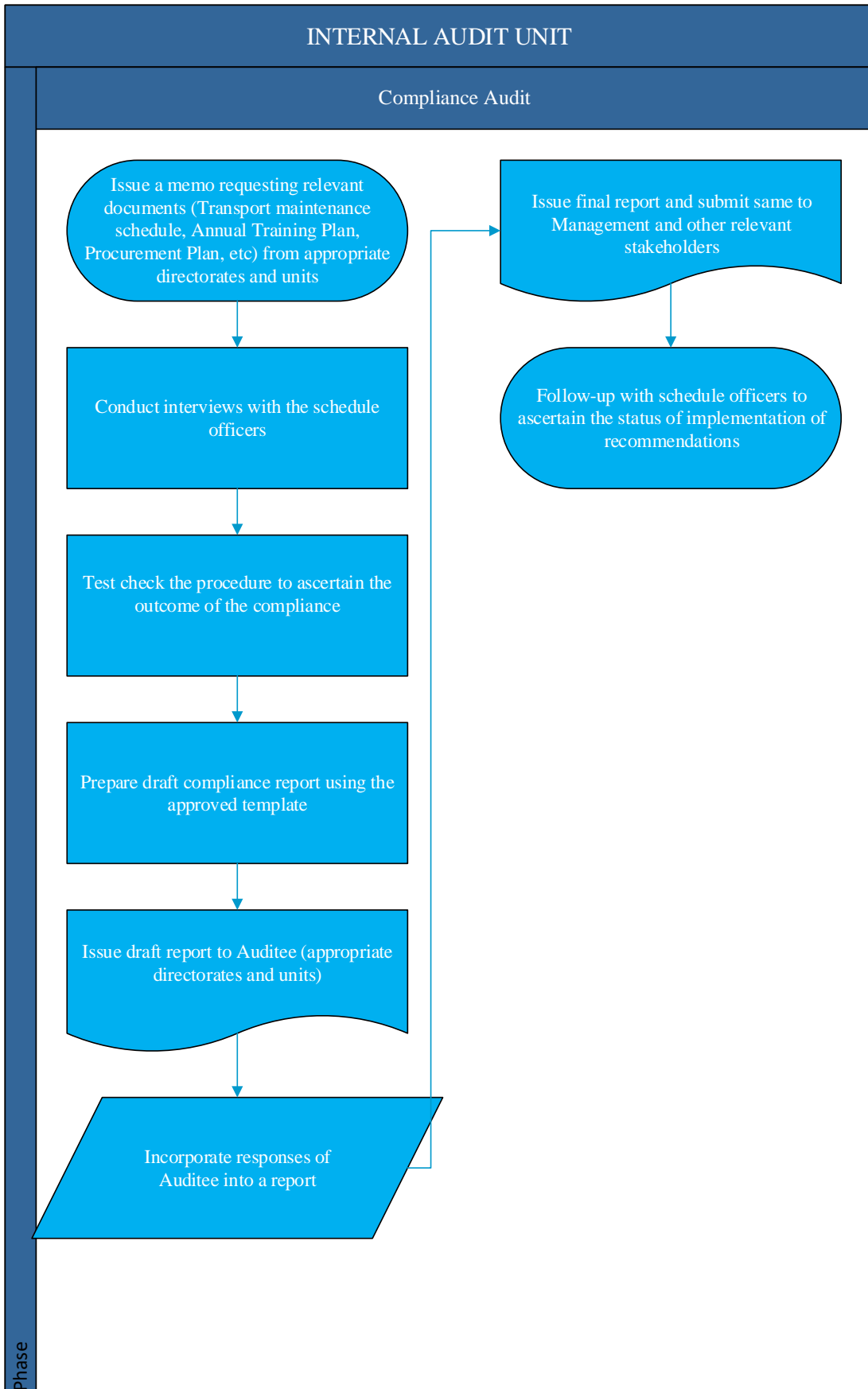


#### 8.4.9 Compliance Audit

The audit team conducts a compliance audit to help the ministry identify weaknesses in the regulatory compliance processes and create paths for improvement.

Compliance Audit is conducted through the following process

- Issue a memo requesting relevant documents (Transport maintenance schedule, Annual Training Plan, Procurement Plan, etc) from appropriate directorates and units
- Conduct interviews with the schedule officers
- Test check the procedure to ascertain the outcome of the compliance
- Prepare draft compliance report using the approved template
- Issue draft report to Auditee (appropriate directorates and units)
- Incorporate responses of Auditee into a report
- Issue final report and submit same to Management and other relevant stakeholders
- Follow-up with schedule officers to ascertain the status of implementation of recommendations



#### 8.4.10 Assurance, Advisory and Consultancy Services

The objective of providing Assurance , Advisory and Consultancy Services is to enhance and protect organizational value by providing risk-based and objective assurance, advice and insight into the Ministry's activities.

Assurance , Advisory and Consultancy Services is conducted through the following process:

- **Analytical Review**

Assess the unusual transactions or events as the principle or basic to perform other procedures.

- **Interview**

Speak to people to ascertain evidence to inform your decision in decision making.

- **Risk Assessment**

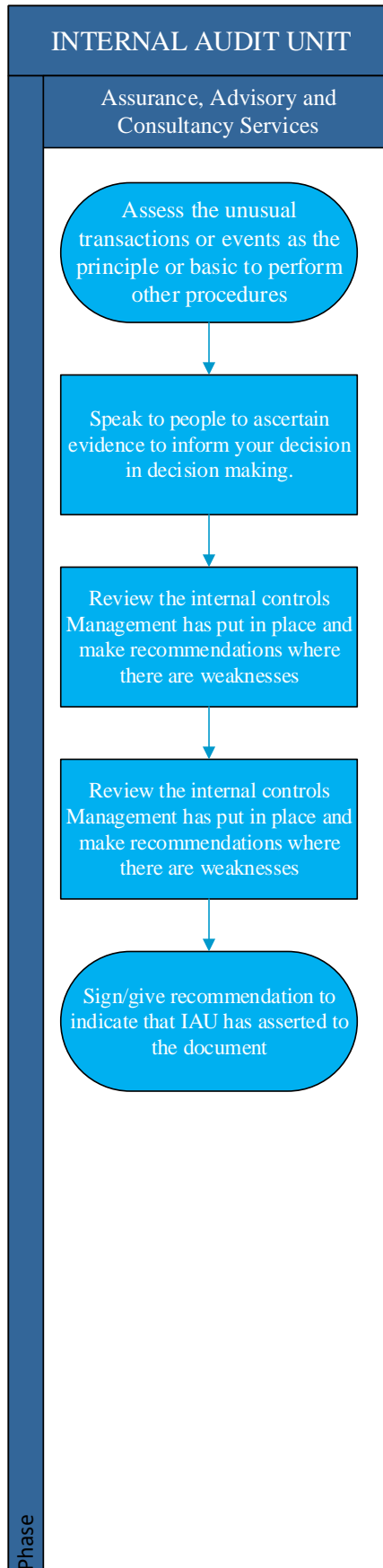
Review the internal controls Management has put in place and make recommendations where there are weaknesses.

- **Re-casting**

Re-cast the works performed by the client to assess if there is any difference between the audit's work and the client's work.

- **Certification**

Sign/give recommendation to indicate that IAU has asserted to the document.



#### 8.4.11 FIX ASSET AUDIT

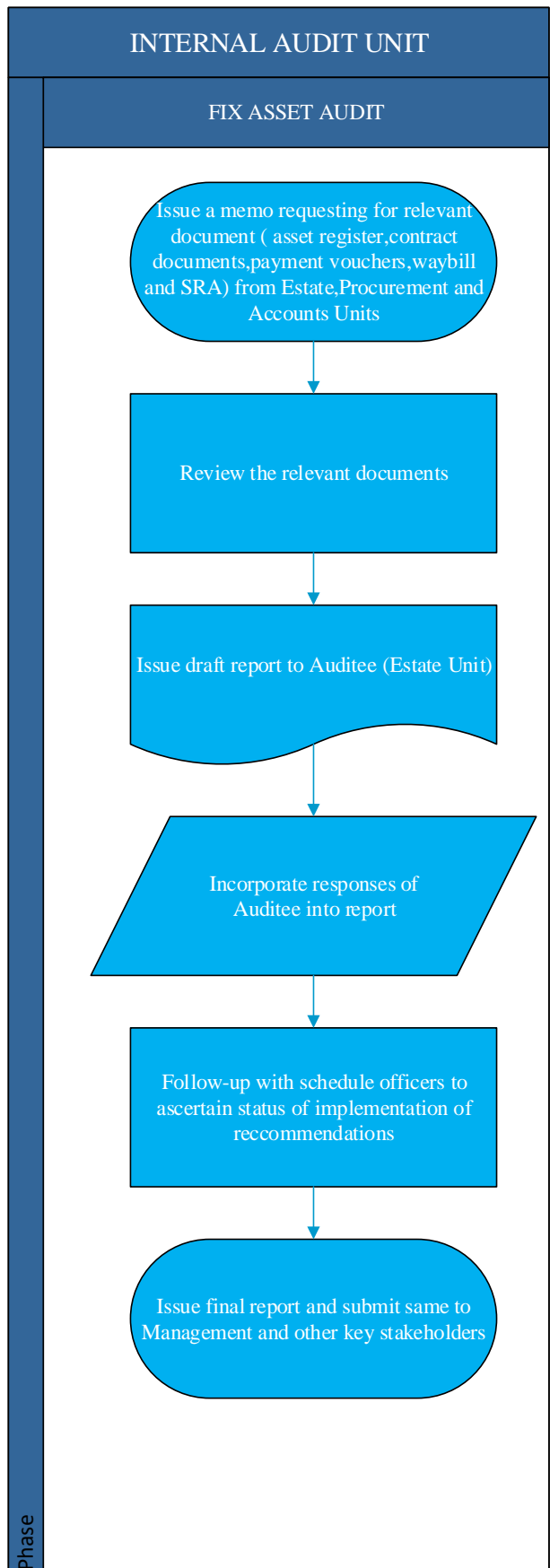
This audit covers three broad areas of inspection namely Office Equipment, Furniture and Fittings and Vehicles belonging to the ministry.

The objectives of this audit assignment is to primarily:

- Ascertain whether there is periodic update of the Asset Register with all assets locations identified.
- Confirm that all the fixed assets have been duly embossed
- Establish whether the contents of the Asset Register correspond with the physical assets in terms of description, location and embossment.
- To verify ownership of the Ministry's Fixed Assets

Fixed Asset Audit is conducted through the following process:

- Issue a memo requesting for relevant document ( asset register,contract documents,payment vouchers,waybill and SRA) from Estate,Procurement and Accounts Units
- Review the relevant documents
- Issue draft report to Auditee (Estate Unit)
- Incorporate responses of Auditee into report
- Follow-up with schedule officers to ascertain status of implementation of recommendations
- Issue final report and submit same to Management and other key stakeholders



## **9.0 DIRECTORATES/UNITS**

The section of the Manual spells out the various work processes for the four (4) line directorates and their respective units.

## **10 RESEARCH, STATISTICS AND INFORMATION MANAGEMENT DIRECTORATE**

The Research, Statistics, and Information Management Directorate conducts and commissions research into policy and strategy options, compiles and analyses data for the Ministry in particular and the government as a whole. It maintains a data bank for effective and efficient decision-making. The I.T Unit under the Directorate is responsible for the provision of expert advice towards the acquisition and maintenance of the hardware and software of the I.T Infrastructure of the Ministry. The Unit also develops, supports, and integrates new technologies into the operations of the Ministry.

The functional areas of the Research, Statistics and Information Management Directorate are:

1. Research
2. Data Collation (Statistics) & Documentation
3. Management of Information and Communication Technology

### **WORK PROCESSES**

The functional areas and their corresponding work processes are described below:

#### **10.1 Research**

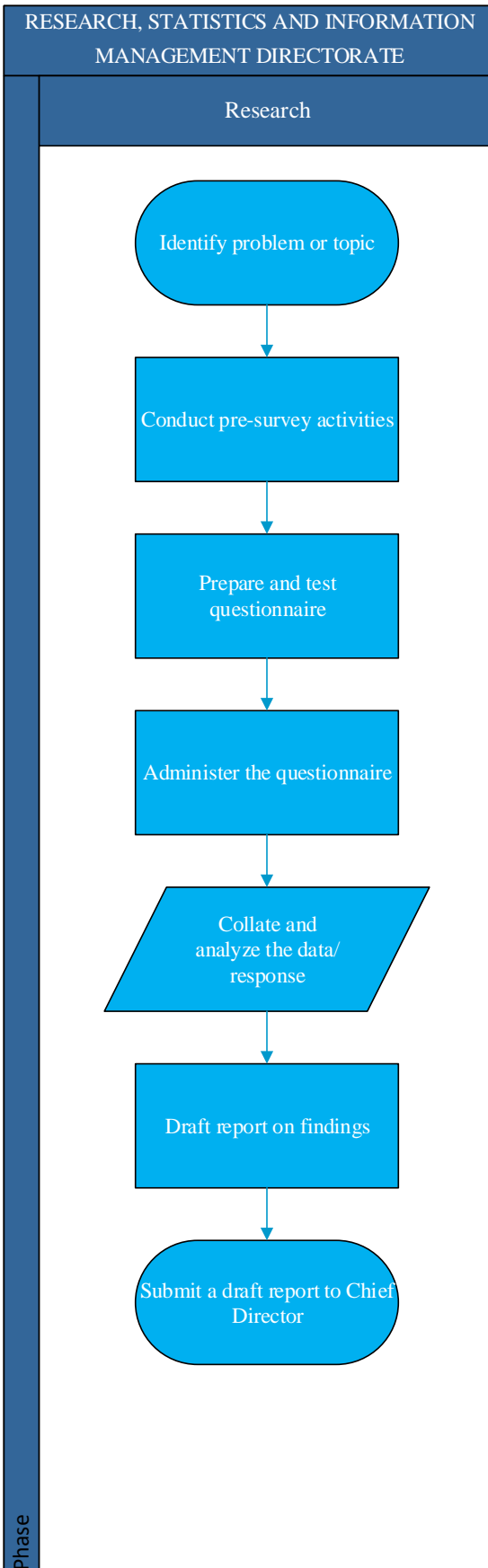
The objectives of conducting research are to identify the needs of the public, ascertain the level of understanding and acceptance of Government policies, programmes and projects and how feedback could influence or encourage policy refinement.

Research is conducted through the following processes:

- Identify problem or topic
- Conduct pre-survey activities
- Prepare and test questionnaire
- Administer the questionnaire
- Collate and analyze the data/response
- Draft report on findings
- Submit a draft report to Chief Director



**OPERATIONS MANUAL (2022)**



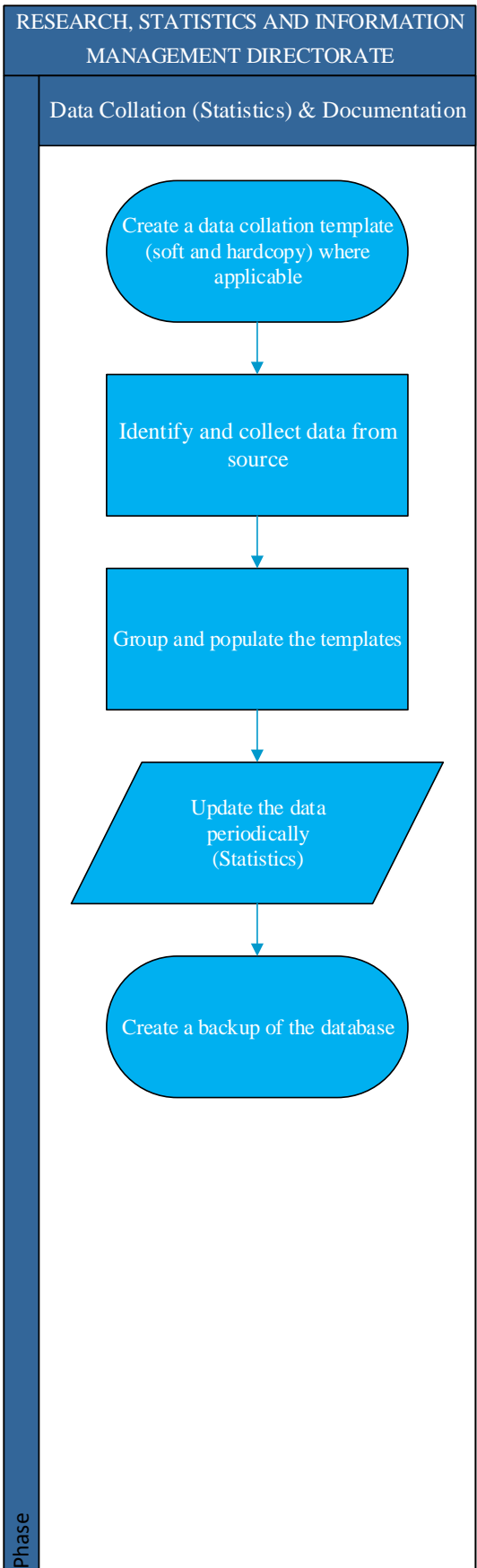
## 10.2 Data Collation (Statistics) & Documentation

Having conducted surveys, there is the need to analyze the raw data gathered to make meaning and enable Management take informed decisions. Data is grouped and analyzed in various forms and documented for future use.

Data Collation (Statistics) and documentation take the following processes:

- Create a data collation template (soft and hardcopy) where applicable
- Identify and collect data from source
- Group and populate the templates
- Update the data periodically (Statistics)
- Create a backup of the database

**OPERATIONS MANUAL (2022)**



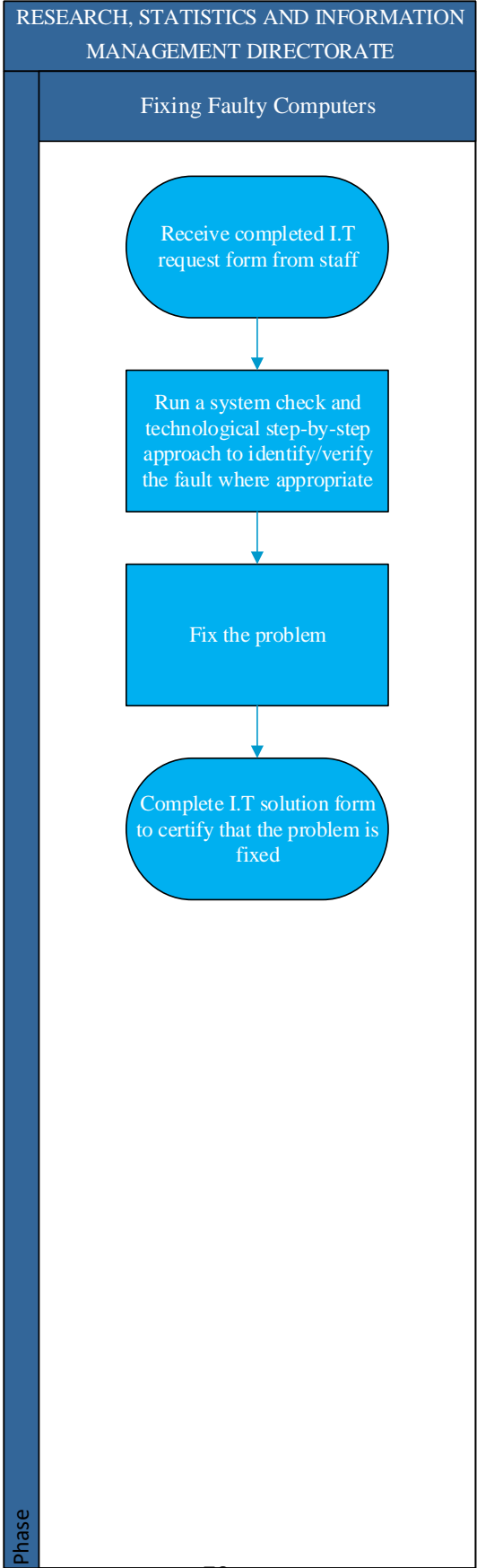
## **Information and Communication Technology unit**

The Information Technology Unit of the RSIM aids in developing and creating a virtual world offering new services and applications to help the Ministry discharge its duties efficiently and effectively. The I.T. unit is responsible for the smooth running of computers and their peripheral devices (printers, intercom), internet connectivity, and data storage in the Ministry.

### **10.3 Fixing Faulty Computers**

The following processes are used to fix faulty computers:

- Receive completed I.T request form from staff
- Run a system check and technological step-by-step approach to identify/verify the fault where appropriate
- Fix the problem
- Complete I.T solution form to certify that the problem is fixed



#### 10.4 Internet Connectivity

Stable Internet Connectivity is ensured through the following process:

- Run a command in the command-line prompt to refresh the switches and release a new IP Address. (Example: ipconfig /release, ipconfig /renew)
- Troubleshoot with engineers from the service providers to restore the internet.
- Advise Management on next steps where appropriate

RESEARCH, STATISTICS AND INFORMATION  
MANAGEMENT DIRECTORATE

Internet Connectivity

Run a command in the command-line prompt to refresh the switches and release a new IP Address. (Example: ipconfig /release, ipconfig /renew)



Troubleshoot with engineers from the service providers to restore the internet



Advise Management on next steps where appropriate

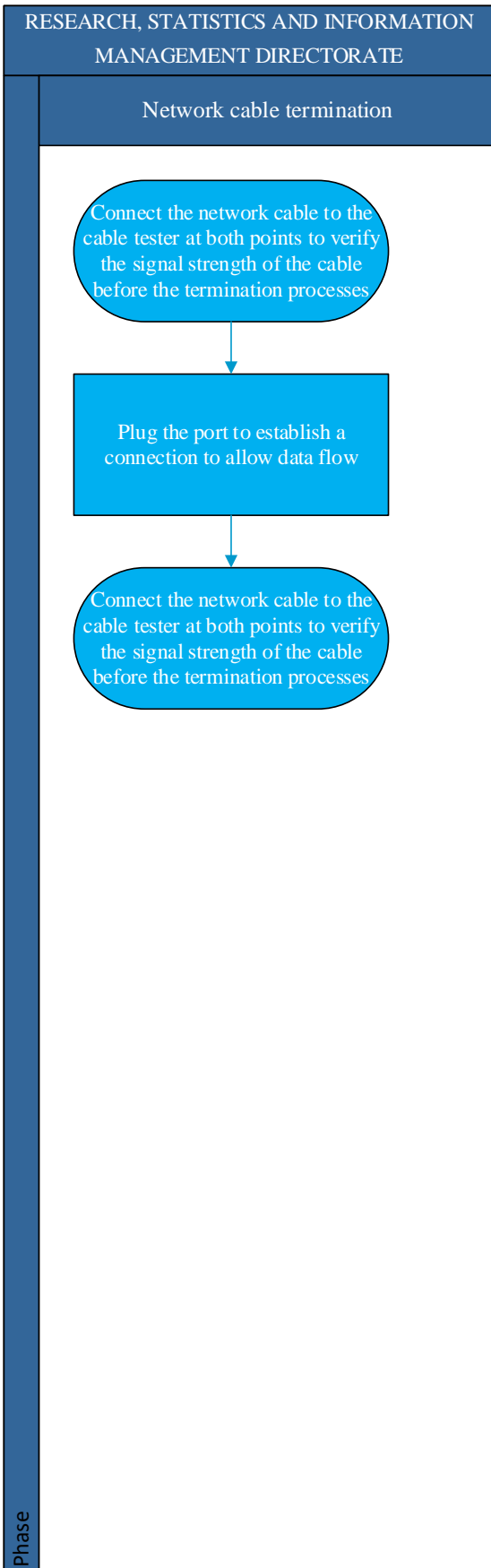
Phase

### **10.5 Network cable termination**

The network cable termination is conducted through the following process:

- Connect the network cable to the cable tester at both points to verify the signal strength of the cable before the termination processes.
- Plug the port to establish a connection to allow data flow
- Configure the switches or Ubiquiti Wi-Fi Devices to allow static or dynamic IP sharing and internet accessibility.





## **11.0 HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT DIRECTORATE**

This Directorate develops sector-wide policy on HR Planning, Succession Planning, Training and Development, and Performance Management. It also ensures that there is in place an effective and stable management framework consistent with the overall manpower needs of the Sector

The main functional areas include:

1. Human Resource Planning and Policy development (HRP&P)
2. Human Resource Management (HRM)
3. Human Resource Capacity and Career Development
4. Performance Management and Reporting
5. Welfare and Motivation

### **11.1 HUMAN RESOURCE PLANNING AND POLICY DEVELOPMENT (HRP&P)**

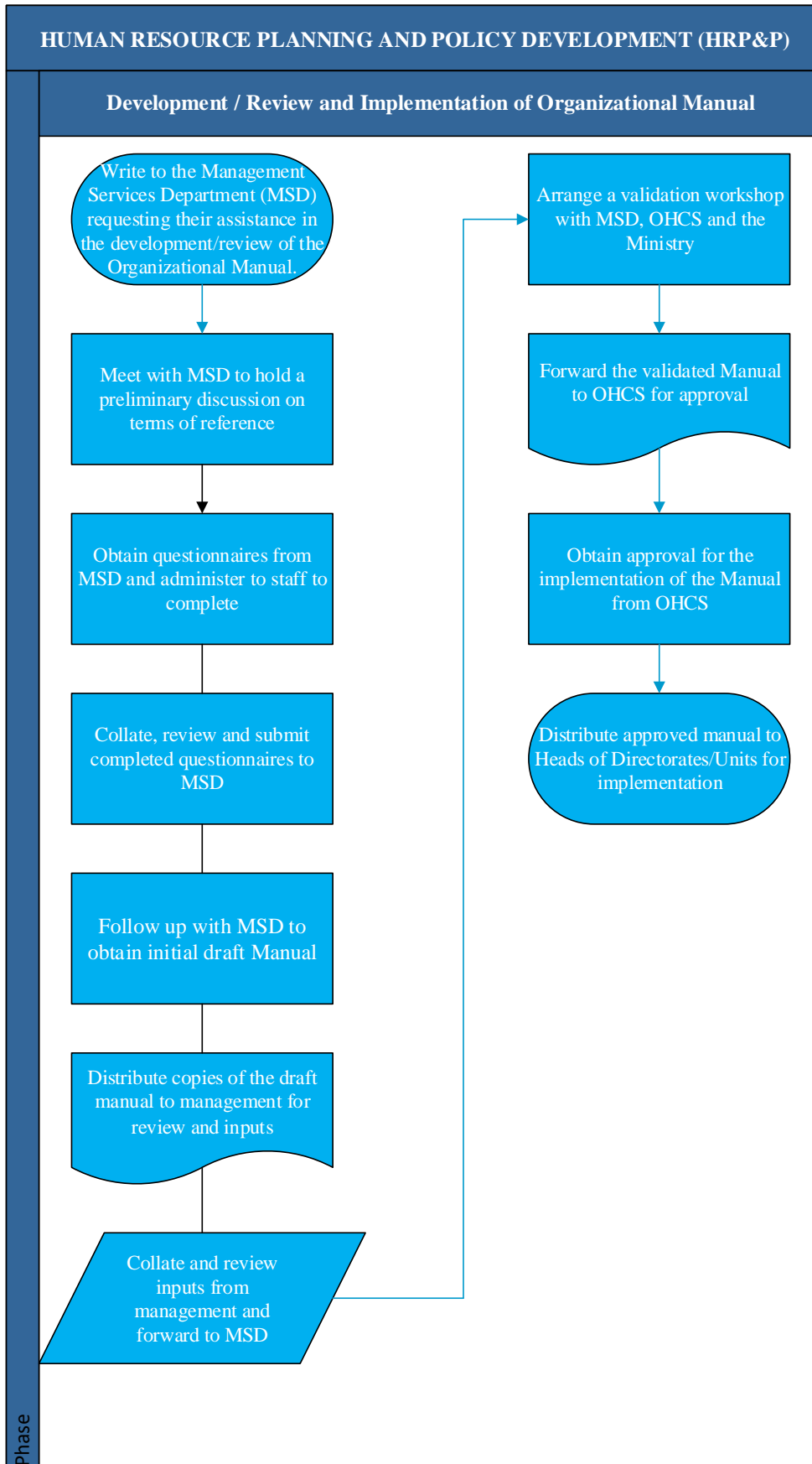
Human Resource Planning (HRP) involves defining the Ministry's Human Resource goals, establishing a strategy for achieving those goals, and developing a comprehensive set of plans to integrate and coordinate activities.

The Human Resource Management Directorate (HRMD) of the Ministry facilitates the following activities under this function

#### **11.1.1 Development / Review and Implementation of Organizational Manual**

This activity is executed through the following processes:

- Write to the Management Services Department (MSD) requesting their assistance in the development/review of the Organizational Manual.
- Meet with MSD to hold a preliminary discussion on terms of reference
- Obtain questionnaires from MSD and administer to staff to complete
- Collate, review and submit completed questionnaires to MSD
- Follow up with MSD to obtain initial draft Manual
- Distribute copies of the draft manual to management for review and inputs
- Collate and review inputs from management and forward to MSD
- Arrange a validation workshop with MSD, OHCS and the Ministry
- Forward the validated Manual to OHCS for approval
- Obtain approval for the implementation of the Manual from OHCS
- Distribute approved manual to Heads of Directorates/Units for implementation

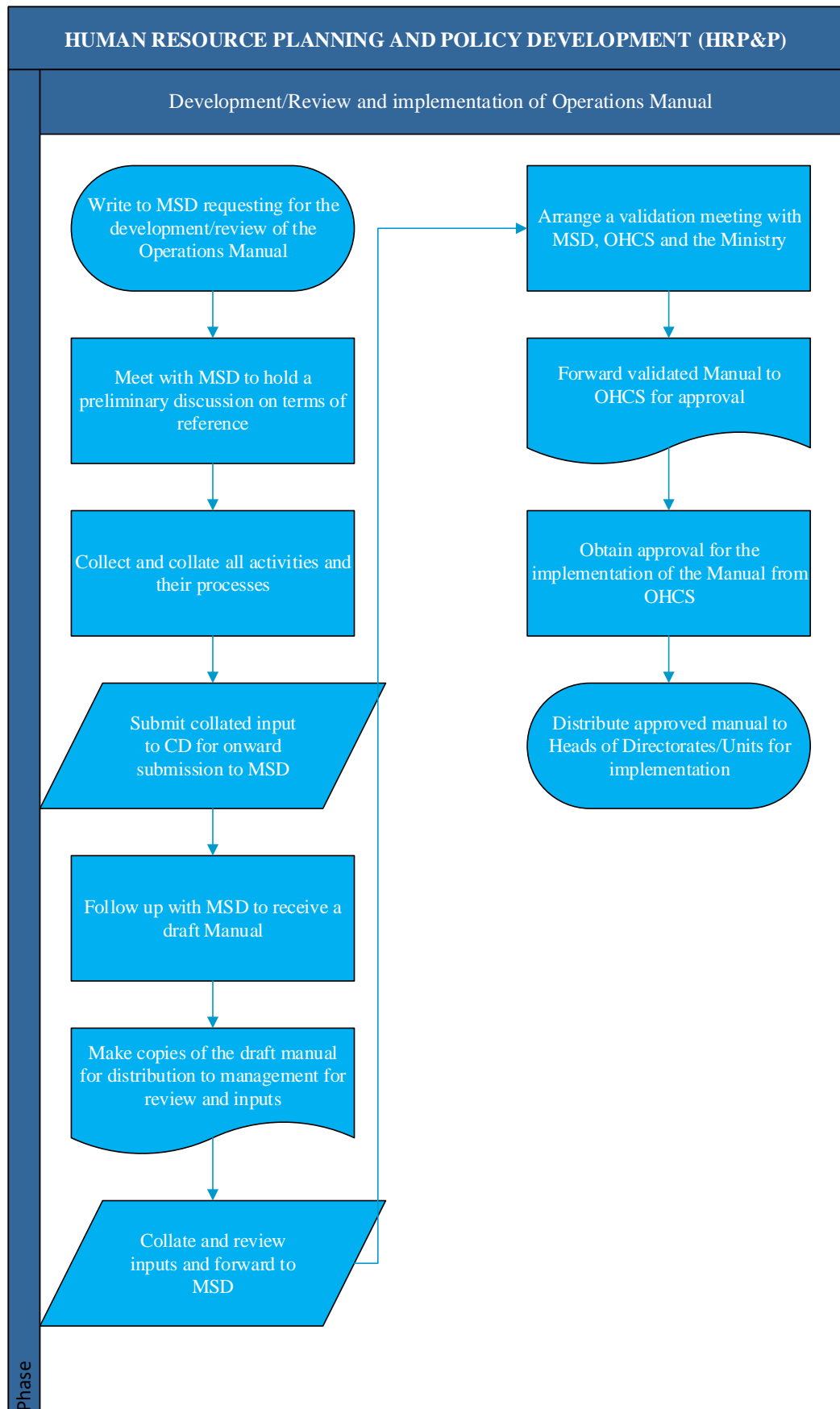


**11.1.2 Development/Review and implementation of Operations Manual**

This is done through the following process:

- Write to MSD requesting for the development/review of the Operations Manual
- Meet with MSD to hold a preliminary discussion on terms of reference
- Collect and collate all activities and their processes
- Submit collated input to CD for onward submission to MSD
- Follow up with MSD to receive a draft Manual
- Make copies of the draft manual for distribution to management for review and inputs
- Collate and review inputs and forward to MSD
- Arrange a validation meeting with MSD, OHCS and the Ministry
- Forward validated Manual to OHCS for approval
- Obtain approval for the implementation of the Manual from OHCS
- Distribute approved manual to Heads of Directorates/Units for implementation

# OPERATIONS MANUAL (2022)



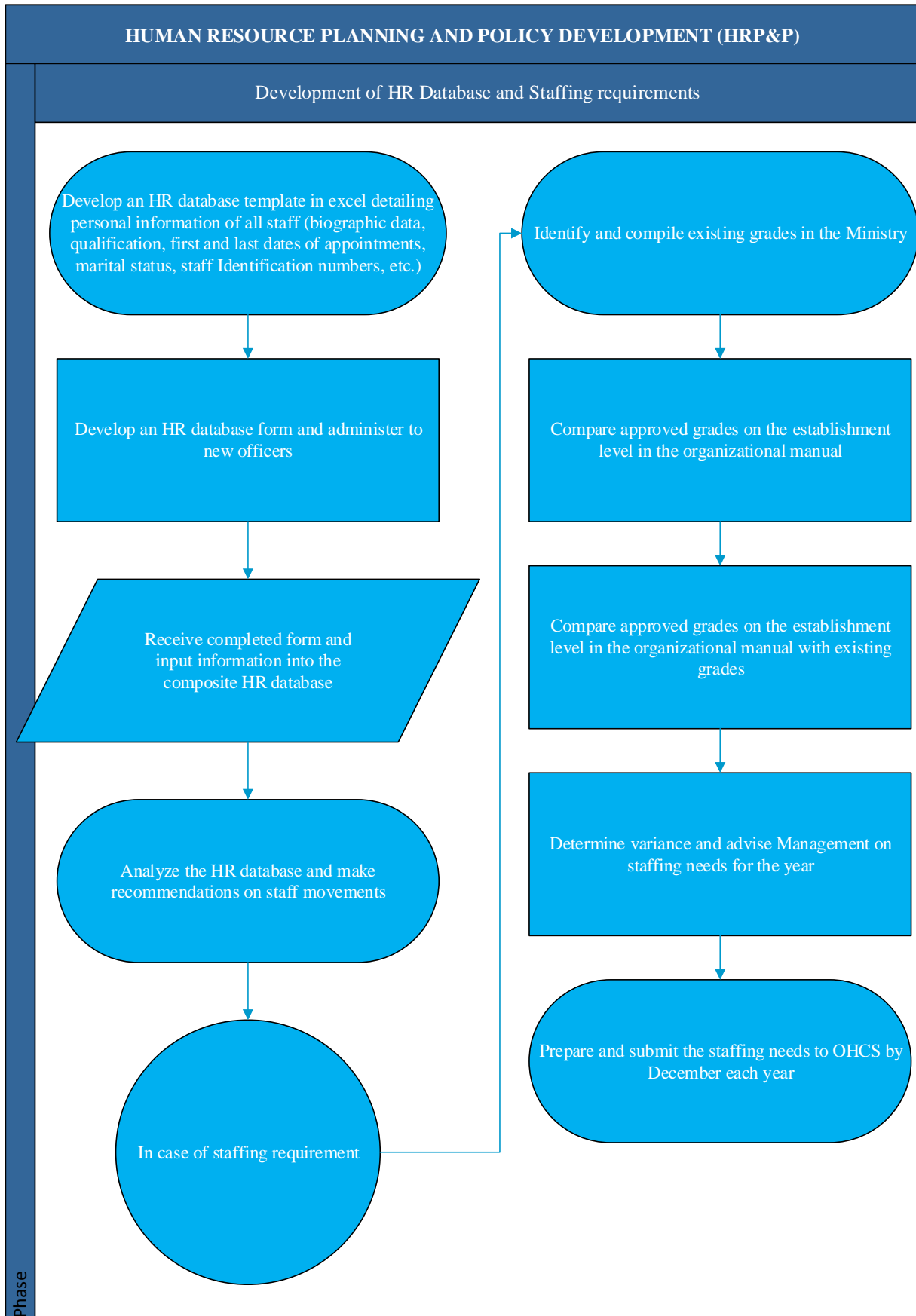
### **11.1.3 Development of HR Database and Staffing requirements**

This involves regular updates of staff database and establishment levels to determine the right staffing in terms of numbers with the requisite qualifications, competencies, and skills. This is conducted through the following processes:

- Develop an HR database template in excel detailing personal information of all staff (biographic data, qualification, first and last dates of appointments, marital status, staff Identification numbers, etc.)
- Develop an HR database form and administer to new officers
- Receive completed form and input information into the composite HR database
- Analyze the HR database and make recommendations on staff movements

#### **In the case of staffing requirements**

- Identify and compile existing grades in the Ministry
- Compare approved grades on the establishment level in the organizational manual with existing grades
- Determine variance and advise Management on staffing needs for the year
- Prepare and submit the staffing needs to OHCS by December each year



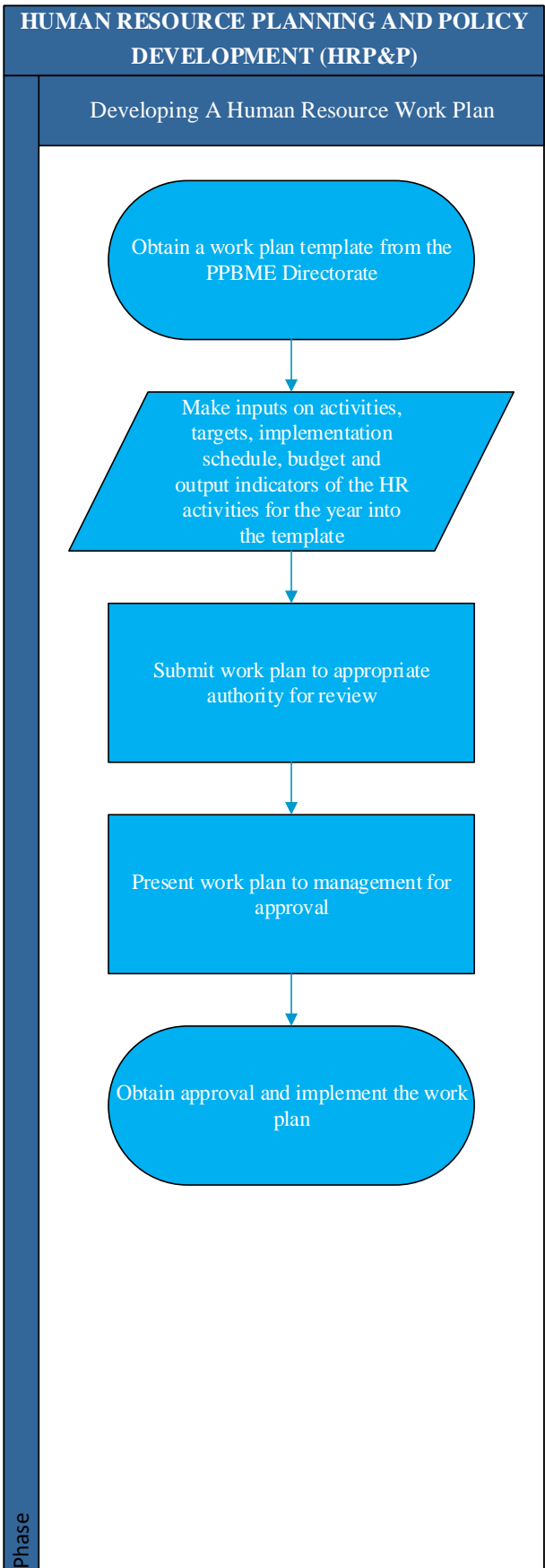
#### **11.1.4 Developing A Human Resource Work Plan**

A work plan is a document that details the activities and budget of the Directorate for the year.

The work plan is developed through the following process:

- Obtain a work plan template from the PPBME Directorate
- Make inputs on activities, targets, implementation schedule, budget and output indicators of the HR activities for the year into the template
- Submit work plan to appropriate authority for review
- Present work plan to management for approval
- Obtain approval and implement the work plan





## 11.2 HUMAN RESOURCE MANAGEMENT

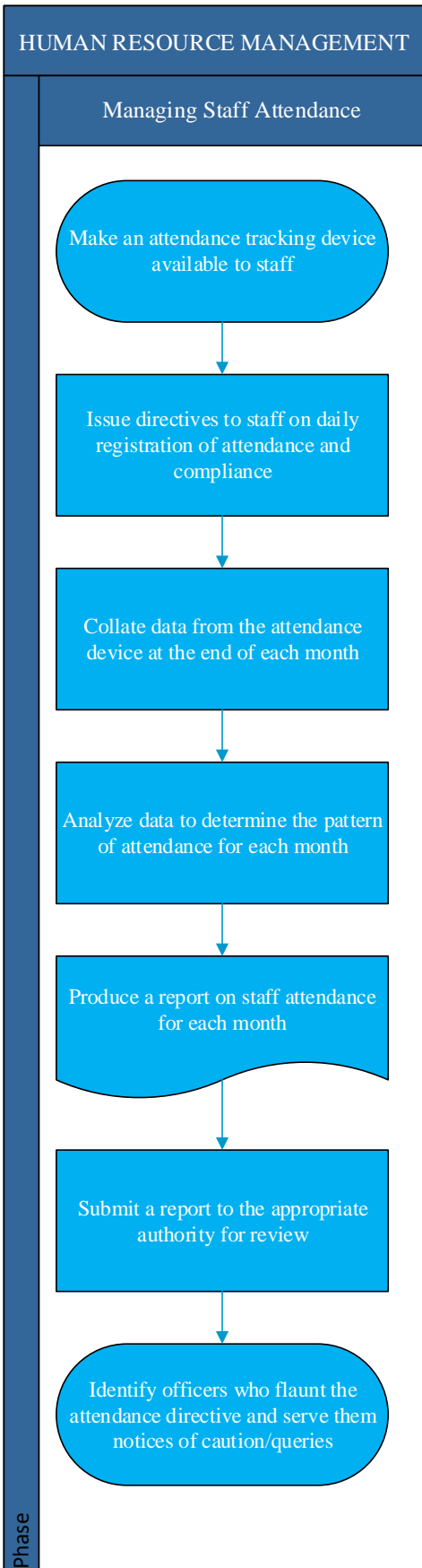
Practically, this functional area revolves around the management of staff attendance, staff discipline, staff wellbeing, placement of staff, and compensation. The activities undertaken and the procedures involved under this functional area are as stated below:

### 11.2.1 Managing Staff Attendance

Officers are required to start work at 8:30 am, take lunch breaks from 12:30 pm to 1:30 pm, and close work at 5:00 pm, this is done to monitor and improve attendance to work.

Staff attendance is managed through the following process:

- Make an attendance tracking device available to staff
- Issue directives to staff on daily registration of attendance and compliance
- Collate data from the attendance device at the end of each month
- Analyze data to determine the pattern of attendance for each month
- Produce a report on staff attendance for each month
- Submit a report to the appropriate authority for review
- Identify officers who flaunt the attendance directive and serve them notices of caution/queries



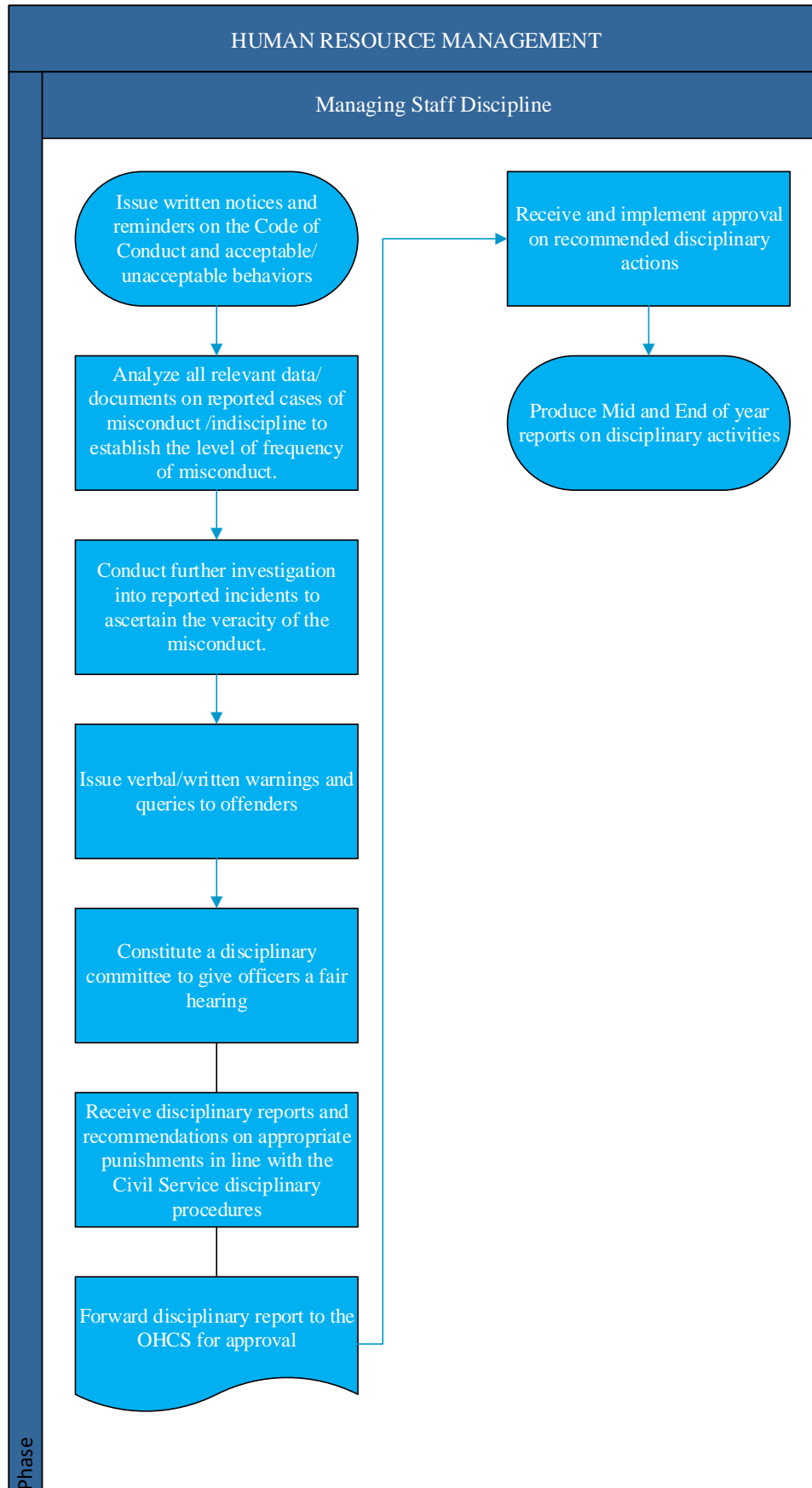
### 11.2.2 Managing Staff Discipline

This is an activity that is undertaken to enforce compliance with the Civil Service Code of Conduct. Measures are also put in place to prevent any indiscipline by staff.

Staff discipline is managed through the following process:

- Issue written notices and reminders on the Code of Conduct and acceptable/unacceptable behaviors.
- Analyze all relevant data/documents on reported cases of misconduct /indiscipline to establish the level of frequency of misconduct.
- Conduct further investigation into reported incidents to ascertain the veracity of the misconduct.
- Issue verbal/written warnings and queries to offenders.
- Constitute a disciplinary committee to give officers a fair hearing
- Receive disciplinary reports and recommendations on appropriate punishments in line with the Civil Service disciplinary procedures.
- Forward disciplinary report to the OHCS for approval
- Receive and implement approval on recommended disciplinary actions
- Produce Mid and End of year reports on disciplinary activities.

# OPERATIONS MANUAL (2022)

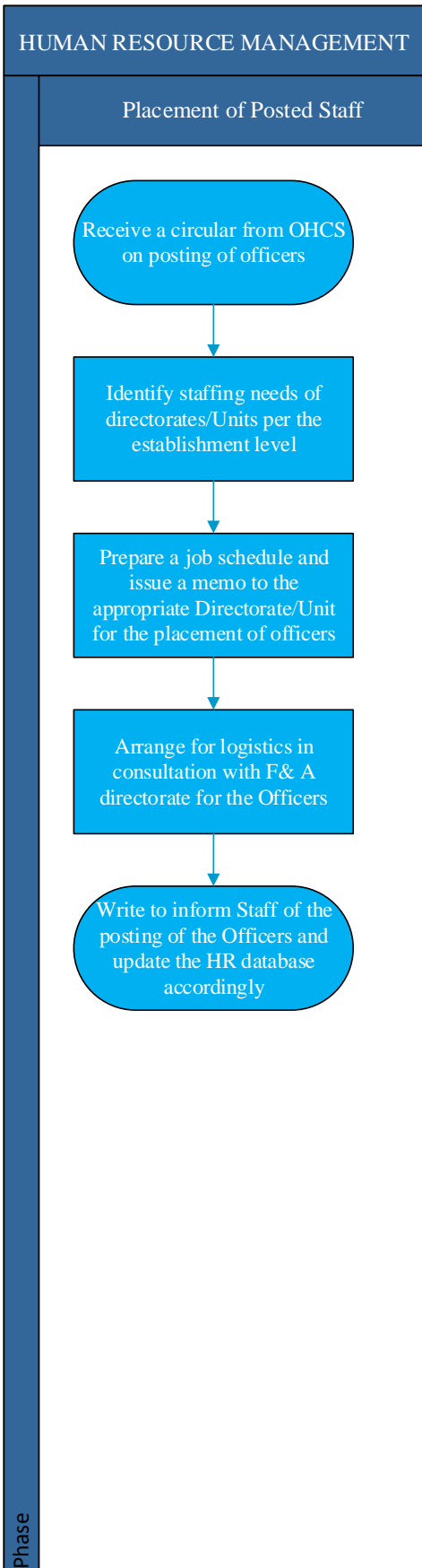


### 11.2.3 Placement of Posted Staff

Placement of Staff is a process of assigning Officers who have been posted to the Ministry to specific Directorates/Units based on the staffing needs and availability of space.

The placement of Officers is done through the following process:

- Receive a circular from OHCS on posting of officers
- Identify staffing needs of directorates/Units per the establishment level
- Prepare a job schedule and issue a memo to the appropriate Directorate/Unit for the placement of officers
- Arrange for logistics in consultation with F& A directorate for the Officers
- Write to inform Staff of the posting of the Officers and update the HR database accordingly.



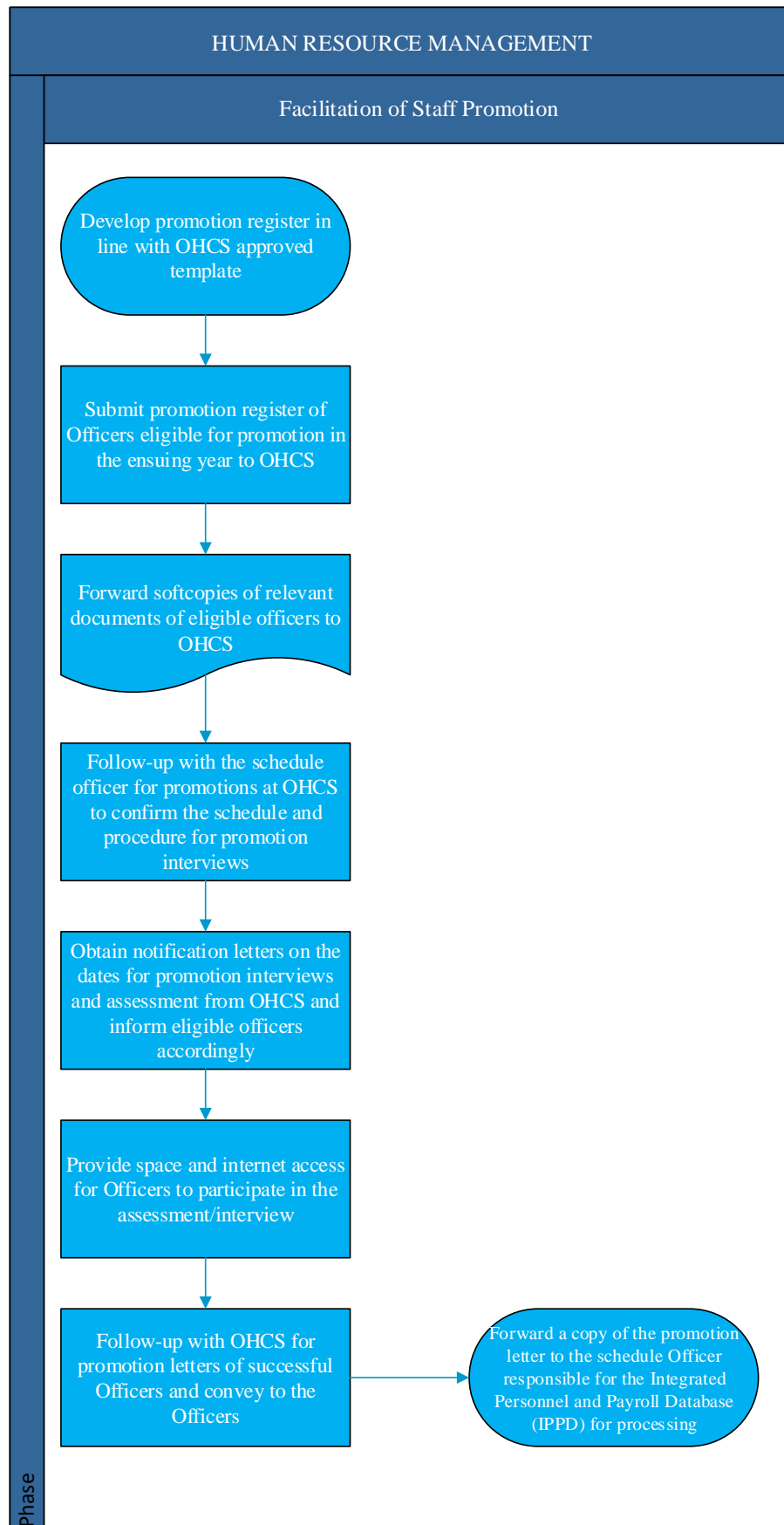
#### **11.2.4 Facilitation of Staff Promotion**

This activity is to ensure that Officers who are due for promotion in a particular year are adequately prepared to go through the assessment and interview process as scheduled by the OHCS.

This is executed through the following process:

- Develop promotion register in line with OHCS approved template
- Submit promotion register of Officers eligible for promotion in the ensuing year to OHCS
- Forward softcopies of relevant documents of eligible officers to OHCS
- Follow-up with the schedule officer for promotions at OHCS to confirm the schedule and procedure for promotion interviews
- Obtain notification letters on the dates for promotion interviews and assessment from OHCS and inform eligible officers accordingly
- Provide space and internet access for Officers to participate in the assessment/interview
- Follow-up with OHCS for promotion letters of successful Officers and convey to the Officers
- Forward a copy of the promotion letter to the schedule Officer responsible for the Integrated Personnel and Payroll Database (IPPD) for processing





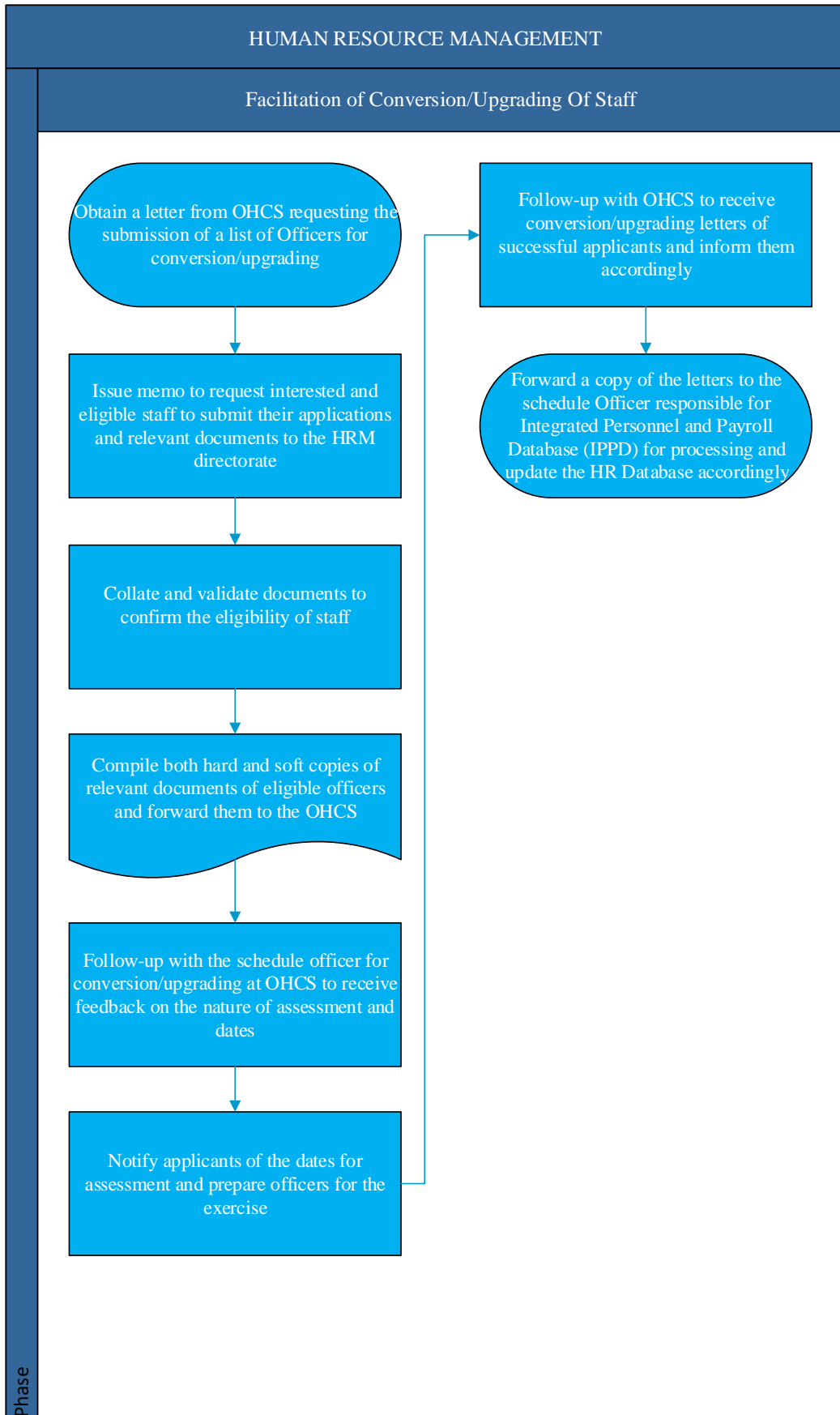
### **11.2.5 Facilitation of Conversion/Upgrading Of Staff**

Conversion of staff is the movement of an Officer from one class to another class while upgrading is the movement of Staff from the sub-professional grade to a professional-grade, having attained a higher qualification

These activities are facilitated through the following process:

- Obtain a letter from OHCS requesting the submission of a list of Officers for conversion/upgrading
- Issue memo to request interested and eligible staff to submit their applications and relevant documents to the HRM directorate
- Collate and validate documents to confirm the eligibility of staff
- Compile both hard and soft copies of relevant documents of eligible officers and forward them to the OHCS
- Follow-up with the schedule officer for conversion/upgrading at OHCS to receive feedback on the nature of assessment and dates
- Notify applicants of the dates for assessment and prepare officers for the exercise
- Follow-up with OHCS to receive conversion/upgrading letters of successful applicants and inform them accordingly
- Forward a copy of the letters to the schedule Officer responsible for Integrated Personnel and Payroll Database (IPPD) for processing and update the HR Database accordingly

# OPERATIONS MANUAL (2022)



### **11.3 Staff Capacity and Career Development**

This function ensures that all staff undergo training in various disciplines to enhance their knowledge and competencies for better performance.

The under-listed activities and processes are undertaken under this function:

#### **11.3.1 Development and Implementation of Training Plan**

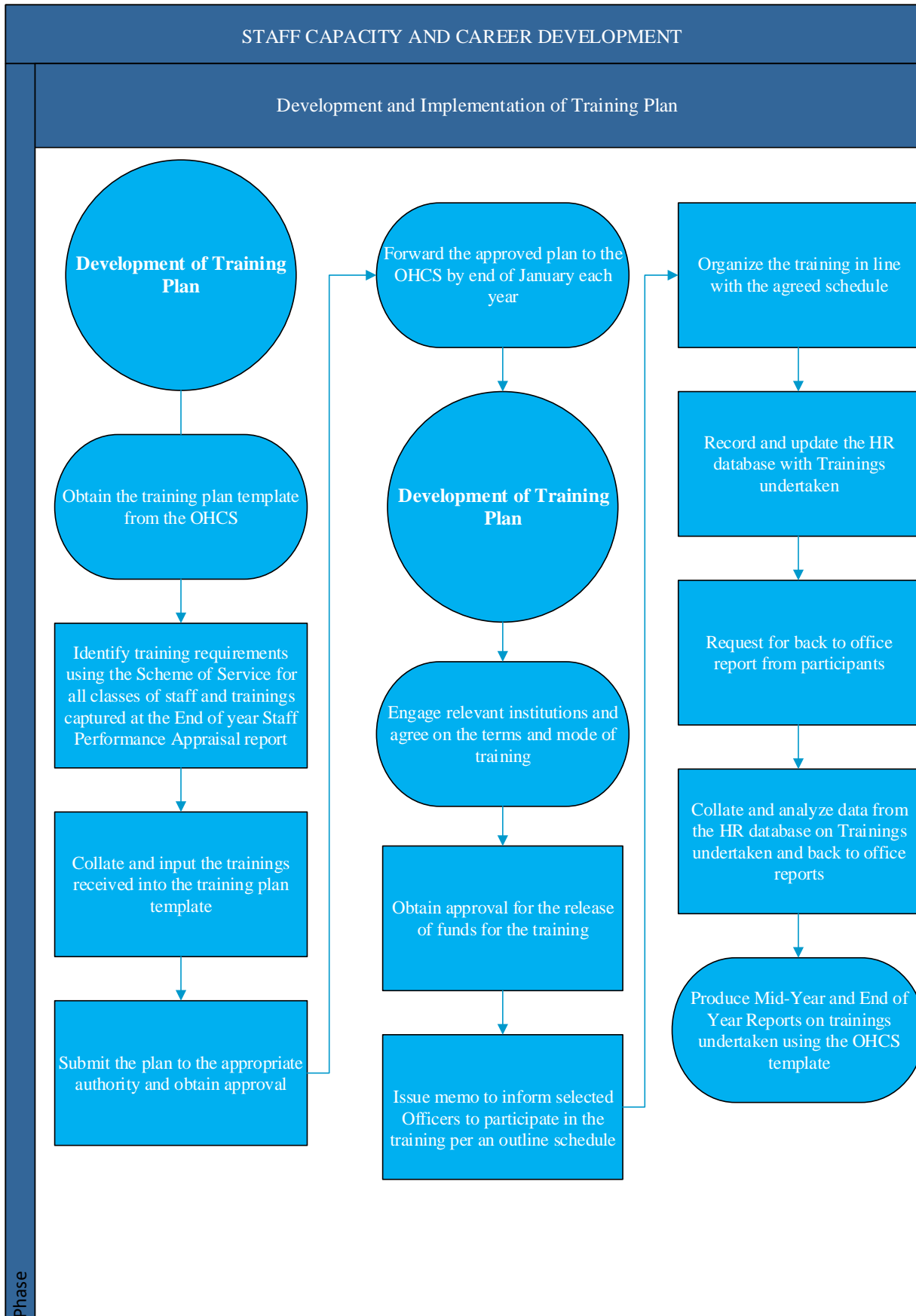
Development and Implementation of the training plan are conducted through the following process:

##### **Development of Training Plan:**

- Obtain the training plan template from the OHCS
- Identify training requirements using the Scheme of Service for all classes of staff and trainings captured at the End of year Staff Performance Appraisal report.
- Collate and input the trainings received into the training plan template
- Submit the plan to the appropriate authority and obtain approval
- v.

##### **Implementation of Training Plan:**

- Engage relevant institutions and agree on the terms and mode of training
- Obtain approval for the release of funds for the training.
- Issue memo to inform selected Officers to participate in the training per an outline schedule
- Organize the training in line with the agreed schedule
- Record and update the HR database with Trainings undertaken
- Request for back to office report from participants
- Collate and analyze data from the HR database on Trainings undertaken and back to office reports
- Produce Mid-Year and End of Year Reports on trainings undertaken using the OHCS template



### 11.3.2 Coaching/Mentorship Programme

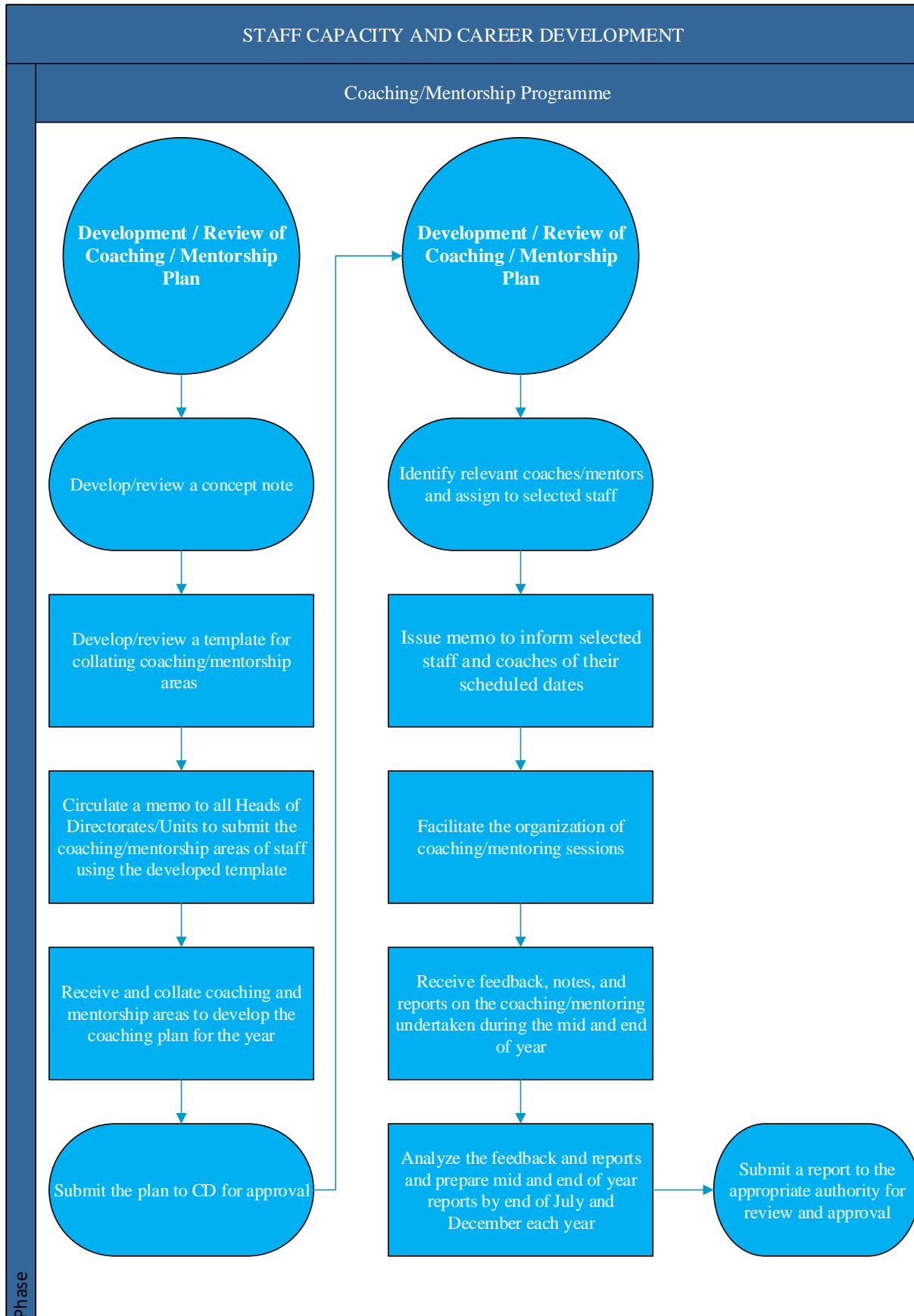
The coaching/mentorship programme is conducted through the following process:

#### **Development / Review of Coaching / Mentorship Plan:**

- Develop/review a concept note
- Develop/review a template for collating coaching/mentorship areas
- Circulate a memo to all Heads of Directorates/Units to submit the coaching/mentorship areas of staff using the developed template
- Receive and collate coaching and mentorship areas to develop the coaching plan for the year
- Submit the plan to CD for approval

#### **Implementation of Coaching / Mentorship Plan:**

- Identify relevant coaches/mentors and assign to selected staff
- Issue memo to inform selected staff and coaches of their scheduled dates
- Facilitate the organization of coaching/mentoring sessions
- Receive feedback, notes, and reports on the coaching/mentoring undertaken during the mid and end of year
- Analyze the feedback and reports and prepare mid and end of year reports by end of July and December each year
- Submit a report to the appropriate authority for review and approval



## 11.4 PERFORMANCE MANAGEMENT AND REPORTING

This is an HR function that coordinates the performance of all staff from top-level management to the lower staff. It involves the signing and evaluation of Performance Agreements, the implementation of the three (3) phases of the Staff Performance Appraisal and performance reporting.

The under-listed activities and processes are followed in executing this function

### 11.4.1 Implementation and reporting of the planning, Mid-year Review, and End of year

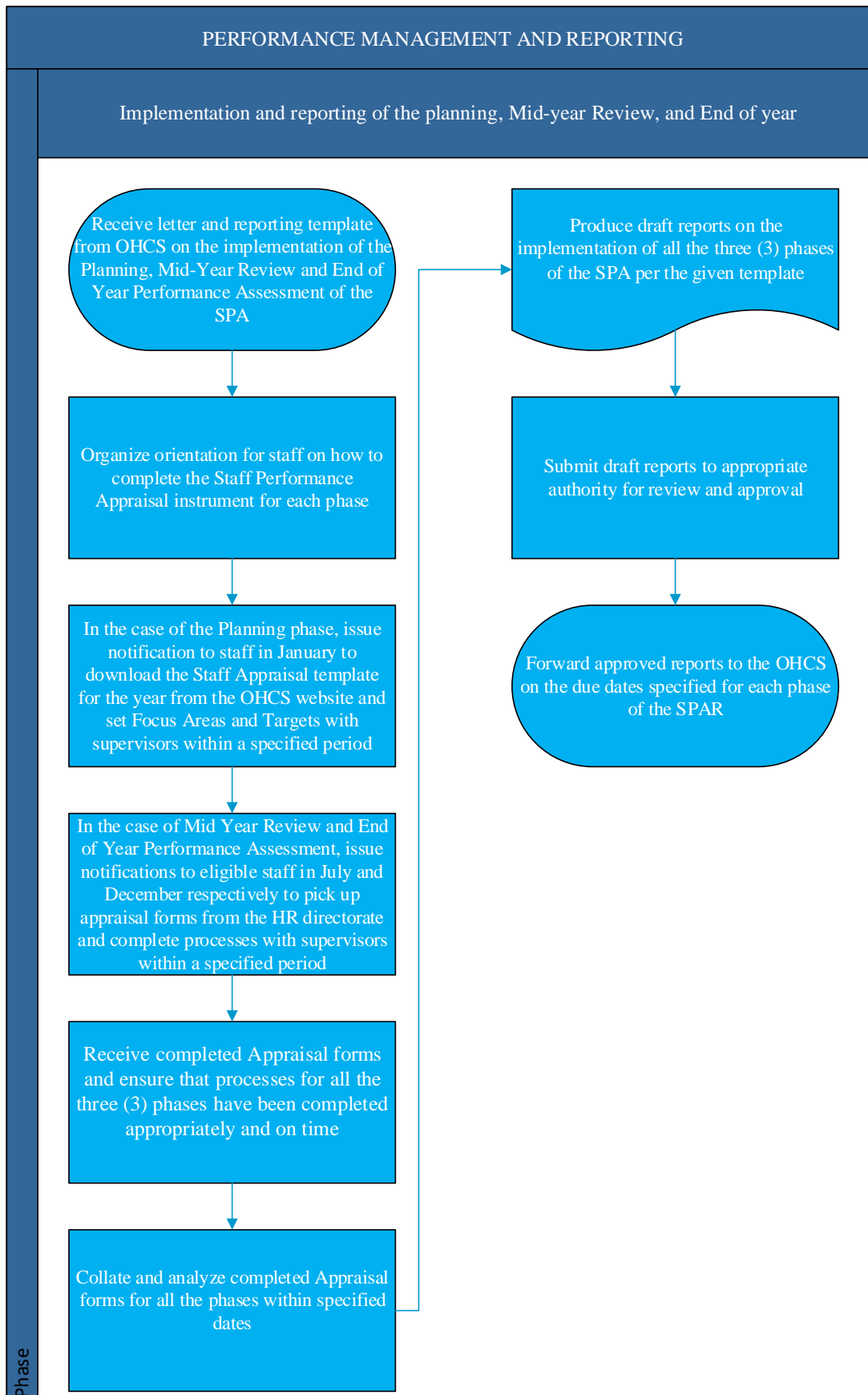
Performance assessment of the Staff Performance Appraisal Instrument

The phases of the SPA is implemented as follows:

- Receive letter and reporting template from OHCS on the implementation of the Planning, Mid-Year Review and End of Year Performance Assessment of the SPA
- Organize orientation for staff on how to complete the Staff Performance Appraisal instrument for each phase
- In the case of the Planning phase, issue notification to staff in January to download the Staff Appraisal template for the year from the OHCS website and set Focus Areas and Targets with supervisors within a specified period
- In the case of Mid Year Review and End of Year Performance Assessment, issue notifications to eligible staff in July and December respectively to pick up appraisal forms from the HR directorate and complete processes with supervisors within a specified period.
- Receive completed Appraisal forms and ensure that processes for all the three (3) phases have been completed appropriately and on time
- Collate and analyze completed Appraisal forms for all the phases within specified dates
- Produce draft reports on the implementation of all the three (3) phases of the SPA per the given template
- Submit draft reports to appropriate authority for review and approval
- Forward approved reports to the OHCS on the due dates specified for each phase of the SPAR



# OPERATIONS MANUAL (2022)



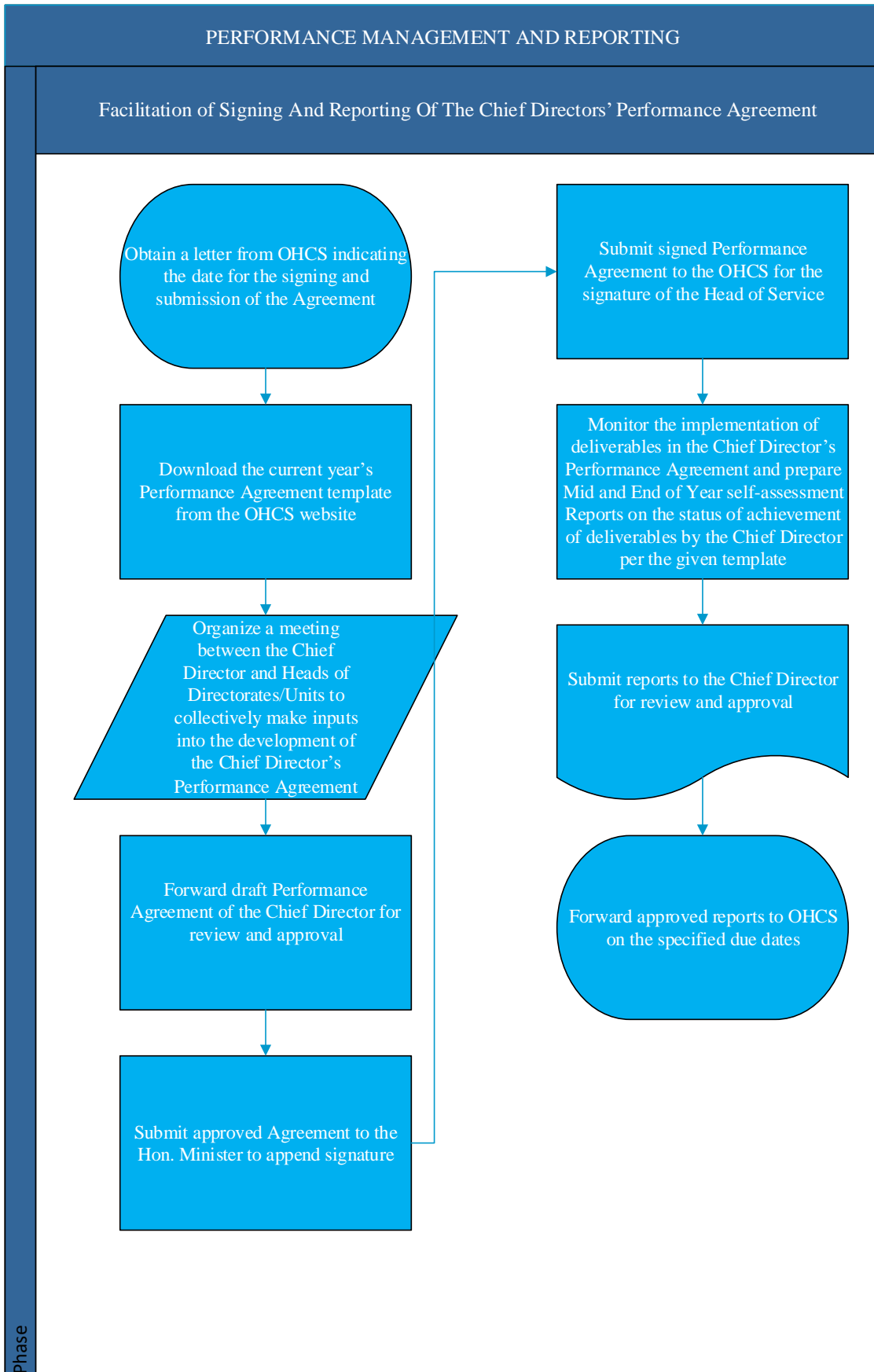
#### **11.4.2 Facilitation of Signing And Reporting Of The Chief Directors' Performance Agreement**

The Performance Agreement is signed annually between the Chief Director, the Hon. Minister and the Head of the Civil Service in line with agreed deliverables. The Chief Director is expected to undertake a self-assessment of his/her performance for the Mid and End of the year and report accordingly.

The following are the processes involved in facilitating the signing and reporting of the Chief Director's Performance Agreement:

:

- Obtain a letter from OHCS indicating the date for the signing and submission of the Agreement.
- Download the current year's Performance Agreement template from the OHCS website.
- Organize a meeting between the Chief Director and Heads of Directorates/Units to collectively make inputs into the development of the Chief Director's Performance Agreement
- Forward draft Performance Agreement of the Chief Director for review and approval
- Submit approved Agreement to the Hon. Minister to append signature
- Submit signed Performance Agreement to the OHCS for the signature of the Head of Service
- Monitor the implementation of deliverables in the Chief Director's Performance Agreement and prepare Mid and End of Year self-assessment Reports on the status of achievement of deliverables by the Chief Director per the given template
- Submit reports to the Chief Director for review and approval
- Forward approved reports to OHCS on the specified due dates.



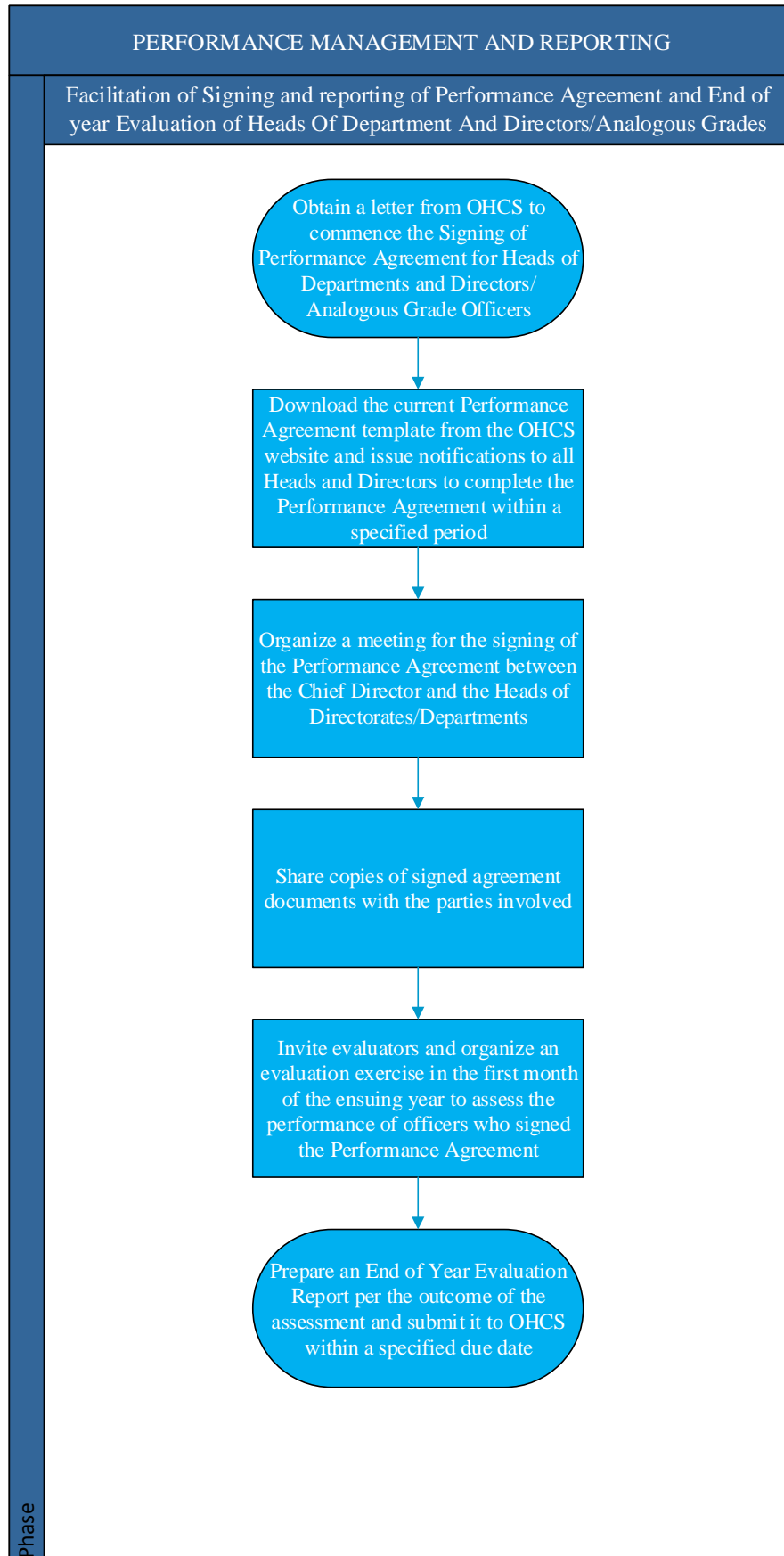
**11.4.3 Facilitation of Signing and reporting of Performance Agreement and End of year Evaluation of Heads Of Department And Directors/Analogous Grades**

This agreement is signed between the Chief Director, Heads of Department, and Directors/Analogous Grade Officers in the Ministry.

This activity is facilitated through the following process:

- Obtain a letter from OHCS to commence the Signing of Performance Agreement for Heads of Departments and Directors/Analogous Grade Officers.
- Download the current Performance Agreement template from the OHCS website and issue notifications to all Heads and Directors to complete the Performance Agreement within a specified period.
- Organize a meeting for the signing of the Performance Agreement between the Chief Director and the Heads of Directorates/Departments.
- Share copies of signed agreement documents with the parties involved
- Invite evaluators and organize an evaluation exercise in the first month of the ensuing year to assess the performance of officers who signed the Performance Agreement
- Prepare an End of Year Evaluation Report per the outcome of the assessment and submit it to OHCS within a specified due date.

# OPERATIONS MANUAL (2022)



## **11.5 Welfare and Motivation**

### **11.5.1 Development And Implementation Of Strategies/Policies For Staff Welfare And Motivation**

The HRMD is responsible for developing strategies and work improvement initiatives to enhance the psychological well-being of staff. This involves the management of staff welfare issues and the implementation of strategies to motivate and enhance the morale of staff.

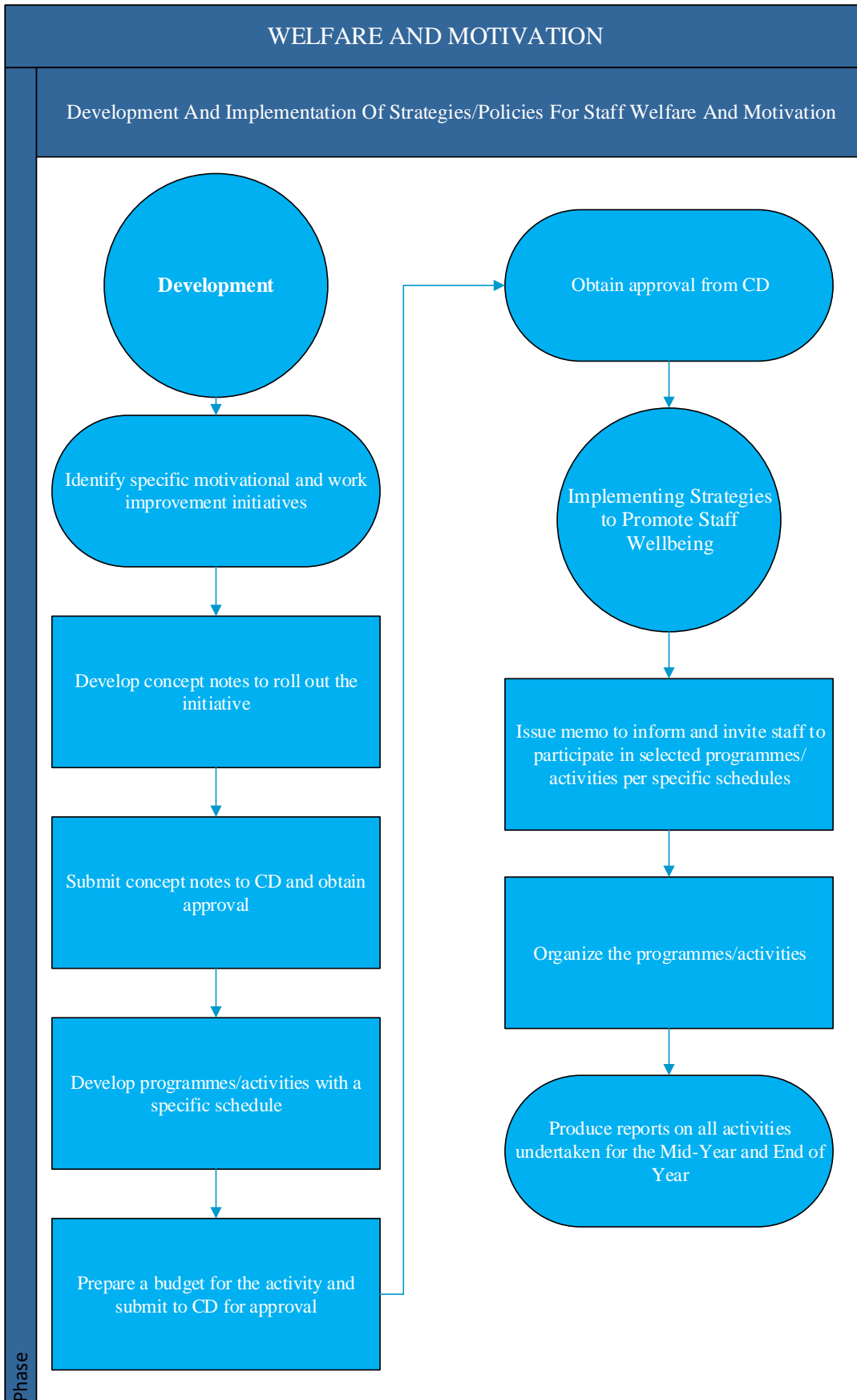
The following activities and corresponding processes are linked to the execution of this function. This is done through the following process:

#### **Development**

- Identify specific motivational and work improvement initiatives
- Develop concept notes to roll out the initiative
- Submit concept notes to CD and obtain approval
- Develop programmes/activities with a specific schedule
- Prepare a budget for the activity and submit to CD for approval
- Obtain approval from CD

#### **Implementing Strategies to Promote Staff Wellbeing**

- Issue memo to inform and invite staff to participate in selected programmes/activities per specific schedules
- Organize the programmes/activities
- Produce reports on all activities undertaken for the Mid-Year and End of Year



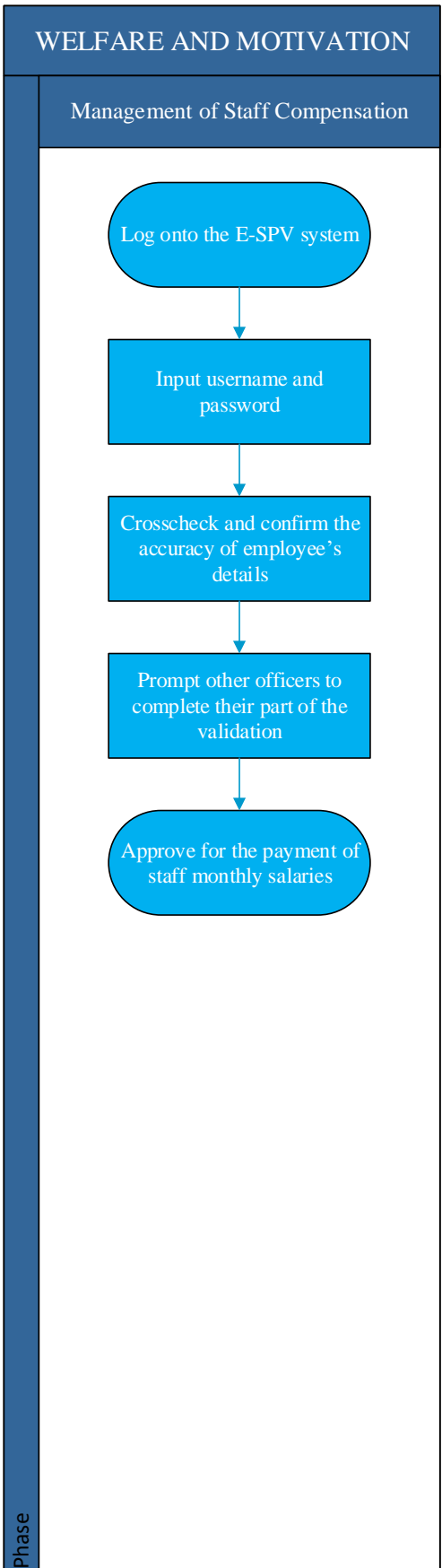
### **11.5.2 Management of Staff Compensation**

This focuses on monthly validation of staff salaries by the HR and other Heads at a specified period. This is to facilitate the payment of salaries under Regulation 304 of the Financial Administration Regulation, 2004 (LI 1803).

Validation of salaries is conducted through the following process:

- Log onto the E-SPV system
- Input username and password
- Crosscheck and confirm the accuracy of employee's details
- Prompt other officers to complete their part of the validation process
- Approve for the payment of staff monthly salaries





## **12.0 POLICY, PLANNING, BUDGETING, MONITORING, AND EVALUATION DIRECTORATE (PPBMED)**

This Directorate leads the technical processes for the development of policies, plans, programmes, and budgets of all activities of the Ministry. It caters to the design and application of monitoring and evaluation systems for purposes of assessing the operational effectiveness of the Ministry's strategies and interventions.

The Directorate operates under the following functional areas:

1. Policy formulation
2. Planning
3. Budgeting
4. Monitoring and Evaluation
5. Project Management

### **WORK PROCESSES**

#### **12.1 Policy Formulation**

This involves initiating and formulating information dissemination policies in accordance with the Sector's targets set for the medium term.

Policy formulation goes through the following processes:

- Identify a problem. This involves identifying a problem in relation to information dissemination that requires government attention. For instance, fake news has been identified as a major problem confronting the dissemination of accurate government information across the country.
- Organize stakeholders engagement to discuss thoroughly the identified problem
- Collate and analyze input from stakeholders' engagement
- Develop a Cabinet memo for Management for onward submission to Cabinet
- Receive Cabinet decisions

#### **Where memo is approved**

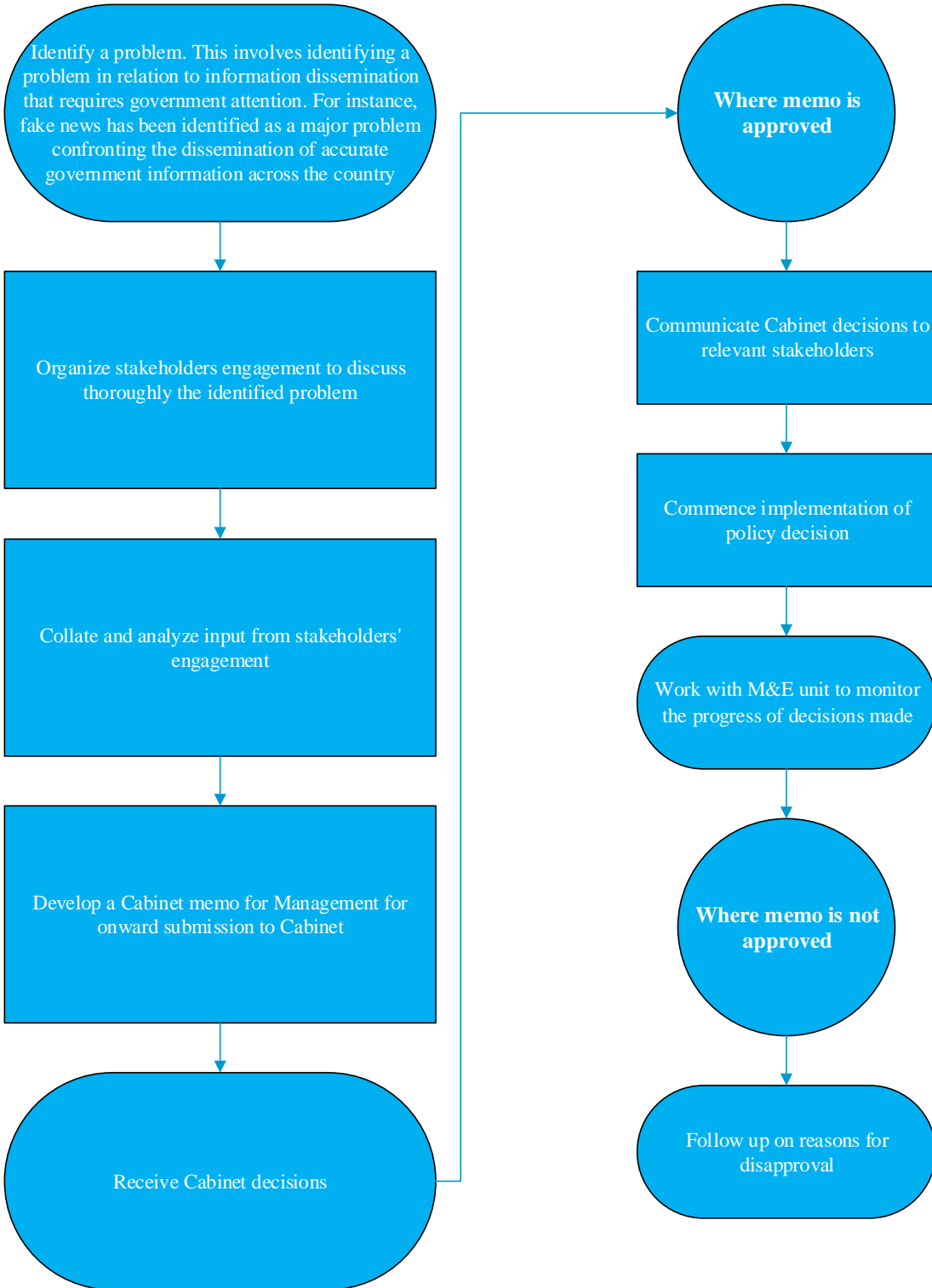
- Communicate Cabinet decisions to relevant stakeholders
- Commence implementation of policy decision
- Work with M&E unit to monitor the progress of decisions made

#### **Where memo is not approved**

- Follow up on reasons for disapproval

Policy Formulation

Phase



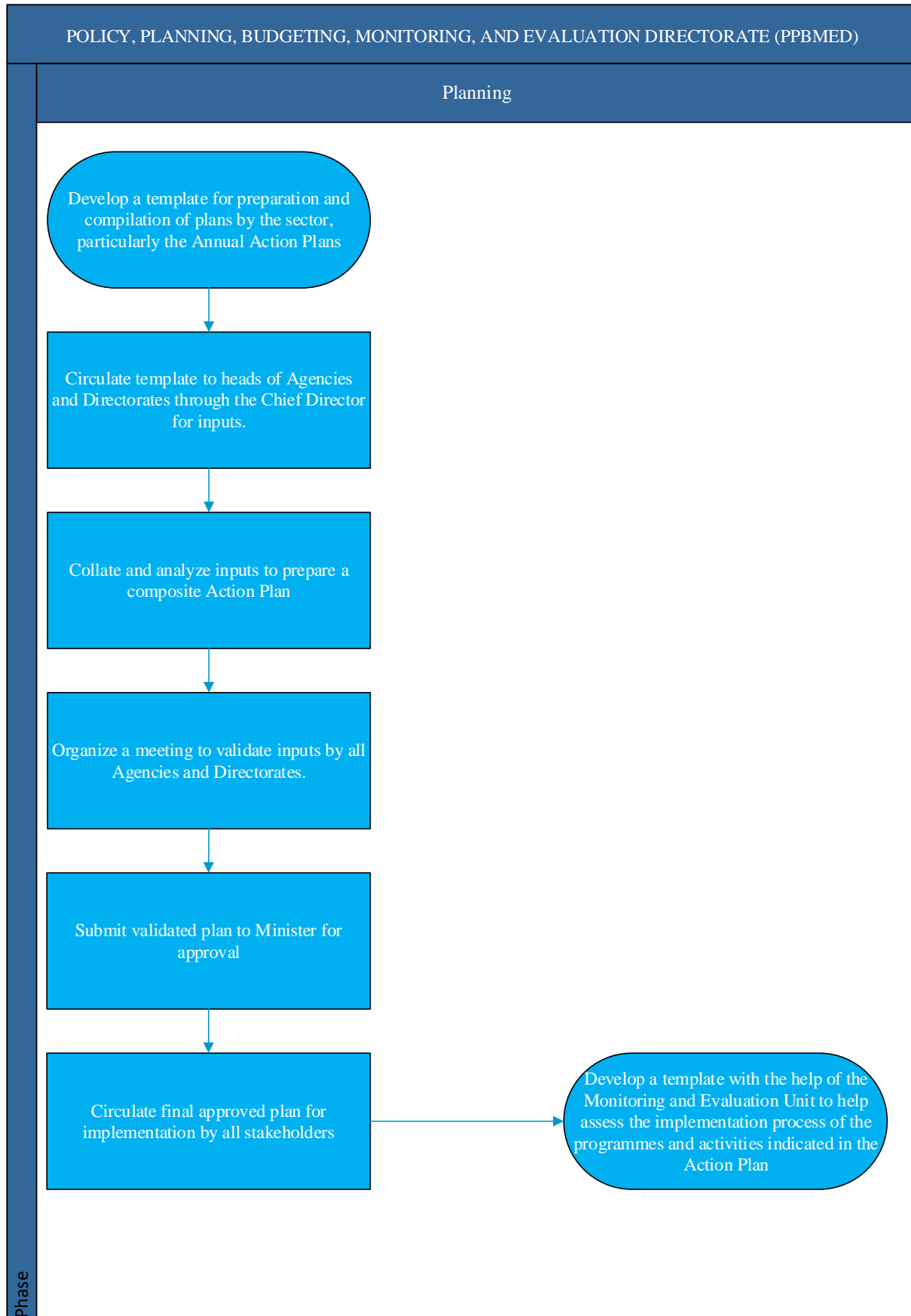
## 12.2 Planning

The Planning process involves identifying targets with timelines and activities for achieving the targets. For instance, the directorate coordinates the preparation of the Annual Action Plans.

Processes involved in the coordination and preparation of the Annual Action Plans include:

- Develop a template for preparation and compilation of plans by the sector, particularly the Annual Action Plans.
- Circulate template to heads of Agencies and Directorates through the Chief Director for inputs.
- Collate and analyze inputs to prepare a composite Action Plan.
- Organize a meeting to validate inputs by all Agencies and Directorates.
- Submit validated plan to Minister for approval.
- Circulate final approved plan for implementation by all stakeholders.
- Develop a template with the help of the Monitoring and Evaluation Unit to help assess the implementation process of the programmes and activities indicated in the Action Plan.

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### 12.3 Budgeting

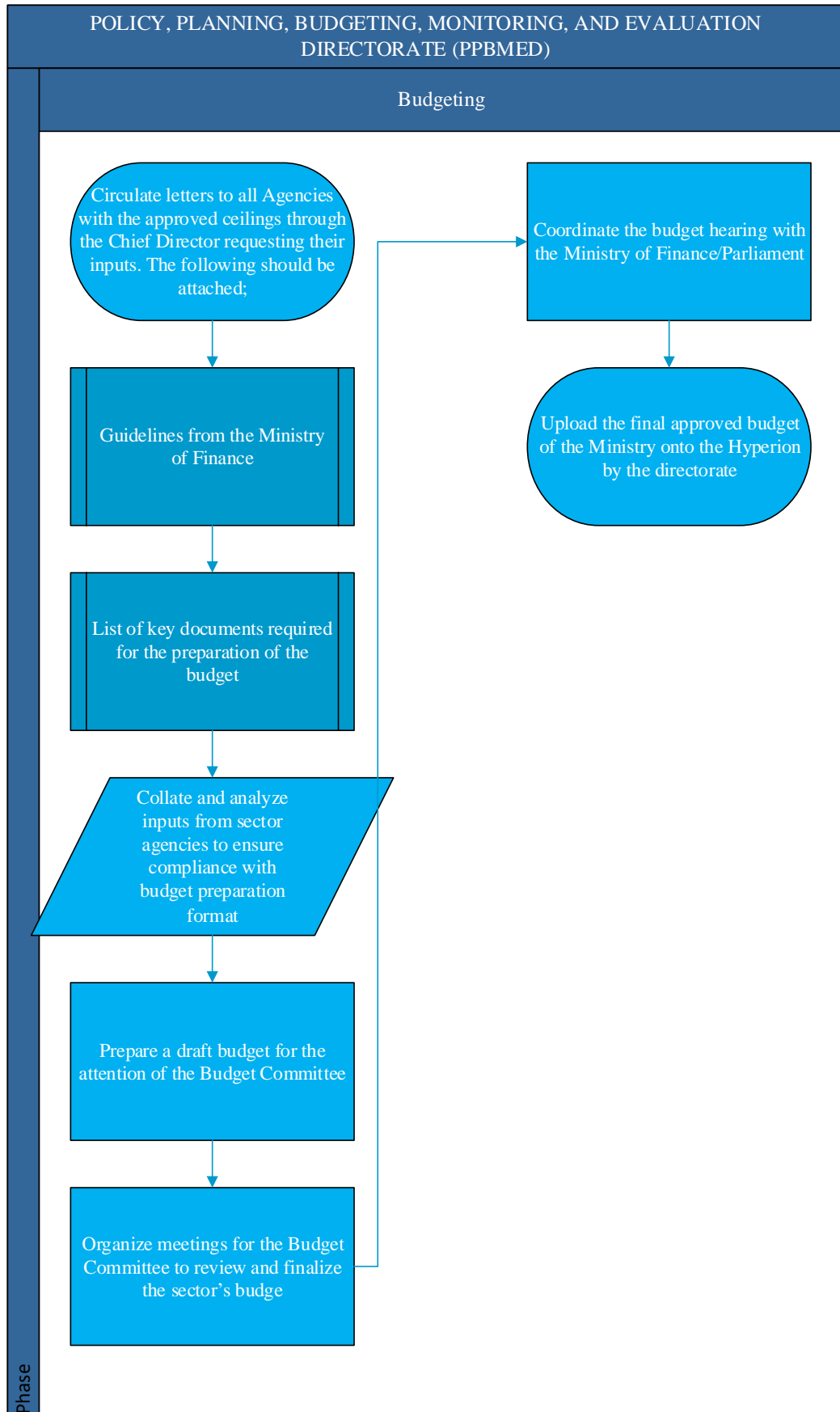
The Budgeting process allows the programmes of the Ministry to be costed and presented to the Ministry of Finance for approval. It also affords us the opportunity to review the performance of the sector in financial and non-financial terms.

Guidelines for the preparation of the sector's budget are issued with timelines by the Ministry of Finance in July/August every year. MDAs/MMDAs are required to complete their budget by September. A Budget Committee is constituted by the Ministry to oversee the preparation of the sector's budget.

The processes involved in budgeting are:

- Circulate letters to all Agencies with the approved ceilings through the Chief Director requesting their inputs. The following should be attached;
  - Guidelines from the Ministry of Finance
  - List of key documents required for the preparation of the budget.
- Collate and analyze inputs from sector agencies to ensure compliance with budget preparation format.
- Prepare a draft budget for the attention of the Budget Committee.
- Organize meetings for the Budget Committee to review and finalize the sector's budget.
- Coordinate the budget hearing with the Ministry of Finance/Parliament.
- Upload the final approved budget of the Ministry onto the Hyperion by the directorate.

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#### 12.4 Monitoring And Evaluation (M&E)

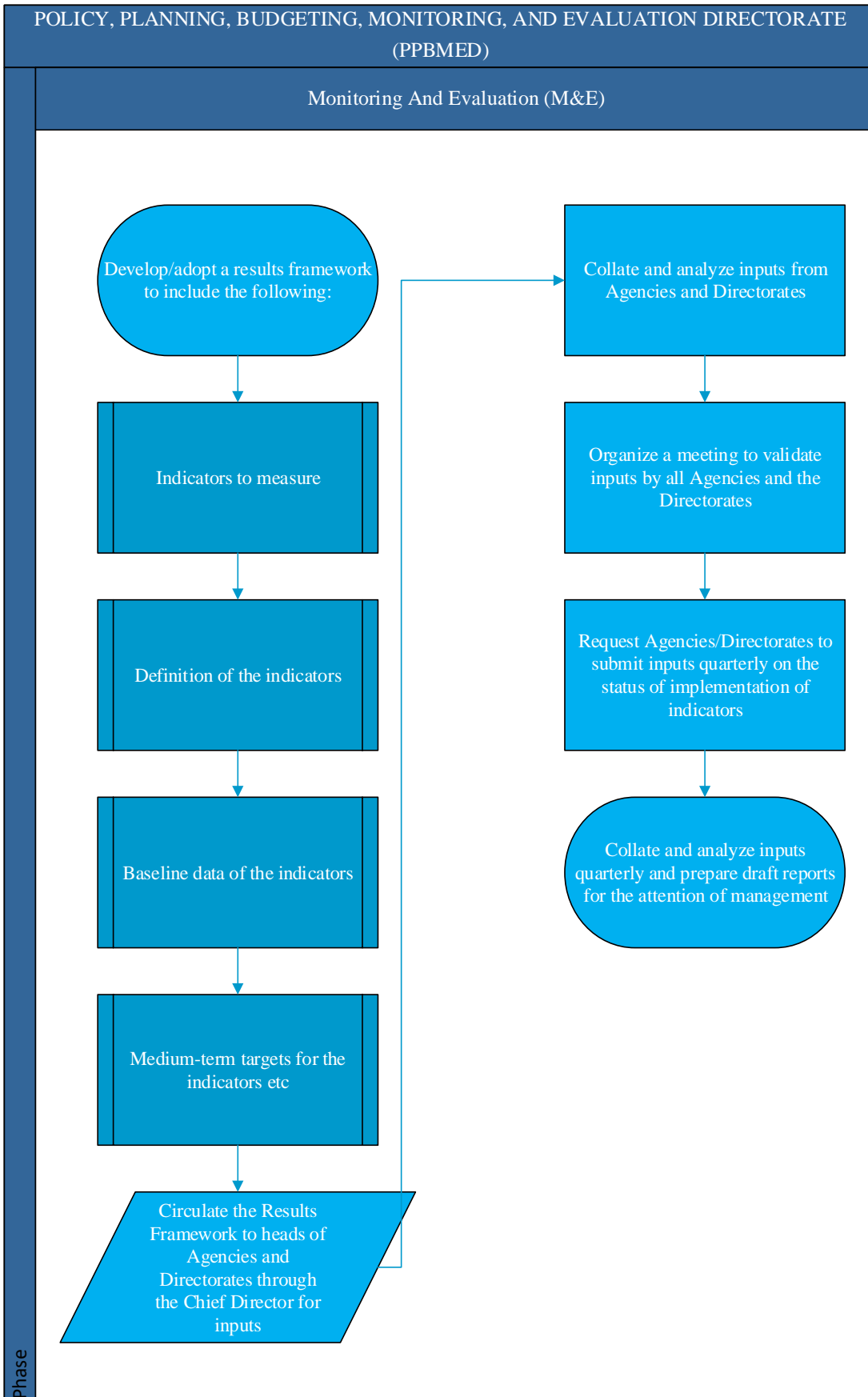
The Monitoring and Evaluation process allows the performance of the sector to be assessed using an M&E tool usually referred to as the results framework.

The M&E processes are as follows:

- Develop/adopt a results framework to include the following:
  - Indicators to measure
  - Definition of the indicators
  - Baseline data of the indicators
  - Medium-term targets for the indicators etc.
- Circulate the Results Framework to heads of Agencies and Directorates through the Chief Director for inputs.
- Collate and analyze inputs from Agencies and Directorates.
- Organize a meeting to validate inputs by all Agencies and the Directorates
- Request Agencies/Directorates to submit inputs quarterly on the status of implementation of indicators.
- Collate and analyze inputs quarterly and prepare draft reports for the attention of management.



OPERATIONS MANUAL (2022)



### 12.5 Project Management

Project management is the process of applying knowledge, skills and techniques to help execute and achieve set objectives. The Ministry in its medium-term plan has introduced this functional area to see to the implementation of various projects within the sector.

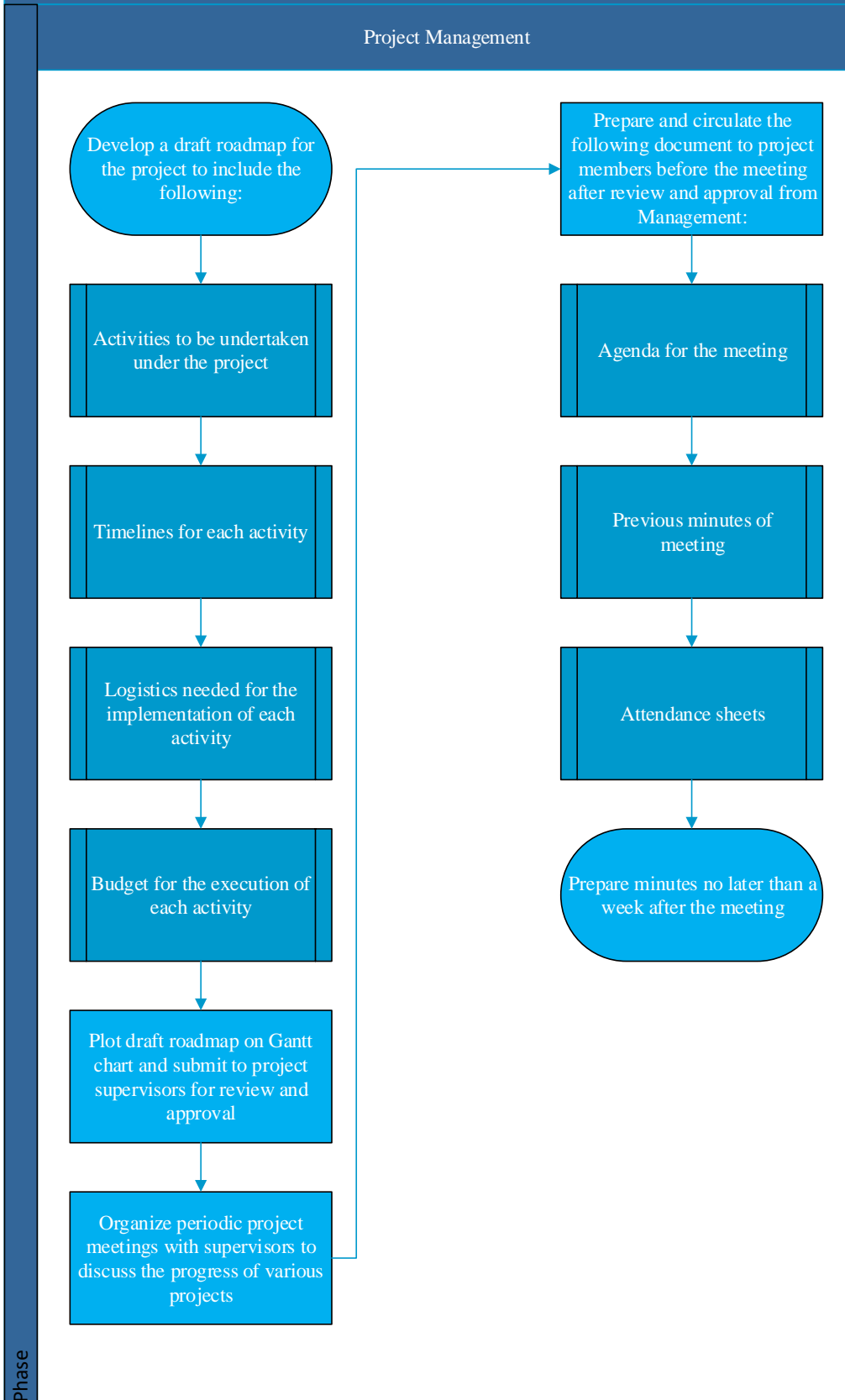
The processes involved in project management are as follows:

- Develop a draft roadmap for the project to include the following:
  - Activities to be undertaken under the project
  - Timelines for each activity
  - Logistics needed for the implementation of each activity
  - Budget for the execution of each activity
- Plot draft roadmap on Gantt chart and submit to project supervisors for review and approval.
- Organize periodic project meetings with supervisors to discuss the progress of various projects.
- Prepare and circulate the following document to project members before the meeting after review and approval from Management:
  - Agenda for the meeting
  - Previous minutes of meeting
  - Attendance sheets
- Prepare minutes no later than a week after the meeting

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POLICY, PLANNING, BUDGETING, MONITORING, AND EVALUATION  
DIRECTORATE (PPBMED)

Project Management



### 13.0 FINANCE AND ADMINISTRATION (F&A) DIRECTORATE

The Finance and Administration Directorate is categorized mainly under the Finance Section and the Administration Section. The Directorate coordinates system of services designed to help maintain the effective running of MOI and facilitates the successful completion of all processes, programs, and projects of the various units.

The Finance Section is made of up the Treasury and the Accounts Unit. The Administration section, on the other hand, is made up of the Records Management Unit; Personnel Welfare; Procurement and Stores Unit; Estate Management Unit, Protocol Unit, and Transport Unit.

The functional areas of the Directorate are therefore captured under the various units there are and this include the following:

#### Administration Unit

1. Facilitation and coordination of statutory meetings of the Ministry such as:
  - ✓ Monthly Management Meetings,
  - ✓ Quarterly Audit Committee Meetings,
  - ✓ Quarterly Staff Durbars,
  - ✓ Quarterly Ministerial Advisory Board Meetings
  - ✓ Entity Tender Committee Meetings
2. Familiarization tours by the Hon. Minister and his team

#### Procurement Unit

1. Managing The Development and Implementation of The Annual Procurement Plan.
2. Processing Procurement Requests-disaggregate processes for procurement of goods, services, consultancies and works
3. Liaising With Service Providers To Undertake Procurement Activities

#### Stores Unit

1. Receipt of Stores
2. Stock Preservation and Handling/Stock-Taking
3. Issues of Stores
4. Facilitate The Disposal Of Obsolete Items Following Applicable Laws.

#### Protocol Unit

1. Organization of Conferences
2. Facilitation of Foreign Travel
3. Facilitation of Local Travel
4. Organization of Meetings

## OPERATIONS MANUAL (2022)

5. Spearhead Information flow between the Ministry and Foreign Missions Abroad

### **Records Unit**

1. Managing incoming correspondence
2. Managing Outgoing Correspondence
3. Managing Dispatch
4. Managing Files
5. Managing Storage

### **Estates Management Unit**

1. Ensure And Undertake Construction, Maintenance, And Repair Of Building, and Properties.
2. Manage Contract Administration for The Ministry
3. Responsible For Interior Decoration and Furnishing

### **Transport Unit**

1. Facilitation Of Routine Servicing And Repair Of Official Vehicles
2. Facilitate The Availability Of Transportation To Staff To Undertake Official Duties
3. Daily Physical Inspection Of Official Vehicles
4. Facilitate Payment Of Invoices Submitted By Service Providers
5. Facilitate The Insurance Cover For Official Vehicles
6. Processing Of Ippd For Staff

### **Accounts Unit**

1. Initiate The Releases From The Approved Budget For Both The Goods and Services And Capital Expenditure And Non-Salary Related Allowances
2. Prepares Payment Vouchers Manually

### **Work Processes of the Units**

The work processes of the Units under the Finance and Administration are detailed below

#### **13.1 Administration Unit**

The administration Unit sees to the day-to-day administration of the Ministry. The functional areas and work processes of the Unit are indicated below:

##### **13.1.1 Facilitation and coordination of statutory meetings of the Ministry**

- ✓ Monthly Management Meetings,
- ✓ Quarterly Staff Durbars,

## OPERATIONS MANUAL (2022)

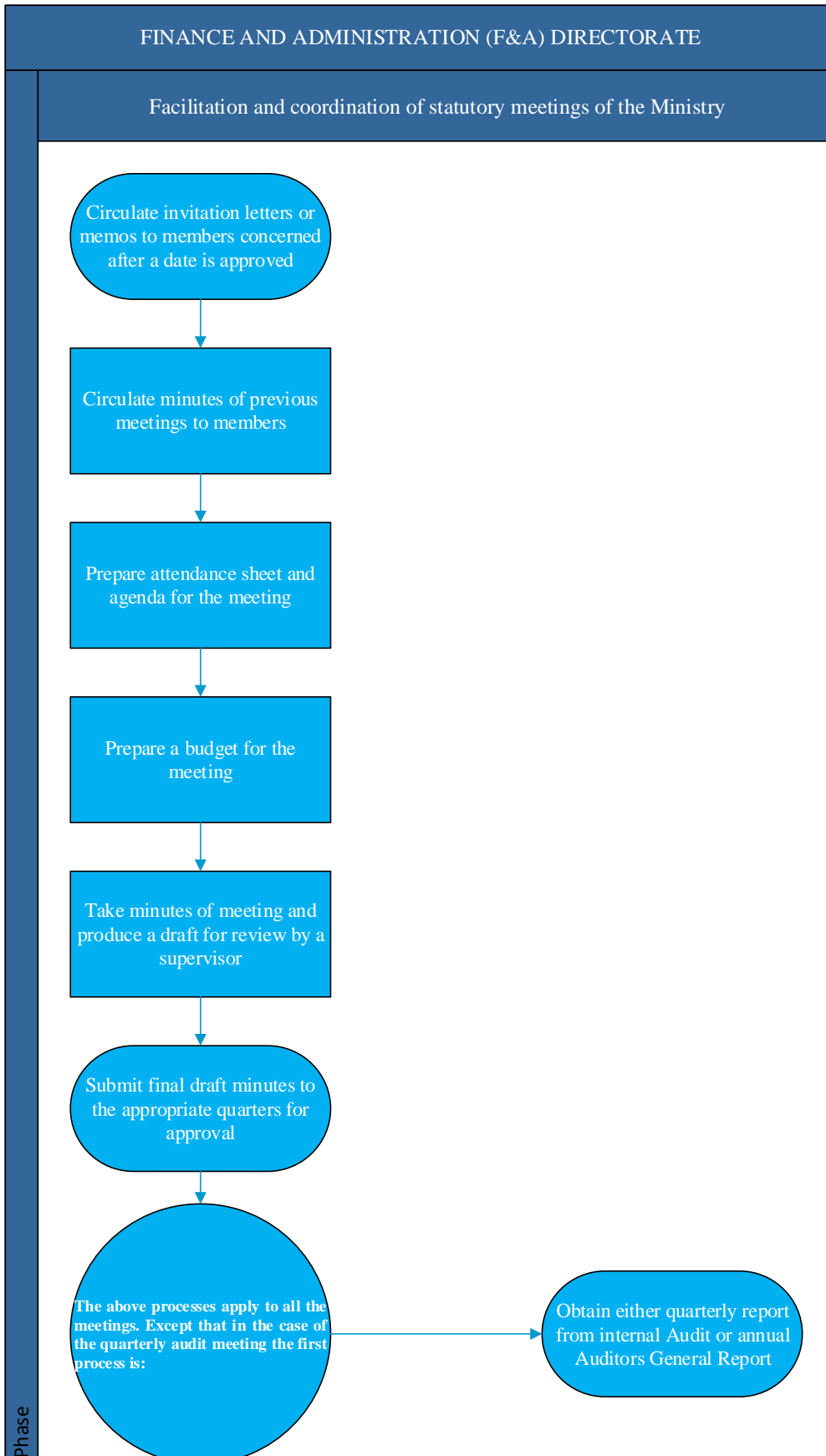
- ✓ Quarterly Ministerial Advisory Board Meetings
- ✓ Entity Tender Committee Meetings
- ✓ Quarterly Audit Committee Meetings

The following are the processes:

- Circulate invitation letters or memos to members concerned after a date is approved
- Circulate minutes of previous meetings to members
- Prepare attendance sheet and agenda for the meeting
- Prepare a budget for the meeting
- Take minutes of meeting and produce a draft for review by a supervisor
- Submit final draft minutes to the appropriate quarters for approval

**The above processes apply to all the meetings. Except that in the case of the quarterly audit meeting the first process is:**

- Obtain either quarterly report from internal Audit or annual Auditors General Report



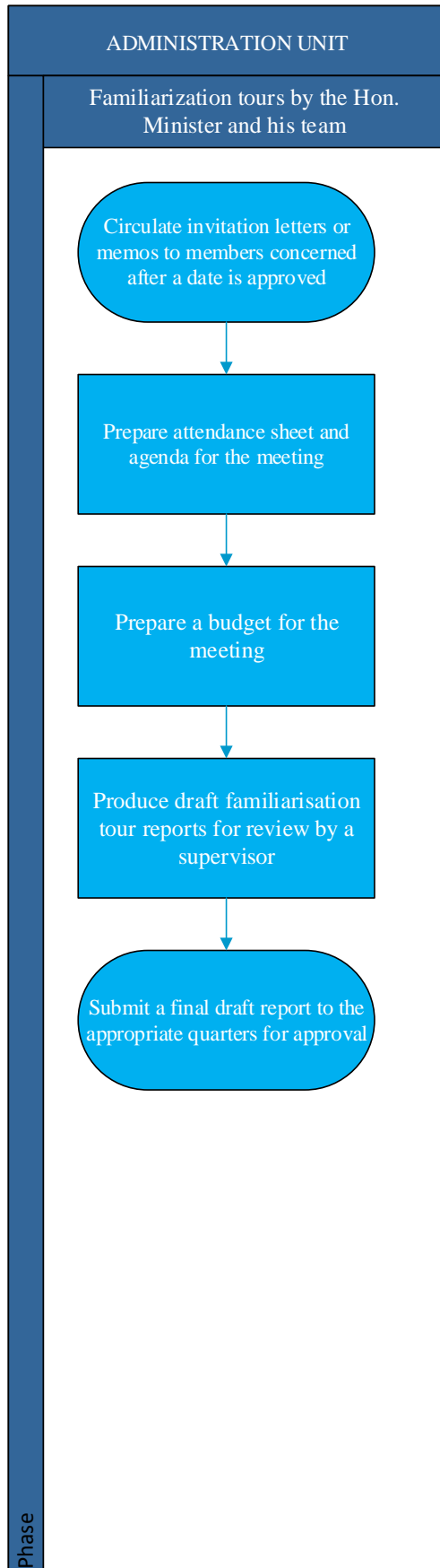
**13.1.2 Familiarization tours by the Hon. Minister and his team**

The following are the processes:

- Circulate invitation letters or memos to members concerned after a date is approved
- Prepare attendance sheet and agenda for the meeting
- Prepare a budget for the meeting
- Produce draft familiarisation tour reports for review by a supervisor
- Submit a final draft report to the appropriate quarters for approval



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## **13.2 Procurement Unit**

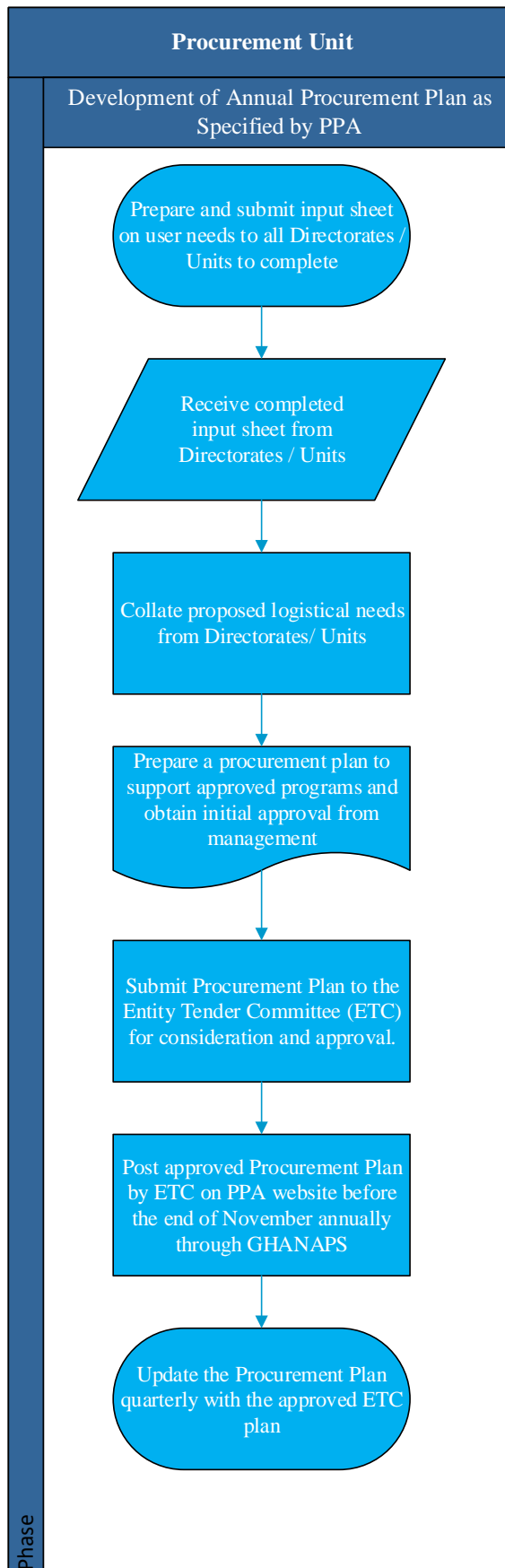
The Procurement Unit is tasked with the responsibility of superintending procurement and logistics activities of the Ministry. The Unit performs the functions below:

### **13.2.1 Development of Annual Procurement Plan as Specified by PPA**

The Development of Annual Procurement Plan is conducted through the following process:

- Prepare and submit input sheet on user needs to all Directorates /Units to complete
- Receive completed input sheet from Directorates / Units
- Collate proposed logistical needs from Directorates/ Units
- Prepare a procurement plan to support approved programs and obtain initial approval from management
- Submit Procurement Plan to the Entity Tender Committee (ETC) for consideration and approval.
- Post approved Procurement Plan by ETC on PPA website before the end of November annually through GHANAPS
- Update the Procurement Plan quarterly with the approved ETC plan

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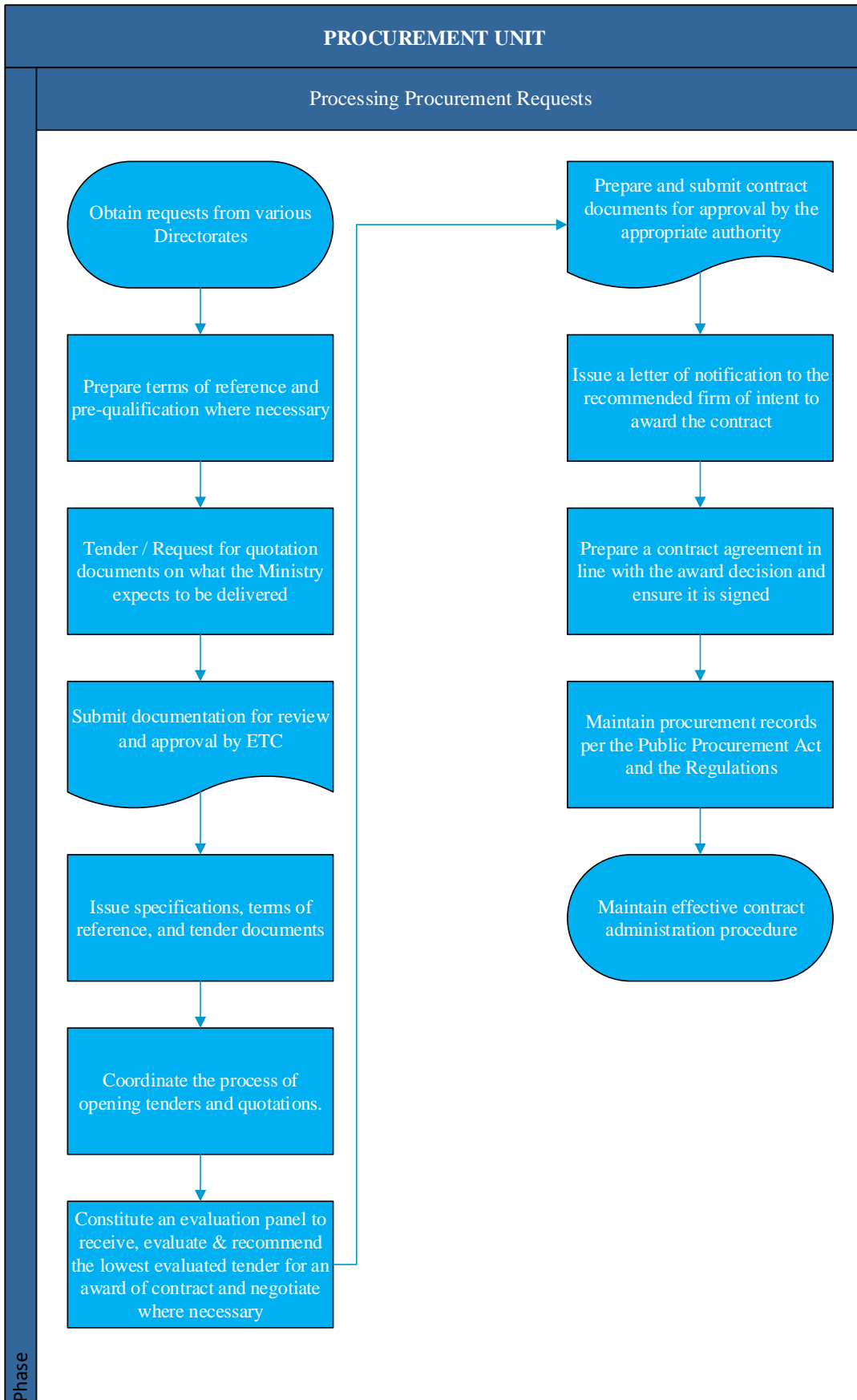
### 13.2.2 Processing Procurement Requests

The Procurement Unit facilitates the processing of procurement requests from originating Directorates/Units. This is to ensure that the proposed procurement is within the approved procurement plan.

Processing Procurement Requests is conducted through the following processes:

- Obtain requests from various Directorates
- Prepare terms of reference and pre-qualification where necessary
- Tender / Request for quotation documents on what the Ministry expects to be delivered.
- Submit documentation for review and approval by ETC
- Issue specifications, terms of reference, and tender documents
- Coordinate the process of opening tenders and quotations.
- Constitute an evaluation panel to receive, evaluate & recommend the lowest evaluated tender for an award of contract and negotiate where necessary.
- Prepare and submit contract documents for approval by the appropriate authority
- Issue a letter of notification to the recommended firm of intent to award the contract.
- Prepare a contract agreement in line with the award decision and ensure it is signed.
- Maintain procurement records per the Public Procurement Act and the Regulations.
- Maintain effective contract administration procedure

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### 13.3 Stores Unit

The Stores Unit is tasked to receive procured items and issue them to the various directorates within the Ministry to ensure smooth operations of their activities. The Stores is responsible for proper storing of items to prevent losses from damage, pilferage and deterioration in quality and quantity.

The functional areas of the Stores Unit fall under the Finance and Admiration (F&A) of the Ministry. The corresponding work process is as follows:

1. Facilitate The Disposal Of Obsolete Items
2. Receive Procured Items.
3. Issue items to directorates based on authorized requisition.

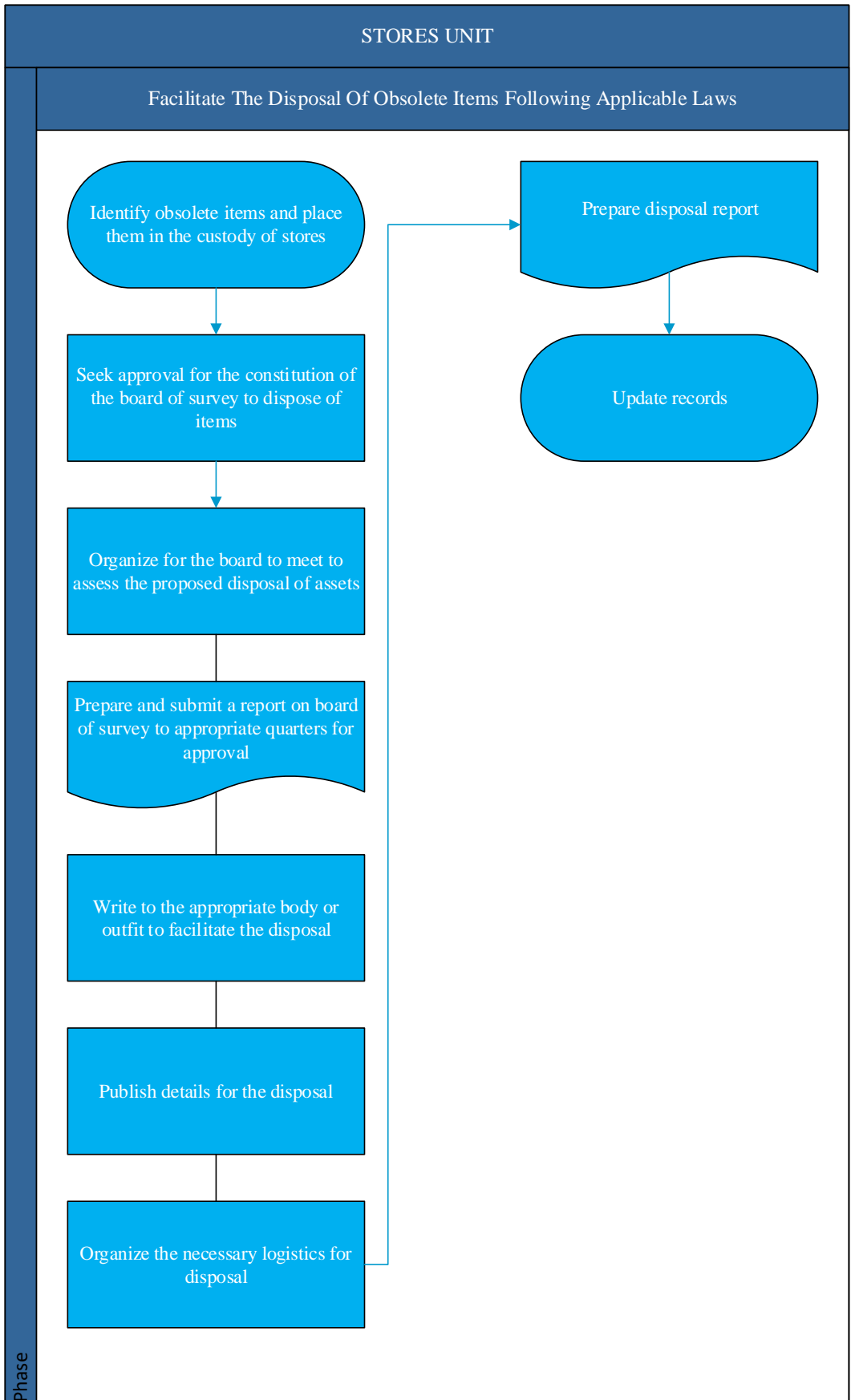
#### Work Processes

The functional areas and their corresponding work process are described below:

##### **13.3.1 Facilitate The Disposal Of Obsolete Items Following Applicable Laws.**

This activity is conducted through the following process:

- Identify obsolete items and place them in the custody of stores
- Seek approval for the constitution of the board of survey to dispose of items
- Organize for the board to meet to assess the proposed disposal of assets
- Prepare and submit a report on board of survey to appropriate quarters for approval
- Write to the appropriate body or outfit to facilitate the disposal
- Publish details for the disposal
- Organize the necessary logistics for disposal
- Prepare disposal report
- Update records

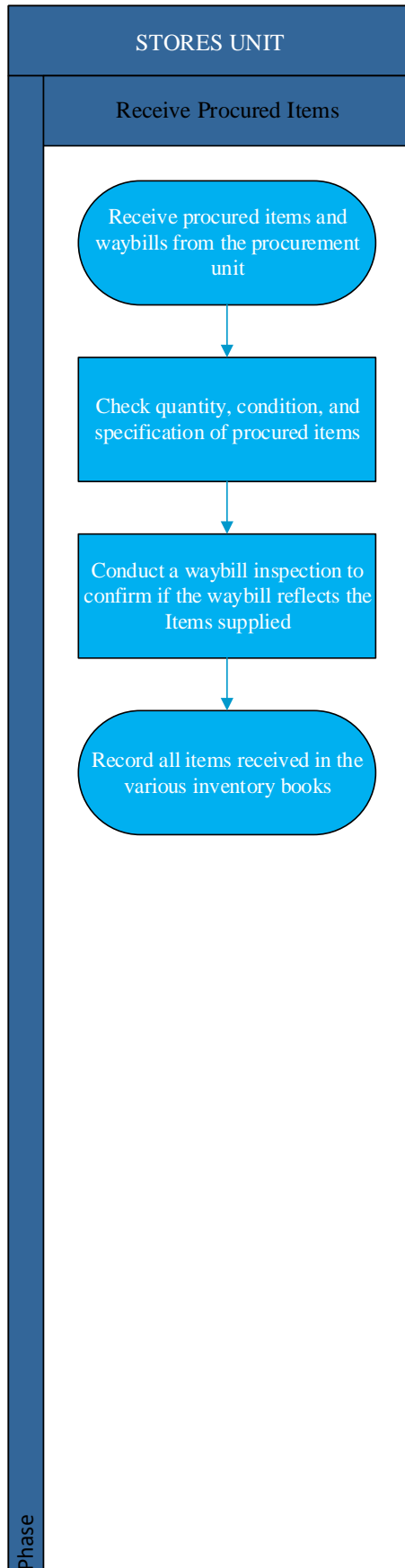


### 13.3.2 Receive Procured Items

This activity is conducted through the following process:

- Receive procured items and waybills from the procurement unit
- Check quantity, condition, and specification of procured items
- Conduct a waybill inspection to confirm if the waybill reflects the Items supplied.
- Record all items received in the various inventory books.



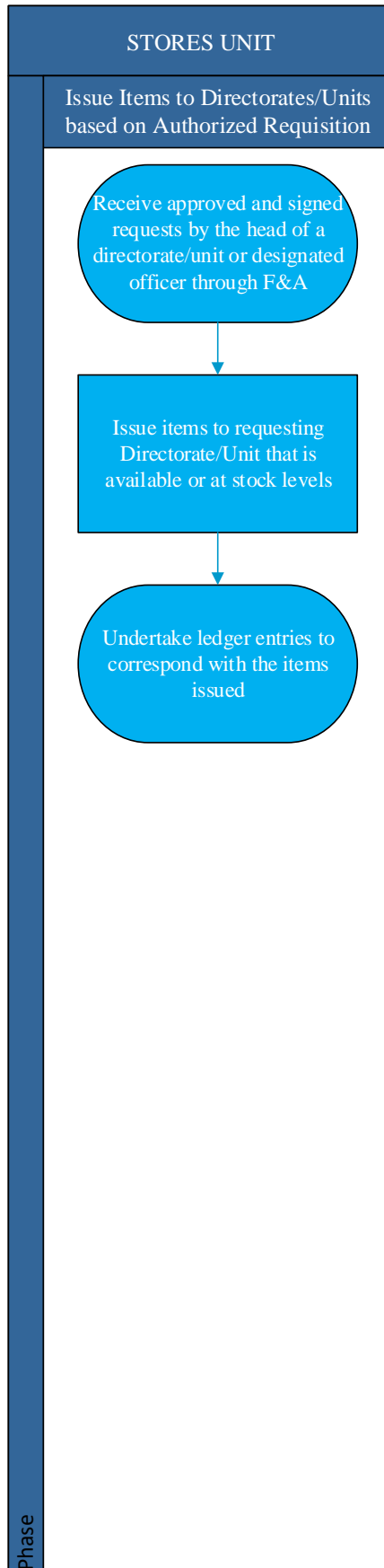


**13.3.3 Issue Items to Directorates/Units based on Authorized Requisition**

The issuing of items is carried out through the following process;

- Receive approved and signed requests by the head of a directorate/unit or designated officer through F&A
- Issue items to requesting Directorate/Unit that is available or at stock levels
- Undertake ledger entries to correspond with the items issued

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## 13.4 Records Unit

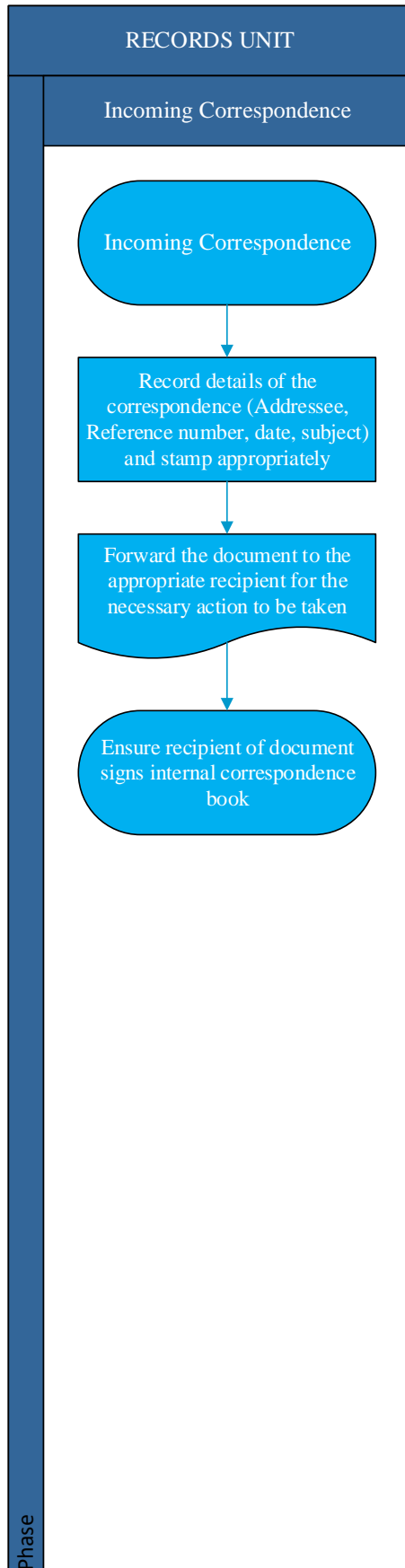
The unit processes and dispatches outgoing correspondences for the Ministry and receives incoming correspondences processes them and forwards them to the appropriate parties.

The functional areas and their corresponding work processes are described below:

### 13.4.1 Incoming Correspondence

Managing incoming correspondence is conducted through the following processes:

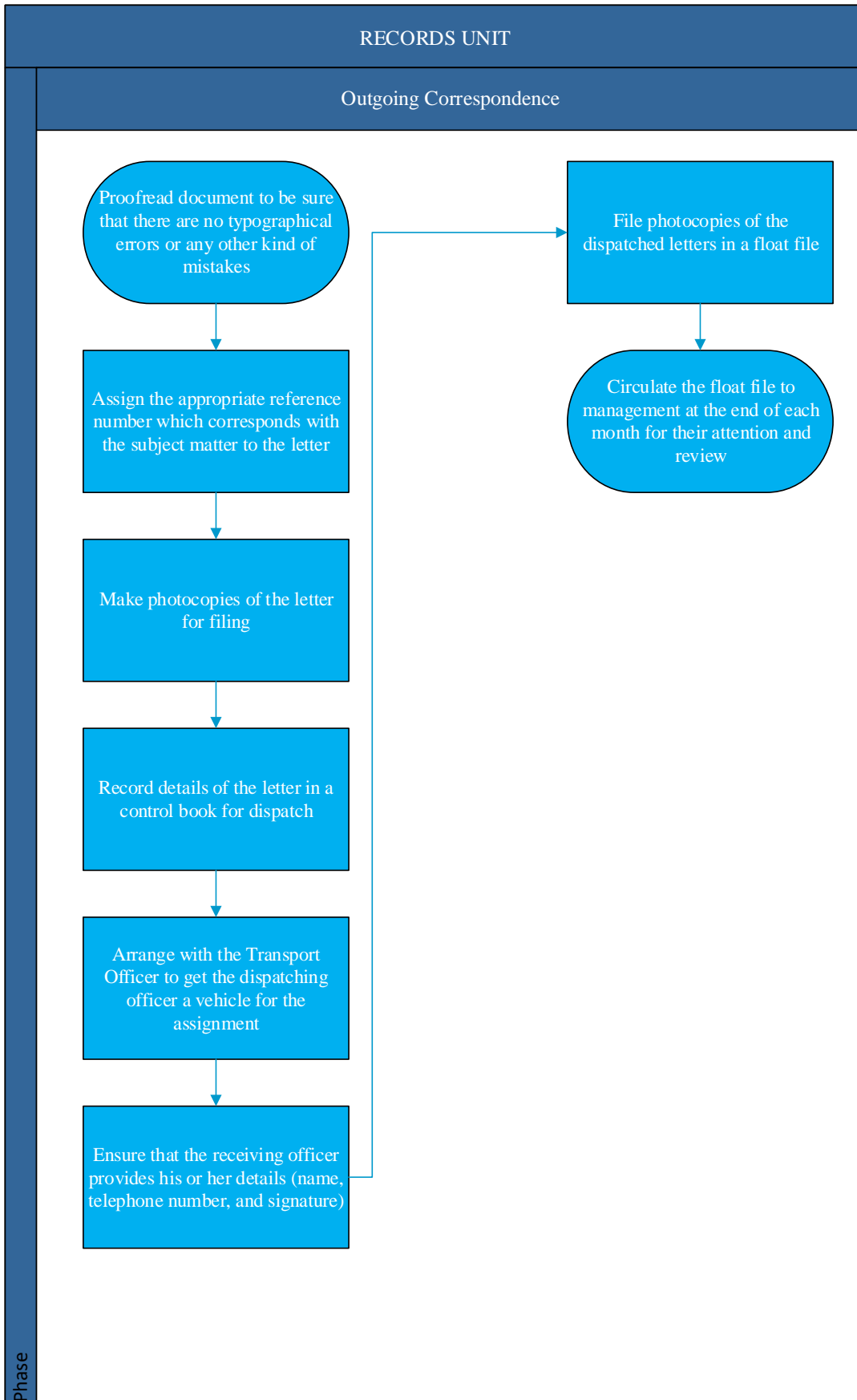
- Receive correspondence and sign dispatch book
- Record details of the correspondence (Addressee, Reference number, date, subject) and stamp appropriately
- Forward the document to the appropriate recipient for the necessary action to be taken
- Ensure recipient of document signs internal correspondence book



### 13.4.2 Outgoing Correspondence

Managing outgoing correspondence is conducted as followed:

- Proofread document to be sure that there are no typographical errors or any other kind of mistakes
- Assign the appropriate reference number which corresponds with the subject matter to the letter
- Make photocopies of the letter for filing
- Record details of the letter in a control book for dispatch
- Arrange with the Transport Officer to get the dispatching officer a vehicle for the assignment.
- Ensure that the receiving officer provides his or her details (name, telephone number, and signature)
- File photocopies of the dispatched letters in a float file
- Circulate the float file to management at the end of each month for their attention and review

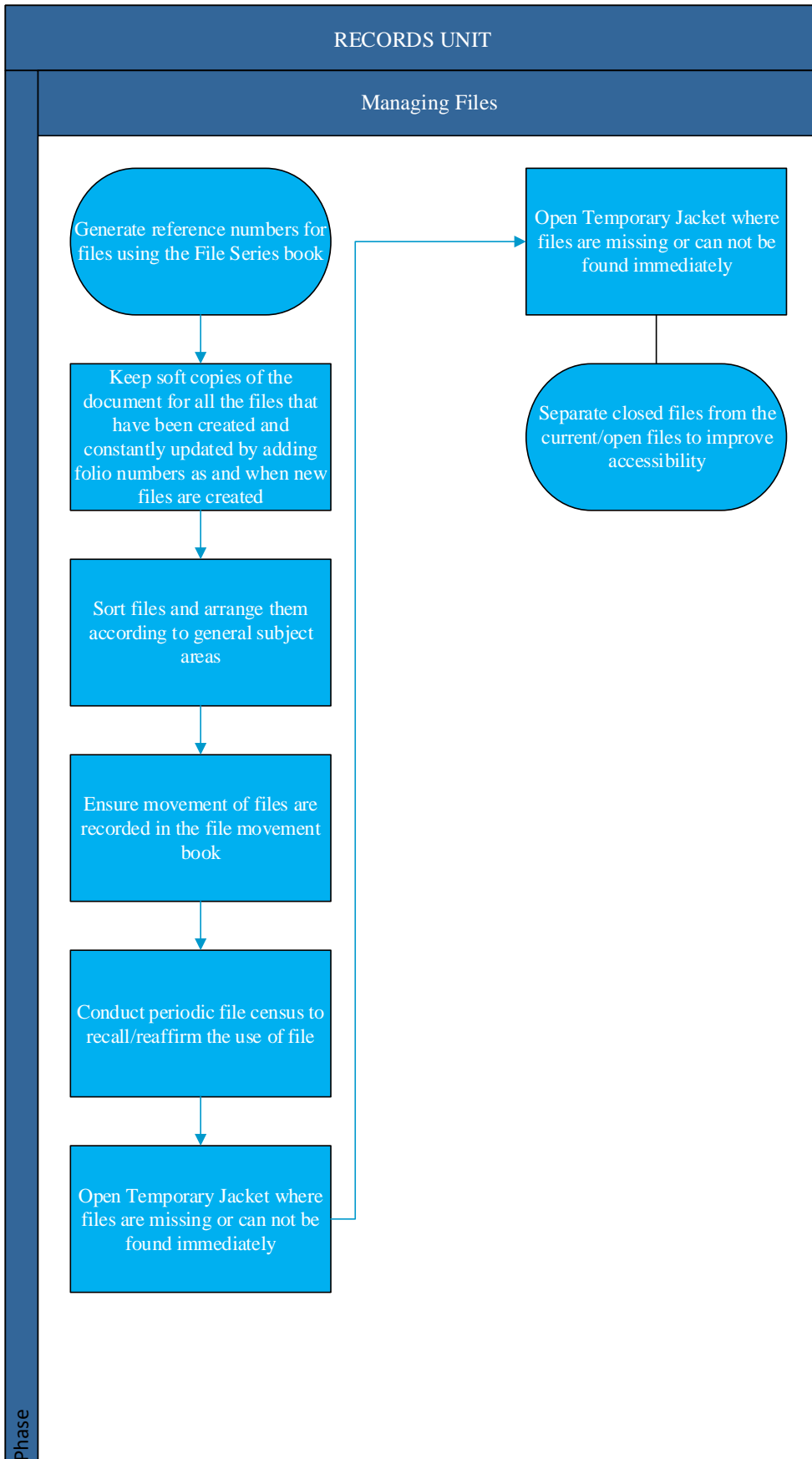


### 13.4.3 Managing Files

Managing the files is conducted as follows:

- Generate reference numbers for files using the File Series book
- Keep soft copies of the document for all the files that have been created and constantly updated by adding folio numbers as and when new files are created
- Sort files and arrange them according to general subject areas
- Ensure movement of files are recorded in the file movement book
- Conduct periodic file census to recall/reaffirm the use of file
- Open Temporary Jacket where files are missing or can not be found immediately
- Close Files when they reach their holding capacity and open new ones for the same subject matter
- Separate closed files from the current/open files to improve accessibility.

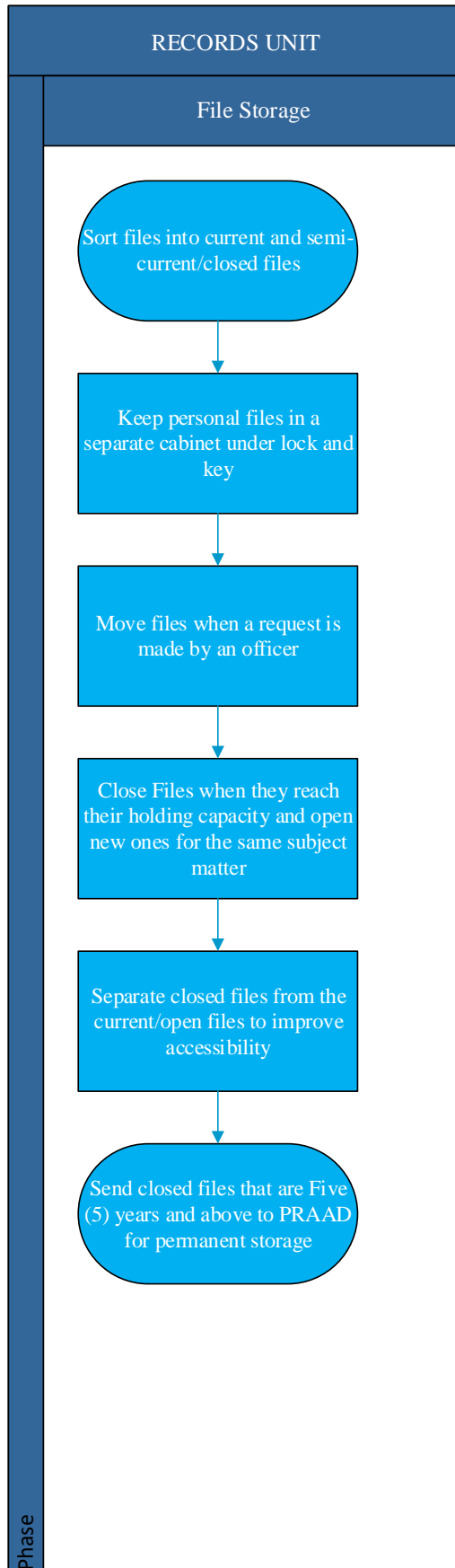




#### 13.4.4 File Storage

The files in the Records Unit are stored in cabinets. The cabinets have been labeled to allow for the grouping of the files into general subject matter areas. File storage is managed as follows:

- Sort files into current and semi-current/closed files
- Keep personal files in a separate cabinet under lock and key
- Move files when a request is made by an officer
- Close Files when they reach their holding capacity and open new ones for the same subject matter
- Separate closed files from the current/open files to improve accessibility
- Send closed files that are Five (5) years and above to PRAAD for permanent storage



### **13.5 Estates Unit**

The role of the Unit is to assist in the implementation of government policies on contract administration, construction management, and maintenance of building infrastructure.

The functional areas of the Unit are detailed below:

#### **13.5.1 Supervise Projects and Maintenance of Facilities**

The work processes are described below:

##### **Planned maintenance**

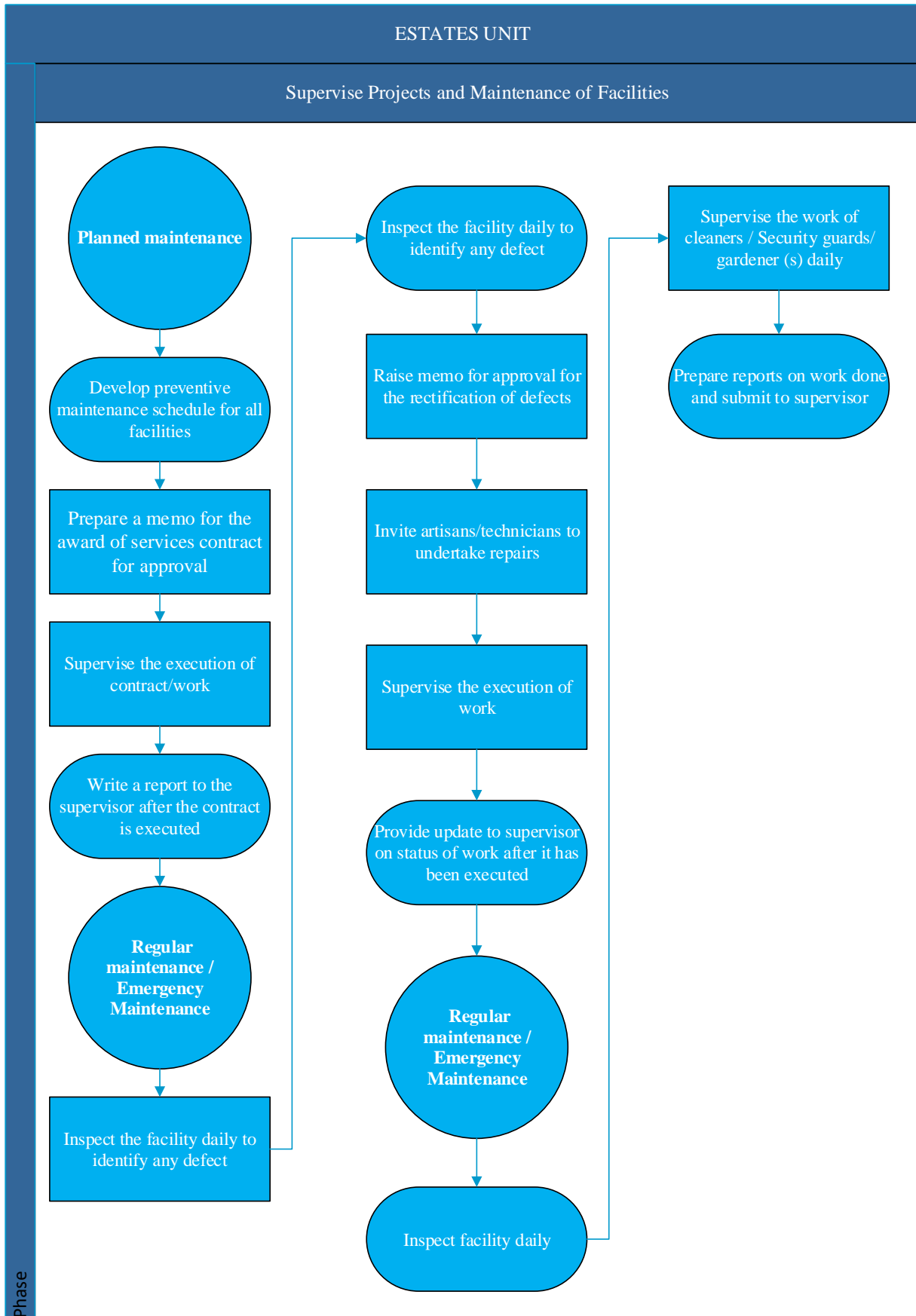
- Develop preventive maintenance schedule for all facilities
- Prepare a memo for the award of services contract for approval
- Supervise the execution of contract/work
- Write a report to the supervisor after the contract is executed

##### **Regular maintenance / Emergency Maintenance**

- Inspect the facility daily to identify any defect.
- Raise memo for approval for the rectification of defects
- Invite artisans/technicians to undertake repairs
- Supervise the execution of work
- Provide update to supervisor on status of work after it has been executed

##### **General Cleaning and Security Services:**

- Inspect facility daily
- Supervise the work of cleaners / Security guards/gardener (s) daily
- Prepare reports on work done and submit to supervisor



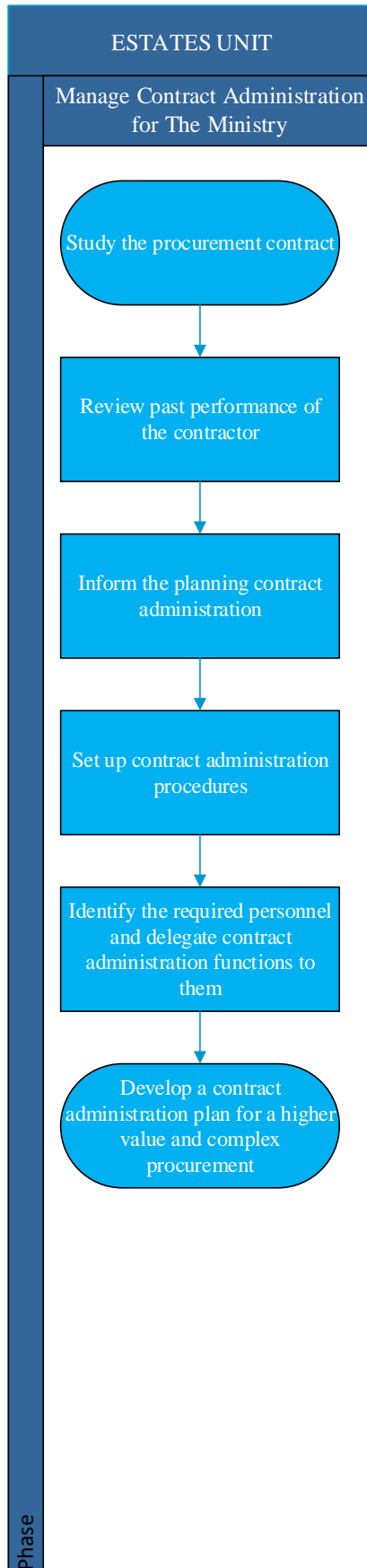
### **13.5.2 Manage Contract Administration for The Ministry**

Contract administration requires proper planning. While the contract administration plan cannot be finalized until the award of the Contract, the planning of contract administration should be part of the procurement planning exercise carried out before the initiation of the procurement proceeding.

Manage Contract Administration for The Ministry is conducted through the following process:

- Study the procurement contract
- Review past performance of the contractor
- Inform the planning contract administration
- Set up contract administration procedures
- Identify the required personnel and delegate contract administration functions to them
- Develop a contract administration plan for a higher value and complex procurement

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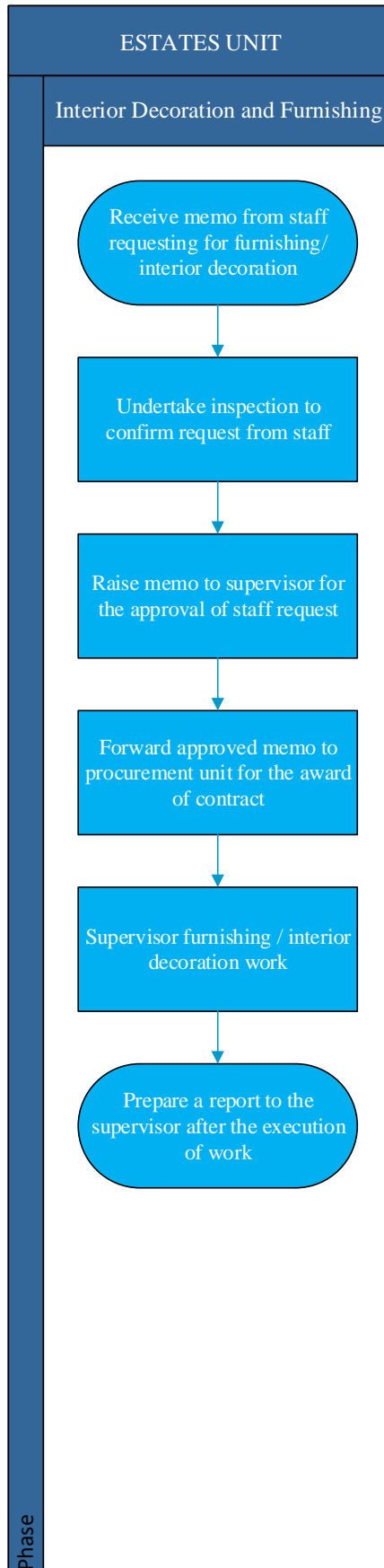
### **13.5.3 Interior Decoration and Furnishing**

This activity is conducted through the following processes:

- Receive memo from staff requesting for furnishing/interior decoration
- Undertake inspection to confirm request from staff
- Raise memo to supervisor for the approval of staff request
- Forward approved memo to procurement unit for the award of contract
- Supervisor furnishing / interior decoration work
- Prepare a report to the supervisor after the execution of work



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## **13.6 Transport Unit**

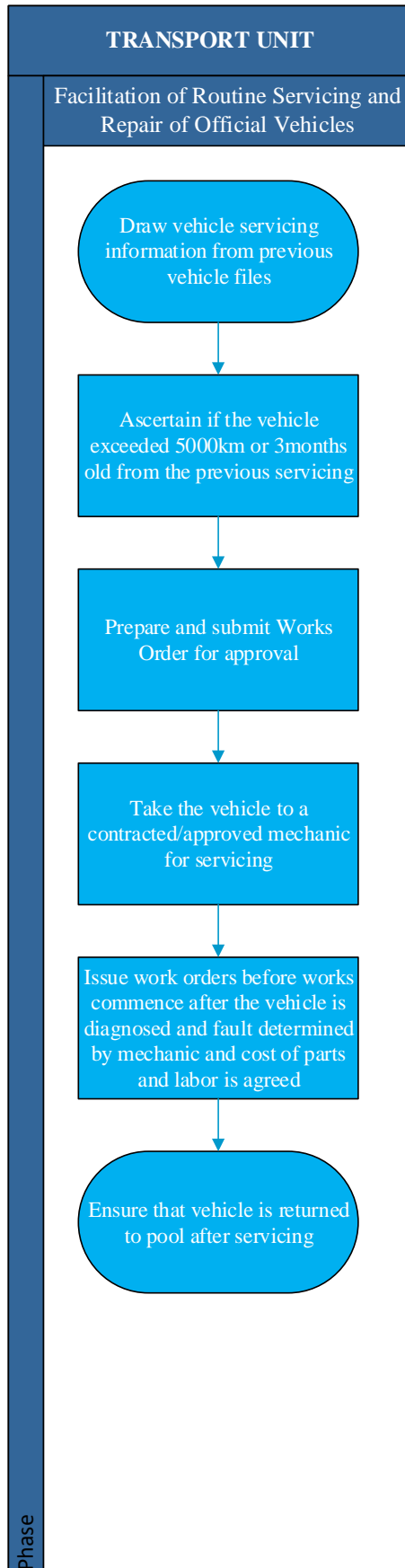
The Transport Unit is responsible for providing policies and guidelines as well as effective and efficient management of a fleet of vehicles owned by the Ministry. This responsibility thus contributes to the quality of service delivery by the MoI.

The functional work areas and processes are as follows:

### **13.6.1 Facilitation of Routine Servicing and Repair of Official Vehicles**

This activity is conducted through the following process:

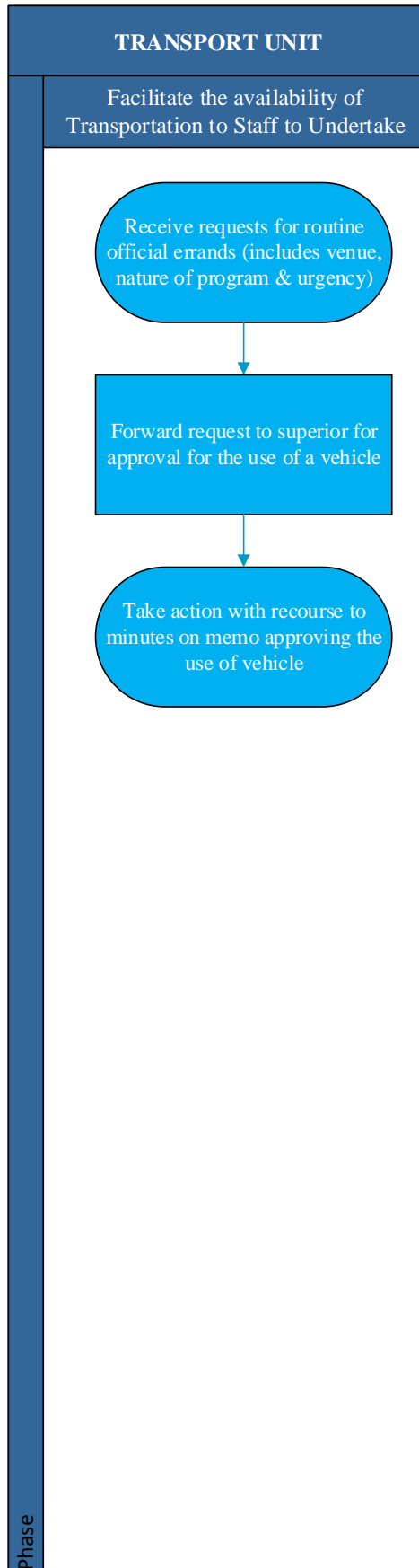
- Draw vehicle servicing information from previous vehicle files
- Ascertain if the vehicle exceeded 5000km or 3months old from the previous servicing
- Prepare and submit Works Order for approval
- Take the vehicle to a contracted/approved mechanic for servicing
- Issue work orders before works commence after the vehicle is diagnosed and fault determined by mechanic and cost of parts and labor is agreed
- Ensure that vehicle is returned to pool after servicing



**13.6.2 Facilitate the availability of Transportation to Staff to Undertake Official duties**

This activity is conducted through the following procedures

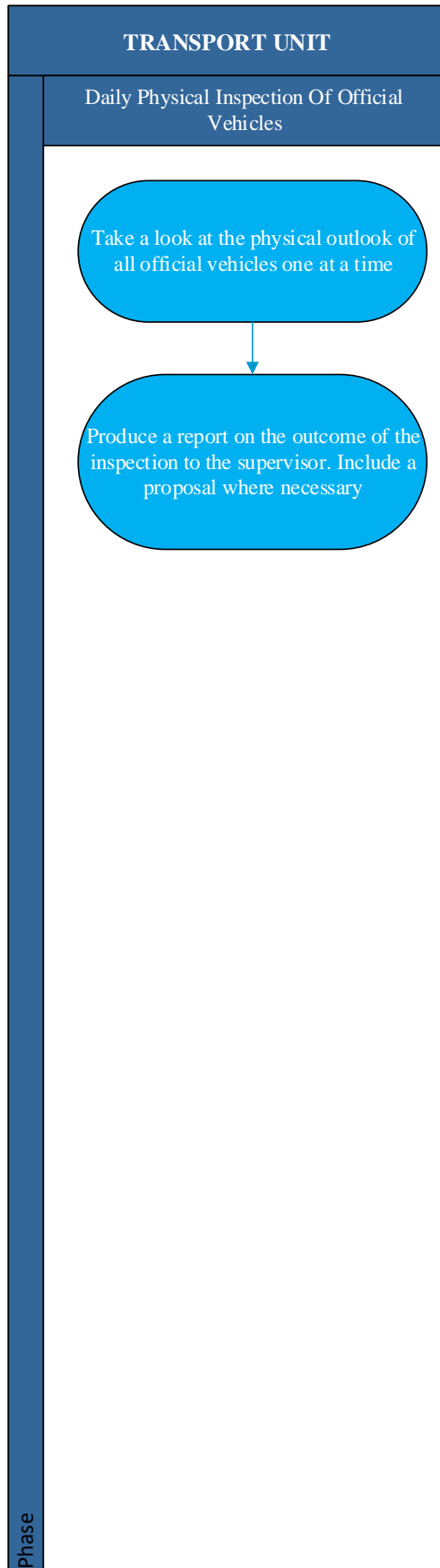
- Receive requests for routine official errands (includes venue, nature of program & urgency)
- Forward request to superior for approval for the use of a vehicle
- Take action with recourse to minutes on memo approving the use of vehicle



### **13.6.3 Daily Physical Inspection Of Official Vehicles**

Daily physical inspection of official vehicles is conducted through the following process:

- Take a look at the physical outlook of all official vehicles one at a time
- Produce a report on the outcome of the inspection to the supervisor. Include a proposal where necessary

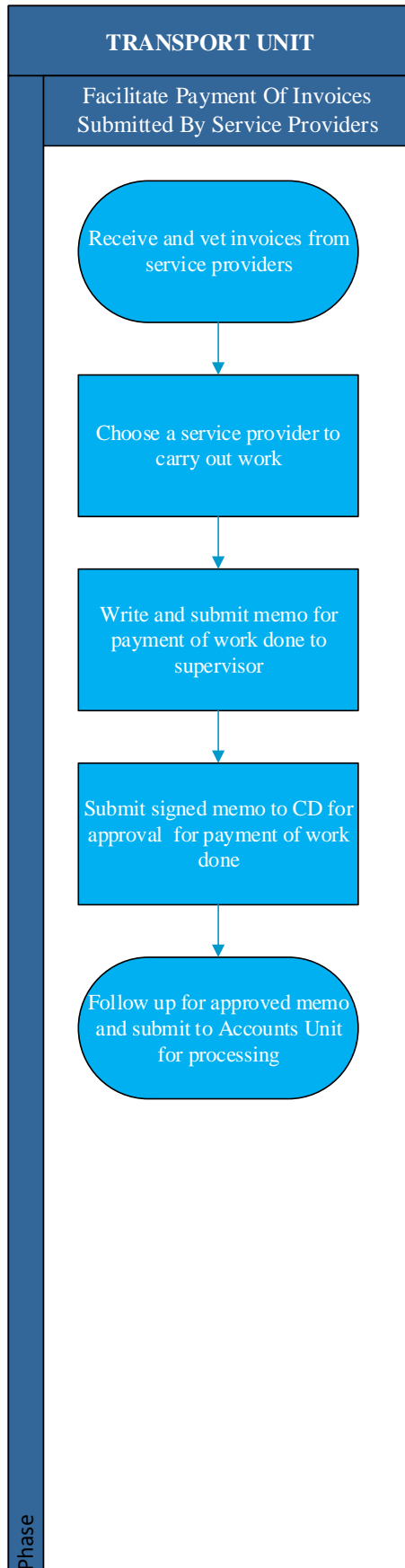


**13.6.4 Facilitate Payment Of Invoices Submitted By Service Providers**

Facilitation of payment of invoices submitted by Service Providers is conducted through the following process:

- Receive and vet invoices from service providers
- Choose a service provider to carry out work
- Write and submit memo for payment of work done to supervisor for signature
- Submit signed memo to CD for approval for payment of work done
- Follow up for approved memo and submit to Accounts Unit for processing

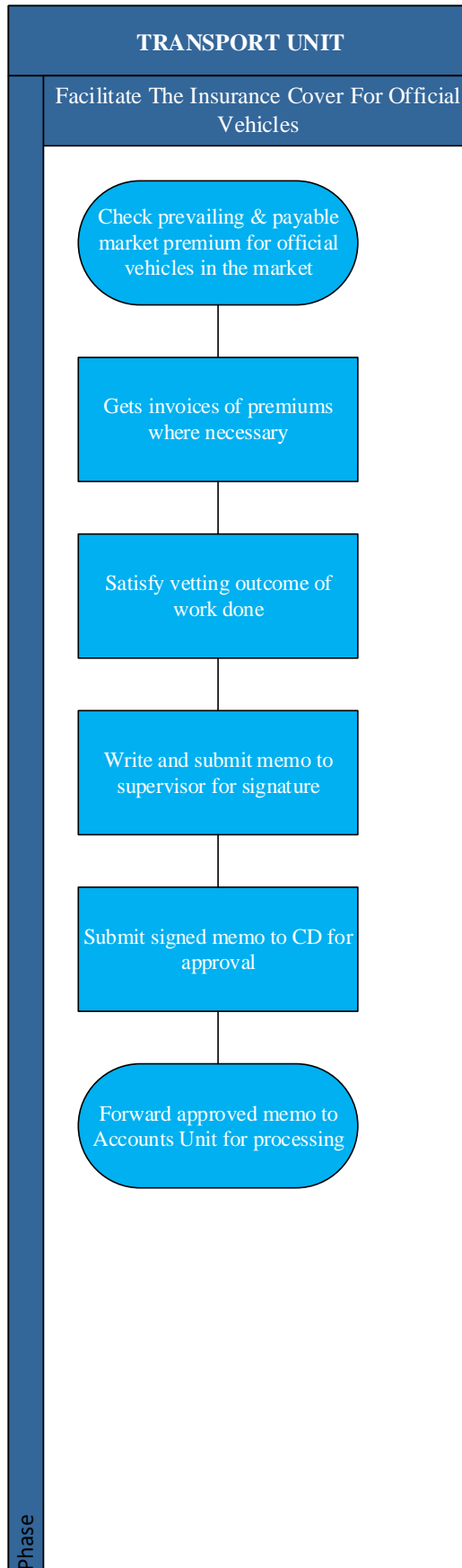




**13.6.5 Facilitate The Insurance Cover For Official Vehicles**

Facilitation of Insurance Cover for official vehicles is conducted through the following process:

- Check prevailing & payable market premium for official vehicles in the market
- Gets invoices of premiums where necessary
- Satisfy vetting outcome of work done
- Write and submit memo to supervisor for signature
- Submit signed memo to CD for approval
- Forward approved memo to Accounts Unit for processing



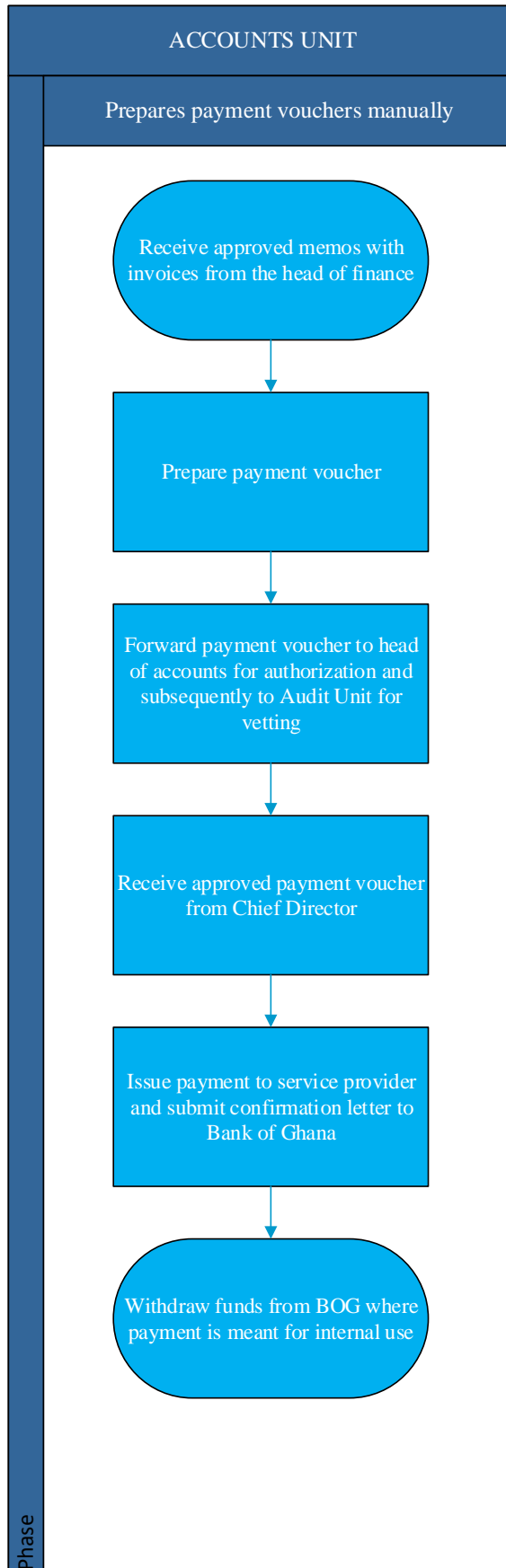
### **13.7 Accounts Unit**

The accounts unit of the Ministry is responsible for the following functions:

#### **13.7.1 Prepares payment vouchers manually**

- Receive approved memos with invoices from the head of finance
- Prepare payment voucher
- Forward payment voucher to head of accounts for authorization and subsequently to Audit Unit for vetting
- Receive approved payment voucher from Chief Director
- Issue payment to service provider and submit confirmation letter to Bank of Ghana
- Withdraw funds from BOG where payment is meant for internal use

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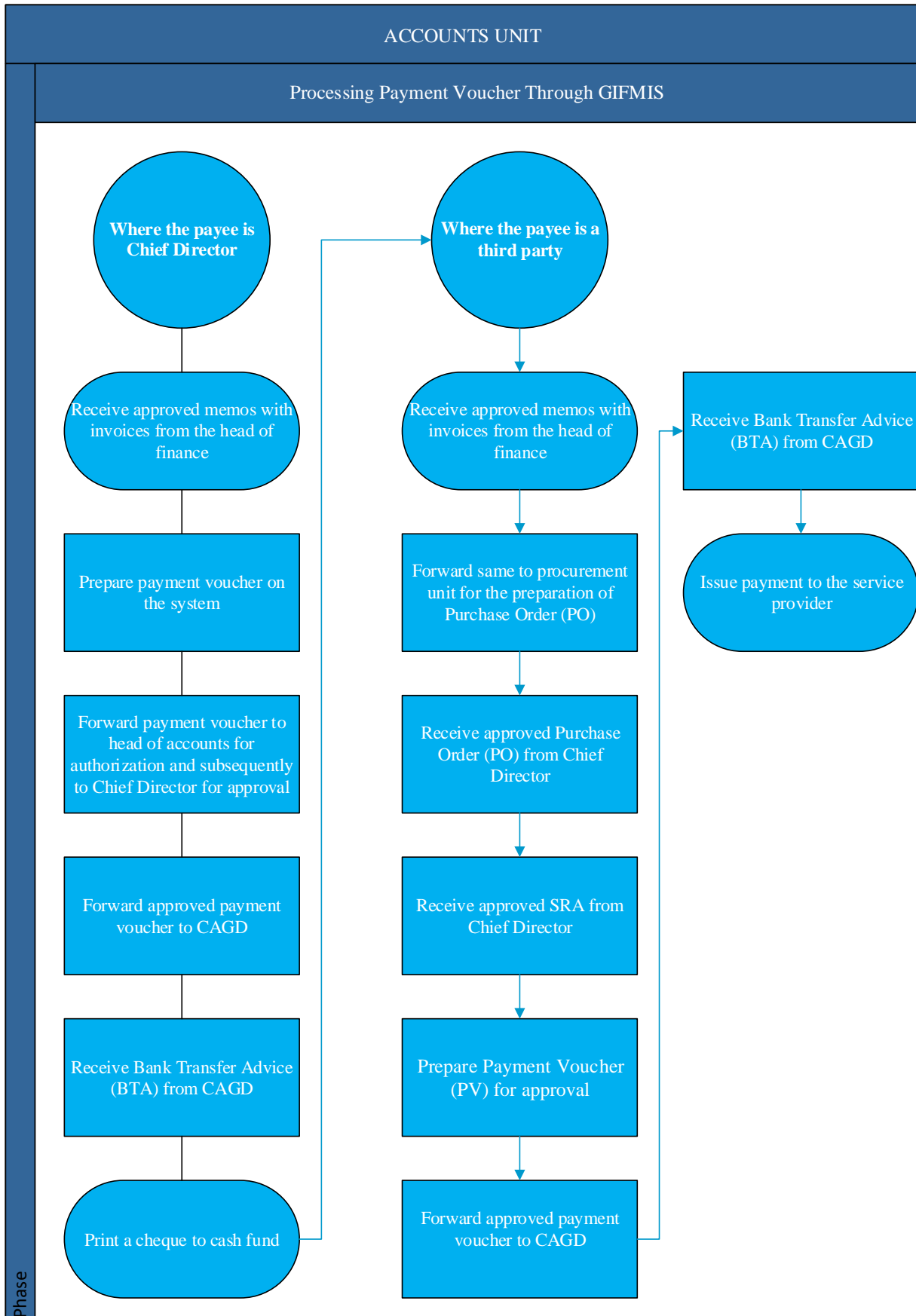
**13.7.2 Processing Payment Voucher Through GIFMIS**

**i. Where the payee is Chief Director**

- Receive approved memos with invoices from the head of finance
- Prepare payment voucher on the system
- Forward payment voucher to head of accounts for authorization and subsequently to Chief Director for approval
- Forward approved payment voucher to CAGD
- Receive Bank Transfer Advice (BTA) from CAGD
- Print a cheque to cash fund

**ii. Where the payee is a third party**

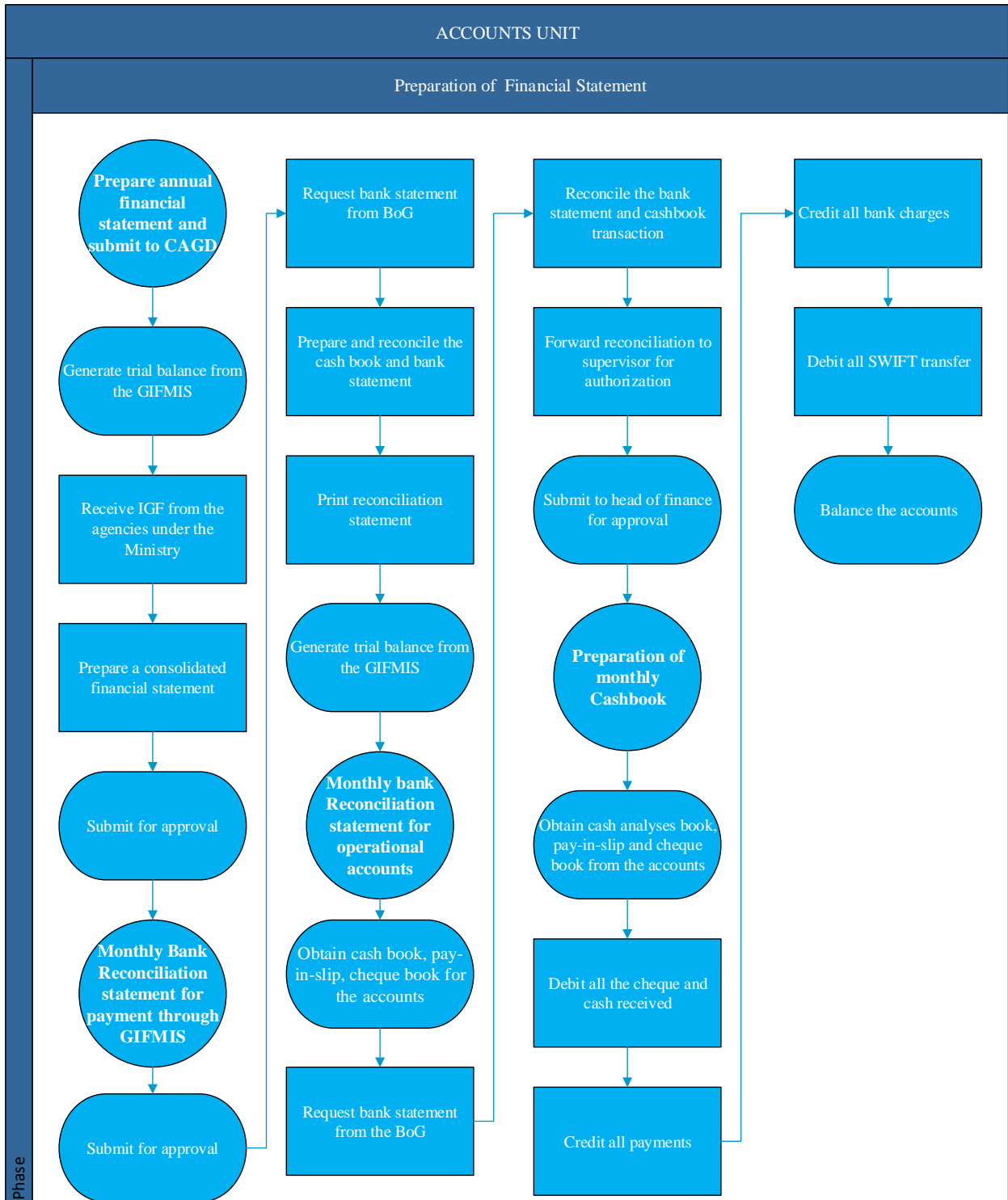
- Receive approved memos with invoices from the head of finance
- Forward same to procurement unit for the preparation of Purchase Order (PO)
- Receive approved Purchase Order (PO) from Chief Director
- Receive approved SRA from Chief Director
- Prepare Payment Voucher (PV) for approval
- Forward approved payment voucher to CAGD
- Receive Bank Transfer Advice (BTA) from CAGD
- Issue payment to the service provider



### 13.7.3 Preparation of Financial Statement

- i. Prepare annual financial statement and submit to CAGD**
  - Generate trial balance from the GIFMIS
  - Receive IGF from the agencies under the Ministry
  - Prepare a consolidated financial statement
  - Submit for approval
- ii. Monthly Bank Reconciliation statement for payment through GIFMIS**
  - Generate monthly cash book
  - Request bank statement from BoG
  - Prepare and reconcile the cash book and bank statement
  - Print reconciliation statement
  - Submit same to head of finance for approval
- iii. Monthly bank Reconciliation statement for operational accounts**
  - Obtain cash book, pay-in-slip, cheque book for the accounts
  - Request bank statement from the BoG
  - Reconcile the bank statement and cashbook transaction
  - Forward reconciliation to supervisor for authorization
  - Submit to head of finance for approval
- iv. Preparation of monthly Cashbook**
  - Obtain cash analyses book, pay-in-slip and cheque book from the accounts
  - Debit all the cheque and cash received
  - Credit all payments
  - Credit all bank charges
  - Debit all SWIFT transfer
  - Balance the accounts



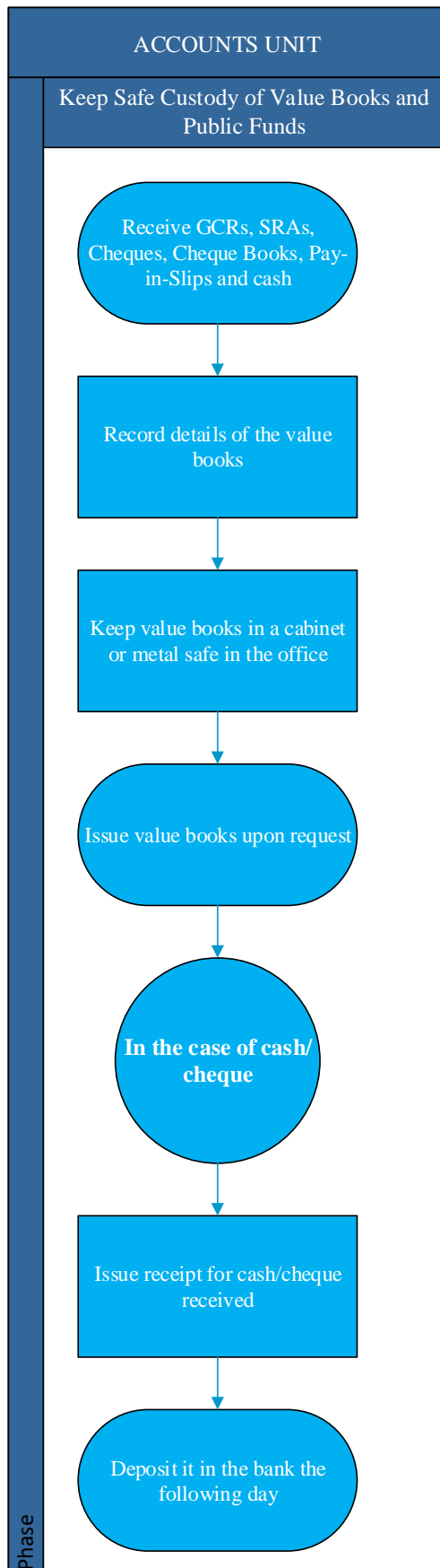


**13.7.4 Keep Safe Custody of Value Books and Public Funds**

- Receive GCRs, SRAs, Cheques, Cheque Books, Pay-in-Slips and cash
- Record details of the value books
- Keep value books in a cabinet or metal safe in the office
- Issue value books upon request

**In the case of cash/cheque:**

- Issue receipt for cash/cheque received
- Deposit it in the bank the following day



### **13.8 Protocol Unit**

The Unit is responsible for performing all protocol duties pertaining to the State and Ministry's ceremonies, National Day of Commemoration ensuring and observing ceremonial rules during occasions. The Unit is also responsible for proper hosting of foreign dignitaries and guests to the Ministry.

The functional area of the Unit include the following:

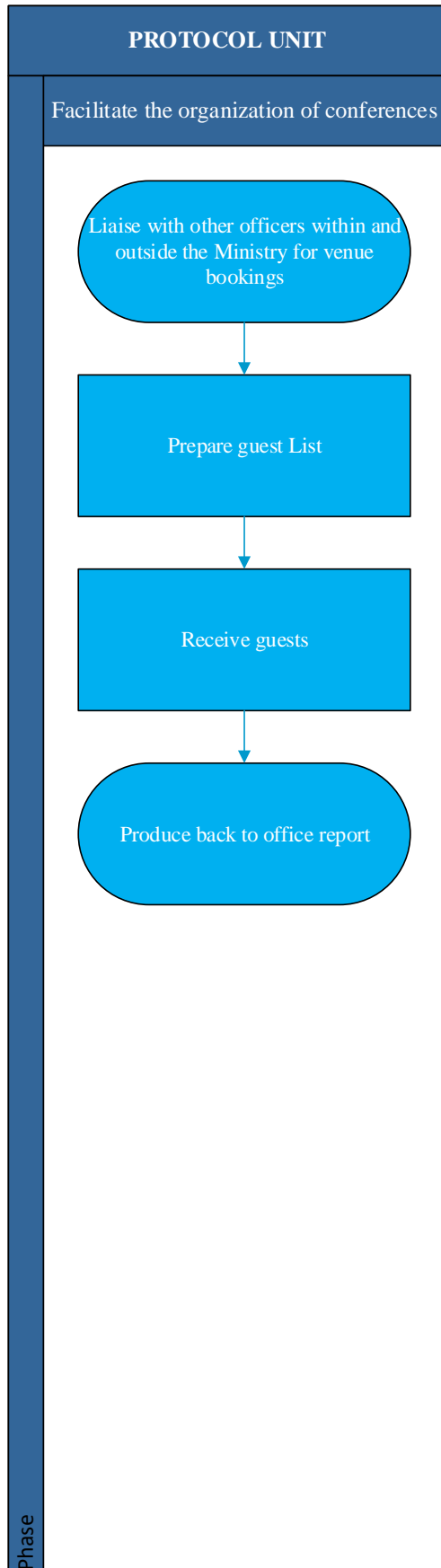
1. Organization of Conferences
2. Facilitation of Foreign Travel
3. Facilitation of Local Travel
4. Facilitate the organization of Meetings
5. Information flow between the Ministry and Foreign Missions Abroad

### **Work Processes**

#### **13.8.1 Facilitate the organization of conferences**

The facilitation of conferences is conducted through the following process:

- Liaise with other officers within and outside the Ministry for venue bookings
- Prepare guest List
- Receive guests
- Produce back to office report



### **13.8.2 Facilitation of Foreign Travel**

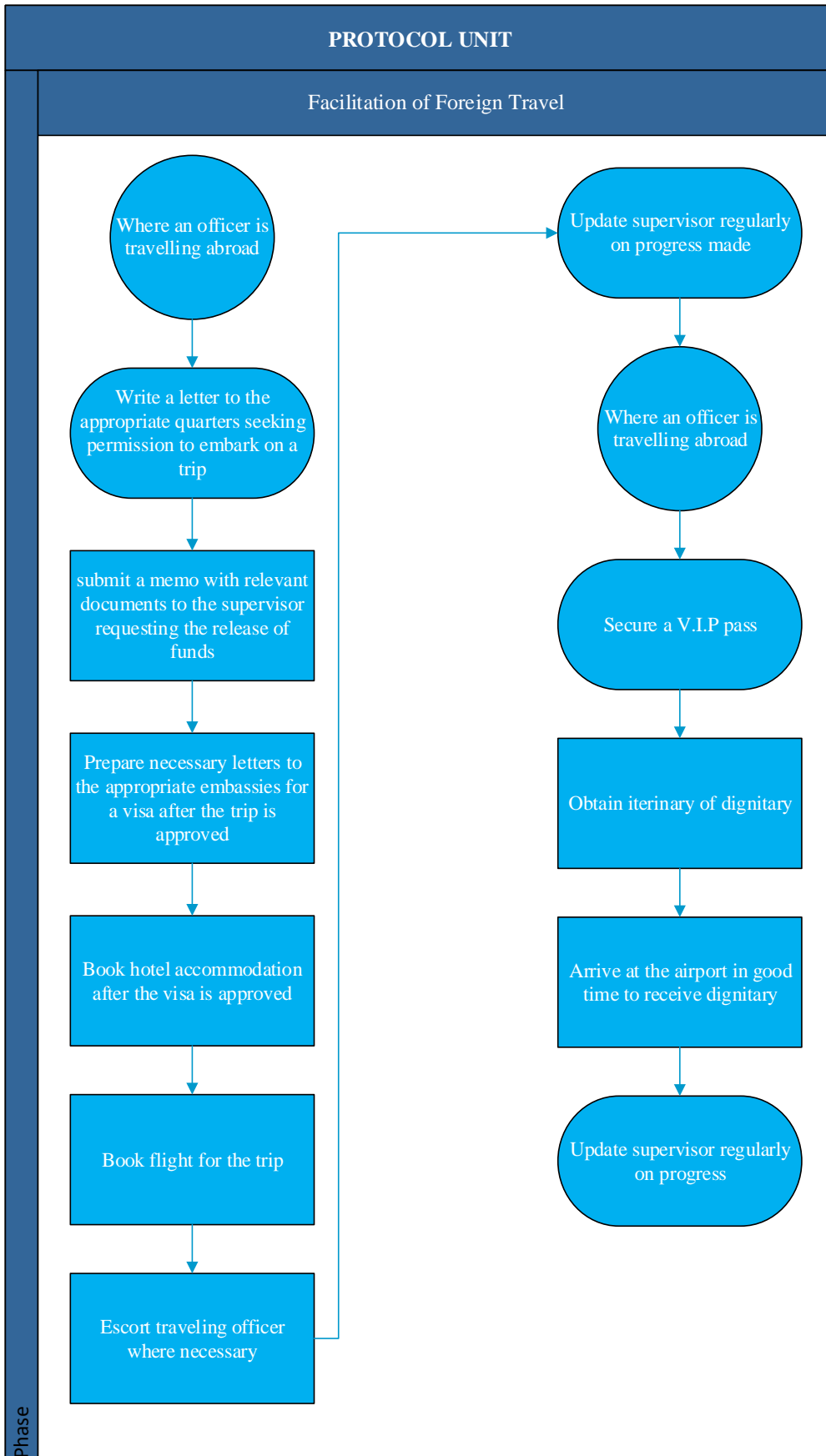
Foreign Travels is conducted through the following process:

#### **Where an officer is traveling abroad**

- Write a letter to the appropriate quarters seeking permission to embark on a trip
- submit a memo with relevant documents to the supervisor requesting the release of funds
- Prepare necessary letters to the appropriate embassies for a visa after the trip is approved
- Book hotel accommodation after the visa is approved
- Book flight for the trip
- Escort traveling officer where necessary
- Update supervisor regularly on progress made

#### **Receiving dignitaries from abroad**

- Secure a V.I.P pass
- Obtain itinerary of dignitary
- Arrive at the airport in good time to receive dignitary
- Update supervisor regularly on progress



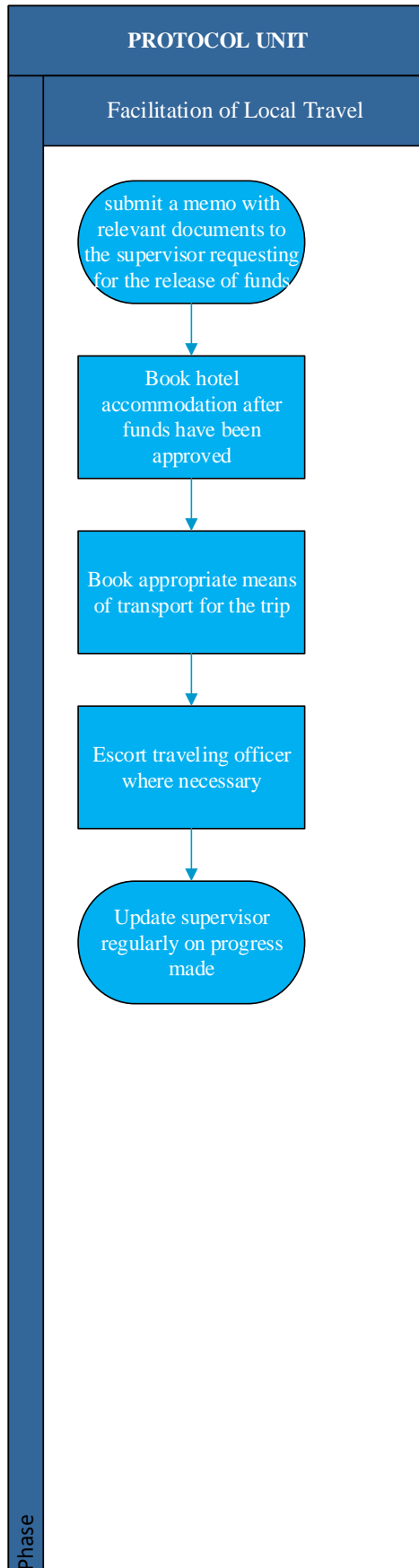
### 13.8.3 Facilitation of Local Travel

The Protocol Unit is in charge of facilitating local trips of the Ministry and local travel-related activities.

Local Travel is conducted through the following process:

- submit a memo with relevant documents to the supervisor requesting for the release of funds
- Book hotel accommodation after funds have been approved
- Book appropriate means of transport for the trip
- Escort traveling officer where necessary
- Update supervisor regularly on progress made

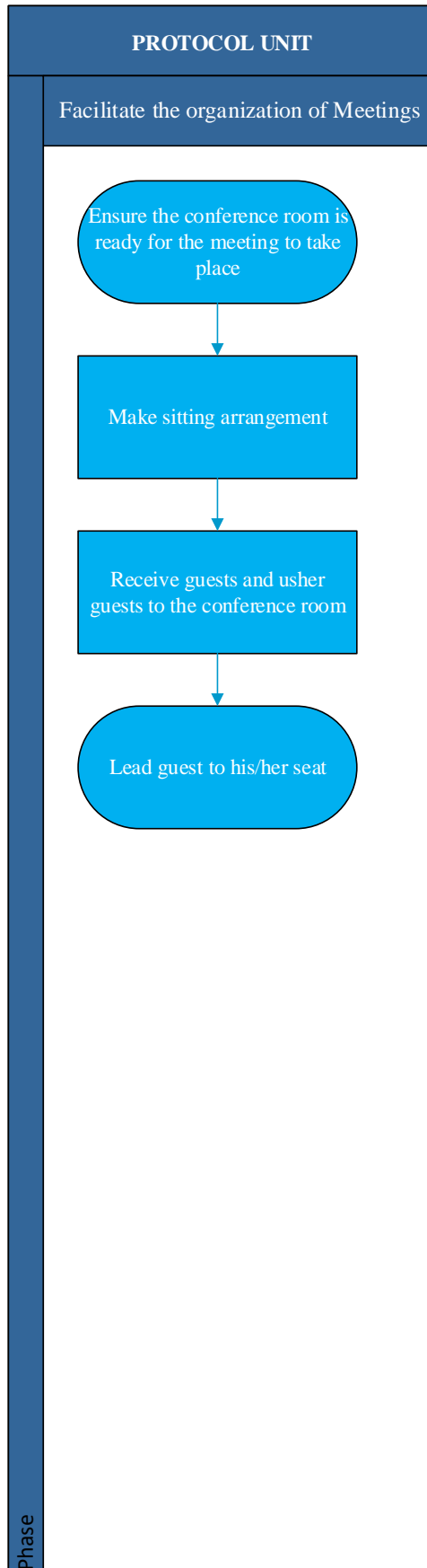




**13.8.4 Facilitate the organization of Meetings**

Facilitation of Meeting is conducted through the following process:

- Ensure the conference room is ready for the meeting to take place
- Make sitting arrangement
- Receive guests and usher guests to the conference room
- Lead guest to his/her seat



### **13.8.5 Information flow between the Ministry and Foreign Missions Abroad**

Information flow between the Ministry and Foreign Missions Abroad is conducted through the following process:

- Contact foreign missions abroad informing them of the intending visit of officer(s).
- Provide foreign mission with the necessary details on the visit to prepare for the arrival

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