

CLIENT SERVICE CHARTER

FOR THE

MINISTRY OF YOUTH DEVELOPMENT AND EMPOWERMENT

OCTOBER 2025

WE EMPOWER, WE EQUIP, WE INSPIRE



MYDE CLIENT SERVICE CHATER

Table of Contents

LIST OF ACRONYMS	3
FOREWORD	5
1.0 INTRODUCTION	6
2.0 PURPOSE OF THE CHARTER	6
3.0 PROFILE OF THE MINISTRY	6
3.1 Mandate.....	6
3.2 Vision Statement	6
3.3 Mission Statement	6
3.4 Core Values	6
3.5 Core Functions of the Ministry	7
3.6 Institutional Arrangements.....	8
4.0 SERVICES	9
5.0 SERVICE DELIVERY STANDARDS	11
6.0 OBLIGATIONS	11
6.1 Obligations of the Ministry	13
6.2 Obligations of the Clients	13
6.3 Mutual Obligation	14
7.0 FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION	14
7.1 Comments and suggestions	14
7.2 Institutional Communication	14
8.0 CLIENTS	15
9.0 COMPLAINT PROCEDURES	15
10.0 CONTACT	17
11.0 REVIEW AND CONTINUOUS IMPROVEMENT	17
12.0 APPENDICES	17

LIST OF ACRONYMS

CHRAJ	-	Commission on Human Rights and Administrative Justice
E.I.	-	Executive Instrument
CSC	-	Client Service Charter
GA	-	General Administration
GSS	-	Ghana Scholarship Secretari
HRMD	-	Human Resource Management and Development
IA	-	Internal Audit
MSD	-	Management Services Department
MYDE	-	Ministry of Youth Development and Empowerment
NDPC	-	National Development Planning Commission
NEIP	-	National Entrepreneurship and Innovation Programme
NSA	-	National Service Authority
NYA	-	National Youth Authority
OHCS	-	Office of the Head of Civil Service
PNDC	-	Provisional National Defence Council
PPBME	-	Policy Planning, Budgeting, Monitoring and Evaluation
PR	-	Public Relations
RSIM	-	Research, Statistics and Information Management

- RTI - Right to Information
- YEA - Youth Employment Agency

FOREWORD

1. It is with great pride and commitment that we present the Client Service Charter of the Ministry of Youth Development and Empowerment. This Charter represents more than a document. It is a declaration of our dedication to placing young people at the center of our implementation and service delivery policy. The youth of our nation are not just leaders of tomorrow; they are active partners in shaping the present and the future
2. Recognising this, the Ministry and its Agencies are committed to creating an enabling ecosystem where every young person can thrive, contribute, realize their full potential and can contribute meaningfully to national development and be globally competitive too. This Charter outlines the services we provide, the standards you can expect, and the responsibilities we share in ensuring accountability, inclusivity, and excellence in youth empowerment towards sector growth and national development.
3. The Ministry's aim is to promote transparency, responsiveness, and citizen engagement. We encourage all youth, stakeholders, and partners to familiarise themselves with this Charter and use it as a tool to hold the ministry and its agencies accountable. Your feedback is not only welcome, it is essential for our growth and improvement.
4. As we continue to devise progressive youth-centered policies and programs, we reaffirm our unwavering commitment to quality service delivery, innovation, and impactful engagement. Together, let us work towards a future where every young person is empowered, equipped, and inspired to lead.

.....
EMMA OFORI AGYEMANG (Mrs.)
CHIEF DIRECTOR

1.0 INTRODUCTION

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

2.0 PURPOSE OF THE CHARTER

The purpose of this charter is to establish and inform clients of the service standards of the Ministry to enhance productivity.

3.0 PROFILE OF THE MINISTRY

3.1 Mandate

In line with section 11 and 13 of the Civil Service Act (PNDCL 327), Civil Service (Ministries) Instrument, 2025, Executive Instrument (E.I. 1), January 2025, the Ministry of Youth Development and Empowerment is mandated to formulate policies on Youth Development

3.2 Vision Statement

An inclusive and highly empowered youth for national development and global competitiveness

3.3 Mission Statement

MYDE exists to provide leadership for the development and empowerment of Youth in Ghana through policy formulation, coordination and implementation for national development.

3.4 Core Values

The Ministry of Youth Development and Empowerment has agreed to uphold the following core values.

- **Professionalism:** The Ministry promotes professionalism through ethical conduct, fairness, and strict adherence to standards.
- **Resilience:** The Ministry promotes resilience by encouraging perseverance, adaptability, and determination to achieve progress despite challenges and constraints.

- **Inclusivity:** The Ministry upholds inclusivity by ensuring that all youth, regardless of background or status, are considered and empowered through equitable policies and programs.
- **Focus:** The Ministry is dedicated to youth development and empowerment, ensuring all initiatives prioritize youth welfare and inspire focus on achieving goals despite challenges.
- **Integrity:** The Ministry upholds integrity by promoting honesty, transparency, and ethical conduct to build trust and sustain confidence in all its actions.
- **Innovation:** The Ministry fosters innovation by encouraging creativity, strategic thinking, and smart use of resources to drive entrepreneurship, growth, and sustainable development.
- **Leadership:** The Ministry champions leadership by empowering and inspiring the youth through mentorship, guidance, and development programs to nurture them as future leaders of Ghana.

3.5 Core Functions of the Ministry

Section 13 of the Civil Service Act 1993 (PNDCL 327) states the following:

“A Ministry shall:

- a) Initiate and formulate policies, considering the needs and aspirations of the people.
- b) Undertake development planning in consultation with the National Development Planning Commission; and
- c) Co-ordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Sector”

Based on the above framework the Ministry of Youth Development and Empowerment performs the following specific functions:

- a. Initiate, formulate and review policies to develop and empower the youth.
- b. foster youth-led initiatives and entrepreneurship.
- c. Coordinate programmes within the youth ecosystem.
- d. To promote Youth Participation in governance and decision-making progress.
- e. Provide technical advice to the government and other stakeholders on issues relating to youth development and empowerment.

- f. Conduct research in the youth ecosystem to promote inclusivity in youth programmes and policies.
- g. Empower young people with knowledge and skill.

3.6 Institutional Arrangements

The structural arrangement for the MYDE is as follows:

a. Line Directorates

- General Administration Directorate (GA)
- Policy, Planning, Budgeting, Monitoring & Evaluation Directorate (PPBME)
- Research, Statistics, and Information Management Directorate (RSIM)
- Human Resource Management and Development Directorate (HRMD)
- Finance Directorate (FD)
- Procurement Directorate (PD)
- Youth Development and Empowerment

b. Specialised Units of the Ministry

- Public Relations Unit (PR)
- Internal Audit Unit (IAU)
- Fixed Asset Coordination Unit (FACU)
- Client Service Unit (CSU)
- Right to Information (RTI)

c. Agencies of the Ministry

- National Youth Authority (NYA)
- Youth Employment Agency (YEA)
- National Service Authority (NSA)
- National Entrepreneurship and Innovation Programme (NEIP)

4.0 SERVICES

The Services provided by the MYDE include:

1. Provision of General Information.
2. Provision of technical information on Youth Interventions.

REQUIREMENTS OF OUR SERVICES

NO.	SERVICE	TIME FRAME	PROCESSES/PROCEDURES	REQUIREMENT(S) FROM CLIENTS
1.	Provision of General Information	Within one (1) working day	• Receive request/queries • Assess request • Communicate feedback.	• Walk in/Call/email • Submit a request
2.	Provision of technical information on Youth Interventions.	Within five (5) working days	• Receive request from client. • Review and analyse the request. • Provide feedback to client. - Or • Redirect (where necessary)	• Write letter with relevant attachments, eg. ○ Certificate of Incorporation ○ Letter of introduction from academic institutions • Provide accurate contacts • Complete client request form (Where applicable)

MYDE CLIENT SERVICE CHATER

5.0 SERVICE DELIVERY STANDARDS

MYDE is committed to dealing with our customers in a professional and timely manner. We are committed to providing the highest standards of service to all our customers. You should expect the following standards from us in terms of Quality, Responsiveness, Accessibility and Service Improvement:

QUALITY

- The Ministry provides warm reception and ensures clients are treated with courtesy and respect.
- Always be available to attend to information needs/challenges of our clients/public in a timely manner
- Ensure confidentiality of client's personal information
- Availability of resources to make work more flexible

We will:

- Treat you with respect and courtesy.
- Maintain confidentiality where required.
- Identify ourselves appropriately when serving you.
- Be clear and helpful.
- Act with care, diligence, honesty and integrity.
- Refer enquiries we cannot sufficiently respond to relevant agency/authority; and
- Ensure that our website is well set out, frequently updated and user friendly.

RESPONSIVENESS

- Regularly update the Ministry's website (www.myde.gov.gh) to address the information needs of clients
- Provide feedback to clients should there be delays

We will endeavour to:

- Deal with tasks efficiently and effectively.
- Respond to correspondences promptly.
- Attend to visitors promptly upon arrival.
- Notify about our meetings at a good time, at least two days in advance.
- Reply to letters and emails within three (3) working days and on technical request, our initial reply will give you an estimate of the time a full response will take and the cost, if any.

ACCESSIBILITY

- Make it easy for clients to contact us by providing the correct address, phone/fax numbers and an active email address (info@myde.gov.gh)

We will be available:

- For working days/hours: Monday to Friday 8:30AM to 1:00PM and from 2:00PM to 5:00PM
- At other times and during emergencies, we can be accessed on cell phones or emails whichever may be applicable and appropriate.

SERVICE IMPROVEMENT

- Promote customer feedback
- Communicate clear service standards
- Exceed Customer expectations

We aim to:

- Ensure that the accuracy and quality of our services remain world-class by continuously incorporating relevant developments in our service charter.
- further improve procedures for monitoring the quality of our services and reporting the results.

6.0 OBLIGATIONS

6.1 Obligations of the Ministry

We strive to:

- Provide warm reception and ensure clients are treated with courtesy and respect.
- Provide friendly working environment for our clients.
- Provide feedback to clients should there be delays.
- Act in a professional manner to our clients.
- Regularly update the Ministry's website (www.myde.gov.gh) to address the information needs of clients.
- Give prior information concerning business with the Ministry through flyers, brochures, newsletters, magazines and social media.
- Always be available to attend to information needs/challenges of our clients/public in a timely manner.
- Ensure confidentiality of client's personal information.
- Make it easy for clients to contact us by providing the correct address, functional phone numbers and an active email address(info@myde.gov.gh)

6.2 Obligations of the Clients

- We expect clients to treat our Ministry staff with courtesy and respect (to contribute any information that will enhance the image of the Ministry, ensure prompt service delivery)
- Clients should not abuse our staff.
- Clients should request information accurately, thoroughly and in a timely manner.
- Clients should provide our Client Service Unit with well-prepared, valid and authentic supporting documents when doing business with us.
- The Public should follow guidelines and procedures in their dealings with us.
- We expect clients to be realistic and specific so that we can address their needs
- Clients should be truthful and honest.
- Clients who come to our premises have the responsibility to attend scheduled appointments punctually.

- Clients are to report to the reception first and then to the Client Service Unit for information.

6.3 Mutual Obligation

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

7.0 FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION

7.1 Comments and suggestions

The Ministry has provided these avenues for feedback from our clients and stakeholders to ensure efficient service delivery.

- Client Service office
- Suggestion Box
- Meet-The-Press
- Mid-year and Annual Performance Review
- Ministry's website and social media handles
- Telephone Number

7.2 Institutional Communication

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

8.0 CLIENTS

The following are the clients of MYDE:

1. The Public

2. Development Partners
3. Civil Society Organisations /Non- Governmental Organisations /Community- Based Organisations/ Faith – Based Organisations
4. Private Sector Organisations
5. Educational Institutions
6. Research/Academic Institutions
7. Other State and Non-State Actors

9.0 COMPLAINT PROCEDURES

Clients with complaints are to initially contact the Client Service Unit of the Ministry. Clients should document their complaints and submit them to the Client Service Unit. Client Service Officer directs the client to appropriate office/officer. Appropriate office(r) gives feedback in writing to the Ministry or Client.

Where to address your complaints:

a. Client Service Unit

Ministry of Youth Development and Empowerment

PMB Ministries Post Office

Accra

Client Service Unit

Or via info@myde.gov.gh

Telephone No.- 0303-982 324

Email: info@myde.gov.gh

b. The Chief Director,

Ministry of Youth Development and Empowerment

PMB Ministries Post Office

Accra

Email: info@myde.gov.gh

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

c. The Head of the Civil Service

Office of the Head of the Civil Service
P. O. Box M49
Ministries-Accra
Telephone: + 233(0)302- 682328

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

d. The Chairperson,

Public Services Commission
P.O. Box GP1618 Accra.
Email: info@psc.gov.gh
Tel: +233(0)302-663047
+233(0)302-667470

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

e. The Commissioner,

Commission on Human Rights and Administrative Justice Postal
Address: Box AC 489, Accra.
Phone: +233 (0) 662150 / 664267
Email: info@chraj.gov.gh
GPS: GA-184-6440

10.0 CONTACT

The Chief Director

The Ministry of Youth Development and Empowerment

PMB Ministries Post Office

Ministries-Accra

Website: www.myde.gov.gh

E-Mail: chiefdirector@myde.gov.gh

Tel: +233- 0303-982325

Facebook: Ministry of youth Development Ghana

X: Mydegh

Instagram: Mydegh

GPS: GA-144-9951

LOCATION

The Ministry is located within the Ministerial enclave of Accra behind the Ministry's Police Station, in between the Ministry of Works, Housing and Water Resources and the Ministry of Trade, Agribusiness and Industry.

12.0 APPENDICES

The Profile of the Agencies and the contact addresses of the Heads of Agencies under the Ministry.

1. National Youth Authority (NYA)

Contact of the Head of NYA

The Chief Executive Officer

National Youth Authority Headquarters

Azumah Nelson Sports Complex (Kaneshie Complex)

Dantua Avenue

P.O. Box GP 777

Accra, Greater Accra Region

Digital Address - GA-172-6005
Telephone - +233 302 984 293
Email - admin@nya.gov.gh
Website - www.nya.gov.gh

2. Youth Employment Agency (YEA)

Contact of the Head of YEA

The Chief Executive Officer

Youth Employment Agency (YEA)

Liberation Towers, Castle Road

Ridge, Accra

P.O. Box MB 85, Ministries

Digital Address - GA-052-9469

Phone Numbers:

- Main Office (Ridge) - (+233) 030 223 5023
- Annex Office (Labone) - (+233) 030 223 5027
- Call Centre - (+233) 030 225 9524 / (+233) 030 225 9525

Email - info@yea.gov.gh

Website - www.yea.gov.gh

3. National Service Authority (NSA)

Contact of the Head of NSA The

Director General

National Service Secretariat (NSS)

46 Patrice Lumumba Road

Airport Residential Area

Accra, Greater Accra Region

P.O. Box 46, State House

Accra, Ghana

Telephone - +233 302 772714

Fax - +233 302 769074

Email - info@nss.gov.gh

Website - www.nss.gov.gh

4. National Entrepreneurship and Innovation Programme (NEIP)**Contact of the Head of NEIP**

The Chief Executive Officer

National Entrepreneurship and Innovation Programme (NEIP)

Nii Armah Olennu Street, 4th Circular Street

Cantonments, Accra

Greater Accra Region, Ghana

P.O. Box MB 85, Ministries

Digital Address - GL-043-5732

Telephone - +233 30 273 7806

Email - enquiries@neip.gov.gh

Website - www.neip.gov.gh

IMPORTANT CALENDAR EVENTS

	EVENT	DATE
1.	International Women's Day	March 8
2.	World Day Against Child Labour	June 12
3.	International Youth Day	August 12
4.	International Day of Peace	September 21
5.	World Mental Health Day	October 10
6.	International Customer Service Week	2 nd week in October
7.	World Children's Day	November 20
8.	International Day of Persons with Disabilities	December 3

Reviewed by:

Management Services Department/OHCS

Accra