

4.1

GOVERNMENT REGULATORY AGENCIES



Bank of Ghana

The Bank of Ghana exercises overall supervisory and regulatory authority in all matters relating to banking and non-banking financial business with the purpose of achieving a sound, efficient banking system in the interest of depositors and other customers of these institutions and the economy as a whole.



CD Link: The following regulatory and legal framework within which banks, non-bank financial institutions as well as forex bureaus operate are included in the CD:

- Bank of Ghana Act 2002, Act 612
- Banking Act, 2004 (Act 673)
- Financial Institutions (Non-Bank) Law 1993, PNDC Law 328
- Companies Code Act 179, 1963
- Bank of Ghana Notices /Directives / Circulars / Regulations

The Bank of Ghana is therefore, charged with the responsibility of ensuring that the financial system is stable to ensure that it serves as facilitator for wealth creation, economic growth and development.

Specifically what do they do for you?

The Central Bank exercises its mandate to ensure that:

- depositors' funds are safe
- the solvency, good quality assets, adequate liquidity and profitability of banks are maintained
- adherence to statutory and regulatory requirements is enforced
- fair competition among banks
- the maintenance of an efficient payment system

Contact Address:

HEAD OFFICE

Bank of Ghana, One Thorpe Road, P.O. Box GP 2674, Accra

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Direct your complains to the Head, Banking Supervision Department.



Customs, Excise and Preventive Service

The Ghana Customs, Excise and Preventive Service (CEPS) operates under the CEPS Management Law, PNDCL 330, 1993.

CEPS is responsible for collection of Import Duty, Import VAT, Export Duty, Petroleum Tax, Import Excise and other taxes. At present, the VAT Service collects Excise Duty on behalf of CEPS except Excise Duty on Petroleum products. The taxes are used to finance the country's recurrent budget and development projects in the health, education, housing, the transport sector, etc.

CEPS also ensure the protection of the revenue by preventing smuggling. This is done by physically patrolling the borders and other strategic points, examination of goods, and search of premises, as well as documents relating to the goods. As a frontline institution at the country's borders, CEPS also plays a key role in surmounting external aggression and maintains the territorial integrity of Ghana. CEPS is part of the country's security network.

In addition to these functions, CEPS performs agency duties on behalf of other government organizations and ministries by seeing to the enforcement of laws on import and export restrictions and prohibitions.

Contact Addresses:

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Website: www.ghanacustoms.gov.gh

Other Offices:

Designation	Telephone
Sector Commander, Kotoka International Airport (KIA)	233-21-762838
Chief Collector, KIA Arrival Hall	233-21-777404/777290
Sector Commander, Tema	233-22-202667
Sector Commander, Accra (Jamestown)	233-21-672598
Sector Commander, Aflao	233-962-30271
Sector Commander, Koforidua	233-81-24215
Sector Commander, Takoradi	233-31-22065
Sector Commander, Elubo	233-345-22029

Sector Commander, Kumasi	233-51-37152/25760
Sector Commander, Sunyani	233-61-23147 /27185
Sector Commander, Bolgatanga	233-72-22506/23450
Sector Commander, Tamale	233-71-22293 /22799
Sector Commander, Wa	233-756-22185



Environmental Protection Agency

The Environmental Protection Agency is the leading public body for protecting and improving the environment in Ghana. Its job is to make sure that air, land and water are looked after by everyone in today's society, so that tomorrow's generations inherit a cleaner, healthier world. EPA has offices across Ghana working on and carrying out Government policy, inspecting and regulating businesses and reacting when there is an emergency such as a pollution incident.

Specifically what do they do?

EPA seeks to:

- Create awareness to mainstream environment into the development process at the national, regional, district and community levels;
- Ensure that the implementation of environmental policy and planning are integrated and consistent with the country's desire for effective, long-term maintenance of environmental quality;
- Ensure environmentally sound and efficient use of both renewable and non-renewable resources in the process of national development;
- Guide development to prevent, reduce, and as far as possible, eliminate pollution and actions that lower the quality of life; and
- To apply the legal processes in a fair, equitable manner to ensure responsible environmental behaviour in the country.

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Head Office

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Fair Wages and Salaries Commission

The Fair Wages and Salaries Commission has been constituted to ensure that public sector pay is administered with equity, fairness, and transparency, so as to minimize labour disputes over pay administration.

The Commission's office is now being set up.



Food and Drugs Board

The Food and Drugs Board (FDB) was established by the Food and Drugs Law 1992, PNDCL 305B. This law has since been amended by the Food and Drugs (Amendment) Act 523, 1996 to provide for the fortification of salt to alleviate nutritional deficiencies and to bring the provisions of the law in conformity with the 1992 constitution, and provide for related issues.

Before 1990, the control of drugs and the practice of pharmacy profession was under the Pharmacy and Drugs Act 64, 1961. In 1990, the Provisional National Defence Council (PNDC) passed the Narcotics Drug Control, Enforcement and Sanctions Law, PNDCL 236. This law established the Narcotics Control Board to deal with the rising incidence of drug abuse in the country and the threatening dimensions that illicit drug dealing had taken internationally. In 1992, the PNDC separated the control of drugs other than narcotics from the practice of Pharmacy.

The Food and Drugs Law 1992, PNDCL 305B, was then enacted to control the manufacture, importation, exportation, distribution, use and advertisement of food, drugs, cosmetics, chemical substances and medical devices. Consequently in 1992, the PNDC separated the control of drugs from the practice of pharmacy. The Pharmacy Act 489, 1994 was subsequently passed in 1994 to establish the Pharmacy Council to regulate the practice of the Pharmacy profession and the registration of Pharmacists in Ghana.

Although the Food and Drugs Law was passed in 1992, it was not until August 26, 1997 that the Board was inaugurated. The Food and Drugs Board is under the control and supervision of the Minister responsible for Health.

What FDB Regulates

Food and Drugs Board is the national regulatory body under the Ministry of Health with the responsibility of implementing Food and Drugs Law of 1992, PNDCL 305B, to regulate the manufacture, importation, exportation, distribution, use and advertisements of food, drugs, cosmetics, medical devices and household chemicals with respect to ensuring their safety, quality and efficacy. In exercising this mandate, the Board ensures the safety and wholesomeness of foods we eat.

The Board also ensures that human and veterinary drugs, household chemicals, substances, cosmetics and medical devices are safe and effective. The Board therefore regulates the following products under its mandate:

1. Product Registration and Manufacturing Establishment/ Premises Licensing
2. Cosmetics: Includes any substance or mixture of substances manufactured, sold, or represented for use in cleansing, improving or altering the complexion, skin, hair, or teeth and includes deodorants and perfumes. FDB regulates the safety, labelling, etc.
3. Household Chemical Substances: includes any substance or mixture of substances prepared, sold or represented for use as:
 - Germicide

- Antiseptic
- Disinfectant
- Pesticide
- Insecticide
- Vermicide
- Detergent

or any other substance or mixture of substances which the Minister of Health may after consultation with the Board, declare to be a household chemical substance

4. Foods: FDB regulates the:
 - Labelling
 - Safety of all food products
 - Bottled and Sachet drinking water
 - Dietary Supplements
5. Drugs: they include:
 - Medicines and vaccines registration and approval
 - Allopathic and Herbal Medicines permit regulation
 - OTC and prescription drug labelling
 - Drugs Safety Monitoring
6. Medical Device: any instrument or apparatus including components, parts and accessories of if manufactured, sold or represented for use in the diagnosis, treatment, mitigation or prevention of disease, disorder or abnormal physical state, or the symptoms of it in man or animal. what FDB regulates:
 - Pre-market approval of new devices
 - Manufacturing and performance standards
 - Tracking reports of device malfunctioning and serious adverse reactions
7. Veterinary Products
 - Animal Medicines
 - Veterinary devices
 - Animal feeds
 - Food products of animal origin
 - Regulation of meat markets/shops, etc.
8. Tobacco, Narcotics and Psychotropic substances Control
9. Evaluation of Promotional Materials (Advertisements)
Advertisements on all of the above-mentioned items

Contact Addresses:

The Chief Executive

Food and Drugs Board

P O Box CT 2783, Cantonments - Accra, Ghana

Tel: +233-21-233200 / 235100 / 225502 **Fax:** +233-21-229794

E-mail: fdb@ghana.com

Website: www.fdbghana.gov.gh

Headquarters Location:

On the Independence Avenue

Adjacent Latter Days Saint Church

Next to Agric. Development Bank

Ridge, Accra.

For Drugs

(Allopathic, Herbal, Veterinary, Food Supplements, etc.), Medical Devices, Household Chemicals, Cosmetics, and Tobacco Control functions, Contact: The Head of Drugs Division
Telephone:
Fax: +233-21-229794

For Food and its related issues, Contact:

The Head of Food Division
Telephone:
Fax: +233-21-229794

For Physicochemical Analysis, Microbiological Analysis and Medical Devices

Testing, Contact:
The Head of Quality Control Laboratory
Telephone: +233-21-673864/667063
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For Import Control and Destination Inspection functions related to food, drugs, household chemicals, cosmetics, and medical devices contact:

Kotoka International Airport (KIA) Office

Food and Drugs Board
P O Box CT 2783,
Cantonments-Accra Ghana
Location: AFGO Village, KIA, Accra -Ghana.
Tel: +233-21-784652
<http://www.fdbghana.gov.gh/>

Tema Sea Port Office

Food and Drugs Board
P O Box CT 2783,
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Ghana Civil Aviation Authority

The Ghana Civil Aviation Authority (GCAA) was established by PNDC Law 151 of May 16, 1986 as the regulatory agency of Government on air transportation in Ghana. Its development dates back to 1918 when the idea of aerial transportation for the then Gold Coast was conceived.

Starting as a unit within the Public Works Department in 1930, it was granted Departmental status in 1953 under the Ministry of Transport and Communications and remained a department until May 16, 1986 when it assumed the status of a corporate body under the Ministry, following promulgation of PNDC Law 151.

In November 2004, this Law was repealed and replaced by the Civil Aviation Act 678. The Act provides a transitional period under which GCAA is expected to separate its regulatory and air traffic functions from airport operations.

Key Functions

The Functions of Ghana Civil Aviation Authority (GCAA) are outlined as follows:

1. Provision, operation and maintenance of airfields and related facilities for aviation in Ghana.
2. Provision of navigational/air traffic services.
3. Licensing of aircraft and their personnel operating within GCAA's jurisdiction.
4. Regulation of the air transport industry in Ghana.
5. Securing of a sound development of the civil air transport industry in Ghana.
6. Co-ordination of the activities of the various airlines serving Ghana.
7. Advising Government on matters concerning civil aviation generally.

Contact Address:

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Ghana Cocoa Board

The Ghana Cocoa Board (COCOBOD) was established by an ordinance in 1947. Subsidiaries and divisions of COCOBOD include:

- Quality Control Division
- Cocoa Marketing Company Ghana Ltd
- Cocoa Research Institute of Ghana
- Cocoa Swollen Shoot and Virus Disease Control Unit
- Seed Production Unit

The main objectives of the Board are:

- To encourage the production of cocoa, coffee and sheanuts.
- To initiate programmes aimed at controlling pests and diseases of cocoa, coffee and sheanuts.
- To undertake and encourage the processing of cocoa, coffee, sheanut, and cocoa waste, with the aim of adding value for export and local consumption.
- To undertake, promote and encourage scientific research aimed at improving the quality of cocoa, coffee, sheanuts, and other tropical crops.
- To regulate the internal marketing of cocoa, coffee and sheanuts.
- To secure the most favourable arrangements for the purchase, grading and sealing, certification, sale and export of cocoa, coffee and sheanuts.
- To purchase, market and export cocoa products and cocoa produced in Ghana which is graded under the Cocoa Industry (Regulations) (Consolidation) Decree, 1968 NLCD 278, or any other enactment as suitable for export.
- To assist in the development of the cocoa, coffee and sheanut industries of Ghana.

The main functions of the Board are:

- To determine (with the prior approval of the Government) the producer price of cocoa and other related fees and rates.
- To ensure the prompt payment for cocoa beans purchased from producers and that all such payments shall be made by cheque in accordance with the Akoafo Cheque System.
- To encourage the establishment of purchasing and marketing organizations and to regulate the mode of operation of these organizations.
- To acquire and hold an interest in the business of any person or company carrying out functions (whether in Ghana or outside Ghana) similar or related to the objectives of the Board, and may dispose of such interests.
- To provide seedlings, credit and other facilities to cocoa, coffee and sheanut farmers to plant new farms as the case may be.
- With the prior approval of the Government, to carry out such other activities as may appear to the Board to be conducive or incidental to the attainment of the objectives and functions of the Board.

Contact Address:

Ghana Cocoa Board
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E-mail: cocomak@ghana.gh **Website:** www.cocobod.gh

Ghana Cocoa Marketing Company (UK) Ltd.
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Tel: (44)-208-906-4877. **Fax:** (44) 208-906-4095
E-mail: cocomakuk@aol.com



Ghana Energy Commission

The Ghana Energy Commission is a statutory body corporate with perpetual succession and a common seal established by an Act of Parliament, the Energy Commission Act, 1997 (Act 541).

Functions of the Commission

- To recommend national policies for the development and utilization of indigenous energy resources;
- To advise the Minister responsible for Energy on national policies for the efficient and safe supply of electricity, natural gas, and petroleum products having regard to the economy;
- To provide the legal, regulatory and supervisory framework for providers of energy in Ghana(i.e., licensing, prescription of uniform rules of practice by legislative instrument, inspection, monitoring and compliance of rules);
- To prepare, review and update from time to time indicative national plans to ensure that all reasonable demands for energy are met;
- To secure a comprehensive database for national decision making as regards the development and utilization of energy resources available to the nation; and
- To promote competition in the energy market and enforce standards of performance.

Contact Address:

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Ghana Free Zones Board

The Ghana Free Zones Board (GFZB) was set up by an Act of Parliament - Free Zone Act 504 (1995) to promote, facilitate, monitor and regulate investments under the free zones scheme.

The GFZB Secretariat manages the day-to-day activities of the Board and is manned by a professional staff that assists investors to implement their proposed investment with minimal bureaucracy.

Specifically what do they do?

- Provision of information on investment opportunities under the free zones programme
- The issuance of licences to approved Free Zone Enterprises
- Assistance in securing other permits from related agencies
- Provision of ready facilities i.e., serviced land, factory shells and utilities at the Tema Export Processing Zone
- Assistance in securing work/residence permits for expatriate workers

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Ghana Free Zones Board

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Ghana Immigration Service

The Ghana Immigration Service (GIS) is the government agency responsible for the enforcement of all statutory and regulatory enactment relating to immigration. Established under PNDC Law 226 in 1989, the Ghana Immigration Service remains the sole institution with the statutory mandate to regulate and monitor the entry, residence, employment and the exit of foreigners in the country. The passage of Immigration Act 2000, Act 573 expanded the functions and roles of the Service. Prominent among these are the Indefinite Residence and Right of Abode facilities.

Apart from regulating and monitoring the movements and activities of foreigners in the country, the Service also serves as a front line agency, which ensures that the vision of Ghana becoming the gateway to Africa is achieved.

Functions and services to the Public

- Examination of travellers entering or leaving Ghana.
- Examination of application form of foreign nationals applying for extension or variation of existing permits.
- Examination of applications for visas, entry permits and permits for entering prohibited areas, and authorization of such visas and permits in appropriate cases.
- Issuance of permits to foreign nationals.
- Control of foreign nationals in Ghana, their employment and movements; ensuring that foreign nationals comply with the Immigration laws and regulations.
- Facilitation of the economic development of Ghana by ensuring that unnecessary restrictions are not placed in the way of foreign nationals wishing to enter or remain as investors.

- Provision of advice about the Immigration laws and regulations, to people wishing to enter, remain in or leave Ghana.
- Investigation of breaches of the Immigration laws and regulation.
- Registration at Regional and District Immigration offices of all foreign visitors for statistical purposes.
- Conduct of court prosecution of foreign nationals in Ghana without permits.
- Processing of passport applications in the Districts and the Regions.
- Liaising with other agencies with responsibilities for security, the combating of crime and other issues relating to the public good.
- Provision of information to other agencies with a legitimate interest in people entering, remaining in or leaving Ghana.
- Ensuring compliance with the provisions of the GIPC, Social Security and Income Tax Laws.
- Issuance of Permanent Residence Status (Right of Abode) and Indefinite Stay Status to deserving applicants.
- Facilitating the implementation of Dual Citizenship Act 2000, Act 591 of 2000.

Contact Address:

Direction to the Headquarters:

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Kotoka International Airport: +233 (0)21-776171/777401/762616

Enforcement: +233 (0)21-685007/665874/685004/685000

Tema: +233 (0)22-206656/212115/202552

Website: www.ghanaimmigration.org



Ghana Investment Promotion Centre

The Ghana Investment Promotion Centre (GIPC) is a government agency, re-established under the Ghana Investment Promotion Centre Act, 1994 (Act 478) to encourage, promote and facilitate investments in all sectors of the economy except mining and petroleum. It is a one-stop agency that facilitates and supports local and foreign investors in both the manufacturing and services sectors as they seek more value-creating operations, higher sustainable returns and new business opportunities.

Specifically what do they do?

- Initiating and supporting measures that will enhance the investment climate in the country for both Ghanaian and non-Ghanaian companies.
- Promoting investments in and outside Ghana.
- Collecting, collating, analysing and disseminating information about investment opportunities and sources of investment capital, and advising on the availability, choice or suitability of partners in joint-venture projects.
- Registering and keeping records of all enterprises to which this Act is applicable.
- Identifying specific projects and inviting interested investors for participation in those projects through exhibitions, conferences and seminars for the stimulation of investments.
- Maintaining a liaison between investors and ministries, government departments and agencies, institutional lenders and other authorities concerned with investments.
- Providing and disseminating up-to-date information on incentives available to investors.
- Assisting investors by providing support services including assistance with permits required for the establishment and operation of enterprises.
- Evaluating the impact of the Centre on investments in the country and recommending appropriate changes where necessary.
- Registering and keeping records of all technology-transfer agreements relating to investments under this Act.

Contact Address:

Located in the Public Service Commission Building, Opposite Ministry of Finance, Accra. **Postal:** P.O.BOX M193, Accra – Ghana.

Tel: +233 21 665125 – 9, +233 24 4318254, **Tel (CEO's Office):** +233 21 664276, +233 24 4318255. **Fax:** +233 21 663801, 663655

E-mail: info@gipc.org.gh **Website:** www.gipc.org.gh



Ghana National Petroleum Corporation

The Ghana National Petroleum Corporation (GNPC) is responsible for the exploration, development, production and disposal of petroleum in Ghana. In order to fulfil this role it engages in the exploration and production of oil and gas fields, the promotion of its resources to interested parties, and data management of geological and geophysical information in laboratories and data storage facilities. As early as 1896, wells were drilled in and around Half-Assini as a result of oil seeps found onshore Tano basin. Today one can still see some of these seeps at Bokakere. Between 1978 and 1985 oil was produced from the Saltpond field.

A number of oil, oil/gas and gas fields have been found in the Tano basin. Following the 400 million barrels by Kosmos Oil and the discovery of an estimated 800 million barrels of oil in the Deepwater Tano block at Cape Three Points by Tullow Oil a few weeks after a number of companies have sought for license to explore oil in Ghana.

Further discoveries are set to be made. Companies such as Afren, which is doing offshore deep water exploration at Keta, Gashop offshore at Saltpond, Hess, Tallow and Votale up-streams were all making significant progress in oil and gas discovery. Two others were recently approved by Parliament and they are yet to begin exploration, (The Ghanaian Times, July 7, 2008). The massive oil find is expected to bring a number of offshoot businesses to SMEs.

A number of open acreages are available for licensing. The fine-tuning of identified prospects and the development of new ones are currently underway in GNPC. Existing geophysical and geological data on the open acreages are available in GNPC for review and licensing.

The Data Management Centre of the Department is a modern 9100sq. ft. building complex, containing laboratories and office space, and data storage facilities (approximately 4000 sq. ft) for geological and geophysical information. The centre is located on the Accra-Tema bypass road (Spintex Road), approximately 5 miles east of the airport in Accra.

Activities of GNPC

Ghana National Petroleum Corporation is responsible for the exploration, development, production and disposal of petroleum in Ghana.

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Ghana Ports and Harbours Authority

Ghana Ports and Harbours Authority (GPHA) owns Ghana's two main ports, Takoradi and Tema built in 1928 and 1962 respectively. GPHA is a Statutory Corporation operating under Provisional National Council Law (PNDCL 160) of 1986. GPHA is a merger of the erstwhile Ghana Ports Authority, Ghana Cargo Handling Company Limited and Takoradi Lighterage Company Limited. It is charged with the responsibility of planning, building, managing, maintaining and operating the seaports of Ghana.

GPHA is in the process of being transformed into a Landlord with the main responsibility of providing activities to be ceded to the private sector, with the exception of stevedoring where the Authority will maintain a minimum presence for security reasons.

Main Functions

The Authority has two main statutory functions: Plan, building, manage, maintain, operate and control ports in Ghana and in particular shall:

- Provide in a port such port facilities as appear to it to be necessary for the efficient and proper operation of the port;
- Maintain the port facilities and extend and enlarge any such facilities as it shall deem fit;
- Regulate the use of any port and of the port facilities;
- Maintain and deepen as necessary the approaches to, and the navigable waters within and outside the limits of any port, and also maintain lighthouses and beacons and other navigational service and aids as appear to it to be necessary;
- Provide facilities for the transport, storage, warehousing, loading, unloading and sorting of goods passing through any port, and operate road haulage services for hire or reward;
- Carry on all the business of stevedoring,, mater portorage and lighterage services; and
- Generally discharge any other functions which are necessary or incidental to the foregoing.

Carry on such activities as it deems necessary for the discharge of its functions and it may in addition:

- Carry on the business of pilotage;
- Supervise stevedoring lighterage and container services, where these are provided by persons other than the Authority;
- Operate tugs, dredgers and other craft for towerage, slavage, fire prevention and protection of life;
- Control the erection and use of wharves, groynes, stairs or stages in any port or its approaches;
- Enter into any agreement with any person:
 - o For supply, construction, manufacture, maintenance or repair by that person of any property which the Authority may require for the efficient discharge of its functions under this Law; and
 - o For the operation or provision of any port facility which the Authority by this Law is empowered to operate or provide.
- Appoint, license and regulate stevedores, master porters to operate in the container terminals;
- Establish pilotage districts, direct that pilotage shall be compulsory in any such district, determine the pilot (including Authority pilots) to operate in such districts, license pilots for work in such districts and establish pilotage boards and specify their suties including the duty of inquiring into the conduct of pilots; and
- Within such limits as may be fixed by the Secretary prescribe rates, charges and dues for service provided by the Authority or

specify the persons liable to pay such rates, charges and dues prescribed under section 75 of this law.

Contact Addresses:

HEADQUARTERS

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Ghana Standards Board

The Ghana Standards Board (GSB) is the National Statutory Body responsible for the quality infrastructure of the nation embracing Metrology, Standards, Testing, and Quality Assurance. GSB operates under the Standards Decree, 1973 NRCD 173 with the following aims:

- To establish and promulgate standards with the object to ensuring high quality of goods produced in Ghana either for the local or export markets.
- To promote standardization in industry and commerce.
- To promote industrial efficiency and development.
- To promote standards in public health and industrial welfare, health and safety.

For the purpose of enhancing the competitiveness of products, the Ghana Standards Board undertakes the following activities:

- Standards Development
- Metrology
- Systems Certification
- Product Certification
- Inspection and Testing
- Training for Industry

Services available at GSB

GSB provides the following services to businesses and the public:

1. **Standards Development:** GSB develops national standards for the promotion of quality in trade and industry. Standards development covers the following areas:
 - Product Standards for industrial goods including standards for Non-Traditional Exports (NTE's)
 - Methods of Test
 - Codes of goods manufacturing practice
 - Glossary of Terms
2. **Library and Information Dissemination Services**
3. **Testing:** GSB has two technical laboratories (Chemical & Physical) responsible for the testing of all categories of product. The product tested in these laboratories are:
 - Food and Agric. Products
 - Drugs, cosmetics and Forensic Products
 - Microbiological analysis with respect to the above products.
 - Materials, general and household chemicals
 - Mechanical Engineering Products
 - Electrical Engineering Products
 - Civil Engineering Products
4. **Certification:** GSB serves as an independent third party, undertaking product certification which aims to provide confidence and assurance that a product complies with specified national or international standards and or specifications. Licenses are then issued out to manufacturers for the use of the GSB STANDARD MARK on their products. The Standard Mark is also called the Mark of Conformity. The Mark:
 - Indicates that the product has been produced according to an accepted standard.
 - Assures consumers that product has been inspected, tested and conforms to the requirements of an accepted standard.
 - Assures consumers of quality, reliability, safety and value for money.

The Board also carries out Quality System Certification. GSB is implementing a project on ISO 9000 Quality Management Systems to:

- Assist companies from key strategic sectors and trade organizations to attain ISO 9000 Quality Management Systems certification.

- To train Lead Assessors to become consultants in the design and installation of ISO 900 Quality Management Systems.
- To develop local capacity that will provide consultancy and certification services to local companies at affordable prices.

5. Inspection

6. Training & Sensitization Activities

7. Calibration and Verification

8. Public Education and Consumer Protection

Help offered by GSB to exporters and Importers:

The centre through World Trade Organization (WTO)/TBT National Enquiry Point helps exporters, importers and the market community to:

- Identify Standards, Trade Regulations, Technical Regulations and Conformity Assessment.
- Procedures applicable in importing countries so as to be able to make informed decisions regarding their capabilities of performing specific contracts.
- Stay one step ahead of changing requirements in the global market.
- Increase their competitiveness on domestic and foreign market.
- Reduce cost by discovering the conformity assessment procedures in the country of export and have their products tested at GSB.

The Centre is opened to clients and the general public from Monday through Friday from 08:30am to 16:30pm GMT. The WTO/TBT National Enquiry Point (established in 1999) handles all enquiries from the market community, as well as interested parties and provides the necessary information about trade regulations, technical regulations, standards and conformity assessment procedures adopted or proposed within Ghana as well as WTO members.

The centre acts as a storehouse for information on WTO/TBT Agreements and notifications from other WTO Member countries.

Contact Address:

The Executive Director
Ghana Standards Board
P.O. Box MB 245, Accra, Ghana

Location:

Off Tetteh Quashie Interchange-Legon-Madina Road near Gulf House, Okponglo

Tel: (+233) 21 -500231, 500065/6, 506992-6

Fax: (+233) 21 -500092, 500231

E-mail: gsbdir@ghanastandards.org or gsbnep@ghanastandards.org

Website: www.ghanastandards.org



Ghana Stock Exchange

Historically, the Exchange was set up with the following objects:

- to provide the facilities and framework to the public for the purchase and sales of bonds, stocks, shares and other securities; to control the granting of quotations on the securities market in respect of bonds, shares and other securities of any company, corporation, government, municipality, local authority or other body corporate; to regulate the dealings of members with their clients and with other members;
- to co-ordinate the stock dealing activities of members and facilitate the exchange of information including prices of securities listed for their mutual advantages and for the benefit of their clients; and
- to co-operate with associations of stockbrokers and Stock Exchanges in other countries, and to obtain and make available to members information and facilities likely to be useful to them or to their clients.

Membership: There are two categories of members, namely Licensed Dealing Members (LDMs) and Associate Members. An LDM is a corporate body licensed by the Exchange to deal in all securities. An Associate member is an individual or corporate body, which has satisfied the Exchange's membership requirements but is not licensed to deal in securities. A Government Securities Dealer is a corporate body, which is approved by the Bank of Ghana and registered by the Exchange to deal only in government securities.

Regulatory Framework: GSE operates within a set of Rules, including membership, listing, trading & settlement. These are collectively referred to as the GSE Rule Book.

Membership Regulations: These deal with the criteria for membership of the GSE, code of conduct or ethics for members, among others.

Listing Regulations: These prescribe, among others, criteria for listing securities (local and external), continued obligations of the listed companies as well as Take-over and merger procedures.

Trading and Settlement Rules: These govern floor trading, clearing and settlement procedures.

Regulations Affecting Foreign and Non-Resident Investors: Exchange Control permission was given in 1993 to non-resident Ghanaians and non-resident foreigners to invest through the Exchange without any prior approval. However, each non-resident foreign portfolio investor may not hold more than 10% of a listed company's total issued shares while total holdings of non-resident foreigners in any one listed security is limited to 74% unless with prior exchange control approval from the Bank of Ghana.

Trading Method: GSE uses the Continuous Auction Trading system on the floor of the Exchange. This system is currently not automated but action has been initiated towards automated trading to complement the Central Securities Depository established by the Bank of Ghana.

Trading Days: Floor trading takes place every working day.

Round Lots: Transactions are done in rounds lots of 100.

Clearing & Settlement: Settlement of trades is manual but centralized (Settlement takes place on the floor of the Exchange at specified times). Settlement occurs three business days after the trade date (T+3). Settlement is by delivery versus payment (DVP). An automated clearing and settlement of listed securities would become operational in 2006.

Surveillance: The Securities and Exchange Commission (SEC) carries out regular inspection of Licensed Dealing Members' operations and books. Brokers are also required to submit returns to GSE. Listed companies are required to submit annual and quarterly financial statements to SEC and the GSE.

Listing: GSE has three categories of listing. These are the 1st, 2nd, and 3rd. The three categories are currently being reviewed. GSE has put in place a set of guidelines to allow small companies and SOE's for divestiture to list in two stages - provisional and formal.

Types of Securities that can be listed:

- Shares or equities
- Debt-in the form of corporate bonds (and notes), municipal bonds (and notes), & government bonds (and notes)
- Close-end unit trusts and mutual funds

Market Index: The Exchange publishes the GSE All-Share Index, which comprises all listed equities on GSE. It has its base as the average capitalization for the period covering November 12, 1990 to December 31, 1993. The base is 100.

Investor Protection Provisions:

The Exchange has various provisions in its rules which have been designed to protect the investor in addition to what the securities regulator (SEC) provides.

Under the SECURITIES INDUSTRY LAW PNDCL 333 (1993), as amended, the apex regulatory body in the securities market is the Securities and Exchange Commission and its functions include:

- maintaining surveillance over the securities business to ensure orderly, fair and equitable dealing in securities
- registering, licensing, authorizing, a Stock Exchange, investment advisors, securities dealers, etc.
- protecting the integrity of the securities markets against any abuses arising from the practice of insider trading

Contact Address:

Tel: (+233-21) 669908 / 669935 / 669914 / 664715 **Fax:** (+233-21) 669913

E-mail: info@gse.com.gh

Website: www.gse.com.gh



Ghana Tourist Board

The Ghana Tourist Board (GTB) was set up by Legislative Instrument (NRC Degree) 224 in 1973. It is the sole government agency set up to implement government's tourism policies. It is purely a Research, Marketing and regulatory body under the Ministry of Tourism and Diasporan Relations.

The mission of the Ghana Tourist Board is to ensure sustainable tourism development through the creation of an enabling environment for the provision of tourism and services for the travelling public with a well qualified, highly motivated workforce and thereby promoting tourism to become the leading sector of the economy.

Functions of the Board

- The implementation of policy and co-ordination of activities on tourism.
- The regulation of tourism enterprises namely; accommodation, catering, travel, transport and charter operation through registration, inspection, classification and enforcement of decisions.
- The promotion and marketing of tourism, both in Ghana and outside Ghana, including the publication of brochures; posters, publication and participation in fairs and exhibition.
- Research and studies on trends in the tourist industry both at home and abroad to aid decision and policy making.
- Promoting the development of tourism facilities.

Carrying out any function that may be conferred or imposed on the Board by the legislative instrument setting up the Board.

Divisions within Ghana Tourist Board

MARKETING

- Promoting Ghana as a tourist destination and promoting the tourism industry in overseas, regional and domestic markets.
- Promoting awareness in Ghana of the benefits of tourism.
- Developing marketing initiatives within the tourism industry.
- Regulates, registers and license Tour Operators, Chartered Flights and Car Hire Agencies under Legislative Instrument 1293 and 1050 respectively.

Research and Planning

- Carrying out research in the tourism industry in order to:
 - Segment the market to guide the marketing personnel in their operations.
 - Provide information on market trends for strategic and effective marketing.
 - Maintain a tourism database.
- Guiding investors and developers in their project documentation to ensure sustainable development of tourism.
- Carry out studies to determine low impact tourism against mass tourism.
- Provide extension services to investors including appraisals and sourcing for funding among others.

Quality Assurance

Inspects, classifies, licenses, regulates and registers accommodation and Catering enterprises as specified under Legislative Instrument 1205. These include Hotels, Guest Houses, Motels, Lodgings, Restaurants, fast Food Joints, Drinking Bars and Chop Bars among others.

Human Resource Development & Training

- Promoting high standards in the tourism industry through establishment of standards, training and human resources development.
- Helping in capacity building in both the public and private sectors of the industry.

Public Relations

- Ensure the free flow of information between the Board and the general public.
- Evolve strategies and machinery for explaining and promoting public understanding of the activities of the Board.
- Print Publications on the activities of the Board / Industry for the public, specified agencies.
- Monitor the print and electronic media on public opinion concerning activities of the Board / Industry.

Contact Addresses:

Head Office

Tel: (+233-21) 222153 / 244794 / 244795 / 767323

Fax: (+233-21) 244611

Accra Regional Office

Tel: (+233-21) 238330/ 244612 / 231817



Internal Revenue Service

The Internal Revenue Service (IRS) was established by the Internal Revenue Service Law, 1986, PNDCL 143. IRS administers the underlisted laws (List is not exhaustive):

- Income Tax, Gift Tax and Capital Gains Tax
 - Internal Revenue Act, 2000 (Act 592)
 - Internal Revenue (Amendment) Act 2002 (Act 622)
 - Internal Revenue (Amendment) Act 2003 (Act 644)
 - Internal Revenue (Amendment) Act 2004 (Act 669)
 - Tax Collection (Receipts) Decree 1975 (NRCD 349)
 - Income Tax Registration of Trade etc. Law 1986 (PNDCL 154)
 - Income Tax 3 (Delivery of Returns) Law 1988 (PNDCL 201)
 - Tax Collection Receipt etc. (Amendment) Law 1991 (PNDCL 269)
 - Internal Revenue Regulations 2001 (LI 1675)
 - Internal Revenue (Amendment) Regulations, 2002 (LI 1698)
 - Internal Revenue (Amendment) Regulations, 2003 (LI 1727)
- Stamp Duty
 - Stamp Act 1965 (Act 311)
 - Stamp Act (Amendment) Decree 1967 (NLCD 160)
 - Stamp Act (Amendment) Law 1988 (PNDCL 204)
 - Stamp Act (Amendment) Law 1991 (PNDCL 266)
 - Stamp (Amendment) Act 1996 (Act 510)

Other laws and Decrees are: National Reconstruction Levy, Casino Tax, Gambling Tax, Airport Tax, Petroleum Income Tax, Minerals (Royalties).

Contact Addresses:

There are two zonal offices in Greater Accra and a regional office in each of the remaining nine regions in the country.

The Large Taxpayers Office (LTO) in Greater Accra has now been turned into the Large Taxpayers Unit (LTU) which is an integrated unit of CEPS, IRS and VATS.

The Regional Office is the administrative headquarters for the District Offices, Sub-Offices and Collection Points in each region.

The Large Taxpayers Offices

With the establishment of the Large Taxpayers Unit in Accra, there are now 3 Large Taxpayers Offices in Tema, Kumasi and Takoradi.

District Offices

District Offices are sited at vantage points in all the regions. Some District Offices also supervise Sub-Offices and or Collection Points.

Existing District Tax Offices as at March 2004 are 49 District Offices, 36 Sub-Offices and 27 Collection Points.

Contact Address:

Head office:

Location Off '91 Starlets Road, Near Accra Sports Stadium

Postal: P. O. Box 2202, Accra.

Tel: 233-(0)21-675701 –10

Website: www.irs.gov.gh



Judicial Service

The Judiciary is the third arm of government with the sole responsibility of interpreting the Constitution and laws, administering justice and providing other related services. The Judicial Service as a Public Service Institution is the organ responsible for the day to day administration of the Courts and Tribunals of the land.

Specifically what do they do?

- Uphold the independence of the Judiciary
- Show commitment to the true and proper interpretation of the Constitution and laws of Ghana
- Ensure the speedy and unfettered administration of Justice brought to the door step of the people and the provision of other services for all manner of persons, groups and institutions without fear or favour

PETITIONS AND COMPLAINTS UNIT

As part of the crusade to build an honest and transparent Judiciary, the Chief Justice of the Republic of Ghana, set up the Petitions and Complaints unit to receive complaints from the general public against staff and Judges of the Judicial Service.

LOCATION OF THE UNIT: The office of the Unit is situated at the premises of the 28th February Road Courts complex, Accra, Ghana, West Africa. Prospective Petitioners can send their complaints online to this E-mail Address complaints@judicial.gov.gh or call 021- 676496

Contact Address:

Judicial Service

Tel: 021-663951, 663954, 666671, 672811

Fax: 233-21-665077/ 666673

E-mail: info@judicial.gov.gh

Website: www.judicial.gov.gh



Large Taxpayers Unit

The Large Taxpayers Unit (LTU) is a tax administration that focuses efforts on relatively few taxpayers that account for a large percentage of total tax collection.

The LTU is responsible for the administration of all tax liabilities of the large taxpayers: VAT, Corporate Income Tax, PAYE, Withholding and Excise. It is organized along functional lines and operates in close coordination with CEPS. The LTU is an amalgamation of the existing Large Taxpayers Office (LTO) of the IRS and the Large Trader Control and Excise Unit of VAT Service.

The LTU was created for the following reasons:

1. To provide a fully integrated Unit which will facilitate the amalgamation of the filing, processing and auditing functions of all the tax liabilities of each large taxpayer. It is envisaged that the LTU will link the information and operations of Customs, IRS and VAT for large taxpayers, monitor their import and export activities, and provide services that are commensurate with their contribution to the economy.
2. To secure tax revenue by ensuring compliance with basic return filing and payment obligations.
3. To improve the effectiveness of audit activity.
4. To improve the management of tax arrears.
5. To provide better services to taxpayers.
6. To provide sufficient focus on the large taxpayers.

Companies Who Pays Tax at the LTU:

Certain criteria have been established to select large taxpayers. These include:

1. Annual Turnover
2. Number of employees from whom PAYE is deducted
3. Amount of total revenue yield over previous years or potential revenue yield
4. Taxpayers with complex tax issues and industry sectors that need special tax expertise
5. Multinationals

Initially, companies with an annual turnover in excess of 3 million Ghana Cedis and all employers with more than 500 employees were selected. It may be necessary to centralize company files from certain industry sectors such as

banking and mining or type of tax such as excise in order to keep expertise together and improve audit efficiency.

The main industry sectors represented using these criteria are: banking, mining, petroleum product distributors, construction, utility services, telecom and communication services, government ministries/departments/agencies, manufacturing, general trade services, automobile dealers, insurance, IT providers.

Using the criteria above, approximately 360 large taxpayers have been initially selected to form the nucleus of large taxpayers whose tax affairs would be administered by the LTU.

With experience gained in the administration of the LTU, the selection criteria used to categorize large taxpayers will be reviewed from time to time.

Contact Address:

Postal: Private Mail Bag 28, Osu, Accra
Location: Revenue Tower, Kuku Hill, Osu, Accra
Tel: +233-(0)21-760015/761038/760290
Fax: +233- (0)21- 760148/760638
E-mail: info@ltu.gov.gh
Website: www.ltu.gov.gh



Minerals Commission

The Minerals Commission is a government agency established under Article 269 of the 1992 Constitution and the Minerals Commission Act. The Minerals Commission as the main promotional and regulatory body for the minerals sector in Ghana, is responsible for “the regulation and management of the utilization of the mineral resources of Ghana and the coordination of the policies in relation to them.”

Specifically what do they do?

The Commission is required by law to carry out the following functions:

- Formulate recommendations of national policy for exploration and exploitation of mineral resources with special reference to establishing national priorities having due regard to the national economy and advise the Minister on matters relating to minerals;
- Monitor the implementation of laid down Government Policies on minerals and report on this to the Minister;
- Monitor the operations of all bodies or establishments with responsibility for minerals and report to the Minister;
- Receive and access public agreements relating to minerals and report to Parliament; and

- Secure a firm basis of comprehensive data collection on national mineral resources and the technologies of exploration and exploitation for national decision making.

Contact Address:

Minerals Commission

P. O. Box M.248

Cantonments, Accra - Ghana

Tel: (233) 21 - 771318 / 773053 / 772783

Fax: (233) 21 - 773324

E-mail: mincom@mc.ghanamining.org

Website: www.ghanamining.org



**Ministry of Trade, Industry, Private Sector Development and
President's Special Initiatives (MOTI PSD PSI)**

The Mission of the MOTI PSD PSI is to provide assistance for the private sector, commercial and industrial activities to support the development of a modern, robust and globally competitive manufacturing sector driven by science and technology to generate higher growth rates in the sector and contribute towards poverty reduction in the country.

The Ministry's functions are:

- To formulate and harmonize policies that will ensure inter-sectoral collaboration in the implementation of trade and industrial policies both at national and global levels.
- To improve entrepreneurial skills, technology capabilities and accessibility to credit and market.
- To develop programmes and activities for industrial capacity building to meet the challenges of the global market.
- To develop standards and quality control systems to meet production requirements for local and international markets.
- To facilitate the development of the production of non-traditional exports products.
- To facilitate the development of the production base and expansion of cross border trade.
- To collect, collate, process, store and disseminate timely and accurate information for stakeholders.
- To facilitate private sector access to capital.
- To ensure that private sector development programmes are complementary and cover broad range of needs.
- To encourage and facilitate the provision of public service by the private sector.
- To facilitate innovation and entrepreneurship.

Contact MOTI PSDPSI for the following Services

1. Grant of exemptions:
 - Export Development and Investment Levy
 - Economic Community of West African States (ECOWAS) Levy
 - Destination Inspection Company (DIC) Fees

2. Sale of Export Declaration Forms (EDF)
3. Provision of recommendation letter to Ministry of Finance for tariff adjustment for companies
4. Trade complains and resolution
5. Information on SMEs, domestic and international trade, Economic Partnership Agreement (EPA), etc.
6. Use of World Trade Organization (WTO) Library

Contact Address:

The Chief Director

Postal Address: P. O. Box M47 Accra**Tel:** 021-686528 Fax: 021-665663**E-mail:** championsea2003@yahoo.co.uk**Regional telephone Numbers**

Region	City	Telephone
Volta	Ho	091-26777
	Aflao	096-230419
Eastern	Koforidua	081-23465
Central	Cape Coast	042-32334
Western	Takoradi	031-22572
	Elubo	0345-26480
Ashanti	Kumasi	051-26480
Brong-Ahafo	Sunyani	061-23244
Northern	Tamale	071-22926
Upper West	Wa	0756-2235
Upper East	Bolgatanga	072-22473
Greater Accra	Accra	021-221555
	Tema	022-202073

**National Accreditation Board**

The National Accreditation Board was established by the Government of Ghana in 1993 with the enactment of PNDCL 317, 1993 to:

- Accredit both public and private (tertiary) institutions with regard to the contents and standards of their programmes.
- Determine, in consultation with the appropriate institution or body, the programme and requirements for the proper operation of that institution and the maintenance of acceptable levels of academic or professional standards.
- Determine the equivalences of diplomas, certificates and other qualifications awarded by institutions in Ghana or elsewhere.

What is Accreditation?

Accreditation is a system of according recognition to an educational institution for meeting satisfactory standards in performance, integrity and quality. Such an institution is normally made up of teaching staff, administrators, non-

teaching academic and non-academic support staff. For any tertiary institution to be able to perform its core functions, it must have, among other things, well-qualified staff in adequate numbers, a well-equipped and well-stocked library, adequate number of classrooms, lecture theatres, laboratories, workshops, with the requisite equipment, and adequate and reliable sources of funding.

Simply put, the institution must have the physical, material, financial and human resources for the delivery of quality education so that students in possession of the requisite entry qualifications have a reasonable chance of entering and passing the stipulated examinations at the end of their studies.

What type of institutions does NAB accredit?

NAB accredits all categories of tertiary institutions, be they universities, university colleges, polytechnics, colleges, schools, institutions, academies, or tutorial colleges. By law, all public and private tertiary institutions must seek accreditation.

Contact Address:

The Executive Secretary
National Accreditation Board

Location: 6 Bamako Street, East Legon,

Postal: P. O. Box CT 3256, Cantonments – Accra

Tel: 233-21-518630, 233-21-518570, 233-21-286013, 233-21-286014

Fax: 233-21-518629

E-mail: nabsec@nab.gov.gh

Website: www.nab.gov.gh



National Communications Authority

The National Communications Authority (NCA) was set up by an Act of Parliament, Act 524 of 1996. The Act established the Authority to regulate communications by wire, cable, television, satellite and similar means of technology for the orderly development and operation of efficient communications services in Ghana. NCA's mission is to facilitate sustainable development of Information and Communications Technology development in Ghana.

Objectives

The NCA Act, Act 524, stipulates the following objectives for the Authority:

- To ensure that there are provided throughout Ghana as far as practicable such communications services as area reasonably necessary to satisfy demand for the services;

- To ensure that communications systems operators achieve the highest level of efficiency in the provision of communications services and are responsive to customers and community needs;
- To protect the interest of the consumers;
- To facilitate the availability of quality equipment to consumers and operators; and
- To research into and the development of technologies and use of new technologies in collaboration with such other government departments and agencies as the Authority considers appropriate.

Communication Services

The NCA allows range of services to be installed and operated in Ghana in accordance with the internationally accepted practices. The following are all the services available in Ghana:

Radio Broadcasting Authorization

- Institutional FM Radio Station - (Campus Radio)
- Community FM Radio Station
- Experimental Radio Station
- Commercial FM Radio Station (Coverage Area: 100Km, 65Km, 45Km, and 25Km)
- AM Radio Broadcasting
- Satellite Radio Broadcasting Services

Television Broadcasting Services

- Television Broadcasting (National TV - Free-on-Air)
- Television Broadcasting (National TV- Pay TV)
- Television Broadcasting (Regional TV- Free-on-Air)
- Television Broadcasting (Regional TV- Pay TV)
- Television Broadcasting (Direct-to-Home)
- Television Broadcasting (MMDS - 6 x 8 MHz)
- Television Broadcasting (Data - National)
- Television Receive Only (TVRO)

Telecommunications Services - Data Networks

- Internet Data Services
- Public Data Services
- Private/Corporate Data Network
- Public Paging Services
- Prepaid Calling Card Services
- VSAT for Public Use (Urban)
- VSAT for Public Use (Sub-Urban)
- VSAT for Public Use (Rural)
- VSAT for Private/Corporate Use
- VSAT Network (Direct-to-Home (DTH))
- Inmarsat Terminal (Terrestrial)

Aeronautical Services

- Aeronautical HF Fixed and Mobile Stations
- Aeronautical VHF Fixed and Mobile Stations
- Aeronautical Station - Commercial (Control Station)
- Aeronautical Ground to Air Station (Glider, Hang Glider and Balloon)
- Aeronautical Ground Station (Airlines)
- Aeronautical Navigational Aid & Radar (Private Aerodrome)

Land/Mobile Services

- HF Fixed and Land Mobile Stations
- VHF Fixed and Land Mobile Stations
- UHF/SHF Fixed and Land Mobile Stations

Marine Services

- Marine HF Fixed and Mobile Stations
- Marine VHF Fixed and Mobile Stations
- Limited Coast Station
- Ship Radio Station

Trunk Radio Network

- Trunk Radio Network (Urban)
- Trunk Radio Network (Sub-Urban)
- Trunk Radio Network (Rural)

How to Acquire a License for a Communications Operation

Obtain an application form from NCA offices or download from its website (www.nca.org.gh). Thereafter:

- The Authority shall acknowledge receipt of the application within 5 working days from the date of receipt.
- A technical team (of the Authority) shall evaluate the application by examining the documents submitted and satisfy itself that the application has met all necessary requirements.
- The technical team, based on its evaluation of such application, shall make recommendations to the Board for the grant of a license or otherwise to the applicant.
- The board will then communicate its decision to the Authority which shall in turn inform the applicant of the Board's decision in writing not more than 65 working days from the date of the receipt of the application.

In accordance with Regulations 76 and 77 of the LI.1719, Value-added Services including Internet Service Providers (ISPs) are required to register with the Authority before commencing commercial operation.

Contact Address:

Location: 1st Rangoon Close, Cantonments, Accra.

Postal: P.O. Box CT 1568, Cantonments Accra, Ghana

Tel: +233 - (0)21 - 776621/ 771701

Fax: +233 - (0)21 - 763449

E-mail: nca@nca.org.gh, nca@ghana.com, enquiry@nca.org.gh,
info@nca.org.gh

Website: www.nca.org.gh



National Labour Commission

The National Labour Commission (N.L.C.) was established by section 135 of the Labour Act 2003, Act 651. The seven member Commission was established to develop and sustain a peaceful and harmonious industrial relations environment through the use of effective dispute resolution practices, promotion of co-operation among the labour market players and mutual respect for their rights and responsibilities. In the exercise of its adjudicating and dispute settlement function the Commission is not subject to the control or direction of any person or authority.

The Commission facilitate settlement by initiating the processes of mediation and voluntary arbitration after disputants have fail to settle a dispute by negotiation using the dispute settlement procedures contained in the collective agreement contract of employment

Specifically, what do they do?

- (a) to facilitate the settlement of industrial disputes;
- (b) to settle industrial disputes;
- (c) to investigate labour related complaints, in particular unfair labour practices and take such steps as it considers necessary to prevent labour disputes;
- (d) to maintain a data base of qualified persons to serve as mediators and arbitrators;
- (e) to promote effective labour co-operation between labour and management;
- and
- (f) to perform any other function conferred on it under this Act or any other enactment.

Contact Address:

National Labour Commission
Private Mail Bag, Ministries, Accra.

Tel: 021-238737, 021-238345 **Fax:** 021-238738

E-mail: info@nlcghana.org **Website:** www.nlcghana.org



National Media Commission

Historically, this is the fourth time the country has installed a media overseer to hold the balance between the need for an unfettered press and the requirement to foster prompt redress of editorial-led injury to reputation, protect the media and ensures an enduring high professional standard. The National Media Commission (NMC) is an institution guaranteed under Article 166 of the Constitution of the Republic of Ghana and established under Act 449 in 1993, followed by an amendment 561 in 1998 as an independent body.

The NMC was set up on 7 July 1993 with a mandate to promote free, independent and responsible media to sustain democracy and national development. It is composed of members of several groups of “civil society” such as the Ghana Journalists Association, the Trades Union Congress and the Association of Private Broadcasters.

Functions

The main functions of the NMC are

- to promote and ensure the freedom and independence of the media for mass communication and information;
- to take all appropriate measures to ensure the establishment and maintenance of the highest journalistic standards in the mass media, including the investigation, mediation and settlement of complaints made against or by the press or other mass media;
- to insulate the state-owned media from governmental control;
- to make regulations by constitutional instrument for the registration of newspapers and other publications, except that the regulations shall not provide for the exercise of any direction or control over the professional functions of a person engaged in the production of newspapers or other means of mass communication; and
- to perform such other functions as may be prescribed by law not inconsistent with this Constitution.

Contact Address:

National Media Commission
P.O. Box T 114 Accra

Tel.: +233 21 662409 **Fax:** +233 21 666325



National Petroleum Authority

The National Petroleum Authority (NPA) regulates, oversees and monitors the Petroleum Downstream Industry to ensure efficiency, growth and stakeholder satisfaction. The NPA is working with other stakeholders, to achieve full de-regulation of the sector.

Objective and Functions of the Authority

The object of the NPA is to regulate, oversee and monitor activities in the petroleum downstream industry and where applicable do so in pursuance of the prescribed petroleum pricing formula.

To achieve this objective, the Authority

- (a) monitors ceilings on the price of petroleum products in accordance with the

- prescribed petroleum pricing formula;
- (b) grants licenses to applicants under this Act;
- (c) maintains a register and keep records and data on licenses, petroleum products and petroleum marketing service providers;
- (d) provides guidelines for petroleum marketing operations;
- (e) protects the interests of consumers and petroleum service providers;
- (f) monitors standards of performance and quality of the provision of petroleum services;
- (g) initiates and conducts investigations into standards of quality of petroleum products offered to consumer;
- (h) investigates on a regular basis the operation of petroleum service providers to ensure conformity with best practice and protocols in the petroleum downstream industry;
- (i) promotes fair competition amongst petroleum service providers;
- (j) conducts studies relating to the economy, efficiency and effectiveness of the downstream industry; and
- (k) collects and compile data on:
 - international and domestic petroleum production, supply and demand,
 - inventory of petroleum products, and
 - pricing of petroleum products.

Petroleum Related Businesses that Require a License

A person shall not engage in a business or commercial activity in the downstream industry unless that person has been granted a license for that purpose by the Authority's board. The business or commercial activities of the downstream industry in respect of crude oil, gasoline, diesel, liquefied petroleum gas, kerosene and other designated petroleum products are:

- Importation
- Exportation
- Re-exportation
- Shipment
- Transportation
- Processing
- Refining
- Distribution
- Marketing, and Sale

Contact Address:

National Petroleum Authority
FREMA HOUSE, 89 Spintex Road
PMB-CT, Accra, Ghana.

E-mail: info@npa.gov.gh

Toll Free Telephone Line: 080012300

Telephone: +233 21 814416, +233 21 814417

Fax: +233 21 811259

Website: www.npa.gov.gh



Public Procurement Authority

The Public Procurement Authority formerly the Public Procurement Board was set up by the Public Procurement Act, No. 663, 2003. The Mission of the Public Procurement Authority is to harmonise the process of procurement in the public service to secure a judicious, economic, and efficient use of public funds to ensure that public procurement is carried out in a fair, transparent and non-discriminatory manner while promoting a competitive Local Industry.

Part I of the Act established the Board as the central body for policy formulation on procurement with oversight responsibility for the process. Part II of the Act is on procurement structures and provides for the administrative and institutional arrangements for procurement. The Act applies to the procurement of goods, works and services financed in whole or in part from public funds unless Cabinet decides otherwise. The responsibilities of a procurement entity are stated in clause 15. Each entity is to have a tender committee (clause 17) to ensure compliance with the Act. Tender Review Boards have been established in clause 19 to provide concurrent approvals for recommendations for contract award made by tender committees.

Part III deals with procurement rules. The qualifications of tenderers have been spelt out in detail in clause 21. The pre-qualification proceedings are stated in clause 22. Other matters relate to participation by suppliers, contractors and consultants and the record of procurement proceedings in clauses 24 and 27. A procurement entity may reject a tender, proposal or quotation at any time prior to acceptance on economic grounds (clause 28).

Part IV of the Act is on methods of procurement. This may be by competitive tendering clause 34, by two stage tendering, restrictive tendering or single source tendering clause 35-40, procedures for each type are stipulated. A procurement entity may also request for quotations (clause 41).

Part V is on tendering procedures. It is divided into three Sub- Parts on the invitation of tenders and applications to prequalify, the submission of tenders and the evaluation and comparison of tenders. Provision is made for national competitive tendering and international competitive tendering (43 and 44). A procurement entity may grant of preference in clause 59.

Part VI deals with the methods and procedures to procure consultants. A notice of invitation of interest is to be prepared and candidates shortlisted. Direct invitation for economic and efficiency reasons is permitted in certain circumstances with the approval of the Board (clause 65). The criteria for the evaluation of proposals are spelt in clause 68. The evaluation of proposals is to be carried out in two stages; first the quality and then the cost (clause 73). Selection procedure depends on whether price is or is not a factor (clauses 74 and 75). Under clause 76, confidentiality is to be respected.

Part VII is on review. Clause 77 establishes the right to review which any supplier, contractor, or consultant has. There are however some exclusions to the right. In the first instance complaints are to be submitted to the head of procurement entity (clause 78). Administrative review by the Board follows in certain circumstances (clause 79).

Part VIII is on the disposal of stores and equipment. A Board of Survey is to be convened by the head of an entity in clause 82. This Board of Survey will make recommendations about the best method of disposing of obsolete or surplus stores, plant and equipment. The disposal may be by transfer, sale by public tender, sale by public auction or destruction.

The miscellaneous Part IX contains provisions on code of conduct, investigation by the Board, statutory audits, offences and the review of threshold levels amongst others.

Finally, the Bill revokes the District Tender Board Regulations, 1995 (L.I.1606) and repeals the Ghana National Procurement Agency Decree 1976 (SMCD 55) and the Ghana Supply Commission Law, 1990 (PNDCL 245) both of which are now spent.

Contact Address:

Public Procurement Authority, Ghana, No. 5 Agbaamo Link, Airport Res. Area, PMB 30 Ministries, Accra, GHANA.

Tel: +233-(0)21-286422; **E-mails:** info@ppbghana.org or info@ppaghana.org

Website: www.ppbghana.org



Public Utilities Regulatory Commission

The Public Utilities Regulatory Commission (PURC) of Ghana is an independent body set up to regulate and oversee the provision of the highest quality of electricity and water services to consumers. The commission is made up of nine members appointed by the president in consultation with the council of state for five-year terms, which are renewable. The commission is supported by a secretariat headed by the executive secretary.

FUNCTIONS OF PURC

In summary, PURC's key tasks are to:

- Provide guidelines for rates to be charged for the provision of utility services;
- Examine and approve water and electricity rates;
- Protect the interest of consumers and provides of utility services;
- Monitor and enforce standards of performance for provision of utility services;
- Promote fair competition among public utilities;
- Receive and investigate complaints and settle disputes between consumers and public utility; and
- Advise any person or authority in respect of any public utility.

Under the Energy Commission Act 1997 (Act 541), PURC is also required to approve charges for the supply, transportation and distribution of electricity and natural gas as well as the bulk storage and transportation of petroleum products.

Act 538 gives PURC the power to make regulations that are necessary for the implementation of its mandates under the act. Two such regulations have been issued by the Commission.

They are the Public Utilities (Termination of Service) Regulations 1999, LI 1651 which set out the circumstances under which utility service to consumers may be terminated, and the Public Utilities (Complaints Procedure) regulations 1999, LI 1651 which specifies the procedures by which any person (utility or consumer) may lodge a complaint with the commission. These regulations have been reprinted in easy to understand brochures and are available at the commissioner's offices. The Commission welcomes views from the public, as well as consumers' comments and complaints about their utility service.

Contact Addresses:

Head Office:

PURC, Accra

PURC, 51 Liberation Road
African Liberation Circle
P. O. Box CT 3095, Cantonments
Accra, Ghana, W. Africa
Tel: (233-21) 244181; 225680
Fax: (233-21) 244188
E-Mail: Purcsec@Purc.Com.Gh
Website: Wwww.Purc.Com.Gh

Regional Offices:

PURC, Kumasi
PURC, Cocobod, Jubilee House
P. O. Box 1001
UST, Kumasi
Tel: (233-51) 37510

PURC, Sekondi
PURC, Shama Ahanta East Metropolitan Office, Sekondi



Registrar General's Department

The Registrar General's Department, established by the Registrar General's Ordinance 1952, is responsible for ensuring compliance with the laws on Business Registration: acting as executor/trustees for certain estates, registering marriages and providing information on these to the general public.

Specifically what do they do?

- Incorporation of a Company under the Company's Code.
- Registration of External Companies.

- Incorporation of Partnerships.
- Registration of Business Names.
- Registration of Trade Marks.
- Registration of Textile Designs.
- Registration of Patents.
- Registration of Companies Limited by Guarantee.
- Registration of Marriages under the Ordinance.
- Official Liquidations.
- Administration of Estates/Acting as Public Trustees.
- Payment of Survivors' Benefit.
- Administration of Books and Newspaper Registration Act 1961.
- Compilation of Data generated from the above for the use of the public.

Contact Address:

Postal Address: P.O. Box 118, Accra, Ghana

Tel: (233-21) 662043/664691

E-mail: info@registrargeneralgh.com

Website: www.registrargeneralgh.com



Revenue Agencies Governing Board

The Ministry of Finance in 1998 established the Revenue Agencies Governing Board, (RAGB), under the Revenue Agencies (Governing) Board Act, 1998 (Act 558), as a central governing body, supervising and coordinating the activities of the three Revenue Agencies.

Act 558 established a Secretariat of the Board and charged the Executive Secretary of the Board with responsibility for its day-to-day administration, as well as for ensuring the implementation of its decisions. The administration of tax laws is vested in the Commissioners of the respective Revenue Agencies.

Thus RAGB, when established, was provided with a mandate to take appropriate measures designed to strengthen revenue collection and administration in Ghana.

Contact Address:

Location: 6th Floor Heritage Tower, Ambassadorial Financial Enclave, West Ridge, Accra

Postal Address: Private Mail Bag, TUC Post Office, Accra

Email: info@ragb.gov.gh ; rpu@ragb.gov.gh

Tel: +233-(0)21-686106/684363;

Fax: +233- (0)21- 681163

Website: www.ragb.gov.gh/



Securities and Exchange Commission

The securities industry in Ghana is governed by the Securities Industry Law 1993, PNDCL 333. The Securities Industry Law, among other things, brought about the establishment of the Securities and Exchange Commission (formerly Securities Regulatory Commission).

The Law also provides for the functions of the Commission, the establishment of stock markets, the licensing of Stockbrokers/Dealers and Investment Advisers, Unit Trusts and Mutual Funds, registers of interest in securities, the mode of conduct of securities businesses, issues concerning Accounts and Audits, the establishment of fidelity funds and trading in securities.

Functions

The primary Mission of the Ghana Securities and Exchange Commission (SEC) is to protect investors and maintain the integrity of the securities market.

- Providing companies and the general public with guidance in interpreting the provisions of the securities laws, rules and regulations on the subject of listing of securities and handling any investor complaints;
- Licensing and regulating all market operators such as Investment Advisors, Dealers and their representatives, including the regulation of the Ghana Stock Exchange;
- Overseeing and regulating the fund management industry in Ghana and administering the securities laws affecting Collective Investment Schemes such as Unit trusts and Mutual funds;
- Overseeing the disclosure of material information to the investing public by companies, including securities listed on the Ghana Stock Exchange;
- Performing post prospectus checks on the utilization of funds collected through public subscriptions;
- Investigating any breaches of the securities laws and the Companies Code; and
- Supervising mergers and acquisitions offers.

In December 2000, an Act to amend some provisions of the Securities Industry Law 1993, PNDCL 333 was passed. This Act, Act 590, makes fuller provisions for the operation and regulation of Unit Trusts and Mutual Funds; provides for the settlement of disputes arising under the Law; provides for consequential amendments arising from provisions of the Constitution and provides for related purposes.



CD Links:

- [Securities Industry Law, PNDC Law 333](#)
- [Securities Industry Amendment Act, Act 590](#)

- Unit Trusts & Mutual Funds Regulations, L.I 1695
- Securities and Exchange Commission Regulations, 2003 L.I 1728
- New Foreign Exchange Act, 2006 Act 723

Contact Address:

Location: No. 30 3rd Circular Road, Cantonments, Accra. Near the USA Embassy, Cantonment.

Postal: P.O Box CT 6181, Cantonments, Accra.

Tel: +233-21-768970-2

Fax: +233-21-768984

E-mail: info@secghana.org

Website: www.secghana.org



VAT Service

The VAT Service (VATS) has responsibility for the administration and management of the Value Added Tax by Act 546. These responsibilities include the collection of and accounting for the tax and its related penalties and interest payable.

Customs, Excise and preventive Service (CEPS) collect import VAT for and on behalf of the Commissioner for VAT as agents and “for that purpose the laws and regulations applicable to collection of custom duties and other taxes on importation of goods” are applicable. In return, the VATS has agency for the collection of Domestic Excise Duty for the CEPS Commissioner.

The VAT Service is one of the three revenue institutions established under the Revenue Agencies Governing Board (RAGB) for the collection of taxes. It is therefore responsible to the Minister of Finance just as the Internal Revenue Service (IRS) and Customs Excise and Preventive Service (CEPS).

As part of the operational responsibilities to ensure that VAT collected is properly accounted for, the Service has the mandate and powers including entry at any reasonable time, into the premises of a VAT registered business to inspect and take stock of any goods and examine business records, accounts and correspondences in the premises where the service has reasonable grounds to suspect that the premises contain taxable goods on which taxes have been evaded or fraudulently over claimed or evidence of failure to taxes legally.

The Service also has the powers to seal off premises, if there are reasonable grounds to suspect that taxes have not been paid or a false claim for repayment has been made.

Contact Address:

VAT Service Head Office, Near IRS Head Office
Ministerial Area, P. O. Box 17177, Accra

Tel: 021-661525 / 661526 / 674187

Fax: 021-674186, /244917

The Vat Service has offices in all the regions.