

GHANA IMMIGRATION SERVICE



CLIENT SERVICE CHARTER

SEPTEMBER, 2022



HON. AMBROSE DERY - THE INTERIOR MINISTER



MR. KWAME ASUAH-TAKYI
THE COMPTROLLER-GENERAL OF IMMIGRATION

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LIST OF ACRONYMS

CGI	COMPTROLLER-GENERAL OF IMMIGRATION
GIS	GHANA IMMIGRATION SERVICE
GIPC	GHANA INVESTMENT PROMOTION CENTRE
SSNIT	SOCIAL SECURITY AND NATIONAL INSURANCE TRUST
ECOWAS	ECONOMIC COMMUNITY OF WEST AFRICAN STATES
GFZA	GHANA FREE ZONES AUTHORITY
IPSE	IMMIGRATION PROFESSIONAL STANDARDS AND ETHICS
PSRRP	PUBLIC SECTOR REFORMS FOR RESULTS PROJECT
CSC	CLIENT SERVICE CHARTER
PSC	PUBLIC SERVICES COMMISSION

FOREWORD

The Ghana Immigration Service has been established as the Agency under the Ministry of the Interior to advise on and to ensure the effective implementation of all laws and regulations pertaining to immigration and related issues. The Service is generally charged with the responsibility of enforcing all the enactments relating to the entry and exit of all travelers as well as the residence and the employment of foreign nationals in Ghana.

This Client Service Charter is one of the brand Identity of the Service that tells who we are and what we do. The purpose of this Charter is to provide information to the public on the exact services we deliver.

The Charter details the various services (permits/visas) and the requirement for the permits we issue. It also spells out how to contact us and what to expect by way of service standards.

By this document, the Service seeks to enhance its service delivery to clients by sticking to the service time frames stated in the charter.

This Client Charter is to serve as a guide to GIS in its service delivery to achieve customer satisfaction.

THANK YOU.

KWAME ASUAH-TAKYI

COMPTROLLER - GENERAL OF IMMIGRATION

INTRODUCTION

This Charter outlines the services and service standards of the Ghana Immigration Service and the procedures clients need to follow for the agreed services to be rendered efficiently. It also offers information on channels for customer support and assistance, avenues for lodging complaints and resolution of same.

The Service Delivery Charter (SDC) is in line with broader Public Service Policies of providing quality services to the expatriate community and Ghanaians with foreign passports as well as curbing and combating administrative malfeasance.

PURPOSE

The purpose of this Service Delivery Charter is to provide our clients with the required information on what they should expect from the Ghana Immigration Service and the role they need to play to enable the Service give them best of services required, with the aim of enhancing service delivery.

It provides the profile of the Service, outlines what the public needs to know about the various services GIS provides, the standards clients and the general public should expect with regards to any of our services and further indicates how feedback would be communicated.

This Charter shall:

- Detail the various services offered by GIS.
- Outline the requirement for the various services offered.
- Stipulate the general service standards that underpin the services GIS offers.

- Adhere to the Code of Conduct and Reporting Mechanisms applicable to the public and Officers of the Service.
- Provide contact details of Head Office, Regional and Sector offices.
- Provide contact details for reporting general complaints and corruption related complaints in the provision of the services of GIS.

By this document, the Service seeks to enhance its service delivery to clients by sticking to the service time frames stated in the charter. It is to serve as a guide to GIS in its service delivery to achieve customer satisfaction.

PROFILE

As a public institution defined under Article 190 of the 1992 Constitution of Ghana, GIS is regulated by the Immigration Service Act, 2016 (Act 908), which repealed the Immigration Service Act, 1989 (PNDCL 226). The Immigration Act, 2000 (Act 573) and its accompanying regulatory document (Immigration Regulations, 2001 (LI 1691)) provide the legal framework for the operations of the Service, including the regulation and monitoring of the entry and exit of travellers in and out of Ghana, as well as the residence and employment of foreign nationals.

Governance Structure

Establishments

The Service is made up of the following administrative and operational establishments:

- GIS Headquarters
- 19 Regional Commands

- 1 Immigration Service Academy, 2 Training Schools and 1 Tactical Training School and the Centre of Excellence
- 89 Sector Commands
- 5 Major Controls (Kotoka International Airport, Paga, Aflao, Elubo and Akanu)
- 2 Sea Port Offices (Tema and Takoradi)
- 104 District Commands
- 42 Approved Minor Border Controls

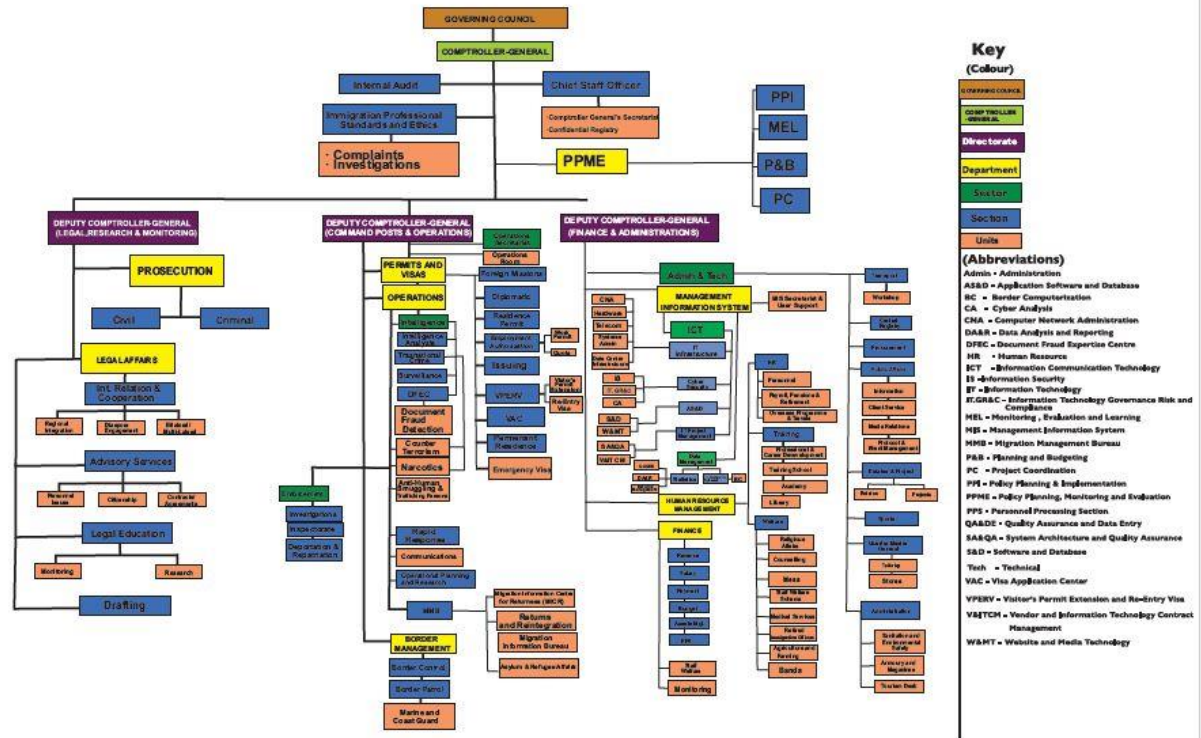
Corporate Governance

The GIS is governed by a hierarchical corporate structure. At the apex of this structure sits the GIS Governing Council, whose members are appointed by the President of Ghana and mandated to play policy, advisory and supervisory roles to ensure the effective management of the Service.

The Comptroller-General leads the day-to-day management of the Service, assisted by three heads of the Directorates: Deputy Comptrollers-General responsible for Legal, Research and Monitoring; Command Posts and Operations; and Finance and Administration. The National Immigration Management Committee (NIMC) is made up of the heads of Directorate and key schedule officers, who take management decisions on behalf of the Service.

The GIS governance structure is presented in the organogram below:

GHANA IMMIGRATION SERVICE ORGANOGRAM



VISION

To become a model Immigration Service for Migration Management and National Security.

MISSION

To operate an efficient, fair and firm immigration system that meets the social and economic needs of the country.

MOTTO

Friendship with vigilance

CORE VALUES

- Professionalism
- Integrity
- Respect for Human Rights
- Learning Organization

OBJECT OF THE SERVICE

- i. Ensure the effective administration and management of migration in the country; and
- ii. Contribute to national security.

MANDATE

The Ghana Immigration Service is mandated to regulate and monitor, the entry, residence, employment and exit of all foreigners in Ghana. It also regulates and monitors the movement of Ghanaians into and out of the country.

FUNCTIONS

- a. Subject to existing laws, examine travel documents of persons entering or leaving the country through the borders of the country;
- b. Ensure the application and enforcement of laws relating to the Immigration and employment of non –Ghanaians in the country;
- c. Advise on and implement international co-operation agreements with other countries and international organizations on matters relating to migration;

- d. Manage and patrol the borders of the country;
- e. Through the comptroller General or the duly authorized representative of the Comptroller General issue visas for entry into the country and permits for residence or work in the country; and
- f. Perform any other functions as require by law.

SERVICES REQUIREMENTS, PROCEDURES AND STANDARDS

S/N	SERVICES	FEES	PROCESSES	TIME FRAME	REQUIREMENTS
1	<i>a. WORK & RESIDENCE PERMIT</i>	<p><i>-Ghanaian with foreign passport - \$150</i></p> <p><i>- ECOWAS - \$500</i></p> <p><i>-Other nationals - \$1000</i></p>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed appropriate form and the required supporting documents. • The required fee is paid to the bank within the National Headquarters and other Regional Commands. A receipt would be given. • The applicant is given a retention slip with a date to check on the application. 	2 Weeks	<p>A. Application letter from applicant or the organization engaging the applicant addressed to the Comptroller-General</p> <p>B. Fill work permit form</p> <p>Supporting Document:</p> <ul style="list-style-type: none"> i. Curriculum Vitae/Resume ii. Marriage certificate (if married to a Ghanaian) iii. Letter of support from Ministry, Department, Agency iv. GIPC Registration Certificate v. Company registration <ul style="list-style-type: none"> -Certificate to commence business -Certificate of incorporation (where applicable) -Company's Regulation (Code) vi. Company's Tax Clearance certificate vii. Company's audited accounts of previous year

					<ul style="list-style-type: none"> viii. Medical Report from Ghana Immigration Clinic, Accra ix. Police Clearance Report from Home country x. Copy of Bio-data page of Employee's Passport xi. Appointment letter/ Contract of Employment xii. Photocopy of previous Residence permit (where applicable) xiii. Professional and Educational certificate xiv. Organization's Annual Report xv. Photocopy of non-Citizen Identification card xvi. Two current passport size pictures
	<i>b. GIPC QUOTA</i>	<p><i>-Ghanaian with foreign passport - \$150</i></p> <p><i>- ECOWAS - \$300</i></p> <p><i>-Other nationals - \$300</i></p>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed appropriate form and the required supporting documents. • The required fee is paid to the bank within the National 	2 Weeks	<ul style="list-style-type: none"> A. Application letter from applicant or the organization engaging the applicant addressed to the Comptroller-General B. Fill work permit form <p>Supporting Document:</p> <ul style="list-style-type: none"> i. Curriculum Vitae/Resume ii. Marriage certificate (if married to a Ghanaian) iii. Letter of support from Ministry, Department, Agency iv. GIPC Registration Certificate v. Company registration <p>-Certificate to commence business</p>

			<p>Headquarters and other Regional Commands. A receipt would be given.</p> <ul style="list-style-type: none"> The applicant is given a retention slip with a date to check on the application. 		<p>-Certificate of incorporation (where applicable) -Company's Regulation (Code)</p> <ul style="list-style-type: none"> vi. Company's Tax Clearance certificate vii. Company's audited accounts of previous year viii. Medical Report from Ghana Immigration Clinic, Accra ix. Police Clearance Report from Home country x. Copy of Bio-data page of Employee's Passport xi. Appointment letter/ Contract of Employment xii. Photocopy of previous Residence permit (where applicable) xiii. Professional and Educational certificate xiv. Organization's Annual Report xv. Photocopy of non-Citizen Identification card xvi. Two current passport size pictures
	<i>c. IMMIGRANT QUOTA COMMITTEE</i>	<p><i>-Ghanaian with foreign passport - \$150</i></p> <p><i>- ECOWAS - \$300</i></p>	<ul style="list-style-type: none"> Submit an application letter addressed to the Comptroller-General with completed appropriate form and the required 	2 Weeks	<ul style="list-style-type: none"> A. Application letter from applicant or the organization engaging the applicant addressed to the Comptroller-General B. Fill work permit form <p>Supporting Document:</p> <ul style="list-style-type: none"> i. Curriculum Vitae/Resume

		<p><i>-Other nationals - \$300</i></p>	<p>supporting documents.</p> <ul style="list-style-type: none"> • The required fee is paid to the bank within the National Headquarters and other Regional Commands. A receipt would be given. • The applicant is given a retention slip with a date to check on the application. 		<ul style="list-style-type: none"> ii. Marriage certificate (if married to a Ghanaian) iii. Letter of support from Ministry, Department, Agency iv. GIPC Registration Certificate v. Company registration <ul style="list-style-type: none"> -Certificate to commence business -Certificate of incorporation (where applicable) -Company's Regulation (Code) vi. Company's Tax Clearance certificate vii. Company's audited accounts of previous year viii. Medical Report from Ghana Immigration Clinic, Accra ix. Police Clearance Report from Home country x. Copy of Bio-data page of Employee's Passport xi. Appointment letter/ Contract of Employment xii. Photocopy of previous Residence permit (where applicable) xiii. Professional and Educational certificate xiv. Organization's Annual Report xv. Photocopy of non-Citizen Identification card xvi. Two current passport size pictures
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	<p><i>d. NGOs, VOLUNTEERS, MISSIONARIES AND DOMESTIC ASSISTANCE</i></p>	<p><i>-Ghanaian with foreign passport - \$150</i></p> <p><i>- ECOWAS - \$300</i></p> <p><i>-Other nationals - \$300</i></p>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed appropriate form and the required supporting documents. • The required fee is paid to the bank within the National Headquarters and other Regional Commands. A receipt would be given. • The applicant is given a retention slip with a date to check on the application. 	<p>2 Weeks</p>	<p>A. Application letter from applicant or the organization engaging the applicant addressed to the Comptroller-General</p> <p>B. Fill work permit form</p> <p>Supporting Document:</p> <ol style="list-style-type: none"> I. Curriculum Vitae/Resume II. Letter of support from Ministry, Department, Agency III. Medical Report from Ghana Immigration Clinic, Accra IV. Police Clearance Report from Home country V. Copy of Bio-data page of Employee's Passport VI. Appointment letter/ Contract of Employment VII. Photocopy of previous Residence permit (where applicable) VIII. Photocopy of non-Citizen Identification card IX. Two current passport size pictures
	<p><i>e. ROTATORS PERMIT</i></p>	<p><i>-Ghanaian with foreign passport, ECOWAS & Other</i></p>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed 	<p>2 Weeks</p>	<p>A. Application letter from applicant or the organization engaging the applicant addressed to the Comptroller-General</p> <p>B. Fill rotators permit form</p> <p>Supporting Document:</p>

		<p><i>nationals - \$500</i></p>	<p>appropriate form and the required supporting documents.</p> <ul style="list-style-type: none"> • The required fee is paid to the bank within the National Headquarters and other Regional Commands. A receipt would be given. • The applicant is given a retention slip with a date to check on the application. 		<ul style="list-style-type: none"> i. Curriculum Vitae/Resume ii. Marriage certificate (if married to a Ghanaian) iii. Letter of support from Ministry, Department, Agency iv. GIPC Registration Certificate v. Company registration <ul style="list-style-type: none"> a. -Certificate to commence business b. -Certificate of incorporation (where applicable) -Company's Regulation (Code) -Company's Tax Clearance certificate -Company's audited accounts of previous year vi. Medical Report from Ghana Immigration Clinic, Accra vii. Police Clearance Report from Home country viii. Copy of Bio-data page of Employee's Passport ix. Appointment letter/ Contract of Employment x. Photocopy of previous Residence permit (where applicable) xi. Professional and Educational certificate xii. Organization's Annual Report xiii. Photocopy of non-Citizen Identification card xiv. Two current passport size pictures
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	<i>f. DEPENDANT'S RESIDENCE PERMIT</i>	<i>-Ghanaian with foreign passport & their dependant -GHC150</i>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed appropriate application form and required supporting documents. • The required fee is paid to the bank within the National Headquarters and Regional Commands and receipted. • The applicant is given a retention slip with a date to check on the application 	4weeks	<ul style="list-style-type: none"> A. Application letter addressed to the Comptroller-General with the following supporting documents: <ul style="list-style-type: none"> I. A completed dependant's residence permit application form II. Two current passport size pictures III. Copy of bank statement/Indenture IV. Letter of consent from child's parents (where applicable) V. Copy of birth certificate of child (where applicable) VI. Statutory declaration (Affidavit) by Guardian from the High court (where applicable) VII. Marriage certificate (where applicable) VIII. Letter of support from principal guarantor IX. Sign a bond form at the Immigration Headquarters and Regional Commands. X. A copy of Non-Citizen ID card (submit with original for verification)
	<i>g. DIASPORA RESIDENCE PERMIT</i>	<i>OTHER NATIONAL S GHC300 ECOWAS - GHC200</i>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed 	4 Weeks	<ul style="list-style-type: none"> A. Application letter addressed to the Comptroller-General with the following supporting documents: <ul style="list-style-type: none"> I. A completed dependant's residence permit application form

			<p>appropriate application form and required supporting documents.</p> <ul style="list-style-type: none"> The required fee is paid to the bank within the National Headquarters and Regional Commands and receipted. The applicant is given a retention slip with a date to check on the application 		<ul style="list-style-type: none"> II. Two current passport size pictures III. Copy of bank statement/Indenture IV. Letter of consent from child's parents (where applicable) V. Copy of birth certificate of child (where applicable) VI. Statutory declaration (Affidavit) by Guardian from the High court (where applicable) VII. Marriage certificate (where applicable) VIII. A letter of support from the Presidency IX. A letter of support from principal guarantor X. Sign a bond form at the Immigration Headquarters and Regional Commands. XI. A copy of Non-Citizen ID card (submit with original for verification)
	<i>h. RETIREE RESIDENCE PERMIT</i>	<i>OTHER NATIONAL S GHC300 ECOWAS - GHC200</i>	<ul style="list-style-type: none"> Submit an application letter addressed to the Comptroller-General with completed appropriate application form and required supporting documents. 	4 Weeks	<p>A. Application letter addressed to the Comptroller-General with the following supporting documents:</p> <ul style="list-style-type: none"> I. A completed dependant's residence permit application form II. Two current passport size pictures III. Copy of bank statement/Indenture IV. Letter of consent from child's parents (where applicable) V. Copy of birth certificate of child (where applicable)

			<ul style="list-style-type: none"> The required fee is paid to the bank within the National Headquarters and Regional Commands and receipted. The applicant is given a retention slip with a date to check on the application 		<ul style="list-style-type: none"> VI. Statutory declaration (Affidavit) by Guardian from the High court (where applicable) VII. Marriage certificate (where applicable) VIII. A letter of support from principal guarantor IX. Sign a bond form at the Immigration Headquarters and Regional Commands. X. A copy of Non-Citizen ID card (submit with original for verification)
2	EMERGENCY ENTRY VISA	<p><i>-Ghanaian with foreign passport - \$150</i></p> <p><i>-Other Nationals - \$150</i></p>	<ul style="list-style-type: none"> Submit an application letter addressed to the Comptroller-General with appropriate completed application form and required supporting documents. The required fee is paid to the bank within the National Headquarters and receipted. 	3 Days	<ul style="list-style-type: none"> A. Application letter addressed to the Comptroller-General stating: <ul style="list-style-type: none"> i. the Country of origin ii. Date of arrival iii. Duration of stay iv. Purpose of visit v. Place of lodging <p style="text-align: center;">Supporting Document</p> B. Company registration document C. Certificate to commence business D. Certificate of incorporation (where applicable) E. Company constitution F. Tax clearance certificate G. Bank statement (for personal application)

			<ul style="list-style-type: none"> The applicant is given a retention slip with a date to check on the application 		<ul style="list-style-type: none"> H. Bio data page of Passport of the visitor and signatory I. Travel itinerary (Flight details etc.)
3	EXTENSION OF VISITOR'S PERMIT	<p><i>-Ghanaian with foreign passport - GHC20</i></p> <p><i>-ECOWAS – GHC30</i></p> <p><i>-Other Nationals - GHC50</i></p>	<ul style="list-style-type: none"> Submit an application letter addressed to the Comptroller-General with completed appropriate application form and the required supporting documents. The required fee is paid to the bank within the National Headquarters, Regional and some selected Sector Commands and receipted. The applicant is given a retention slip with a date to check on the application. 	1 week	<ul style="list-style-type: none"> A. Application letter addressed to the Comptroller-General with the following supporting documents: <ul style="list-style-type: none"> I. A completed application for extension form II. Two current passport size pictures III. Return Ticket IV. Non-citizen ID Card

4	RE-ENTRY	<p><i>MULTIPLE</i></p> <p><i>-Ghanaian with foreign passport - \$100</i></p> <p><i>-Other Nationals - \$150</i></p> <p><i>SINGLE</i></p> <p><i>- Ghanaian with foreign passport- \$50</i></p> <p><i>-Other Nationals - \$75</i></p>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed appropriate application form and required supporting documents. • The required fee is paid to the bank within the National Headquarters and Regional Commands and receipted. • The applicant is given a retention slip with a date to check on the application 	1 week	<p>A. Application letter addressed to the Comptroller-General with the following supporting documents:</p> <ul style="list-style-type: none"> I. A completed re-entry application form II. Two current passport size pictures III. Return ticket IV. Non-Citizen ID Card
5	TRAVEL HISTORY (CONFIRMATION OF ARRIVAL AND DEPARTURE)	GHS 100.00		2 Days	<p>Individual</p> <ul style="list-style-type: none"> • Application letter from applicant • Attached bio data page of passport • A copy of ticket

					<p>Company</p> <ul style="list-style-type: none"> • Application letter from Company HR • A copy of Company's documents (Certificate to Commence Business, Certificate of Registration, Company's Code) • Photocopy of applicant's passport bio data page • Photocopy of bio data page or Ghana card of the signatory to the letter
6.	TRANSIT VISA	<p><i>-Ghanaian with foreign passport - \$50</i></p> <p><i>-Other Nationals - \$50</i></p>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General when applying ahead of time • Submit travel itinerary at the Point of Entry • Complete disembarkation form (where applicable) • The required fee is paid at the Headquarters ahead of time or at the Point of 	1 Day	<p>A. Applicant submits the following documents at the Point of Entry to the Immigration Officer In Charge:</p> <ol style="list-style-type: none"> I. Travel itinerary II. A proof of visa to the destination country (where applicable) III. A completed disembarkation form (where applicable) <p>Applying Ahead of Time</p> <p>A. Application letter addressed to the Comptroller-General stating:</p> <ol style="list-style-type: none"> i. the Country of origin ii. Date of arrival iii. Duration of stay iv. Purpose of visit v. Place of lodging

			Entry on arrival and receipted.		Supporting Document
					B. Company registration document
7.	<i>STUDENT RESIDENCE PERMIT</i>	<p>- Ghanaian with foreign passport- <i>GHC100</i></p> <p>-ECOWAS – <i>GHC150</i></p> <p>-Other Nationals – <i>GHC200</i></p>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed appropriate application form and the required supporting documents. • The required fee is paid to the bank within the National Headquarters and Regional Commands and receipted. • The applicant is given a retention slip with a date to check on the application 	4 weeks	<p>A. Application letter addressed to the Comptroller-General with the following supporting documents:</p> <ol style="list-style-type: none"> I. A completed residence permit application form II. Admission letter from the school III. Copy of school fees receipt IV. Application letter from school V. Two passport size pictures VI. Non-citizen Identification card VII. Sign a bond (where applicable)

8.	INDEFINITE RESIDENCE STATUS	-ECOWAS – GHC3000 -Other Nationals – GHC4000	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed application form and the required supporting documents. • The required fee is paid to the bank within the National Headquarters and receipted. • The applicant is given a retention slip with a date to check on the application 	6 Months	<p>Application letter addressed to the Comptroller-General with the following supporting documents:</p> <ol style="list-style-type: none"> I. A completed application form (GHC50) II. Two current passport size photographs III. Attestation letter by two (2) Ghanaian character referees (Notaries Public, lawyers, senior public officers) with copies of their national ID. IV. Photocopy of applicant’s passport (bio-data and current residence permit pages) V. Evidence of immovable properties (indenture, site plan etc., where applicable) VI. Company’s Documents (Company’s Regulation (Code), audited account for the past three 3 years, SSNIT returns of Ghanaian employees, GIPC Certificate, personal & company Tax Clearance Certificate for the past six (6) years VII. Evidence of social contributions (e.g. Donations and charity work etc. where applicable) VIII. Current police report from Ghana IX. Photocopy of applicant’s non-citizen card X. Medical report from Ghana Immigration Service Clinic.
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				<p>NB: Two copies of all documents</p> <p>LEGAL REQUIREMENTS</p> <p>Subject to section 15(1) of Immigration Act 2000, Act (573),</p> <ol style="list-style-type: none"> 1. A person qualifies for indefinite residence status if that person; <ol style="list-style-type: none"> I. has resided in Ghana throughout the period of twelve months immediately preceding the date of application; II. has during the seven years immediately preceding the period of the twelve months resided in Ghana for a period amounting in the aggregate to not less than five years; III. is of good character as attested to in writing by two Ghanaians who are notaries public, lawyers, senior public officers or any other class of persons approved of by Minister; IV. has not been sentenced to a period of imprisonment of twelve months or more; V. has made or is in the opinion of the Minister capable of making a
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					<p>substantial contribution to development of Ghana;</p> <p>VI. intends to reside permanently in Ghana upon the grant of the status and</p> <p>VII. possesses a valid residence permit on the date of his application (minimum validity of six (6) months).</p> <p>2) The Comptroller-General may in such special circumstances and with the approval of the Minister:</p> <p>I. allow a continuous period of twelve months ending not more than six months before the date of application to be reckoned for purposes of subsection (1)(a) of this section;</p> <p>II. allow periods of residence earlier than seven years before the date of application to be reckoned in computing the aggregate period mentioned in subsection (1)(b) of this section;</p> <p>3) Where a person is granted an indefinite residence status and absents himself from Ghana for more than twelve consecutive months he automatically loses that status.</p>
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					4) A person who loses an indefinite residences status under subsection (3) may apply to the Comptroller-General for reinstatement, except that the application shall be treated as a fresh application. Subject to such conditions as the Comptroller-General may determine.
9.	<i>INDEFINITE RESIDENCE STATUS FOR FOREIGN SPOUSES</i>	<p><i>-Ghanaian with foreign passport - GHC1500</i></p> <p><i>-ECOWAS- GHC1500</i></p> <p><i>-Other Nationals – GHC1500</i></p>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed appropriate application form and the required supporting documents. • The required fee is paid to the bank within the National Headquarters and receipted. • The applicant is given a retention slip with a date to check on the application 	6 Months	<p>A. Application letter addressed to the Comptroller-General with the following supporting documents:</p> <ol style="list-style-type: none"> I. A completed application form (GHC50) II. Two current passport size pictures III. Support letter from spouse IV. Attestation letter by two (2) Ghanaian character referees (Notaries Public, Lawyers, Senior Public officers and any other class of persons approved by the Minister for the Interior with copies of their national ID and professional licenses where applicable.) V. Evidence of immovable properties (indenture, site plan etc, where applicable) VI. Photocopy of applicant’s passport (bio-data and current Residence Permit pages) VII. Photocopy of Ghanaian spouse’s passport (bio-data) or National ID

				<p>VIII. Marriage/Divorce/Death certificate (where applicable)</p> <p>IX. Photocopy of applicant’s non-citizen ID card</p> <p>X. Current police report from Ghana</p> <p>XI. Evidence of personal Tax Clearance Certificate or evidence of financial support from spouse (eg. Bank statement, covering letter from employers, etc)</p> <p>XII. Medical report from the Ghana Immigration Service Clinic</p> <p>NB: Two copies of all documents.</p> <p>LEGAL REQUIREMENTS</p> <p>Subject to section 16(1) of Immigration Act 2000, Act (573),</p> <p>1. A foreign national married to a citizen of Ghana is entitled to indefinite residence in Ghana if that foreign national;</p> <p>I. has resided in Ghana throughout the period of twelve months immediately preceding the date of application;</p> <p>II. has immediately preceding the period of the twelve months, resided in Ghana for an aggregate period of not less than two (2) years;</p>
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					<p>III. has not been convicted of any offence and sentenced to a period of imprisonment of twelve months or more</p> <p>IV. intends to reside permanently in Ghana upon the grant of the status; and</p> <p>V. is in possession of a valid residence permit on the date of the application (minimum validity of six (6) months).</p> <p>2) The Comptroller-General may in such special circumstances as he thinks fit and with the approval of the Minister allow a continuous period of six months and aggregate period of one (1) year to be submitted for the twelve months and two (2) years respectively provided under paragraphs (a) and (b) of subsection (1).</p> <p>3) Where a foreign spouse who has been granted an indefinite residence status stays away from Ghana for more than twelve consecutive months that foreign spouse automatically loses the status.</p> <p>4) A foreign spouse who loses an indefinite residences status under subsection (3) may apply to the Comptroller-General for reinstatement, except that the application shall</p>
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					<p>be treated as a fresh application. Subject to such conditions as the Comptroller-General may determine.</p> <p>5) The separation, divorce or death of a spouse in a marriage to which the section applies shall not affect the indefinite residence status held by the foreign spouse immediately before the occurrence of the event.</p> <p>6) Notwithstanding any provision of this section, a foreign spouse whose marriage is no longer in existence may upon application to the Comptroller-General be granted indefinite residence status subject to evidence that the marriage was contracted in good faith</p>
10.	RIGHT OF ABODE	<p><i>Ghanaian with foreign passport - GHC1500</i></p> <p><i>-Other Nationals – GHC 3000</i></p>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with completed appropriate application form and the required supporting documents. • The required fee is paid to the bank within the National 	6 Months	<p>A. Application letter addressed to the Comptroller-General with the following supporting documents:</p> <ol style="list-style-type: none"> I. Completed application form II. Two (2) current passport-size photographs III. Letter of application from sponsor/applicant IV. Attestation letter by two (2) Ghanaian character referees (Notaries Public, Lawyers, Senior public officers) with copies of their national ID.

			<p>Headquarters and receipted.</p> <ul style="list-style-type: none"> The applicant is given a retention slip with a date to check on the application 	<ul style="list-style-type: none"> V. Photocopy of applicant's passport (bio-data and current residence permit pages) VI. Evidence of immovable properties (indenture, site plan etc. where applicable) VII. Renunciation certificate VIII. Auto-biography IX. Birth certificate X. .Current Police clearance from Ghana XI. Non-citizen I.D card <p>LEGAL REQUIREMENTS</p> <p>1) Subject to section 17(1) of Immigration Act 2000, Act (573), the minister may on an application and with the approval of the president grant the status of right of abode to any of the following persons:</p> <ul style="list-style-type: none"> a) A Ghanaian by birth, adoption, registration or naturalization within the meaning of the Citizenship Act who by reason of his acquisition of a foreign nationality has lost Ghanaian citizenship; b) A person of African descent on the Diaspora.
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				<p>2) A Ghanaian citizen to whom paragraph (a) of subsection (1) applies shall produce to the Minister such documentary and other evidence that the Minister may require testifying to the loss of his Ghanaian citizenship by reason of having acquired another citizenship.</p> <p>3) A person of African descent in the Diaspora qualifies to be considered for the status of a right of abode if he satisfies the following conditions;</p> <p>a) Is of good character as attested to by two Ghanaians who are notaries public, lawyers, senior public officers or other class of persons approved by the Minister;</p> <p>b) Has not been convicted of any criminal offence and been sentenced to imprisonment for a term of twelve months or more;</p> <p>c) Is of independent means;</p> <p>d) Is in the opinion of the Minister capable of making a substantial contribution to the development of Ghana;</p> <p>e) Has attained the age of eighteen years.</p>
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11.	<i>a.ASHORE PASS</i>	<i>Free</i>	<ul style="list-style-type: none"> • Submit crew list and other related documents (seaman discharge book or passport, passport size picture) 	1 Day	- A copy of the crew list with seaman discharge book or passport and a passport size picture (sailor) submitted to the Immigration Officer-In-Charge at the Port
	<i>b. ASHORE PASS EXTENSION</i>	<i>Other Nationals - GH50</i>	<ul style="list-style-type: none"> • Submit crew list and other related documents (seaman discharge book or passport, passport size picture) 		
12.	<i>PROHIBITED AREA PERMITS</i>	<i>ECOWAS AND OTHER NATIONAL S GHC100 for 14 days duration</i> <i>ECOWAS AND OTHER NATIONAL S GHC1,200</i>	<ul style="list-style-type: none"> • Application letter submitted by the shipping Agent or company on behalf of the applicant 	1 Day	A. Application letter addressed to the Comptroller General on behalf of the applicant by the shipping Agent or company with following supporting documents: <ol style="list-style-type: none"> I. A copy of Residence Permit of the applicant (where applicable) II. A copy of biodata page of applicant's passport

		<i>for 1 year duration</i>			
13.	<i>RETURNING RESIDENT (A foreign national whose Residence Permit expires within one month whiles outside Ghana)</i>	<i>GHC200 for all categories of applicants</i>	<ul style="list-style-type: none"> • Submit an application letter addressed to the Comptroller-General with appropriate completed application form and required supporting documents. • The required fee is paid to the bank within the National Headquarters and receipted. • The applicant is given a retention slip with a date to check on the application 	3 Days	<p>A. Application letter addressed to the Comptroller-General stating:</p> <ol style="list-style-type: none"> I. the Country of origin II. Date of arrival III. Duration of stay IV. Purpose of visit V. Place of lodging <p style="text-align: center;">Supporting Document</p> <ol style="list-style-type: none"> B. Company registration document C. Certificate to commence business D. Certificate of incorporation (where applicable) E. Company constitution F. Tax clearance certificate G. Bank statement (for personal application) H. Bio data page of Passport of the visitor and signatory <p>Travel itinerary (Flight details etc.)</p>

OUR RESPONSIBILITIES

- Officers will provide courteous services to clients.
- Officers who serve clients will have name tags.
- The Service will provide clean, healthy and client friendly Reception areas/Centres.
- All office doors will be clearly marked to facilitate ease of identification.
- Officers will provide accurate and reliable information to clients.
- Ensure that services rendered to clients are up to the standard required by this Charter.
- Focus on clients' needs.
- The GIS will endeavor to provide its clients with all the information they need to access our services.
- Ensure views, suggestions and complaints of clients regarding the delivery of our services are dealt with in a timely manner and considered in the development of our services to improve the quality of our service delivery.
- Give clients the right to access our services, facilities and information in a manner that meets their needs.
- Treat customer information with utmost confidentiality.
- Charge only approved fees and prohibit the demand of unapproved fees from our clients.

- Demonstrate a high level of competency and uphold our core values of professionalism, integrity and respect for human rights in our service delivery.
- Provide multiple means of communication to the general public in handling enquiries, complaints, feedback and assistance during working hours.
- Make our facilities easily accessible to persons with disability and vulnerable groups.
- The GIS will conduct periodic stakeholder's engagement to discuss issues relating to our service delivery.
- Information on rates of visas and permits would be made available on the GIS website, publications including brochures and fliers at the GIS Headquarters, Regional, Sector and District Commands.

WHAT WE EXPECT FROM THE PUBLIC

- Ensure that all forms are properly completed.
- Officers are not expected to tolerate abusive, threatening behaviour or violence from the public. They are entitled to have, and will receive, the support of GIS Management and the law if such behaviour is experienced.
- The Public is therefore expected to extend to the GIS Officers all courtesies and respect as they deal with them.

- A national from a foreign country who is not resident in Ghana must acquire the appropriate Visa/Entry permit from Ghana Mission abroad except ECOWAS citizens, countries and persons that are exempted.
- Prior to the arrival of visitors from countries that have no Ghana Missions, an application for an Emergency Entry Visa may be made to the Comptroller-General of Immigration by the visitor's host/ representative or directly by the visitor.
- Foreign nationals wishing to live and work in Ghana should obtain Work and Residence Permits.
- Corporate bodies and other institutions including schools, hotels, motels, etc. that wish to employ foreigners must obtain Immigrant Quota from the Immigrant Quota Committee (Ministry of the Interior), the Ghana Investment Promotion Centre (GIPC) or Work Permit from the Ghana Immigration Service as the case may be, after which a Residence Permit is obtained on application to the Comptroller- General.
- All Residence Permit holders who may travel abroad for an indeterminate period during which time their Residence Permit may expire are required to notify the Comptroller-General in writing before expiration.
- Not later than the 14th of January in each year, a person or a corporate body to whom an Immigrant Quota/Work Permit had been granted under this Act or any other enactment shall submit an Annual Returns of all employees in a prescribed form to the nearest Immigration Office.
- The public is advised to deal directly with authorized Immigration officers at service delivery points and not middlemen.

- Applicants must demand official receipts and documents for all payments and transactions conducted with GIS.
- The public should endeavor to carry valid international travel documents for all international journeys.
- The public should not condone or assist in falsifying documents for traveling or applying for immigration permits.
- The public is required to provide relevant information on suspicious activities of migrants.

A person issued with a Work Permit shall not engage in any other employment activity other than the one specified, unless authorized in writing by the Comptroller-General.

- We do not expect clients to be abusive of Officers. Instead, they should show respect and follow directives.

CLIENTS RIGHTS

- Clients have the right to request and receive all the necessary information on the various services stated in this Charter.
- It is within the clients right to lodge a complaint when dissatisfied about the service rendered.
- Clients have the right of privacy and confidentiality.
- It is the right of the client to be accorded with courtesy and respect.

- Clients have the right to access our services and facilities within working hours in a manner which is accommodating.
- Dissatisfied clients may appeal decisions of the Ghana Immigration Service.
- ECOWAS nationals have the right to a maximum of ninety (90) days on arrival whereas non-ECOWAS countries are entitled to sixty (60) days maximum, on arrival at the port of entry (terms and conditions apply).
- All visitors wishing to extend their visitors permit may on application to the Comptroller-General of Immigration be granted such extension up to a maximum period of six (6) months.

CLIENT’S FEEDBACK AND COMPLAINT HANDLING

- Clients can post complaints and feedback relating to general service delivery via info@immigration.gov.gh and expect a prompt feedback.
- Clients can post complaints and feedback relating to conduct of Officers through lpse.complaints@immigration.gov.gh and expect a prompt feedback.
- Clients may also contact us through our toll-free numbers for PA and for IPSE
- All written communication shall be responded within 24 hours of receipt of correspondence. Where we cannot fully provide an answer to your query within that specified time an interim response shall be provided and advise on when a final response should be expected.

- For walk in complaints, the complaints desk of the Public Affairs Section (Information and Stakeholder Relations Unit) will issue out complaints form for clients to fill out, after which a brief assessment is done and later forwarded to the appropriate Section for further action.
- A suggestion box would be placed at vantage places at our facilities to facilitate feedback to improve on the quality of our services.
- The IPSE Section may receive complaints from members of the Public.
- The CGI may refer written complaints received from the public to Immigration Professional Standards and Ethics (IPSE) Section for necessary action.
- The Anti Sexual Harassment Committee under the Gender Mainstreaming Unit (GMU) may receive complaints against Officers relating sexual harassment through toll-free numberor in-person.

If you have a complaint, comment or enquiry, you may submit it to:

HEAD OF PUBLIC AFFAIRS

GHANA IMMIGRATION SERVICE

P.M.B, MINISTRIES-ACCRA

TEL: 021-224445/221667

GOTA: 029933713

E-mail: info@ghanaimmigration.org

Where you are still not satisfied, you may address your complaints and enquiries to:

**THE COMPTROLLER-GENERAL
GHANA IMMIGRATION SERVICE
HEADQUARTERS-GHANA
TEL: 0302-258250
FAX: 0302-256249**

Persons staying in the regions outside Greater Accra may forward their complaints to THE REGIONAL COMMANDER or Public Affairs Officer or District Commander of the Region/Districts in which they reside.

As a final resort, you may appeal to:

THE COMMISSION ON HUMAN RIGHTS AND ADMINISTRATIVE JUSTICE (CHRAJ) HEAD OFFICE
ADDRESS: OLD PARLIAMENT HOUSE BOX AC 489
HIGH STREET – ACCRA
Tel: 0302662150
EMAIL: INFO@CHRAJ.GOV.GH
COMPLAINT@CHRAJ.GOV.GH

GPS: GA-184-6440

THE NEW CHARTER OFFICE

C/O OFFICE OF THE PRESIDENT

MINISTRY OF PUBLIC SECTOR REFORM

PMB STADIUM POST OFFICE

ACCRA

TEL: 021-684086/ 671359/ 672333

FAX: 671358

Ghana Immigration Service Installations are found at the following address nationwide:

NATIONAL HEADQUATERS

Location: Off Ako Adjei Interchange,

No 7 Mozambique link

Ridge, Accra

P.M.B, Ministries- Accra

Tel: +233-21-224445/231401

Fax: +233-21-25824

Website: www.gis.gov.com

GPS ADDRESS: GA-110-4188

OTHER LOCATIONS:

GREATER ACCRA REGION

Location: Adjacent Ministries of the Interior

Private Mail Bag, Ministries

Tel: +233(0)362195370

030685006

UPPER EAST REGION

Location: Upper East Reg. Admin.

P.O.BOX 15, Bolgatanga

Tel: +233(0)291502231

ASHANTI REGION

Location:

Regional Ministries Building

UPPER WEST REGION

Location:

Opp. Gen. Post Office, Adum
P.O.BOX 289
Tel: +233(0)291502085

Upper West Reg. Admin
P.O.BOX 284, Wa
Tel: 0392022205/+233(0)507121670

EASTERN REGION

Location:
Eastern Reg. Admin
P.O Box 943, Koforidua
Tel: +233(0)291502044

NOTHERN REGION

Location:
Northern Reg. Admin.
P.O Box 262, Tamale
Tel: 0372022775

VOLTA REGION

Location:
Volta Reg. Admin
P.O.BOX 294, Ho
Tel: +233(0)208062466

BONO REGION

Location:
Bono Region
P.O.BOX 431, Sunyani
Tel: +233(0)291502217/0352023427

WESTERN REGION

Location:
Western Regional Admin Bldg
P.O.Box 403, Sekondi
Tel: +233(0)299330955

TEMA REG. OFFICE

Location: White House
P.O.Box 276, Tema
Tel:
+233(0)291513017/+233(0)291502141

CENTRAL REGION

Location:

SAVANNA REGION

Location: NS-00033-6441

Central Regional Admin Building
P.O Box E 85, Cape Coast
Tel: +233(0)291513006

P.O Box UD 46, Damango
Tel:
+233(0)551695308/+233(0)505000353

OTI REGIONAL COMMAND

Location: VR-00132-8948
P.O Box 53, Dambai
Tel: +233(0)342292877

NORTH EAST REGION

Location: East Mamprusi
Digital Address: NE-0729-5502
P.O Box 29, Nalerigu
Tel: +233(0)299330970

BONO EAST REGIONAL COMMAND

Location: Techiman
P.O Box 30, Techiman
Tel: +233(0)291502038
0244794491 (RC)
0244295172 (SO)

AHAFO REGION

Location: Goaso
P.O Box 225, Goaso
Tel: +233(0)291513161
0246159597 (RC)
0241060652 (SO)

WESTERN NORTH COMMAND

Location: Western North Region Admin
Building
P.O Box 25, Wiawso
Tel: +233(0)291513147
0299331639

KOTOKA INTERNATIONAL AIRPORT

Location: KIA Terminal Building
P.O.Box PMB, Accra
Tel: +233(0)299330416
+233(0)299330701

AFLAO SECTOR COMMAND

Location: Terminal Building
P.O Box 52, Aflao
Tel: 0962-30202

ELUBO SECTOR COMMAND

Location: Terminal Building
P.O Box 5, Elubo
Tel: +233(0)291513181
0345-22004/6

PAGA SECTOR COMMAND

Location: UL-0000-9514
P.O Box 26, Paga
Tel: +233(0)291513154
0299330940

AKANU SECTOR COMMAND

Location:
P.O.Box Akanu
Tel: +233(0)291513091

OUR CONTACTS (SOCIAL MEDIA HANDLES)



GHANA IMMIGRATION SERVICE



@immigrationgh1

WEBSITE: www.gis.gov.gh

OUR WORKING HOURS

- The national headquarters, regional and district offices – **8:30AM TO 5:00PM**
- Kotoka International Airport and All Borders – **24HRS/7 DAYS**

