



**GHANA IMMIGRATION
SERVICE**

CODE OF CONDUCT AND REPORTING MECHANISM





This document has been produced by the GIS Technical Working Group with financial and technical assistance from the European Union and the International Centre for Migration Policy Development (ICMPD), under the project “Strengthening Border Security in Ghana” (SBS Ghana). The content of this document is the sole responsibility of GIS, and can in no way be taken to reflect the views of the European Union or ICMPD.



This project is funded by
the European Union

SBS Ghana
Strengthening Border Security in Ghana

 **ICMPD**
International Centre for
Migration Policy Development

2022

Foreword

Pursuant to Chapter 24 of the 1992 Constitution of the Republic of Ghana and the powers conferred on me as the Comptroller-General of Immigration by Regulation 5 of the Immigration Service Regulation, 2016 (L.I. 2245), this Code of Conduct is hereby published to regulate the conduct of Officers.

The Ghana Immigration Service (GIS) Code of Conduct and Reporting Mechanism, herein referred to as the “Code” is intended to provide the personnel of the Service and the Public with a clear understanding of the principles, values and ethical standards expected of an Immigration Officer at all times. The standard set forth in this Code applies to all Officers. Every Immigration Officer must acknowledge that this Code regulates our conduct and must fully be complied with in a manner that demonstrates the highest degree of exemplary responsibility, ethical and professional standard required of an Officer. In other words, the conduct of Officers must be consistent with the demands of the profession and necessary to maintain public confidence.

Some Officers may be familiar with the standards outlined in this Code because they reflect the fundamental values of friendship with vigilance, professionalism, integrity and respect for human rights which are core to our organizational culture. Applying these standards to our working lives and indeed our lives in entirety is an extension of the values by which we are known as individuals and want to be known as a Service. To that end, the Service will make the Code publicly available on its website and other designated places approved by the Service.

The ultimate responsibility for maintaining our Code rests on every Officer. As persons of discipline and integrity, we can do no less than behave in a manner that will bring credit to ourselves and the Service. For that, we are obliged to acquaint ourselves with the dictates of this Code.

I acknowledge that it is impracticable to cover every single situation that may arise in this Code; however, the standards outlined in the Code are guidelines that should govern our conduct to achieve the highest professional and ethical standards consistent with efficient migration management. Where questions arise relating to matters addressed in the Code, Officers may consult their supervisors, the Heads of HR, IPSE, the Legal Department or any Management member for further clarification.

It is important to state however that, where the exigencies so require, the Code may be reviewed in tandem with the core values of the Service.

I implore all of you to uphold the provisions of this Code to achieve the mission and vision of the Service.

KWAME ASUAH TAKYI, ESQ.
COMPTROLLER-GENERAL

Preface

Since 2009, the International Centre for Migration Policy Development (ICMPD) has been supporting governments in West Africa to design and implement comprehensive and sustainable migration policies. Over the years, ICMPD has forged an important partnership with the Government of Ghana, and has implemented several projects and initiatives in Ghana, designed to strengthen the capacity of Government agencies in diverse migration thematic areas, namely; border management and security, combatting irregular migration, trafficking in human beings, smuggling of migrants, and policy development, etc.

Within the framework of the Strengthening Border Security in Ghana (SBS Ghana) project funded by the European Union Emergency Trust Fund for Africa, ICMPD has been working with the Ghana Immigration Service (GIS) to strengthen their capacity in the area of accountability by developing a Code of Conduct and Reporting Mechanism guide. This well-written code of conduct clarifies the mission, values and principles of the Ghana Immigration Service linking them with the highest professional and ethical standard consistent with efficient migration and border management.

In implementing Component one of the SBS Ghana project, ICMPD worked directly with the GIS by composing a Technical Working Group (TWG) of subject matter experts on legal, human resource management among others, to develop the Code of Conduct document.

This document was developed in line with international standards, while capturing the local Ghanaian context at the same time. The drafting team worked rigorously to simplify this often-complicated document is easy to understand and practical, without sacrificing quality. The Code of Conduct will ensure that all Officers irrespective of rank have a guide, which is not only essential to building a culture of compliance within the Service.

It is also commendable that this manual does not only review the proper channels for reporting misconduct if out-of-line behaviour is witnessed but it also provides relevant information to all Officers on how violations of the code of conduct should be handled internally. While the Code of Conduct and Reporting Mechanism can be considered comprehensive and top quality, we must not forget that international and national best practices evolve. This ethical document should therefore be considered a living manual, requiring periodic updates and adjustments in line with the changing times, to ensure that the GIS remains on top of its game in the field of accountability and respect for human rights.

Martijn Plum
Director, Migration Dialogues and Cooperation
ICMPD

Acknowledgement

The Ghana Immigration Service (GIS) acknowledges the following organisations and individuals: the European Union (Donors), International Centre for Migration Policy Development (ICMPD) - Implementing Agency of Strengthening Border Security in Ghana (SBS-Ghana Project), The Comptroller-General of Immigration (CGI), Management Members, Regional/Sector Commanders, Technical Working Group members who contributed in various ways to develop this document.

Table of Contents

Foreword	i
Preface	iii
Acknowledgements	v
1. Mandate	1
2. Vision	1
3. Mission	1
4. Core values of the GIS	1
5. Strategic Objectives	1
6. Scope of Application of the Code of Conduct	2
7. Accessibility of the Code of Conduct to Officers	2
8. Responsibility and Standards of Professional Behaviour	3
9. Compliance with the Law	4
10. Behavioral Standards	6
11. Political Activities	7
12. Respect for Fundamental Human Rights and Freedoms	8
13. Use of Official Property and Services	9
14. Confidentiality	10
15. Conflict of Interest	11
16. Gifts and Other Forms of Benefits	13
17. Personal Responsibility	13
18. Relations with the Media	13

19. Working Hours	14
20. Conduct at Work Place	15
21. Commercialization of Service Paraphernalia	15
22. Rebuke of Superior Officer in Presence of Junior Officer(s)	16
23. Dressing and Appearance	16
24. Service Uniform Policy	16
25. Misuse of Service Uniform	17
26. Complaints and Investigations	17
27. Redress of Grievance(s)	18
28. Resolution of Dispute(s)	18
29. Reporting Mechanism(s)	18

Interpretations

Officers - for purposes of this Code, “Officers” means enlisted/ recruited personnel of the Service and those on contract

Other Staff - for the purpose of this Code, "other staff" means auxiliary staff, interns and national service personnel.

Comptroller-General - means the Comptroller-General of Immigration Service, under Immigration Service Act, 2016 (Act 908).

Conflict of interest - means a situation where an Officer’s personal interest conflicts with or is likely to conflict with the functions of his/her office.

Court - means a court of competent jurisdiction.

Confidential Information – includes information marked or determined as classified and not intended for all persons.

Gift - something of value given without the expectation of receiving something in return.

Personal interest - includes the interest of a friend, an associate, a spouse, a child or any member of the household of an employee.

Public interest - includes a right or advantage that inures or is intended to inure to the benefit generally of the whole of the people of the Republic of Ghana.

1. Mandate

The Ghana Immigration Service (GIS) is established under the Immigration Service Act, 2016 (Act 908), which repealed the Immigration Service Act, 1989 (PNDCL 226). The Immigration Act, 2000 (Act 573) and its Regulations (L.I. 1691) provide the framework that guides the operations of the Service. These include the Management of Migration, Residence and Employment of foreigners and other related matters. The Service also manages the borders of the country and supports the National Security systems.

2. The Vision of the GIS

Delivering Excellence in Security and Migration Management for National Development.

3. The Mission of the GIS

To build a stronger and better Ghana by operating fair but firm immigration work systems that meet the social and economic needs of the country.

4. The Core Values of the GIS

- a. Professionalism.
- b. Integrity.
- c. Respect for human rights.
- d. Learning organization.

5. Strategic Objectives

The GIS operates with two main strategic objectives to achieve its vision:

1. Manage Migration in the National Interest by:

- a. Promoting migration that contributes to the economic, social and developmental interests of Ghana.
- b. Facilitating the border crossings of legitimate travellers at authorized routes.
- c. Combating irregular migration by detecting, preventing, and deterring border crossings at unauthorized routes.

2. Contribute to National Security by:

- a. Tackling immigration-related crimes.
- b. Collaborating with National Security, Intelligence and other agencies.
- c. Cooperating with international stakeholders to improve the quality of operations.
- d. Detecting and preventing threats at the country's borders.

6. Scope of Application of the Code of Conduct

This Code of Conduct (hereinafter referred to as the “Code”) shall be applicable to Officers of the Ghana Immigration Service (hereinafter referred to as the “Service”). This Code aims to develop the institutional culture and responsibility of GIS staff, support their professional ethical values when dealing with superiors, colleagues and the general public, and to provide the best service to enhance confidence and credibility in GIS.

7. Accessibility of the Code to Officers

All Officers shall be trained and/or sensitized on the provisions of the Code.

The Service shall make the Code accessible to Officers and the general public on appropriate media - hard copies, GIS websites, social media, and video materials.

8. Responsibility and Standards of Professional Behaviour

- (1) An Officer shall accept personal responsibility for non-compliance with the provisions of this Code.
- (2) Failure by an Officer to comply with and adhere to the provisions of this Code shall constitute an offence under the Immigration Service Regulations, 2016 (L.I. 2245).
- (3) It shall be the responsibility of each Officer to read the Code to:
 - (a) Become familiar with its provisions and implications of non-compliance.
 - (b) Perform official duties with integrity, professionalism and respect for human rights.
 - (c) Strive for the highest ethical standards.
 - (d) Comply with Laws, Regulations, Comptroller-General's Directives, and any other lawful instructions that relate to the functions of the Service.
 - (e) Treat colleagues and members of the public with courtesy and be sensitive to their rights, duties and lawful expectations.
 - (f) Avoid waste or extravagant use of the Service's resources.

- (g) Respect the confidentiality of information acquired in the course of official duties and avoid using the information for personal gains.
 - (h) Behave in a manner that maintains or enhances the image of the Service.
- (4) An Officer shall not carry out an unlawful instruction by his/her superior as enshrined in Immigration Service Regulations, 2016 (L.I. 2245).

9. Compliance with the Law

Criminal Offences

- (1) An Officer who is convicted by a court of competent jurisdiction of a subversive or felonious crime shall be liable to summary dismissal.
- (2) Without prejudice to criminal proceedings in a court of competent jurisdiction, an Officer who commits an offence stipulated in the Criminal Offences Act, 1960 (Act 29) or any other enactment shall be subject to internal disciplinary action.
- (3) (a) An Officer is required to inform his/her immediate supervisor in writing as soon as he/she becomes the subject of a criminal investigation or possible criminal proceedings.

(b) On receipt of such information, the Head shall take the appropriate administrative steps acting in consultation with the Legal and Human Resource Departments.

- (4) All operations of the Service shall be conducted in accordance with the Immigration Service Regulations, and other applicable laws/conventions.
- (5) An Officer is eligible for casual leave, aside his or her annual leave entitlement for the year, to enable that Officer attend to an urgent personal need.
 - 5a. The casual leave must not exceed Ten (10) working days within a calendar year, subject to the exigencies of the Service.
 - 5b. An Officer who intends to go on casual leave/pass shall apply and be issued with a Pass Form as in Schedule one
 - 5c. An Officer on Pass, when so requested by an Officer senior to that Officer shall produce his or her pass for inspection.
- (6) Officers of the Service in breach of this Code shall be subject to disciplinary proceedings under Immigration Service Regulations, 2016 (L.I. 2245).
- (7) (a) It shall be the responsibility of an Officer(s) to report to his/her superior any breaches and violations of laws enforced by the Service.
 - (b) An Officer shall report promptly:
 - (i) Any arrest of offenders.
 - (ii) Missing/Loss of official property.
 - (iii) Damage to any official property.
 - (iv) Occurrence/Incidence at a duty point.
 - (v) Injury to any person in the course of duty.

10. Behavioral Standards

An Officer shall, in the conduct of his/her duty:

- (a) Behave in a manner, whether on or off duty, which does not bring discredit to the Ghana Immigration Service or undermine public confidence in the Service.
- (b) Be fair and impartial when dealing with the Public by embracing equity and diversity.
- (c) Carry out required duties in a prompt and diligent manner
- (d) Abstain from actions and inactions which are contrary to public order.
- (e) At all times, identify him/herself in the line of duty; wear a name tag/badge or have in his/her possession a Ghana Immigration Service ID Card. The only exception to this rule is where the wearing of a name tag or badge may endanger the personal safety of the Officer.
- (f) At all times, wear the appropriate insignia matching his/her substantive rank.

11. Political Activities

- (1) An Officer shall not:
 - (a) Allow a political meeting to be held or a political speech to be delivered at his/her Command/Post or property occupied by the Service.
 - (b) Allow a candidate in an election or a political agent or canvasser to visit his/her Command/Post for the purpose of carrying out political activities unless authorized by or under Service instructions or orders.
 - (c) Take part in the affairs of any political organization or party; or
 - (d) Issue an address to electors, or announce himself/herself or allow himself/herself to be announced as a candidate, or prospective candidate, for election to a political office.
 - (e) Display Political Party Paraphernalia on him/herself, place of work or means of transport or home and on any social media/digital platform connected to him.
 - (f) An Officer performing his/her duty at a political programme should maintain political neutrality and impartiality.
- (2) An Officer, acting in his/her official capacity, shall not publicly:
 - (a) Comment on government policies or programmes.

- (b) Make personal statements or opinions which could be implied to be the official position of the Service.
- (c) Make statements about the administration of the Service which could cause serious disruption at the workplace, or bring the Service into disrepute.
- (d) Express negative opinion about government policy when acting in an official capacity.

12. Respect for Fundamental Human Rights and Freedoms

- (1) In the conduct of duties, Officers shall promote, respect and uphold the Fundamental Human Rights and Freedoms of all persons as enshrined in Chapter 5 of the 1992 Constitution of the Republic of Ghana.
- (2) An Officer shall:
 - (a) Treat superiors, colleagues and subordinates with respect, courtesy and honesty, maintain healthy and friendly relations without discrimination, and respect the privacy of others.
 - (b) Not discriminate against any member of the public on the basis of ethnicity, religion, educational background, age, gender, political affiliation, disability, social, cultural or economic status, or any other form of discrimination.
 - (c) Adhere to all international instruments/protocols relating to migration management.

- (3) All Officers performing lawful duties shall be indemnified by the Service.

13. Use of Official Property and Services

- (1) An Officer shall not use for personal or private purposes, any resources or services placed at his/her disposal for the conduct of any official business unless specifically authorized. Such resources include:
 - (a) Facilities (including telephones, computers, photo copiers, printers, fax machines and other office equipment/supplies).
 - (b) Vehicles, machinery, equipment, weapon and ammunition.
 - (c) Computer software.
 - (d) Stamps, Postal and Courier services.
 - (e) E-mail services.
- (2) An Officer allocated official movable property or assets is required to:
 - (a) Make adequate security arrangements for such assets.
 - (b) Exercise reasonable care over the same.
 - (c) Hand them over in good condition, at the end of their use.

- (d) Weapon and Ammunitions assigned to an Officer for specific duties shall be returned immediately to the armoury and not sent/carried home or any other place at the end of the duty, in accordance with the Service's Standard Operating Procedures (SOPs) on Arms and Ammunitions.
- (3) Official identity badges and security items issued to an Officer in the performance of his/her duties shall not be used for any other purpose.
- (4) Nameplates, security badges, keys, uniforms, accessories and all facilities associated with official duties must be surrendered in good condition to the stores/Administration on exit from the Service.

14. Confidentiality

- (1) An Officer shall not disclose without proper authority, any information that has been obtained in the course of official duties.
- (2) All Officers shall protect the privacy and information of individuals and corporate organizations except in accordance with relevant laws.
- (3) Breaches shall constitute misuse of official information which includes but is not limited to:
 - (a) Leaking of information.

- (b) Use of information for personal or private gain.
 - (c) Taking advantage of a person on the basis of information gained through confidential records
 - (d) Removing, altering or destroying official records.
- (4) An Officer who wants to publish a book or an article which relates to his/her employment shall first seek the written consent of the Comptroller-General.
- (5) An Officer shall communicate official information and release official documents only in accordance with the Comptroller-General's orders.
- (6) No Officer shall enter into communication with any other person or an institution on subjects connected with the Service unless authorized by the Comptroller-General.

15. Conflict of Interest

1. Avoid putting him/herself in a position where his/her personal interest conflicts or is likely to conflict with the performance of his/her functions/duties.
2. An Officer shall not:
 - (a) Use his/her public office directly or indirectly for private gain, and/or gains of relatives.
 - (b) Solicit gifts or favours directly or indirectly from any person in the performance of his/her duty.

- (c) Accept gifts or favours directly or indirectly from any person when such gifts or favours may compromise the objective performance of his/her official duties.
 - (d) Use or permit the use of state property for activities not associated with the performance of their official duties.
 - (e) On exit from the employment of the Service, take improper advantage of the public Officer's previous office to unduly influence the performance of any Officer of the Service.
- (3) An Officer whose personal interest conflicts with his/her official functions of that Officer shall:
- (a) Declare the personal interest to the Comptroller-General or his/her authorized representative in writing, orally or in any other manner prescribed by law and the Officer shall comply with any directions to avoid or resolve the conflict.
 - (b) Not be present at or participate in any deliberations in connection with that matter.
- (4) An Officer who complies with paragraph (a) of sub-section 3 is not liable for a matter that arises out of the declaration.

16. Gifts and Other Forms of Benefits

- (1) An Officer shall not ask for nor accept, for himself/herself or others, directly or indirectly, a reward, gifts, services, assistance or any other benefit that could affect or that could seem to affect their decisions for certain issues, or that could corrupt their professional conduct.
- (2) An Officer shall not accept gifts of gratitude that could be deemed as a reward for those activities the performance of which is their responsibility.

17. Refrain from substance abuse and smoking:

Officers must not attend work under the influence of psychoactive drugs (alcohol, pain medication etc.) or while performing allocated tasks. They should not smoke in places where smoking is prohibited or when he is on active duty.

18. Personal Responsibility

Officers shall be personally responsible for their actions and inactions that are not in line with the mandate of the Service.

19. Relations with the Media

- 1) Any communication concerning or affecting the Service or any part thereof that may be communicated to the press or any other agencies concerned with the dissemination of news or opinions shall be made by the Comptroller-General or any person authorized by the Comptroller-General.

- (2) No Officer shall make remarks or pass criticism tending to bring his/her superior into contempt, except as may be necessary for the proper presentation of a complaint to redress a grievance.
- (3) No Officer shall do or say anything which:
 - (a) If seen or heard by any member of the public might discredit the Service or any of its members;
 - (b) If seen or heard by, or reported to, those under him might discourage them or render them dissatisfied with their condition or the duties on which they are employed.
- (4) An Officer who intends to participate in a media discussion which relates to his/her employment shall do so in accordance with existing internal rules and regulations.
- (5) An Officer who publishes a book, contributes to or participates in public discussions in the media and expresses a personal opinion must indicate that the opinion is personal and not the official position of the Service.

20. Working Hours

An Officer shall adhere to official working hours as stipulated in the Regulation (L.I. 2245) unless otherwise excused. (It is important to note that the provisions of this code apply outside of the working hours).

21. Conduct at Workplace

An Officer shall:

- (1) Report any health-related or safety concerns promptly to his/her immediate superior.
- (2) Not engage in any form of discrimination or harassment against other Officers.
- (3) Not engage in any conduct that interferes with the business of the Service at the workplace, interference in this section shall include but is not limited to:
 - i) Demonstrate amorous (sexual misconduct) behaviour.
 - ii) Unnecessary noise that disturbs another person's concentration at work.
 - iii) Being on any communication gadget whiles engaged with a client.
 - iv) Receive visitors at working hours except for official purposes only.
 - v) Shall not eat during working hours and at inappropriate places .
- (4) Seek permission from his/her supervisor before travelling outside the Officer's jurisdiction except if the Officer is on leave.
- (5) Marriage between senior and junior Officers is prohibited.

22. Commercialization of Service Paraphernalia

An Officer shall not produce, distribute, sell or use any item that

bears the symbol, name or mark of the Service without prior written authorization from the Comptroller-General.

23. Rebuke Superior in Presence of Junior

No Officer shall rebuke another in the presence or hearing of anyone junior to the Officer in rank unless a public rebuke is absolutely necessary for the preservation of discipline.

24. Dressing and Appearance

- (1) Officers shall appear neat, clean, and tidy at all material times while on official duty, in officially prescribed uniform or attire unless otherwise excused.
- (2) Dress and appear on all occasions to reflect credit on the Service.
- (3) Officers are not permitted to wear a beard except with the express approval of the Comptroller-General on health grounds or for operational purposes.
- (4) When permission is granted for an Officer to wear a beard, it shall be well-kept and trimmed.
- (5) The dressing of Officers must strictly conform to the uniform policy of the Service.

25. Service's Uniform Policy

An Officer on duty shall be in the prescribed uniform as contained in the Service Uniform Policy, unless otherwise directed or where the exigencies of the duty so require.

26. Misuse of Service Uniform

- 1) An Officer shall not misuse a Service uniform. Misuse of the Service uniform includes;
 - a) Any piece of the Service uniform hung in a vehicle ostensibly to avoid security checks.
 - b) Using the Service uniform for any other purposes not related to official use.
 - c) Aiding a person to use the service uniform where that person is not authorized.
 - d) Displaying the Service headgear on the dashboard or anywhere in his/her vehicle
- (2) Officer(s) must not go to the law court either in a civil or criminal matter in uniform in his/her private capacity.

27. Complaints and Investigations

- (a) Allegations and complaints against an Officer or the Service by dissatisfied clients, customers or victim/witnesses shall be referred to the appropriate quarters (e.g. Immigration Professional Standards & Ethics Section, Complaints Unit of Public Affairs, Anti-Sexual Harassment Committee etc.) for investigations.
- (b) Reports of investigations conducted under this Code shall be dealt with in accordance with provisions of Immigration Service Regulations, 2016 (L.I. 2245).

- (c) An Officer shall not use his/her official position or relation established in the course of duty to influence or interfere with any investigations relating to the Service.
- (d) In enforcing this Code, the Comptroller General of Immigration may direct the arrest and detention of an Immigration Officer who is a subject of investigation.

28. Redress of Grievance

- (1) Grievances and complaints of an Officer against another Officer and/or members of the public shall be referred to the appropriate quarters (e.g. Immigration Professional Standards & Ethics Section, Complaints Unit of Public Affairs, Anti-Sexual Harassment Committee etc.) for investigations.
- (2) An Officer shall not be penalised for making a complaint in accordance with this Code.

29. Resolution of Dispute

An Officer is required to exhaust all the internal dispute resolution mechanisms before resorting to the law court.

30. Reporting Mechanism

I. Complaint by an Officer.

- (a) An Officer who is aggrieved by the conduct of a colleague Officer may report to the immediate supervisor.

- (b) Where the immediate supervisor is the cause of grievance, the matter may be reported to the superior of that offending Officer and in that order.

II. Complaint by the General Public

The general public may report violations of this Code through the following channels:

- a. Via post: The Comptroller-General, Ghana Immigration Service, Private Mail Bag, Ministries Post Office, Accra.
- b. Hotline: +233(0)302 224445/21667/674125/213401.
- c. In-person:
 - (i) Immigration Professional Standards & Ethics Section.
 - (ii) Anti-Sexual Harassment Committee: in cases of sexual harassment.
- d. Location:
 - (i) Headquarters - No. 2 Mozambique Link, Ridge, Accra. Digital Address - GA-110-4188.
 - (ii) Nearest Immigration Office.
- e. Violations of the Code may also be brought to the attention of Management formally in written form, through suggestion boxes, the Complaints Unit of the Public Affairs, Immigration Professional Standards & Ethics Section and the Anti-Sexual Harassment Committee.

III. Information to be provided by complainant/victim/ witness.

1. When filing a complaint, the complainant/victim/witness shall provide the following as indicated on the Complaint Form at Appendix 2.
 - a. Name, ID card, contact address, phone number, email with which the complainant/victim/witness can be effectively reached, and the specific details of the complaint as well as the supporting document (if any). If the report is anonymous, complete relevant information and documents must be provided.
 - b. The name of the Officer whom the complaint is lodged against or other information sufficient to identify him/her.
 - c. In cases where the complainant/victim/witness is unable to provide any or all of the information in 1 (a) and 1 (b) above, the case may be investigated as appropriate.
 - d. Credible evidence is relevant for the investigation.
2. Personal contact details provided by victims, witnesses and complainants shall be used for feedback purposes only and will be treated with the utmost confidentiality.

IV. Handling Procedure

- (a) A supervisor who receives a complaint in respect of this Code must initiate action by referring the matter to the IPSE Section for investigation within five (5) working days on receipt of the complaint.
- (b) IPSE Section shall submit a report to the supervisor within fourteen (14) working days on receipt of the complaint or grievance.
- (c) Where a prima facie case is established, the matter will be dealt with in accordance with Immigration Service Regulations, 2016 (L.I. 2245).
- (d) In alleged cases of sexual harassment, the supervisor must refer the matter to the Anti-Sexual Harassment Committee for redress.



Appendix 1

Ghana Immigration Service Pass application Form

Name:

Rank/Designation: Service Number:

Section/Shift Tel:

Reason (s) For The Request:

Date of Last Pass: From: To:

Period of Present Pass Requested: From: To:

Destination:.....

Signature/Date:

Contact Person: Tel:

Relation:

Recommending Officer: (Shift Leader/Staff Officer):

Commander's Comment

Approved

Rejected

Signature:

Important Comments:

COMPLAINT FORM	
NAME OF COMPLAINANT	
CONTACT ADDRESS	
PHONE NUMBER	
EMAIL	
NATURE OF COMPLAINT	
NAME OF Officer AGAINST WHOM THE COMPLAINT IS LODGED	
OTHER INFORMATION SUFFICIENT TO IDENTIFY HIM/HER	
ANY OTHER RELEVANT INFORMATION	

