



REPUBLIC OF GHANA

MINISTRY OF FINANCE

GLOSSARY OF BUDGET STANDARDISED OPERATIONS



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GLOSSARY OF STANDARDISED OPERATIONS

PART 1 : GENERIC OPERATIONS

BROAD CATEGORY	STANDARDISED OPERATIONS	DEFINITION
ADMINISTRATIVE OPERATIONS	Internal Management of the Organisation	These include support services provided by an MDA to Divisions and Units within the same MDA in order to facilitate the operations of the organisation as a whole. These services include providing for overheads (for e.g. water , ICT, electricity, sanitation etc.), hosting and participation in meetings and conferences etc.
	Local & international affiliations	All activities/ Processes undertaken by an MDA relating to the payment of subscriptions, Professional fees, dues, compliance with obligations etc. to affiliated bodies and organisations locally and internationally. It also covers international protocols. Eg. Payment for implementing protocols such as child protection, UN, ECOWAS etc.
	Procurement of Office supplies and consumables	The processes/ Activities leading to the procurement or purchasing of recurring office supplies and consumables including stationery, office facilities etc.
HUMAN RESOURCE DEVELOPMENT OPERATIONS	Staff Audit	All activities involved in undertaking a comprehensive assessment and analytical survey of personnel/staff of an MDA. Eg. Head Count, staff verification, payroll audit etc.
	Human Resource Database	Activities that relate to gathering, storing, maintaining, retrieving, and revising personnel data. For e.g. update of staff records on HRMIS
	Scheme of Service	All operations that relate to providing a well-defined career structure and progression which will attract, motivate and facilitate retention of suitably qualified personnel.
	Recruitment, Placement and Promotions	All operations involved in the overall processes of inviting, selecting appointing and posting as well as promotion of suitable



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BROAD CATEGORY	STANDARDISED OPERATIONS	DEFINITION
		candidates for jobs (either permanent or temporary) within an organization.
	Personnel and Staff Management	All operations that seek to promote and motivate competent work force in an organization. E.g. HR and Training Policies and programmes.
BUDGETING OPERATIONS	Budget Preparation	All activities undertaken to prepare and coordinate MDA budget estimates. Eg participate in internal budget hearings, stakeholders meetings, budget committee meetings etc.
	Budget Performance Reporting	All Activities relating to the documentation and comparative analysis of planned and actual spending. This include Financial and non-Financial performance and any other information required by the PFM ACT/ Regulations. E.g. quarterly and annual report
PROCUREMENT OPERATIONS	Procurement Plan Preparation	All activities undertaken for the preparation of the procurement plan i.e. meetings (to review and update of old plan etc.)
	Implementation of procurement plan	All activities under procurement including <ul style="list-style-type: none"> • Tendering activities in line with the PPA Act, 2003 (Act 663) such as advertisement, evaluation of tenders from suppliers/contractor, preparation of evaluation report and award of contract and projects. • Receiving, distribution and accounting for items issued. • Certification of projects for payment
AUDIT OPERATIONS	Internal Audit Operations	Activities relating to the provision of an independent, objective assurance of MDA operations. It also involves ensuring effective risk management and systematic review of governance processes by auditors within MDAs



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BROAD CATEGORY	STANDARDISED OPERATIONS	DEFINITION
	External Audit Operations	This involves activities in respect of the periodic and/or specific purpose audit conducted by an independent body external to the organization. It also include the procurement of an external auditor to perform a specific function For e.g special audits including forensic, ICT and performance audits etc.
	Special Audit Assignments	This covers an assessment based on request from MDA for an unusual or a special need apart from the Internal and external audit. (e.g. forensic compensation, compliance and costing Audit)
POLICY PLANNING OPERATIONS	Planning and Policy Formulation	The processes/activities leading to the development and adoption of effective and acceptable courses of action - funding priorities etc. for addressing a need or for the purpose of achieving a desired outcome within the context of the National Development Policy Framework (Preparation of Sector Medium Term development Plans).
	Publication and dissemination of Policies and Programmes	The processes/activities of making information on public policies and programmes available to targeted audience/ end users (Parliament, Cabinet, the General public etc.) through the print and electronic media, fora, conferences, public hearing etc.
	Policies and Programme Review Activities	The processes/activities leading to the review/assessment of Public policies and Programmes with the intention of instituting a change if necessary. Eg review of sector medium term action plan and annual action plan
MONITORING AND EVALUATION OPERATIONS	Management and Monitoring Policies,	This comprises of a range of activities such as describing and analyzing the development and implementation of policies and plans to ascertain whether it is



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BROAD CATEGORY	STANDARDISED OPERATIONS	DEFINITION
	Programmes and Projects	<p>in line with the objective of the MDA. E.g., visit to project site to inspect progress of work and the preparation of programme and project implementation report.</p> <p>This also includes monitoring of Government Flagship Programmes</p>
	Evaluation and Impact Assessment Activities	<p>This covers activities relating to an assessment of the impact of an intervention on the final development outcomes. E.g. consultancy services to conduct environmental impact assessment, feasibility studies etc.</p>
RESEARCH STATISTICS AND DEVELOPMENT OPERATIONS	Research and Development	<p>It involves the investigative activities that an MDA conducts with the intention of improving service delivery or lead to the development of new procedures and business processes. It also include activities relating to the collection, collation and analysis of relevant data of an MDA. Eg survey on a project, an assessment of a policy of an MDA etc</p>
	Development and Management of Database	<p>This covers all activities in respect of database design, development, access, implementation, and management, as well as data analysis for business intelligence.</p>
FINANCE OPERATIONS	Treasury and Accounting Activities	<p>This involves the management of cash flows, collections, disbursement and funding of MDAs activities. It is also includes the process of recording, summarizing and reporting on the transactions of the MDA</p>
	Revenue Collection	<p>This involves generation of income from sale of goods and services as well as the use of assets, associated with the main operations of an MDA. For e.g. cost of acquisition of value books</p>
	Preparation of Financial Reports	<p>The process of recording, summarizing and reporting MDA transactions to provide accurate financial position and non-financial</p>



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BROAD CATEGORY	STANDARDISED OPERATIONS	DEFINITION
		performance. E.g. preparation monthly, quarterly and annual financial report.
INFORMATION COMM. AND TECHNOLOGY OPERATIONS	Software Acquisition and Development	Activities in relation to the purchase, installation and design of Computer software for an organization to improve service delivery.
	Computer hardware and accessories	Activities towards the Procurement of computer and other items that the use of the computer. For e.g. Laptops, desktops, Printers, scanners, Servers, cables etc. as well as servicing of these computers and accessories.
	Software Licensing and support	Activities towards acquiring and or renewal of the right to use a software as well as support services for managing the software.
	Technology Transfer	These activities covers the transfer of skills, knowledge and technologies for public use to ensure a wider range of use and sustainability.
CORPORATE AFFAIRS PUBLIC RELATIONS OPERATIONS	Protocol Services	This covers activities of an MDA relating to the protection of its image, the organization of official and diplomatic functions/meetings /conferences.
	Media Relations	This involves activities of an MDA such as dissemination of information to the public through prints, electronic and any other platform in use by government. E.g. Meet the Press, Publications, and Town Hall Meetings.
	Information, Education and Communication	This covers all activities related to newspaper publications, television and radio discussions and advertisement as well as engagement with relevant stakeholders (public fora) for managing the spread of information on MDA's programmes, policies etc. E.g. publication of leaflets, flyers, text messages, posters etc.



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BROAD CATEGORY	STANDARDISED OPERATIONS	DEFINITION
	Publication, Campaigns and Programmes	The activities of making information available through the print and electronic media, fora, conferences, public hearing. For e. g. articles, journals, letters, press statements etc.
ESTATES TRANSPORT AND GENERAL SERVICES OPERATIONS	Maintenance, Rehabilitation, Refurbishment and Upgrade of existing Assets	All activities involving repairs, overhaul and replacement of mechanical parts, plumbing or electrical device such as plants and equipment including vehicles, motorbikes, bicycle, furniture, fixtures and fittings as well as office and residential buildings.
	Acquisition of Immovable and Movable Assets	The purchase of an asset such as land, buildings, plants and equipment, vehicles, motorbikes, bicycle, furniture, fixtures and fittings. This also includes the construction of buildings
	Management of Assets Register	This covers the coordinated activities of an organization to record, track the location, quantity, condition, maintenance and depreciation status and safe guarding of government assets
	Cleaning and General Services	All Services such as the provision of security, cleaning of office and residential facilities, and transport services of an MDA.
	Disposal of Government Assets	The processes involved in selling off assets of an MDA. For e.g. valuation, auctioning etc.
ARCHIVAL AND DOCUMENT MANAGEMENT OPERATIONS	Library Services	This involves activities ranging from the collection, storage and maintenance of information and making it available to users for research purposes.
	Printing and Dissemination of Information	This involves all activities or cost relating to making available information to the public through the print or electronic media
	Publication of Documents	This consists of all activities leading to the documentation and distribution of copies of



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BROAD CATEGORY	STANDARDISED OPERATIONS	DEFINITION
		a work such as book, magazine, newsletter etc. either free or by sale.
	Information Management	All activities relating to the processing, collection, storage, tracking and usage as well as distribution of information for decision making.
LEGAL_SERVICES OPERATIONS	Legal and Administrative Framework Reviews	All activities relating to the review of Legal Documents, Memorandum of Understanding, Financing arrangements for Projects and Administrative procedures and processes of MDAs as well as providing Legal Advice and Drafting of Legislations.
	Contractual obligations and commitments	All activities relating to the contract evaluation, review of existing contract and signing of new contracts/ agreements involving an MDA and Developing Partners and third parties as well as adherence to other financial commitments to individuals/ institutions
HIV AND AIDS OPERATIONS	Workplace HIV/AIDS Policy Formulation and management	All activities related to the formulation of policies and planning of HIV/AIDS programmes in the MDA
	Implementation of HIV/AIDS related programmes	All activities involved in ensuring a reduction of HIV infections, individual and societal vulnerability and addressing service delivery issues (organising HIV/AIDS educational programmes for staff, voluntary testing etc.)
GENDER OPERATIONS	Gender Related Activities	All activities pertaining to ensuring gender responsiveness in policy making, planning and budgeting.
ENVIRONMENT CLIMATE CHANGE AND GREEN ECONOMY OPERATIONS	Environmental policy integration and management	All activities involved in the process of placing environmental considerations at the heart of decision-making in sectorial policies and programmes.
	Climate change policy and programmes	Consist of all activities relating to policies, planning and programmes of MDAs towards minimizing the effect of climate change



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BROAD CATEGORY	STANDARDISED OPERATIONS	DEFINITION
	Green Economy Activities	All activities in respect of ensuring improved human well-being and social equity that reduces environmental risks that aims at sustainable development without degrading the environment
NUTRITION OPERATIONS	Food Security	Involves planning and implementing activities in ensuring the availability and affordability of adequate food supplies at all times.
	Nutritional Programmes	All Interventions or programmes that address the underlying determinants of foetal and child nutrition and development, which include adequate caregiving resources at the maternal, household and community levels; access to health services; and a safe and hygienic environment



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PART 2: MDA SPECIFIC OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
ADMINISTRATION SECTOR	
OFFICE OF GOVERNMENT MACHINERY	
Security for Oil and Gas Industry(ended)	All related activities approved and undertaken to prevent and protect oil and gas industries and installations across the country.
National Identification Activities	All activities that relate to registering, issuing and securing national identities of the citizens
Official National Celebrations	All activities that mark the celebration of designated days such as Independent day, Republic day, Farmers day and significant dates etc.
State Protocol Services	All activities that relates to organising, facilitating and execution of state functions as well as the provision of special services to all state guests, MDAs and the general public.
Executive Support Services	This refers to activities which facilitates and supports senior executive information and decision-making needs.
Investment Promotions	All activities that seeks to attract and promote foreign direct investment into Ghana as well as promote domestic investments that will transform Ghana and sustain economic development.
Scholarship and Bursary	All activities that provides grants to support the brilliant but needy students to increase equitable access to education and improve knowledge and skill of the human resource capacity of the country.
Security lifting of fuel	It refers to payment to oil marketing companies for the procurement of petroleum products like petrol, aviation fuel, diesel etc for security services agencies.
HIV/AIDS Policy Formulation and management	All activities that seeks to provides effective and efficient leadership in the Coordination of all programmes in the fight against HIV&AIDS.



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STANDARDISED OPERATIONS	DEFINITION
Promotion of Small and Medium Enterprises	All related activities which seeks to provide loans to the public in the form of direct disbursement to individuals, businesses (small loans), groups and microfinance institutions.
Management of Executive Human Resource	It refers to activities which covers conducting job analyses, planning personnel needs, recruitment, orienting and training of political appointees.
OFFICE OF THE HEAD OF CIVIL SERVICE	
Management of Executive Human Resource	This activity involves the recruitment, selection, interviewing, promotion and the general management of the civil service staff.
Management of Public Records	This is an organizational function dedicated to the management of information in an organization throughout its life cycle, from the time of creation or inscription to its eventual disposition. The specific activities includes identifying, classifying, storing, securing, retrieving, tracking and destroying or permanently preserving records.
PARLIAMENT OF GHANA	
Legislative Services	These involve activities that covers the review and passage of bills into laws.
Oversight Services	Activities by Parliament overseeing, scrutinising, monitoring and evaluating the implementation of national policies and expenditure. E.g., scrutinizing and analyzing the Budget estimates of an MDA as well as undertake an enquiry in matters of public concern.
Representational and Constituency Services	These are activities that ensure that the operations and developments (socio-economic developments) in a constituency to address the misconceptions of constituents regarding roles and responsibilities of Members of Parliament. E.g. filing of Motions in parliament.



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STANDARDISED OPERATIONS	DEFINITION
AUDIT SERVICE	
Audit Operations for State Institutions	Refers to all operational activities to conduct a comprehensive audit as well as adhering to compliance requirement identification, testing, evidence evaluation on behalf of Government
Audit Reports	Refers to all activities undertaken to record and publish findings, conclusions and recommendations, together with the replies of the audited bodies .
PUBLIC SERVICES COMMISSION	
Promotional Interviews	This involves the performance of any activity necessary for the conduct of interviews for eligible staff seeking to move to the next higher grade. Such activities include identifying qualified candidates, constituting of interview panel, conducting of interview to identify successful candidates.
Recruitment and Appointment	These are activities associated assessing identified, suitable and qualified candidates to fill a vacancy or vacancies in a public service organization. This also involves the activities of attracting, shortlisting, selecting, interviewing and appointing suitable candidates for jobs.
Public Services Human Resource Management Policy	This includes hiring and development of employees in the Public Service. It involves conducting job analyses, planning personnel needs, recruiting the right people for positions in the service, orienting and training, evaluating performance, resolving disputes, and communicating with all employees at all levels in the service.
Human Resource Management Information System	This is a software that combines a number of systems and processes to ensure the easy management of human resources, business processes and data in the Public Service. The system is used in acquiring, storing, analyzing and distributing employees, determining establishment ceilings and data to other legacy systems



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STANDARDISED OPERATIONS	DEFINITION
Performance management and organizational Development	This includes activities, which ensure that goals are consistently being met in an effective and efficient manner. The activities begins with lower level employees and rolled-up to the entire organization. It involves completion of appraisal forms by employees for purposes of assessment at regular interval. Organizational development on the other hand is the process of helping organizations improve through change in policies, power, leadership, control, or job redesign. The focus is to improve efficiency and effectiveness within the organization.
ELECTORAL COMMISSION	
Registration of Voters and Political Parties	An exercise undertaken by the Commission to register eligible voters and political participants for the purposes of elections and referenda.
Demarcation of electoral Boundaries	The activities undertaken by putting structures into place (Constituencies, Electoral Areas) to facilitate the organization of national and local level elections in Ghana
Exhibition of Voters Register	All activities undertaken by the Commission to validate the existing voters register for the purpose of public elections and referenda.
Supervision of Elections	Activities that involve the monitoring and supervision of public elections and referenda such as district assembly and Unit committee elections, presidential and Parliamentary Elections to ensure the laid down processes are adhered to.
MINISTRY OF FOREIGN AFFAIRS AND REGIONAL INTEGRATION	
International Cooperation	These activities relate to fostering the relationship between Ghana and the Diplomatic communities and consular within the Country as well as activities carried out to promote bilateral and multilateral economic development. Eg. Promote and expand trade and investment as well as foreign interest abroad.



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STANDARDISED OPERATIONS	DEFINITION
Diplomatic and Consular Services	Refers to all activities relating to the negotiation and interpretation of international agreements as well as consular services and promoting the welfare of Ghanaians living in diaspora including the implementation of ROPAA.
Multilateral and Bilateral Relations	Refers to all activities relating to the conduct of political, economic, or cultural relations at the multilateral or bilateral levels.
Passport Administration	Refers to all activities relating to the issuance of passports and other travel documents to Ghanaians both home and abroad whose applications have been approved.
MINISTRY OF FINANCE	
National Budget Preparation and Coordination	All key activities undertaken to coordinate the preparation of the national budget and allocation of resources including meetings, workshops, engagement with stakeholders as well as the passage of the appropriation etc.
Domestic Resource Generation	All key activities carried out to boost domestic revenue generation for the government operations including tax and non-tax sources (royalties, licenses, levies and sale of goods or other income, domestic bond and T-bills) etc.
External Resource Generation	All key operations undertaken to attract, negotiate and mediate in the mobilisation of resources to support the National Budget. This also includes the Monitoring and Management of related projects to enhance the national interest and to ensure the optimum use of resources.
Tax Administration	All key operations undertaken in respect of registration of taxpayers, processing of tax returns, verification or examination of the correctness and completeness of received information, process of enforced debt collection, handling of administrative appeals and complaints, provision of service and assistance to taxpayers and detection and prosecution of tax fraud among others.



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STANDARDISED OPERATIONS	DEFINITION
Management of Non-Tax Revenue	All key activities that is undertaken to improve incomes/revenues which the government gets in the form of interest, dividend, profit, fees and charges, fines and external grants etc.
Public Financial Management Reforms	All key activities that is undertaken to improve the financial Management systems and processes for public financial management reforms. This also includes Laws, regulations and change management.
Management of Public Debt	All key activities that is undertaken to manage financial liability, debt market operations, debt portfolio among others
Stock Exchange Operations	All key activities of buying, selling and issuance of shares of publicly held companies on behalf of government. All key activities of the Government in the sale of acquisition of shares in companies in the interest of the state
Transfer of Statutory Funds	All the operation carried out to transfer of monies/funds which are constitutionally binding to entities that are mandated by law to provide specific services at both national and sub-national levels. Resources to public entities including MDAs/ MMDAs primarily geared towards poverty reduction through promotion of production and related activities in order to raise people's income and material well-being.
Payments of Subscriptions	An amount of money that are paid regularly in order to belong to or to maintain membership in an organization, to help a charity or campaign, or to receive copies of a magazine or newspapers etc.
National Statistical Surveys	All key operations undertaken to produce statistics which are relied on by central and local government, businesses and individuals to make decisions and to plan for the future
Project Management activities	It refers to the processes of identifying as well as documenting actions that need to be implemented and performed in order to produce the deliverables of the project.
Gender Budgeting	All operations in support of budgeting that promotes gender parity and sensitivity by ensuring equitable distribution of resources



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STANDARDISED OPERATIONS	DEFINITION
	that results in contributing to equal opportunities for all.
Payment of Grants and Subsidies	All payments made to individuals, MDAs/MMDAs, businesses, nonprofit organizations, and political subdivisions for educational welfare, health, or other purposes in a form of financial aid or general support with the aim of promoting economic and social policy.
Expenditure Management	All the key operations carried out to ensure that the payments of sums owed by the government are made in an efficient, effective and timely manner to service providers.
Debt Servicing	All key activities undertaken to make payments on the principal and interest on outstanding loans, the interest on bonds, or the principal of maturing bonds among others.
Management of Financial Intelligence Information	All activities under financial intelligence management i.e. coordinate and supervise the investigation of financial intelligence issues (money laundering, tourist financing, financing of proliferation of weapons of mass destruction and other transnational organized crimes), financial intelligence reports writing and training of stakeholders.
Fiscal and economic policy management	All activities relating to formulation of macroeconomic policies, macroeconomic analysis, fiscal risk identification as well as monitor and evaluate the implementation of financial sector policies and programmes
MINISTRY OF LOCAL GOVERNMENT AND RURAL DEVELOPMENT	
Urban Development and Management	The activities that are undertaken to ensure the urbanisation of cities and making services available for its dwellers.
Rural Development and Management	The act of improving the quality of life and economic well-being of people living in rural areas mainly isolated and populated environment by planning ,organizing, directing and controlling rural areas



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Decentralization Implementation	This refers to the act of transferring responsibilities and programme management to the user state/ sub national governments.
Parks and Gardens operation	These are activities undertaken to help in the maintenance of parks and gardens/ greening areas and beautification for social benefit.
Registration of Births and Deaths	The act of registering and recording birth and death of the citizen
Management of Programmes and Community Projects	These are activities undertaken to manage and improve the living conditions of deprived communities
Community Based Development Programmes	These are activities that are undertaken to improve the living standards of local communities.
Community Based Technical and Vocational Training	These are activities that emphasize on skills, knowledge required for a particular job as well as teaching employees on how to perfectly perform the technical components of their jobs in the community.
NATIONAL MEDIA COMMISSION	
Regulation of media landscape	This involves the formulation of policies and standards to regulate the media landscape. It also includes sensitization and stakeholder consultation on standard, and monitoring of the media landscape.
Settlement of media complaints and disputes	This involves receiving of complaints by the commission from aggrieved persons and hearing the case for settlement.
MINISTRY OF REGIONAL REORGANISATION AND DEVELOPMENT	
Regional Reorganization activities	This refers to all activities relating the assessment/ restructuring of four (4) existing regions to improve the economic and social development of those regions and ensure regional cohesion.
Regional Development activities	This refers to activities undertaken to ensure the smooth take off the six new regions in the short and medium term.



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STANDARDISED OPERATIONS	DEFINITION
	This also involves the creation an enabling environment to promote rapid socio economic development and enhanced access to public services in the new regions.
NATIONAL DEVELOPMENT PLANNING COMMISSION	
Preparation of Medium Term Development Policy Framework	Refers to all activities relating to technical support to the government on policy formulation, review, and analysis; identification and selection of sound policy advice based on research.
Preparation of medium term development plans at all levels	Refers to all activities relating to coordinating all development policies, plans, programmes and projects between the national and local governments.
Monitoring and Evaluation of the Implementation of Medium Term Plans	Refers to all activities relating to monitoring and evaluating the implementation of government policies, programmes and projects at all levels, as well as developing and managing a functional national monitoring and evaluation system based on the decentralised planning system
MINISTRY OF PARLIMENTARY AFFAIRS	
Executive and legislative coordination	All activities that seeks to harmonize the relationship between the legislature and executive for the effective delivery of government business. Promoting the participation of Civil Society in the legislative process.
MINISTRY OF INFORMATION	
Public sensitization and information dissemination of Government policies	This relates to all activities that facilitates sensitisation and information dissemination of major government Policies.
Gather and process local and international news	This relates to all activities undertaken to gather, assess and process local and international news. It also involves gathering and dissemination of truthful and unbiased news on both radio and television.



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STANDARDISED OPERATIONS	DEFINITION
Town Hall Meetings and Policy Affairs	This relates to all activities that are designed to offer opportunities for major Government actors including the President and Vice President and selected Ministers. It also involves demonstrating an open and listening government even at all levels. For example, activities that promote inclusiveness, participatory democracy, creating partnership and above all decision making all levels of society.
Coverage of National and Public events	These activities cover the coverage and reporting of official activities of the government and the MDAs
ECONOMIC SECTOR	
MINISTRY OF FOOD AND AGRICULTURE	
Agricultural Facilities and Infrastructure	These include the construction of facilities used in agricultural production and its related activities. For e.g. irrigation systems, greenhouses, warehouses etc.
Operations of Agriculture Research stations	This activity covers promotion of genetic improvement of livestock and plants to increase productivity and disease resistance, enhancing seed certification capacity, production and utilization of certified seeds (including plant propagation materials) and improve livestock breeds.
National strategic stock programmes	All activities towards ensuring security of farmers (insulating them against losses resulting from the anticipated increases in production) as well as ensuring national food security. This includes the activities of the National Buffer Stock Company and general warehousing.
Development and Management of Farmer-based organisations (Does not come with cost – consider deleting)	This involves building of farmers capacity in the formation of farmer based, upgrading the skills of members of Farmer Based Organisation (FBOs). It also involves updating the database of FBOs.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Sustainable Land and Water Management	This covers all activities related to the management of protected areas, water and other resource lands for conservation. This also include activities to mitigate the effects of climate change.
Plants, Fertilizer and Seed Management	All activities aimed at promoting plant protection, development of improved/certified seeds, fertilizer blending, and enhanced access to blended fertilizer.
Production and acquisition of improved breeds	All activities or measures undertaken to improve productivity in livestock.
National Vaccination exercise	All activities by the veterinary Services targeted at preventing, treating and controlling pests and diseases in livestock.
Surveillance and Management of Diseases and Pests (consider merging with fruit fly management)	It is a measure directed at preventing the establishment of diseases and minimizing the development and spread of any diseases that become established in the crop and preventing the pest populations from becoming too large and uncontrollable. It also includes upgrading of farmers skills on methods for the management of fruit fly
Agric Education	The teaching of agriculture, natural resources, and land management. For e.g. Management of the Agric colleges.
Extension Services	This involves the application of scientific research to improve food production and agri-business, dissemination of technologies and knowledge packages. It also include the adoption of improved technologies by value chain actors.
Production of Extension materials and services	This is the development of materials to aid the delivery of extension services in order to improve production.
Agricultural Production	All activities relating to cultivating the soil, producing crops and breeding livestock. For e.g. crop production, animal production etc.
MINISTRY OF FISHERIES AND AQUACULTURE DEVELOPMENT	
Fishing Infrastructure and Facilities	All substructure and amenities required to support and enhance the Fisheries Industry



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Promotion and development of aquaculture	All key operations and interventions undertaken to improve fish farming and other aquatic plants to increase their production
Capacity development for fisheries industry	All key operations carried out to train and increase the knowledge-base of fishermen and fish farmers in the fisheries industry to enable them increase fish production
Monitoring, Control and Surveillance of Fisheries Industry	These include operations undertaken to monitor and enforce fisheries Laws and Regulations to enhance sustainable fisheries management
Promote Fish Health and Sanitation	All key activities undertaken to ensure the production of safe and quality fish and fisheries products
MINISTRY OF LANDS AND NATURAL RESOURCES	
Natural Resource and Environmental Governance Activities	All related activities that cover the control and management of the environment and natural resources. It also involves budgetary support to enhance environmental governance such as forestry and mining.
Wildlife Management	All related activities that cover engaging, regulation, conservation, enforcement in Wildlife Protected Areas
Alternative Livelihood Programmes	All activities that support and improve rural livelihoods and reduce dependence on the forests and illegal small-scale mining. Eg distribution of stove and gas cylinders for the rural communities and the supply of palm and orange seedlings to youth in mining communities.
National Boundary and Territorial Operations	Activities carried out to demarcate survey, map and maintain the national territorial boundaries including maritime boundaries among others.
Promotion of Bamboo and Rattan Productions	Activities that seek to support and train people on the production and use of Bamboo and Rattan.
Plantation Development and Afforestation	All activities that seeks to protect, regulate, restore degraded forest cover and develop a sustainable resource base.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Eco-tourism development and management	It covers activities that seeks to protect the natural environment and create social and economic benefits for local communities
Management of Public Land	This activities covers management of public lands , revenue mobilization from sale/leasing of public and vested lands and the management of database on public, vested, stool, family and private land records among others.
Conservation Operations	All related activities that cover the protection of wild plant and animal species and their habitats /eco systems
Land Registration and Titling	All related activities that covers registration and keeping of land records and other interests in land in areas declared for compulsory title registration, provide security tenure to land throughout the country.
Timber Industry Development Activities	All activities related to the control of illegalities in the timber production, promotion of Lesser Used Species, capacity building and value added processing. This includes the utilisation and marketing of Timber and wood products as well as creating enabling environment for timber industry growth and development.
Valuation of Properties	All related activities the covers Rating, Valuation of properties for compensation, rental and capital and other activities that will be determined by the Commission.
Survey and Mapping Service	These activities cover the supervision, regulating and monitoring of survey and demarcation of land for the purpose of land use and land registration. This includes maintaining timely information on Ghana land mass, cadastral data, geodetic position etc.
Mitigation of Geohazards	It refers to all activities that seek to prevent a hazard of geological, hydrological or geomorphological nature which poses threat to man and his activities
Land Compensation	It refers to payment made by the state to individuals, families, companies etc for occupation of their land for use by the State.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Exploration and Management of Mineral and Geological Resources	All related activities which seeks to ensure the effective regulation and management of mineral resources for sustainable development
Management of Forestry	All activities that seeks to protect existing forest cover, restores degraded areas, promote of Eco-tourism, build capacity of stakeholders and increase tree cover.
Customary Lands Management	It refers to activities that relates to efficient management of stool lands and revenue mobilization and disbursement
MINISTRY OF TRADE AND INDUSTRY	
Industrial development and management	All related activities undertaken to support, boost and improve the industrial sector through local production and distribution of high quality raw materials, application of improved technologies, reforms in the business regulatory environment and the promotion of quality health and safety in industrial establishments.
Trade promotions	All activities that relates to trade support services, intelligence to domestic and international enterprises aimed at ensuring international trade competitive advantage in cost, price, quality, design and logistics management.
Development and Management of Standards	All activities that contribute to the growth of industry, protect consumers and facilitate trade through standardisation, methodology and conformity assessment.
Raw Material Development and Management	Activities that regulate the discovery, harnessing and development of inputs of production to facilitate the manufacturing Sector of the economy.
Promotion of Small and Medium Enterprises	All operations undertaken to encourage and accelerate the growth and development of local micro small and medium enterprises.
Business Promotion and Development	All activities related to the creation of an enabling environment for the formalization and development of enterprises, facilitating MSEs' access to quality business development



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
	services, credit and the development of an entrepreneurial culture in Ghana.
Central Regional Development Programmes	All operations and projects undertaken to help accelerate, improve and develop the Central Region and boost socio economic development.
Promotion of Appropriate Technology	All activities that seek to improve the competitiveness of domestic and industrial products by developing and transferring appropriate and marketable technologies through research and development.
MINISTRY OF TOURISM, CULTURE AND CREATIVE ARTS	
Development and Management of Hospitality industry	All activities undertaken to improve and sustain service delivery in the hospitality industry. These include licensing and monitoring the activities of hotels, restaurants, private clubs, managed food service, event planning, tourism related businesses, and travel providers etc.
Development and Management of Tourist sites	All activities that support the development and improvement of tourist site such as National Parks, water falls, castles etc.
Promotion of languages	All key operations which support the advancement of indigenous Ghanaian languages teaching
Development and Management of Cultural Heritage	All activities preserving the legacy of physical artefacts, intangible attributes and inheritance from past generations, maintained for future generations
Development and Promotion of Tourism Potentials	All activities providing support and advocacy for the improvement and sustenance of tourism potential and serve as a mechanism for protecting the natural environments, preserving historical archaeological and religious monuments and stimulating the practice of local cultures, folklore, traditions, arts and crafts, and cuisine.
Skills Development for Hospitality industry	All the activities undertaken to provide training for staff of the hospitality industry institutions for improved service delivery.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
MINISTRY OF ENVIRONMENT, SCIENCE, TECHNOLOGY AND INNOVATION	
Development and promotion of the application of science and technology	All activities that promote the adoption and utilization of science, technology and innovation outputs. This include activities of CSIR, GAEC etc.
Environmental protection and Education	All activities that ensure compliance and enforcement of environmental standards and regulations. This includes awareness, sensitization and campaigns on the environment.
Assessment and Disposal of Hazardous Materials	These include activities relating to the evaluation and disposal of waste and harmful substances that could be of concern from a health and safety, liability and/or regulatory point of view. For e.g. e-waste, nuclear waste and other liquids, chemicals, solids or gases which cannot be treated or disposed of by common means.
Natural Resource and Environmental Governance Activities	This pertains to activities that seek to manage the use of natural resources and its effects on the environment. This includes improving institutional capacity of key ministries, departments and agencies in natural resource and environmental management.
Sanitation and waste management activities	These include activities ranging from waste, collection, transportation, treatment and disposal as well as the regulation of these activities. For e.g. plastics, liquid and solids
Land use and spatial planning	These are activities related to planning and management of physical development and growth of human settlement. For e.g. preparation of planning schemes, issuance of permits etc. that ensure that land resource is economically and effectively used.
Development and promotion of nuclear research and technology	These are activities associated with the use and adoption of nuclear research and technics in all sectors. For e.g. the regulation of radiation sources, nuclear materials and equipment etc.
Research and Development in the Fields of Science and Technology	These are activities associated with the study of other fields of science and technology other than nuclear or atomic science.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
MINISTRY OF ENERGY	
Gas production related activities	This includes activities related to the development of Gas master plan; evaluate Liquid and Gas infrastructure and Monitor Block acquisition and exploration. It also includes development of policy guidelines and procedures for regulating petroleum Industry.
Petroleum production, Fuels and other Energy Resources	This involve ensuring that there is technical expertise available to guide all processes in the development policies, plans, regulations, standards, programmes and projects for the Petroleum Downstream sub-sector.
Petroleum Sector Regulation	This involve ensuring that there is technical expertise available to guide all processes in developing policies, plans, regulations, standards, programmes and projects for the Petroleum Upstream sub-sector
Electric Power Generation, Transmission and Distribution	This involve the monitoring and evaluation of policies formulated to guide the implementation of activities in the Electric Power Generation, Transmission and Distribution sector.
National Electrification Programme	Activities that covers the extension of electricity across the country. It involves all the activities undertaken to ensure that every part of the country has electricity supply.
Street Lightning Programme	This includes activities relating to the installation, maintenance and monitoring of streetlight in the Metropolitan, Municipal and Districts Assemblies.
Monitor Energy Systems	This involves the monitoring of the system primarily designed to supply energy-services to end-users. It includes components related to the production, conversion, delivery, and use of energy.
Energy Sector Regulation	This involves the development of requisite policies and laws to govern the use and taxation of energy, both renewable and non-renewable. Energy law includes the legal provision for oil, gasoline, and extraction taxes for siting, extraction, licenses. These are carried out by the Energy commission etc.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Renewable Energy Programme	Activities related to formulation policies to regulate the use and harnessing of alternative and renewable energy.
INFRASTRUCTURE SECTOR	
MINISTRY OF SANITATION AND WATER RESOURCES	
Construction of water supply systems	The development of infrastructure for the collection, transmission, treatment, storage, and distribution of water for domestic, commercial establishments, industry, and irrigation, as well as for such public needs as firefighting and street flushing.
Development and management of water resources and systems	All activities relating to the planning, developing, distributing and managing the optimum use of water resources.
Water quality and ground monitoring	All activities towards obtaining and evaluating information on the physical, chemical, and biological characteristics of ground water in relation to human health.
Liquid waste management	These are activities undertaken to properly collect, treat and dispose-off potentially harmful and non-hazardous liquid waste.
Solid waste management	Activities towards the proper collection, transportation and disposal of solid waste as well as the management of disposal sites. This includes garbage, refuse, sludge etc.
Rural water supply	Activities to improve access by rural populations to potable water. For e.g. operations of CWSA such as the provision of boreholes etc.
Environmental sanitation and waste management	Activities, processes and resources for the proper handling of waste materials, from maintenance of waste transport trucks and dumping facilities to compliance with health codes and environmental regulations. For e.g. the siting of dump sites.
MINISTRY OF WORKS AND HOUSING	
Sea Defence construction projects	Implementation of projects aimed at protecting low-lying coastlines against erosion and flooding caused by the combined effect of



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
	storm surge and extreme astronomical tides. For e.g. construction of Sea defence walls
Creation of land banks / local building materials	real estate investment schemes that involves buying large blocks of undeveloped land for future development or with a view to selling the land at a profit.
National flood control programmes	Activities towards the prevention of the overflow of water beyond limits or the restriction of the effects of such an overflow.
Construction of buildings	Activities towards the planning, designing and construction of real estate. For e.g. the affordable housing units.
Supervision and Regulation of infrastructure projects	Activities relating to the monitoring and control of the planning and development of infrastructure.
Compensation payment related to construction of buildings	cash or non-cash payment payments to to industries, communities and individuals and land owners affected by the provision of infrastructure such as housing, drainage etc.
Management of public construction activities	Activities in relation to the planning, designing and construction of infrastructure.
MINISTRY OF RAILWAYS DEVELOPMENT	
Maintenance and Rehabilitation of Rail Infrastructure	This involves activities of inspecting railway lines and repairing or replacing defective parts or components of the lines. E.g. replacing rails, sleepers, spikes, ballast, fish bolts, formation, and repairing signaling and telecommunication equipment etc.
Construction- of Rail infrastructure (Consider replacing current operation with this)	This involves all activities starting from planning, designing, financing through to when the railway is ready for use. It includes the construction and reconstruction of existing lines, installation of signaling and telecommunication systems as well as estate management, including PPP.
Railways Regulation, Freight and Passenger Operations	All activities that relates to the formulation of policies and standards to regulate railways and railway industry.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Railways Infrastructure and Industry Development	All activities that relates to the planning, designing and implementation of railway infrastructure and the railway industry
MINISTRY OF ROADS AND HIGHWAYS	
Road Construction works	This involves major rehabilitation, upgrading, reconstruction, construction, interchanges, bridges, consultancy, right of way acquisition and compensations.
Road Maintenance works	This involves routine works; shoulder maintenance, rehabilitation of drainage structures, vegetation control, potholes patching, grading, desilting and dredging. It also involves periodic works, spot improvement, re-gravelling, re-sealing, asphalt overlay, partial re-construction and maintenance of bridges. It involves minor rehabilitation and upgrading; minor upgrading, minor rehabilitation, construction of culverts and drainage structures.
Bridge Construction works	All activities towards the planning, design and construction of bridges.
Construction of Drains	This involves activities towards the planning, design, construction and maintenance of drains.
Compensation Payment Related to Road Construction	These are cost incurred as a result of government legitimately acquiring properties located in areas designated for road construction. These may include residential properties, commercial properties, land etc.
Environmental Impact Assessment	This involves any cost in assessing the effect of a road construction on it immediate environment. This include the cost of hiring consultants and other experts to undertake the impact assessment.
MINISTRY OF COMMUNICATIONS	
ICT infrastructure	This involves the acquisition, development and provision of ICT infrastructure. For e.g. the Design and development of an e-Government Inter-operability Framework (e-GIF), development and acquisition of volume licenses. It also involves the regulation of ICTs



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
	ensure quality and promote standards in the deployment and use of ICT.
Skills Development in ICT	This involves activities of promoting research and innovation, human and institutional capacity building consultancy services and setting standards for ICT and e-governance solutions.
Implementation of e-Government	This involves activities of designing, establishment, operation and maintenance of electronic platforms, acquisition of electronic equipment to facilitate public services delivery.
Meteorological Services.	This involves activities to provide meteorological services to the general public by the establishment and operation of meteorological stations, calibration, development and fabrication of meteorological equipment and the provision of aeronautical and marine meteorological services
Management and Regulation of Postal and courier services	This involves activities towards the licensing and regulation of operations of postal and courier services.
Data Management and Regulation	This involves activities of acquiring, validating, storing, protecting, and the processing of required data to ensure the accessibility, reliability, and timeliness of the data for its users; registration of data controllers, and processors, renewal and compliance reporting
Digital Terrestrial Transmission Project	This refers to activities towards the construction, upgrading and improvement of broadcasting transmission sites
MINISTRY OF TRANSPORT	
Construction of transport infrastructure	This involves all activities starting from planning, designing, financing, construction through to project completion and maintenance. For e.g. the construction of a bus terminal.
Management of transport services	These include activities of planning, administration, regulation and service provision in the transport sector.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Transport Education and training	This includes activities of preparing and review of curriculum, admission, training and provision of skills to artisans in the formal/informal sector (artisans in the automobile and allied industries).
Road Safety Management, Enforcement and Education	This involves all activities that seek to create awareness on the risks associated with road use and best road safety practices, enforcement of road safety regulations and standards. These activities may include workshops, seminars and conferences, radio and TV discussions, airing and printing of infomercials, printing of educational materials, operation of Road Safety call centres, erection and maintenance of bill boards, marking of roads etc.
Maritime Education and Training	This involves activities or cost of enrolling students into the Regional Maritime University and providing tuition and skills.
Management of inland water transport services	This involves activities ranging from administration and operations of water transport, boat surveys and inspections, boat safety educational programmes, enforcement of safety measures, coordination of search and rescue operations and conducting casualty investigations etc.
Road Transport Services	These are activities or cost that are associated with the management and provision of road transport services including Driver licensing and vehicle registration. For e.g. Metro mass, STC, Ayalolo etc.
MINISTRY OF SPECIAL DEVELOPMENT INITIATIVES	
Economic Infrastructure activities	All activities towards planning, design and implementation of basic economic infrastructural needs of the various constituency across the country to aid production and distribution goods and services.
Social Service Infrastructure activities	All activities towards the planning, designing and implementation of basic social service Infrastructural needs of the various



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
	constituencies across the country to improve the wellbeing of the people.
MINISTRY OF INNER-CITY AND ZONGO DEVELOPMENT	
Inner-City and Zongo Economic and Social Development activities	Refers to all social and economic development activities including the provision of skills development and training to provide residents of inner-city and Zongo communities with opportunities for improving their livelihoods.
Inner-City and Zongo Infrastructure development activities	All activities towards the planning, design and implementation of infrastructural facilities to improve the economic wellbeing of inner city and Zongo Communities. For e.g. construction of drains, rehabilitation of access road, construction of water systems etc.
Monitoring and Evaluation activities	All activities relating to the assessment and supervision of programmes and projects in Zongo communities.
Reporting activities	Refers to all activities leading to reports routinely produced by government bodies with public funds. Such reports will contain performance indicators, which measure the achievements of the organisation and its programmes.
MINISTRY OF AVIATION	
Maintenance and rehabilitation of airports	Includes activities relating to the construction and rehabilitation of airport infrastructure periodic maintenance of airports and other aviation infrastructure. For e.g. rehabilitation of runways, aprons and terminals.
Aviation regulation, safety and security	All activities that relates to the regulation of air safety, installation of navigational equipment, licensing and certification.
Aviation policy, oversight and management	All activities that relates to the development of aviation policies and management of the industry.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
SOCIAL SECTOR	
MINISTRY OF EDUCATION	
Library materials	The procurement of library materials such as books, compact discs, video tapes, audio books, eBooks etc.
Manpower and skills development	Activities that relate to the training of personnel and the development of skills for education delivery
National Teachers Award Schemes	Activities towards the celebration of national, regional and district teachers award scheme
Learning and Teaching Materials	The purchase and management of teaching and learning materials such as text books, writing materials, notebooks, learning tools/games etc.
Educational Grants and Subsidies	Financial support to schools, students and teachers to promote education. For e.g. BECE subsidies, capitation and feeding grants etc.
Educational Infrastructure	This involves the design, construction and maintenance of education infrastructure such as classroom blocks, education offices, laboratories, teachers quarters etc.
Curricular Development and Assessment	Activities relating to the development of school curricular and assessment of pupils and students.
Supervision and Inspection of Education Delivery	Includes all activities towards ensuring quality assurance and compliance to standards in education delivery.
Social Intervention Programmes	Includes activities towards improving access to education among the deprived. For e.g. Free school uniforms, free text books etc.
Examinations in School Education	Activities relating to the conduct and administration of examinations in schools.
Management of Education Delivery	Activities related to the use of human and material resources to develop policies, plan, implement and supervise education delivery.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
MINISTRY OF EMPLOYMENT AND LABOUR RELATIONS	
Specialized knowledge and skills transfer	This involves the provision of vocational and technical skills training and technology transfer.
Labour statistics	This involves the process of collecting, recording and management of data on employment and unemployment for policy decision making.
Promoting and Creating Jobs	These are activities undertaken to facilitate creation and the need to create jobs. It include skills and entrepreneurial training and business startup support services. It also includes activities of youth employment.
Manpower Development and Management	This involves forecasts and projects an organization's future manpower requirements. It includes training, consultancy, research and corporate and sector appraisal.
Public Sector Salary and Wages Management	This involves activities undertaken by the FWSC in managing public sector wages. It includes job evaluation, development of grading structure for all public service institutions, determine Base Pay and Pay-Point Relativity, and negotiates other allowances for public service employees and attraction and retention of critical skills into the public services.
Develop National Employment and Labour Policies	All activities involved in policy formulation to maintain economic development, industrial harmony and welfare of labour in the country. It covers employment opportunities and schemes, recruitment, notifications, labour market database labour welfare and grievance, etc.
Health Hygiene and Safety at Work Place	All activities towards ensuring the highest hygiene and safety standards are adhered to at various work places. It involves the anticipation, recognition, evaluation, and control of those environmental factors or stresses arising in or from the workplace, which may cause sickness, impaired health and well-being, or significant discomfort among workers or among the citizens of the



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
	community. It also includes the payment of workman compensation
Technical and Vocational Skills Training	All activities towards the provision of knowledge and skills for employment. It uses formal, non-formal and informal learning.
Pensions Regulatory Activities	This involves activities to regulate both private and public schemes operated under the pension law of Ghana. It includes the monitoring of Trustees, Pension Fund Managers, Custodians and other institutions relating to pension. The operation includes the sensitization of the public on issues pertaining to the various schemes, receiving and investigating complaints of impropriety in respect of the management of pension schemes, investigate grievances from pensioners.
MINISTRY OF YOUTH AND SPORTS	
Participation in local and international competitions	All activities that support sport development and participation of athletes in local and international competitions.
Participation in international youth and sports conferences	All activities with respect to the engagement in international youth and sports conferences
Development and management of sports infrastructure	All activities towards the construction, rehabilitation and maintenance of sports infrastructure For e.g. sports centers and parks, athletic and football stadia, sports halls, skating rinks, tennis courts, ski resorts, golf courses, cycling tracks, horse racing facilities, shooting ranges and other facilities to support the development of sports
Provision of sports facilities	These include the provision of facilities such as sports halls, leisure centres, multi- purpose buildings, swimming pools, basketball courts, badminton and gymnastics courts etc.
Capacity Building for Sports Development	All activities towards the training of sports personnel to improve the Development of Sports



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Implementation of National Youth Policy	All activities to be undertaken to execute the National Youth Policy including the preparation of action plans and budget
Promotion of Youth Voluntarisms	All activities that seek to promote youth events and voluntary work
Youth Career Development, Education, Leadership and Skills Training	All activities which seek to promote professional skills development training, Career Improvement, education, Leadership and Skills coaching among the Youth
Support the Activities of Sports Associations	All activities related to the provision of support to sport associations and federations among others in their participation in competitions. For e.g. international competition and events.
NATIONAL COMMISSION FOR CIVIC EDUCATION	
Promoting citizens Participation in governance	This involves awareness creation on the need for citizen's involvement in governance such as awareness creation on good environmental practices, protection of the rights of children, persons with disability, the vulnerable and the excluded in the society and instilling civic dispositions such as support for human rights, equal rights and the importance of active political participation
Awareness Creation and sustenance on good Governance and democracy	It involves activities associated with the formulation and implementation of programmes aimed at encouraging the public to defend the constitution at all times against all forms of abuse and violation.
Promotion of Peace and Good citizenship	This includes all activities to sensitize the youth of Ghana to be patriotic and good citizens, foster national unity and live in harmony with others
MINISTRY OF CHIEFTAINCY AND RELIGIOUS AFFAIRS	
Chieftaincy Research into lines of succession	These are activities undertaken to establish and define lines of succession and ascertain general and specific customary laws pertaining to the various traditional areas in Ghana.
Alternative Dispute Resolution	Activities relating to settlement of dispute under traditional settings.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Promotion of Ghana's rich tradition/ culture	Operations aimed at promoting Ghana's tradition and culture both locally and abroad.
Support to Traditional Institutions	These are activities relating to Government's support to Traditional Institutions. For e.g. support to the national and regional houses of chiefs.
Preservation and Reform of Customary Laws	All activities undertaken to protect, promote and preserve customary law. For e.g. the establishment of databases of traditional authorities and legislating customary laws.
MINISTRY OF HEALTH	
National Immunisation Exercise (expanded programme on Immunization)	All activities relating to the application of vaccines to reduce burden of vaccine preventable diseases with the view of contributing to the overall poverty reduction and health care strengthening in the country. For e.g. national immunization against the six killer diseases etc.
Public Health Services	These activities relate to regional, district and health services providing preventive, rehabilitative and promotive health services.
Health Infrastructure	Activities towards the acquisition, construction and management of health sector facilities and equipment to aid delivery of health services.
Health Education (Promotion)	All activities relating to the combination of learning experiences and materials designed to help individuals and communities improve their health, by increasing their knowledge and influence their attitudes.
Logistics, Stores and Drug Management	Activities relating to storage, distribution and management of medical and non-medical supplies.
Health Commodities	All activities in relation to drug and other health care products.
Pre-Healthcare Services	All activities relating to ambulance services, hospital transfer services, pre-emergency services and blood services.
Provision of Clinical Services (institutional care services)	Activities pertaining to the observation and treatment of diseases in patients rather than experimentation.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Health Specialist Training and Research	All activities in relation to the training of health professionals including further education and training in specialized fields of medicine
Specialist Outreach Services	Activities relating to the provision of outreach specialist medical service.
Herbal and Alternative medicine	All activities in relation to the management and production of herbal medicine.
Disease Surveillance and Control	All activities in relation to ongoing systematic collection and analysis of data and the provision of information which leads to action taken to prevent and control a disease, usually one of an infectious nature.
Provision of mental health services	This involves activities relating to the administration and management of mental health and psychological services.
Community based development programmes	All activities relating to community based health services including pre health and post health services.
Disposal of medical waste	This refers to activities that are undertaken to dispose or destroy medical waste in a safe manner. For e.g. disposal of expired blood products and fetal etc.
Health Regulation	All activities in relation to the regulation of health professionals, pharmaceutical and medicinal products, food and non-medicinal product and health facilities. For e.g. activities of FDA, HEFRA, Pharmacy Council, NMC, MDC, AHPC, PC etc.
MINISTRY OF GENDER, CHILDREN AND SOCIAL PROTECTION	
Gender Empowerment and mainstreaming	All activities which seek to mainstream gender in legislation, policies and programmes at all levels
Child Right Promotion and Protection	Activities which seek to prevent and respond to violence, exploitation and abuse against children
Social Protection	All activities towards ensuring inclusive development. For e.g. Ghana School Feeding Programme and Livelihood Empowerment Against Poverty (LEAP)



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Combating Domestic Violence	All activities that seek to prevent and respond to violence and abuse of children, women and men. For e.g. initiatives to stop physical, sexual or psychological harm or suffering, whether in the public or private sphere
NATIONAL LABOUR COMMISSION	
Industrial Dispute Resolution	Activities related to resolving industrial and labour market agitations and disputes.
Education, Prosecution, Enforcement and Compliance of Labour Laws	Activities related to sensitization and promotion of labour laws.
PUBLIC SAFETY	
MINISTRY OF JUSTICE	
Intellectual Property and Copyrights Operations	Operations relating to the education and protection of intellectual property (music, publications, designs etc), investigations and redress of copy right infringements and the administration of copyright and related rights
Registration of Businesses and Administration of Estates	Operations related to the registration of businesses and marriages and related assets
Legislative Drafting and Review	Operations relating to drafting of legislation for the state. EG. Drafting of Bills, review agreements etc.
Legal Aid Services	Activities relating to free legal representation and other related services for the vulnerable and under privileged in the country.
Organised and Economic Crime Operations	Operations relating to the monitoring, investigations, prevention and detection of economic and organized crime as well as the confiscation of proceeds of crime.
Representation of state in litigation	Activities that involve the initiation and conduct of all civil litigation for and on behalf of the state in court
Legal Education and Training	This involves activities that seeks to train Ghanaian and other foreign nationals in professional legal education according to standards set by the General Legal Council



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Publication of Law Reports	This refers to the publication and dissemination of Law Reports and review of Ghana Laws
Provision of legal Opinions to Government	Activities that involves the provision of professional Legal opinions, advice, support and representation of MDAs and MMDAs in all formal inquiries.
MINISTRY OF DEFENCE	
Special Operational Logistics	This cover equipment, accoutrements and logistics used to conduct and support Military operations
Veteran administration activities	All related activities that seek to provide medical care, design and administer welfare schemes, encourage income generating activities and rehabilitation care for Military Veterans
Land, Sea and Air operations	All approved activities and operations that are embarked on to safeguard the territorial integrity of Ghana against external aggression and internal activities that threaten national peace
Military Health	All activities carry out by Ghana Armed Forces Medical Service to provide Health for the Military and the civilian population and national disaster management
Education and Military Training	This activity covers the training of staff of Ghana Armed Forces and other security services at Command and Staff College, Kofi Annan International Peacekeeping Training Centre and Military Academy and Training Schools in order to build capacity of personnel in order to deliver on mandate.
Humanitarian and Peace Missions	All activities and operations that are undertaken in the deployment of Military to conflict areas to provide protection and maintain or enforce peace and assistance for victims of armed conflicts worldwide.
JUDICIAL SERVICE OF GHANA	
Superior court services	This relates to all support services and activities in the Superior courts to facilitate the delivery of Justice



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
Lower court services	These relates to support services and activities (including training of Magistrates and other related staff) to facilitate the delivery of Justice by district and magistrate courts.
Alternative Dispute Resolution of Cases	Operations to improve the services of the alternative resolution through mediation of cases to reduce the time and backlog of cases in the superior and high courts.
Court Infrastructure	Activities of court building and maintenance/rehabilitation of court infrastructure
MINISTRY OF THE INTERIOR	
Narcotics Control	Operations aimed at preventing, abuse and trafficking of illicit narcotic drugs, precursors and psychotropic substances.
Criminal Investigations	Activities that involve the collection of evidence and statements purposely for the successful prosecution of a person or persons charged with a criminal offence.
Internal Security Operations	Activities undertaken to ensure the safety and peaceful coexistence of people and properties among others within the confines of the borders of the Republic of Ghana.
Safety and rehabilitation of inmates	Activities that ensure the welfare and safe custody of prison inmates and their reformation and rehabilitation for possible re-integration into the society.
Immigration Services	Operations that seek to provide for admission, residence employment and removal of foreign nationals and provide for related matters. It also seeks to enforce the border patrol of the entry and exit point of the country.
Fire Security Services	Operations that seek to increase the awareness of fire safety that ensure reduction in the number of fire outbreaks and other fire related emergencies in the country. This includes the acquisition of fire accoutrements among others.
Small Arms and Light Weapons Management	All activities involved in the reduction of illicit spread and misuse of small arms and light weapons to prevent smuggling of arms in the country. This includes advocacy, buy-back and



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
	regulating the sale and distribution of small arms and light weapons.
Intelligence operations	All activities involving the systematic collection and evaluation of information for the purpose of discovering the intentions of criminals and other state threats among others.
Disaster Management operations	The activities related to the prevention, management of disasters and other emergencies. It also involves preparedness to response, prevention and lessen the impact of the disasters. E.g. training of disaster volunteers to assist in times of disaster and emergency.
Fire and Extrication Services	Activities involved in the provision of rescue services and evacuation of people and property from fire trapped situations and other emergency situations.
Dispute and Conflict Resolution Activities	This refers to activities undertaken to negotiate, prevent, manage and resolve conflicts and Disputes to build national cohesion and sustain a peaceful country. This includes the creation of awareness of non-violent strategies in prevention of conflicts.
COMMISSION ON HUMAN RIGHTS AND ADMINISTRATIVE JUSTICE	
Human Rights Promotion	All activities that are undertaken to promote, protect and enforce the fundamental human rights and freedoms of all citizenry. Eg. Investigations into the violation of human rights abuses and violations.
Anti-corruption Campaigns and Education	Activities that promote national integrity and reduce opportunities for corruption for example, implementation of NACAP, investigation of allegations of corruption and enforcement of codes of conduct and conflict of interest rules.
Ombudsman Services	Refers to activities that promote fair administration of public services, institutional accountability and contributing to public demand for better service delivery e.g. investigation of allegations of unfair treatment by public officers.



GLOSSARY OF STANDARDISED OPERATIONS

STANDARDISED OPERATIONS	DEFINITION
MINISTRY OF NATIONAL SECURITY	
National security operations	All routine operational activities involving the sectors of internal and external counter intelligence and intelligence respectively and clandestine communications aimed at ensuring state cohesion
National security special operations	All unanticipated highly discreet activities involving all factors of national security in a timely and covert manner to avert irreparable damage to the statehood of Ghana
OFFICE OF SPECIAL PROSECUTOR	
Corruption, investigations and intelligence operations	Operations relating to investigation and prosecution of reported and suspected corruption related issues and recovery of proceeds of corruption

