



MEDIA PRESS KIT
Frequently Asked Questions (FAQs):
On Re-Opening of the National Service Portal & New Reforms

Q1: Why was the old National Service portal suspended and a new one created?

Following a directive from H.E. the President, a Technical and Forensic Audit was conducted on the previous Central Service Management Platform (CSMP). The audit found the system unsatisfactory with. Consequently, the Authority was directed to design and deploy a new, more robust digital platform to guarantee transparency, security, and real-time verification.

Q2: I registered on the old portal in June 2025. Do I need to register again?

Yes.

All previous registrations from June 2025 have been declared **NULL AND VOID**. Every prospective service personnel must re-register on the new platform. This is necessary due to data integrity issues, including discrepancies in ages, identified in the collected data.

However, all legitimate registrants will get a **refund of their service fees**.

Q3: When does registration for the 2025/26 service year open and close?

The online registration opens on **Wednesday, 8th October 2025** and closes on **Wednesday, 15th October 2025**.

Q4: What is the new website for registration?

All prospective personnel must use the new official website:
[www.gnsa.gov.gh]

Q5: When does the 2025/26 national service year officially begin?

The official starting date for all national service personnel to be at their deployed service station is **Saturday, 1st November 2025** and the Service year officially commences on **Monday 3rd November, 2025**.

Q6: What is being done to prevent payroll fraud and ensure we receive our allowances on time?

The Authority has implemented stringent new IT Reforms and Internal Controls. We have also engaged directly with the Controller and Accountant General's Department to strengthen financial controls. There will also be periodic efficiency checks. These measures are designed to make payroll fraud a thing of the past and ensure the timely and accurate payment of allowances.

Q7: What new opportunities are available beyond traditional postings?

The new NSA is focused on creating diverse pathways for graduates.

Key initiatives include:

- 1. Youth in Agriculture:** Hands-on training and potential start-up funding through projects like the partnership with Agrimpact Limited.
- 2. Community Improvement Programmes (CIP):** A new deployment module focused on public health, literacy, sanitation, and voter education in local communities.
- 3. Private Sector Partnerships:** We are actively facilitating job opportunities and career pathways with renowned local and international companies.
- 4. Service Personnel Skills capacity training:** a training framework designed to provide service personnel with future job ready soft skills to enhance their employability.

Q8: Where can we find more detailed operational guidelines for the new registration process?

Detailed step-by-step guidelines for the online registration will be made available on the new website, [www.gnsa.gov.gh], starting from the registration launch date on October 7, 2025.