



Government of Ghana

Right to Information Manual

MINISTRY OF COMMUNICATIONS AND
DIGITALISATION

2023

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1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President, Nana Addo Dankwa Akuffo-Addo. The Act gives substance to the constitutional right to information provided under Article 21 (1) (f) of the Constitution, enabling citizens access to official information held by government institutions, and the qualifications and conditions under which the access may be obtained. In accordance with Section 80, the Act applies to information which came into existence before, or which will come into existence after the commencement of the Act.

1.1 Purpose of Manual – To inform/assist the public on the organizational structure, responsibilities and activities of the **MINISTRY OF COMMUNICATIONS AND DIGITALISATION (MOCD)** and provide the types of information and classes of information available at MOCD, including the location and contact details of its Information Officers and Units.

2. Directorates and Departments under MOCD

This section describes the institution's vision and mission and lists the names of all Directorates and Units under the institution, including the description of organizational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

VISION

The premier Institution with a world class digital solution and a smart economy.

MISSION

MOCD exists to ensure the development of reliable digital infrastructure and services through innovative policies and programmes to promote national socio-economic development.

DIRECTORATES AND UNITS UNDER THE MINISTRY

- 1. Policy Planning, Budgeting, Monitoring and Evaluation Directorate (PPBMED):**
- 2. Information Communication Technology Directorate (ICTD).**
- 3. Human Resource Management and Development Directorate (HRMDD).**
- 4. Research, Statistics and Information Management Directorate (RSIMD).**
- 5. Finance and General Administration Directorate (F&GA)**
- 6. Communications & Digitalisation Directorate (CDD)**
- 7. Specialised Units under the Ministry**

Responsibilities of the Institution:

The Ministry of Communications and Digitalisation (MOCD) is responsible for the initiation, formulation, monitoring and evaluation of national policies aimed at achieving cost effective communications infrastructure and services for the enhancement and promotion of economic competitiveness in line with the government's Economic and Social Development Agenda.

2.1 Description of Activities of each Directorate

Directorate	Responsibilities/Activities
1. Policy Planning, Budgeting, Monitoring and Evaluation Directorate	This Directorate leads the technical processes for the development of policies, planning, programmes and budgets of all activities of the Ministry. It caters for the design and application of monitoring and evaluation systems for purposes of assessing the operational effectiveness of the Ministry's strategies and interventions.

<p>2. Information Communication Technology Directorate (ICTD).</p>	<p>The units under this Directorate perform these activities:</p> <ul style="list-style-type: none"> • <u>Information Communications Technology Policy, Strategy and Standards Unit:</u> This unit provides technical support in the review and development of ICT policy strategies, programmes, and standards in the Ministry. It leads in the identification of ICT needs, challenges, opportunities and policy options to support corporate and business strategy and generate national competitive advantage. • <u>Internet Management and Data Security Policy, Strategy and Standards Unit:</u> This unit provides technical support in the review and development of network security policies, strategies and legal compliance framework. It leads in the development of internet security, data protection and privacy regulations, physical threats/access controls strategies to ensure a secure and smooth-running of Information Systems and Technology (IS/IT) in the country. • <u>Telecommunications Policy, Strategy and Standards Unit:</u> This unit provides technical support in the review and development of telecommunications policies and regulations, electronic commerce regulations.
<p>3. Research, Statistics and Information Management Directorate (RSIM)</p>	<ul style="list-style-type: none"> • This Directorate conducts and commissions research into policy and strategy options, compiles and analyses data for the Ministry in particular and government as a whole. It maintains a data bank for effective and efficient decision-making. • The Directorate also projects the good image of the Sector both within and outside the country by disseminating information on the Ministry's policies, activities and procedures as well as providing a mechanism for receiving feedback on Government's policies and activities.
<p>4. Human Resource Management and Development Directorate</p>	<ul style="list-style-type: none"> • This Directorate develops sector-wide policies on HR Planning, Succession Planning, Training and Development and Performance Management.

	<ul style="list-style-type: none">• It also ensures that there is in place an effective and stable management framework consistent with the overall manpower needs of the Sector.
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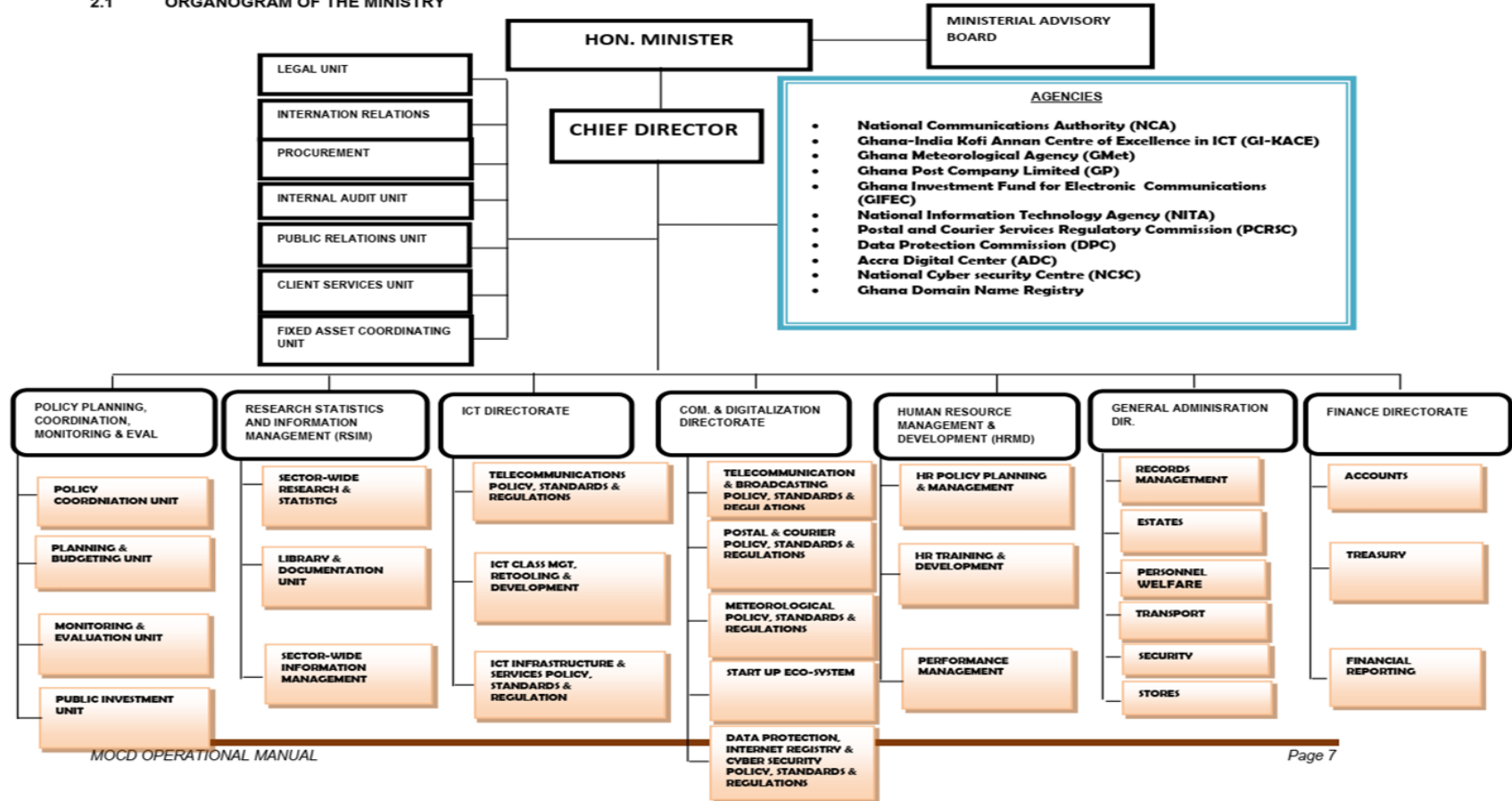
<p>5. Finance and General Administration Directorate (FGAD)</p>	<p>This Directorate consists of the General Administration Division and the Finance Division.</p> <p>A. General Administration Division:</p> <ul style="list-style-type: none"> • This Division ensures that approved personnel policies in the Ministry on employment, personnel records, training, and wages and salaries administration are translated into good management practices and effectively carried out. • It also ensures that services and facilities necessary to support the administrative and other functions of the Ministry are available. • It again ensures the provision of an effective and efficient system for internal checks. <p>B. Finance Division</p> <ul style="list-style-type: none"> • This Division ensures that there is proper financial management and administration at the Ministry. • It also leads the administration of Treasury Management and Accounts preparation at the Ministry. • It safeguards the interest of the Ministry in all financial transactions relating to revenue and expenditure. • It further ensures the practice of proper and accountable administration. It also gives advice on all financial matters relating to the Ministry.
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6. Communications & Digitalisation Directorate (CDD)	This Directorate is in charge of the following units; <ul style="list-style-type: none">• Data protection, Internet Registry & Cyber Security Policy, Strategy, Standards & Regulations• Telecommunications & Broadcasting Policy, Strategy, Standards and Regulations• Postal and Courier Policy, Strategy, Standards and Regulations• Meteorological Policy, Strategy, Standards and Regulations• Start-up Eco-system Policy, Standards and Regulations
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7. Specialised Units under the Ministry	The specialized units under the Ministry takes charge of these units; Legal Affairs International Relations Procurement Internal Audit Public Relations Client Service Fixed Asset Coordinating
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2.2 MINISTRY OF COMMUNICATIONS AND DIGITALISATION (MOCD) ORGANISATIONAL STRUCTURE

2.1 ORGANOGRAM OF THE MINISTRY



2.3 AGENCIES UNDER THE MINISTRY

Agencies
<ol style="list-style-type: none"> 1. Ghana Meteorological Agency (GMet). 2. National Information Technology Agency (NITA). 3. Ghana-India Kofi Annan Centre of Excellence in ICT (GI-KACE). 4. Postal and Courier Services Regulatory Commission (PCSRC). 5. National Communications Authority (NCA). 6. Ghana Post Company Ltd. (GPCL). 7. Ghana Investment Fund for Electronic Communications (GIFEC). 8. Data Protection Commission (DPC). 9. Ghana Digital Centres Limited (GDCL). 10. Cyber Security Authority (CSA) and 11. Ghana Domain Name Registry (GDNR).

GHANA METEOROLOGICAL AGENCY (GMet)	
<p>Responsibilities of the Agency:</p> <p>Responsible for providing reliable weather and climate information in support of the country's Socio-Economic Development.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Issue weather forecasts for the safe operation of aircraft, ocean going vessels, oil rigs and other socio-economic activities. • Provide meteorological information, advice, and warnings for the benefit of agriculture, civil and military aviation, surface and marine transport, operational hydrology and management of energy and water resources to mitigate the effects of natural disasters such as floods, storms and droughts on socio-economic development and projects. • Promote the services of meteorology in agriculture, prevention of drought and desertification activities.

	<ul style="list-style-type: none"> • Collect, process, and disseminate meteorological information nationally and internationally in accordance with rules, practices and procedures established under international conventions. • Ensure uniform standards of observation of meteorological phenomena in the country. • Train, conduct and undertake research particularly in the field of tropical, agricultural, hydrological and other aspects of meteorology. • Store meteorological data and information for the purposes of planning and implementation of infrastructural projects. • Participate in local and international training and research in meteorology and climatology and in other related fields in co-operation with other relevant institutions and authorities concerned with applied meteorological research. • Collaborate with the relevant foreign and international organizations that the Board considers necessary for the purposes of this Act. • Be the sole authority to approve the establishment of meteorological stations for meteorological observations. • Provide consultancy services in meteorology to the public. • Participate in the global exchange of meteorological and related activities for the welfare of humankind. • Conduct investigations into meteorological issues and advise the Minister accordingly.
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GHANA-INDIA KOFI ANNAN CENTRE OF EXCELLENCE IN ICT (GI-KACE)

<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Provide human and institutional capacity building, consultancy, research and development in the government, electronics and associated areas. • Work to develop and apply research and innovation technologies for socio-economic development for Ghana. 	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Promote finishing schools' concept to meet the needs of industry to bridge the gap between academia and industry. • Develop course curriculum and deliver with practical hands-on approach. • Create industry-ready professionals and provide career paths to the IT Professionals in the public and private sectors.
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<ul style="list-style-type: none"> • Provide market-oriented ICT training for human and institutional capacity development (HICD). • Establish partnerships and collaboration with organizations, institutions and individuals including Ghanaians in the diaspora and the design and development of e-governance and ICT solutions for Ghana and the sub-region. • Collaborate with partners from all sectors to catalyze the growth of the ICT sector in Ghana. 	<ul style="list-style-type: none"> • Offer basic, intermediate, and advanced level courses in IT and E-Governance. • Promote the use of ICT for the delivery of distance education and life-long learning. • Develop the Research and Innovation capacity and capabilities in IT and E-Governance in line with ICT4D policy. • Develop and promote the use of Open-Source technologies and other forms of Open Licensing to encourage knowledge sharing and innovation. • Develop and research systems that will provide universal access to ICT through improved, efficient, affordable and reliable internet connectivity. • Maintain relations with similar international and national organizations and collaborate and liaise with those organizations on matters of research and development of information communication technology. • Research and develop e-learning and other e-services materials to facilitate the use and exploitation of Information Communications Technology as a tool for education and productivity. • Encourage and promote the commercialization of research and development results through the consultancy department and its Institutes. • Provide consultancy services to both public and private sectors in ICT project design, development, implementation and use of ICT/E-Governance products and services. • Foster and build support for opportunities and new businesses. • Sensitize and create awareness about products and services of the Centre to prospective business partners. • Host international and national ICT events. • Collaborate with the Ministry of Communications and other relevant ministries to position the Centre's activities as a regional programme on the sponsorship agenda of international bodies including Economic Commission for Africa (ECA), New Partnership for Africa's Development
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	<p>(NEPAD), Economic Community of West Africa States (ECOWAS), Africa Telecommunications Union (ATU), International Telecommunications Union (ITU) and Commonwealth Telecommunications Union (CTU).</p> <ul style="list-style-type: none"> • Forge close faculty collaboration with its international counterpart institutions, e.g., the Indian Institutes of Technologies and the Centre for the Development of Advanced Computing (CDAC), India. • Strive to become financially self-sustaining and independent of any Government subsidy in the short to medium term. • Establish internationally agreed-to processes, procedures, systems and standards for software development, process management, testing and evaluation to ensure quality delivery of software products and solutions in Ghana and the sub-region. • Provide quality assurance and conformity assessment services in the IT and E-Governance sectors. • Facilitate the improvement of the quality of Ghanaian IT and E-Governance products and services through the provision of standardization, testing and quality certification services in collaboration with relevant state agencies.
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POSTAL AND COURIER SERVICES REGULATORY COMMISSION (PCSRC)	
<p>Responsibilities of the Agency:</p> <p>The Commission (PCSRC) is mandated to license and regulate the operation of postal and courier services in Ghana.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Promote and encourage the expansion of Postal services for the social and economic development of the country. • Promote an efficient system for the delivery of mails nationwide in a manner responsive to the needs of mail users. • Promote fair competition amongst persons engaged in the provision of postal services.

	<ul style="list-style-type: none"> • Protect licensees and consumers from unfair conduct of other licensees with regard to quality of postal services. • Promote generally the interest of consumers. • Promote the advancement of technology related to the provision of postal services.
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NATIONAL INFORMATION TECHNOLOGY AGENCY (NITA)

Responsibilities of the Agency:

Enable efficient service delivery in Ghana, using information & communication technologies (ICTs)

Details of Activities:

- Perform the functions of the certifying Agency established under the Electronic Transactions Act, 2008 (Act 772).
- Implement and monitor the National Information Communications Technology policy.
- Issues licenses under this Act and ensure fair competition among license holders.
- Implement and enforce the provisions of this Act, the Electronic Transactions Act, 2008 (Act 772) and regulations made under the Act.
- Resolve matters that involve domain names between the Domain Name Registration under the Electronic Transactions Act in accordance with the provisions of this Act.
- Monitor, enforce and ensure effective compliance with conditions contained in licenses and tariffs.
- Maintain registers and licenses and applications for licenses.

	<ul style="list-style-type: none"> • Maintain registers for approvals given for equipment under the Electronic Transactions Act, 2008 (Act 772). • Collect fees and other charges to be paid to the Agency under this Act. • Investigate and resolve disputes between license holders under the Electronic Transactions Act referred to the Agency by license holders. • Investigate complaints by users who fail to obtain redress from a license holder.
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NATIONAL COMMUNICATIONS AUTHORITY (NCA)

Responsibilities of the Agency:

- Grant Licenses and Authorizations for Operation of Communication Systems and Services.
- Ensure Fair Competition Among Licensees.
- Establish and Monitor Quality of Service Indicators for Service Providers.
- Educate and Protect Consumers.
- Authorize Type Approval and Enforce Equipment Standards.

Details of Activities:

- Grant Licenses and Authorizations for Operation of Communication Systems and Services.
- NCA allocates, assigns, and regulates the use of frequencies in conformity with development strategies for the communications industry. We also monitor the frequency to identify cases of interference and take action against illegal broadcasters and users of unauthorized wireless devices.
- Ensure Fair Competition Among Licensees:- The Authority promotes and ensures fair competition in the telecommunications industry. This includes implementing policy on competition within the remit of the Authority. NCA promotes fair competition and protects communications services providers from misuse of market power or anti-competitive and unfair practices by other service providers. The Authority is also vested with concurrent powers to deal with anti-competitive behavior in broadcasting, use of spectrum and telecommunications.
- Establish and Monitor Quality of Service Indicators for Service Providers: The Authority continuously strives to ensure that consumers get good quality from any telecommunications services. The Authority routinely conducts network end-to-end

	<p>quality of service monitoring exercises throughout the nation. The result of quality-of-service surveys are used for compliance and enforcement purposes, thereby ensuring that consumers are provided with excellent service throughout Ghana.</p> <ul style="list-style-type: none"> • Educate and Protect Consumers: The Authority ensures consumers are protected by providing safeguard mechanisms for seeking redress on telecom issues. Acting as a neutral arbitrator, NCA examines and resolves complaints and disputes between subscribers, licensed operators or any other person involved in the communications industry. • Authorize Type Approval and Enforce Equipment Standards: Equipment Standards and Type Approvals are administrative but technical requirement for vendors, manufactures, dealers and network service providers. This is to proof that their communications equipment that are sold, used and meant to be connected to the public networks have met the required national and international standards. It is aimed at ensuring that communication equipment used in the country are safe secured and meet the required standard. • Coordinate Frequency Use Among Neighboring Countries: - To ensure good quality of service for consumers, the Authority constantly engages in international frequency coordination with neighboring countries particularly Burkina Faso, Cote d'Ivoire and Togo. This is to ensure that telecommunications services and broadcasting services provided in our country are not interfered with by other transmitting signals from these countries.
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DATA PROTECTION COMMISSION (DPC)	
<p>Responsibilities of the Agency:</p> <p>The Commission is vested with the responsibility to protect the privacy of the individual and personal data by regulating the processing of personal data.</p> <p>The Commission provides for the process to obtain, hold, use or disclose personal data and for other related issues bordering on the protection of personal data.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Raises awareness of data protection as a fundamental human right amongst members of the public. • Supports Data Controllers to comply with data protection legislation and implement appropriate policies, procedures and processes. • Keeps and maintains an up-to-date register of Data Controllers. • Examines complaints from the public with regards to alleged infringements of the data protection law. • Conducts investigations into complaints under the Act, determine it in a manner the Commission considers fair and take enforcement action where necessary. • Delivers Privacy Practitioner training and supports the establishment and operationalization of the National Privacy Practitioner Association. • Provides thought leadership, African representation and cooperation with the international data protection community.

GHANA INVESTMENT FUND FOR ELECTRONIC COMMUNICATIONS (GIFEC)	
<p>Responsibility of the Agency</p> <p>To facilitate the provision of Universal access to all persons through the use of affordable information and Communications Technology for Socio-Economic Development.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Facilitate the provision of universal access to electronic communication by the unserved and underserved communities. • Facilitate the provision of internet point of presence in underserved and unserved communities. • Facilitate capacity building programmes and promote ICT

	<p>inclusion in the unserved and underserved communities.</p> <ul style="list-style-type: none"> • Facilitate the deployment of ICT and equipment to educational, vocational and other training institutions. • Develop an effective human resource for the Agency.
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GHANA POST COMPANY LTD. (GPCL)

RESPONSIBILITY	DETAILS OF ACTIVITIES
<p>The object of Ghana Post is to provide postal services by operating a postal system in Ghana in accordance with the laws and international obligations of Ghana.</p>	<p>The Company is mandated to provide the following services among others:</p> <ul style="list-style-type: none"> • Operation of a postal system within the postal and courier services regulations and in accordance with the country's laws and international obligations, • Provision of courier services, • Provision of remittance service through money or postal orders, • Undertake agency services on behalf of government and corporate bodies, • Operate non-banking financial services, • Undertake estates and housing services.

GHANA DIGITAL CENTRES LIMITED (GDCL)

RESPONSIBILITY	DETAILS OF ACTIVITES
<p>Ghana Digital Centres Limited (GDCL) is a Government of Ghana ICT/BPO Centre or mini Technology Park, under the Ministry of Communications established to harness the digital potential of Ghana by driving Digital innovation entrepreneurship and creation of digital and ancillary jobs for the youth by hosting Tech firms and Digital Start-ups.</p>	<ul style="list-style-type: none"> • Champion the development and management of Technology Parks and Digital Centers across Ghana to promote ICT-driven Economic growth. • Provide world-class infrastructure and the enabling environment that will attract and retain ICT and IT-enabled Business Process Outsourcing companies to promote

	<p>Entrepreneurship and Digital Job Creation for accelerated growth.</p> <ul style="list-style-type: none"> • Foster Innovation and Entrepreneurship through the provision of platforms for business incubation, business acceleration as well as digital research and development programs.
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CYBER SECURITY AUTHORITY (CSA)	
RESPONSIBILITY	DETAILS OF ACTIVITES
<p>(a) Regulate cybersecurity activities in the country;</p> <p>(b) Prevent, manage and respond to cybersecurity threats and cybersecurity incidents;</p> <p>(c) Regulate owners of critical information infrastructure in respect of cybersecurity activities, cybersecurity service providers and practitioners in the country;</p> <p>(d) Promote the development of cybersecurity in the country to ensure a secured and resilient digital ecosystem;</p> <p>(e) Establish a platform for cross-sector engagement on matters of cybersecurity for effective co-ordination and co-operation between key public institutions and the private sector;</p> <p>(f) Create awareness of cybersecurity matters; and</p> <p>(g) Collaborate with international agencies to promote the cybersecurity of the country.</p>	<ul style="list-style-type: none"> • Advise the Government and public institutions on all matters related to cybersecurity in the country; • Promote the security of computers and computer systems in the country; • Monitor cybersecurity threats within and outside the country; • Establish codes of practice and standards for cybersecurity and monitor compliance with the codes of practice and standards by the public and private sector owners of critical information infrastructure; • Establish standards for certifying cybersecurity products or services; • Certify cybersecurity products or services in accordance with the standards • Take measures in response to cybersecurity incidents that occur within and outside the country which may threaten: <ul style="list-style-type: none"> (i) National security; (ii) The defense of the country; (iii) The economy of the country; (iv) International relations between the State and other countries; (v) Health of the public; (vi) The safety of life and property; and

	<p>(vii) Any other sector of the country likely to be affected by a cybersecurity incident;</p> <ul style="list-style-type: none"> • Identify and designate critical information infrastructure and advise the Minister on the regulation of owners of critical information infrastructure to protect the critical information infrastructure of the country, in accordance with international best practice; • Provide technical support for law enforcement agencies and security agencies to prosecute cyber offenders; • Promote the protection of children online; • Issue licenses for the provision of cybersecurity services specified in the First Schedule; • Establish standards for the provision of cybersecurity services specified in the first schedule; • Support technological advances and research and development in cybersecurity to ensure a resilient and sustainable digital ecosystem; • Deploy strategies to implement research findings towards the promotion of the cybersecurity of the country; • Establish and maintain a framework for disseminating information on cybersecurity; • Submit periodic reports on the state of cybersecurity in the country to the Minister; • Educate the public on matters related to cybercrime and cybersecurity; • Build the capacity of persons in the public or private sector in matters related to cybersecurity; • Collaborate with law enforcement agencies to intercept or disable a digital technology service or product whose operation undermines the cybersecurity of the country; • Establish and maintain a national register of <ul style="list-style-type: none"> (i) Identified and potential risks; (ii) The levels and impact of risks;
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	<p>(iii) Owners of critical information infrastructure; and</p> <p>(iv) Any other persons licensed or accredited to carry out cybersecurity activities.</p> <ul style="list-style-type: none"> • Perform any other functions which are ancillary to the objects of the Authority.
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GHANA DOMAIN NAME REGISTRY (GDNR)	
RESPONSIBILITY	DETAILS OF ACTIVITIES
<p>The responsibility of Ghana Domain Name Registry established under the Electronic Transactions Act (772) 2008 is to manage the technical operations, and policy development of the .GH ccTLD.</p>	<p>The Registry is responsible for the country domain namespace and is required by law to;</p> <ul style="list-style-type: none"> • Liaise with, license and accredit Registrars. • Publish guidelines and policies on domain name registrations. • Be the technical manager of the .GH domain namespace. • Administer and manage the country domain space. • Maintain public access to the repository. • Comply with international best practices in the administration of the .GH domain namespace. • Educate the public on the economic and commercial benefits of domain name registration. • Conduct necessary and relevant registry related investigations. • Conduct research to keep abreast with domain name developments. • Continually survey and evaluate the extent to which the namespace meets the needs of users. • Make policy recommendations in relation to policy concerned with the .GH domain namespace. • Continually evaluate the effectiveness of its Act and propose improvement.

2.4 Classes and Types of information

List of various classes of information in the custody of the institution:
YEARLY REPORTS ON THE CLIENT SERVICE UNIT REPORTS ON THE MEET THE PRESS ANNUAL PERFORMANCE REPORT MEDIUM TERM DEVELOPMENT REPORT AUDIT REPORTS PROGRAMME BASED BUDGET ESTIMATES
Types of Information Accessible at a fee:
The cost of reproduction of any of the classes of information listed above will be borne by the Applicant.

3. Procedure in Applying and Processing Requests

Section 18 of the RTI Act provides specific guidelines for application for access to information kept by a public institution. It is thus important that request for information be made in accordance with provisions under this section. The Information Officer or a designated officer is responsible for dealing with applications made to the MINISTRY OF COMMUNICATIONS AND DIGITALISATION. To requests for information under the RTI Act from the MINISTRY, applicants are to follow these basic procedures:

3.1 The Application Process

- a.** Application by any person or organization who seeks access to information in the custody of MINISTRY OF COMMUNICATIONS AND DIGITALISATION must be made in writing, using the standard RTI Application Form. (**See Appendix A for the Standard RTI Application Form**). A copy of the form can be downloaded or completed and submitted electronically on the MINISTRY OF COMMUNICATIONS AND DIGITALISATION's official website or the Ministry of Information website.

- b.** In making the request, the following information must be provided:
 - Date of the Application.
 - Name of the applicant or the person on whose behalf an application is being made.
 - Name of the organization represented by the applicant.
 - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
 - Brief description of information being sought. (Applicants are to specify the class and type of information including cover dates).
 - Payment of relevant fee if applicable.
 - Signature/ thumbprint.

- c.** Provision of identification

The applicant must present at least one (1) of the following valid identification cards (IDs) to serve as proof of identity:

 - Driver's License.
 - Passport.
 - National ID.
 - Voter's ID.

- d.** The applicant should state the format of information being requested and the mode of transmission. Example (do you need certified true copy, normal photocopy or electronic

copies. Would you want to receive it through a postal address, e-mail, courier services, fax etc.?)

- e. Where an applicant cannot write due to illiteracy or a disability, he/she may make the request orally. However, oral request must conform to the following guidelines.
- The Information Officer must reduce the oral request into writing and give a copy of the written request as recorded for the applicant to authenticate. (s. 18) (3).
 - The Information Officer shall clearly and correctly read and explain the written request to the understanding of the applicant.
 - A witness must endorse the face of the request with the writing; *“the request was read to the applicant in the language the applicant understand, and the applicant appeared to have understood the content of the request.”*
 - The applicant must then make a thumbprint or mark on the request.

3.2 Processing the Application

- Applications would be treated on a priority basis. The Information Officer is responsible for handling requests to ensure that statutory deadlines are met.
- He reviews and identify which part is exempt based on Section 5 to 16 of the RTI Act and determines which of the units in the institution have the records or is responsible for the subject matter of the request.
- Provision is made under section 20 for the transfer of an application within a period of not more than ten days of receipt where the public institution to which the application was initially made is unable to deal with the application. In such situations, applicants would be notified accordingly with the reasons and dates of transfer.
- For information readily available in official publications, the Information Officer shall direct the applicant to the institution having custody of that publication and notify the public institution of the request. (s.21).
- If a requested information is not readily accessible, the estimated time it will take to search for the information would be communicated to the applicant.

3.3 Response to Applicants

a. The Information Officer is required under section 23 of the RTI Act to notify applicants within fourteen (14) days from the date of receipt. Applicant should however note that the time limit does not apply to applications transferred to another public institution or which has been refused due to failure to pay prescribed deposit or fee. (s.23) (6). The notice should state:

- Whether or not full access to the requested information will be granted or only a part can be given and the reason.
- The format and mode of the access.
- The expected publication or submission day of the information in the case of a deferred access.
- The prescribed fee (s.24).

B. The Information Officer can request an extension to the deadline if:

- Information requested is voluminous.
- It is necessary to search through a large number of records.
- The information has to be gathered from more than one source.
- Consultation with someone outside the institution is required.

c. The Information Officer would in such situations notify applicants of an extension as well as the period and reason for the extension. An extension should not be more than seven days.

d. In giving applicants access to information, the applicant would be given the opportunity to inspect the information or receive a copy physically or any other form required such as electronic, magnetic, optical or otherwise, including a computer print-out, various computer storage devices and web portals.

- Where access cannot be given in the form specified by the applicant, access can be given in some other form. In such cases, the applicant shall be provided with a reason why access cannot be given in the specified form.

4. Amendment of Personal Record

A person given access to information contained in records of a public institution may apply for an amendment of the information if the information represents the personal records of that person and in the person's opinion, the information is incorrect, misleading, incomplete or out of date.

4.1 How to apply for an Amendment

- a. The application should be in writing indicating.
 - Name and proof of identity.
 - Particulars that will enable the records of the public institution identify the applicant.
 - The incorrect, misleading, incomplete or the out-of-date information in the record.
 - Signature of the applicant.
- b. For incomplete information claimed or out of date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- c. The address to which a notice shall be sent should be indicated.
- d. The application can then be submitted at the office of the public institution.
- e. A statutory declaration must be attached.

5. Fees and Charges for Access to Information

The Act mandates Parliament in Section 75 to approve a fee that public institutions can charge. However, fees shall apply to only the three circumstances stated below:

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When a request is made for a written transcript of the information, the information officer may request a reasonable transcription cost. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

Under Section 75 (2), fees are not payable for:

- reproduction of personal information,
- information in the public interest,
- information that should be provided within stipulated time under the Act,
- an applicant who is poor or has a disability,
- time spent by the information officer to examine and ensure the information is not exempt,
- preparing the information.

6. Appendix A: Standard RTI Request Form

[Reference No.:]

**APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO
INFORMATION ACT, 2019 (ACT 989)**



1.	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY

5.	Type of Applicant:	Individual <input type="checkbox"/> <input type="checkbox"/> Organization/Institution
6.	Tax Identification Number	
7.	If Represented, Name of Person Being Represented:	
7 (a).	Capacity of Representative:	
8.	Type of Identification: <input type="checkbox"/> National ID <input type="checkbox"/> Card <input type="checkbox"/> Passport Voter's ID <input type="checkbox"/> Driver's License	
8 (a).	Id. No.:	
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):	
10.	Manner of Access:	<input type="checkbox"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input type="text"/>

10 (a).	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	Contact Details:	<input type="checkbox"/> Email Address _____ <input type="checkbox"/> Postal Address _____ <input type="checkbox"/> Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) <i>"This request was read to the applicant in the language the applicant understands, and the applicant appeared to have understood the content of the request."</i>	

7. Appendix B: Contact Details of MOCD Information Unit

Name of Information/Designated Officer:

BERNARD HENYO

Telephone/Mobile number of Information Unit:

+233 205 889 104 / +233 552 078 986

Postal Address of the institution:

P.O.BOX M38, ACCRA GHANA.

8. Appendix C: Acronyms

Table 1 *Acronyms*

Acronym	Literal Translation
<i>RTI</i>	<i>Right to Information</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>s.</i>	<i>section</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>

9. Appendix D: Glossary

This Glossary presents clear and concise definitions for terms used in this manual that may be unfamiliar to readers listed in alphabetical order. Definitions for terms are based on section 84 of the RTI Act.

Table 2 *Glossary*

Term	Definition
<i>Access</i>	<i>Right to Information</i>
<i>Access to information</i>	<i>Right to obtain information from public institutions</i>
<i>Contact details</i>	<i>Information by which an applicant and an Information Officer may be contacted</i>
<i>Court</i>	<i>A court of competent jurisdiction</i>
<i>Designated officer</i>	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
<i>Exempt information</i>	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
<i>Function</i>	<i>Powers and duties</i>
<i>Government</i>	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
<i>Information</i>	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
<i>Information officer</i>	<i>The Information Officer of a public institution or the officer designated to whom an application is made</i>
<i>Public</i>	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
<i>Public institution</i>	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
<i>Right to information</i>	<i>The right assigned to access information</i>
<i>Section</i>	<i>Different parts of the RTI Act</i>