

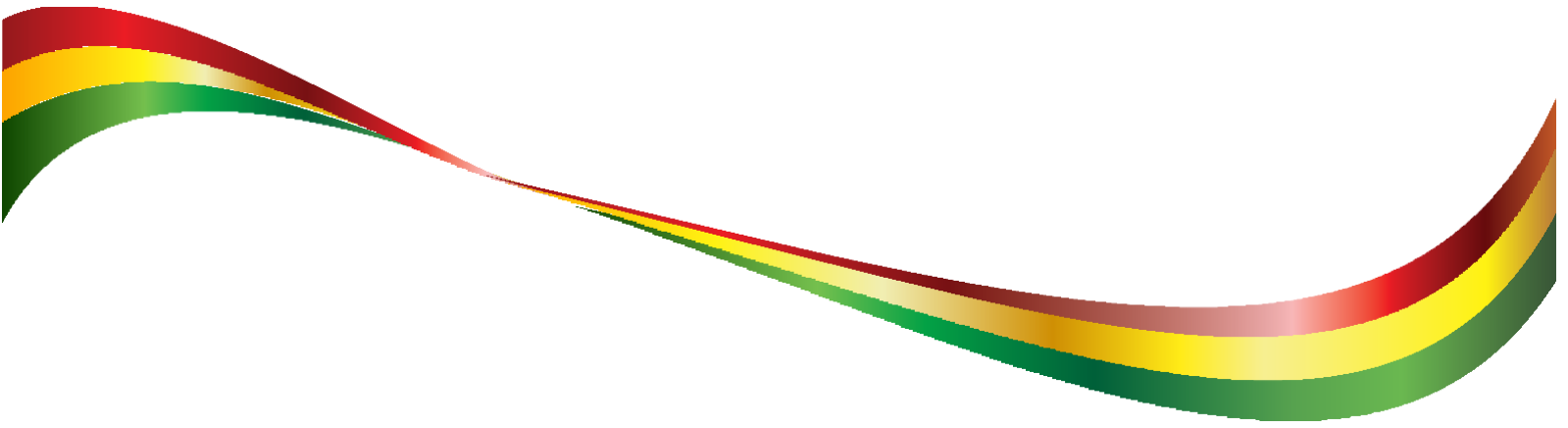


**INFORMATION SERVICES DEPARTMENT**

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**RIGHT TO  
INFORMATION MANUAL**

2026



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## **1.0 OVERVIEW**

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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 Information Services Department (ISD) and provide the types of information and classes of information available at ISD, including the location and contact details of its Information Officers and units.

## **2.0 CORE COMMITMENTS**

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

### **2.1 VISION**

A smart modern ISD and the preferred choice for trusted and credible source of government information.

### **2.2 MISSION**

To disseminate information on government policies, programs, and activities for national development, and provide feedback to the government.

### 3.0

#### **DIVISIONS UNDER INFORMATION SERVICES DEPARTMENT (ISD)**

- OFFICE OF THE HEAD OF DEPARTMENT
  
- PLANNING, BUDGET, MONITORING & EVALUATION DIVISION
  - PLANNING & BUDGETING
  - MONITORING & EVALUATION UNIT
  - PUBLIC INVESTMENT UNIT
  
- PUBLIC EDUCATION COORDINATION DIVISION
  - EDUCATION & SENSITIZATION PROGRAM DEVELOPMENT UNIT
  - OUTREACH UNIT
  
- PUBLIC RELATIONS COORDINATION DIVISION
  - SECTOR SPECIFIC PR REPORTING UNIT
  - PR MANAGEMENT UNIT
  
- ACCESS TO INFORMATION DIVISION
  - CALL CENTER MANAGEMENT UNIT
  - ACCESS TO INFORMATION FACILITATION UNIT
  
- MEDIA DIVISION
  - NEWSROOM
  - MEDIA RELATIONS UNIT
  - AUDIO-VISUAL UNIT
  
- RESEARCH DIVISION
  - STATISTICS UNIT
  - LIBRARY & DOCUMENTATION UNIT
  
- GENERAL ADMINISTRATION UNIT
  - ADMINISTRATION SECTION
  - RECORDS MANAGEMENT UNIT

- ESTATES UNIT
- TRANSPORT UNIT
- ICT UNIT
- SECURITY UNIT
  
- HUMAN RESOURCE MANAGEMENT. DIVISION
  
- FINANCE DIVISION
  - ACCOUNTS UNIT
  - TREASURY UNIT
  
- INTERNAL AUDIT UNIT
  
- CLIENT SERVICE UNIT
  
- REGIONAL OFFICE
  - REGIONAL INFORMATION OFFICE
  - METROPOLITAN/MUNICIPAL/DISTRICT OFFICE
  
- FIXED ASSET COORDINATION UNIT
  
- PROCUREMENT AND SUPPLY CHAIN UNIT

### **3.1**

### **OUR RESPONSIBILITIES**

- Create awareness of government policies, programs and activities through effective communication strategies using qualified human resources and state of the art technology to enhance national development.
- Collate and assess public reaction to government policies.
- Keep Ghanaians abreast of development in state and public institutions.
- Keep the Presidency, Ministries and other state institutions in Ghana and diplomatic missions abroad abreast of local development.
- Market the Ghanaian state at home and abroad
- Dissemination information on the activities of state officials and policies.
- Maintain a store of state paraphernalia including symbols and the identity kit of the state.
- Record and archive the functions of the Presidency and State officials in written, photographic and film forms.
- Record and archive the National Heritage in written, photographic and film forms.

### **3.2**

### **OBJECTIVES**

- Ensure free flow of relevant information in pursuance of government's 'open-door' policy.
- Ensure positive image of the country both locally and abroad in collaboration with other agencies to attract foreign investments.
- Effectively and efficiently monitor and evaluate public reaction to government's policies, programs and activities for the information of government

4.0	
Division / Units	Responsibilities/Activities
<b>Head of Department</b>	<ul style="list-style-type: none"> <li>✚ The Director is responsible to the Minister via the Chief Director and provides technical and administrative leadership for the effective discharge of the mandate, functions and objectives of the department.</li> <li>✚ The Director is the Chief Advisor to the Chief Director on all issues concerning development interventions.</li> </ul>
<b>Public Relations Coordination Division</b>	<ul style="list-style-type: none"> <li>✚ Provides PR Professionals for MMDAs and ensures PROs serve the needs of client organizations.</li> <li>✚ Support PROs to develop and implement annual PR and stakeholder engagement plans for their client organization.</li> <li>✚ Collate and analyze PR reports on the activities within the MDAs, RCCs, and MMDAs including Ghana's Missions abroad for the attention of the Director of ISD and the sector minister.</li> <li>✚ Organize annual training and capacity-building programs for PROs.</li> <li>✚ Undertake annual Public Relations Performance Evaluation Exercises.</li> </ul>
<b>Sector Specific PR Reporting Unit</b>	<ul style="list-style-type: none"> <li>✚ Ensure submission of PR Work Plans and assess its compliance to the PROs KPIs.</li> <li>✚ Collate, analyses and evaluate regular PRO activity reports on government programs and projects across MDAs, RCCs and MMDAs for the attention of the Sector Minister to enhance decision-making.</li> <li>✚ Ensure resolution of PR alerts posted on the Bonsu platform aimed at enhancing the public image of government.</li> <li>✚ Submit weekly, monthly, quarterly, mid-year and annual Sector reports on performance of PROs on the Bonsu platform through the PR Management Unit for the attention of the Head of PRCD.</li> </ul>
<b>PR Management Unit</b>	<ul style="list-style-type: none"> <li>✚ The PR Management Unit is responsible for coordination of the public relations activities of PROs posted by ISD to the MDAs, RCCs and MMDAs and Ghana's Missions abroad for effective government communication.</li> <li>✚ The unit has additional responsibility of promoting healthy working relations with the Media Division of ISD.</li> <li>✚ The Unit coordinates training activities and manages the database of PROs.</li> </ul>

	<ul style="list-style-type: none"> <li>✚ Appoint PROS to MMDAs</li> <li>✚ Support PROs with backend guidance and support.</li> <li>✚ Evaluate and assess skills gap of PROs and recommend appropriate training.</li> <li>✚ Evaluate and assess the performance of PROs and recommend sanctions and rewards where applicable.</li> <li>✚ Organise and coordinate PROs annual Review Summit Meetings.</li> <li>✚ Ensure enrolment of PROs with relevant professional bodies.</li> <li>✚ Compile and submit mid-year and annual reports on the activities of the Division to the Head of Division.</li> </ul>
<b>Media Division</b>	<ul style="list-style-type: none"> <li>✚ Produce written stories, audiovisual and other media content to disseminate information on government policies and programs.</li> <li>✚ Monitor the activities of the media space to address issues of misinformation.</li> <li>✚ Establish and maintain good relationships with the media organizations and practitioners to promote government business agenda.</li> <li>✚ Produce exhibition material for onsite and online photo exhibitions at national events.</li> <li>✚ Provide Press Accreditation to foreign media personnel working in the country and to local media professionals who cover national events.</li> </ul>
<b>Newsroom &amp; Channels Unit</b>	<ul style="list-style-type: none"> <li>✚ Produce and distribute news stories and feature articles on government programmes, policies and activities on ISD news channels and to main stream media houses.</li> <li>✚ Identify issues in the main stream media and social media platforms to correct issues of misinformation.</li> <li>✚ Develop and maintain contacts with local and international print and broadcast media to identify opportunities for, and secure, immediate and long-term media coverage of government information.</li> <li>✚ Maintain ISD’s website and social media channels by posting information, contributing information, and playing a quality control role through the editing of the information supplied.</li> </ul>
<b>Media Relations Unit</b>	<ul style="list-style-type: none"> <li>✚ Plan, execute, and coordinate media relations programs.</li> <li>✚ Produce reports on media relations campaign</li> <li>✚ Build long-term relationships with all relevant stakeholders, such as government, foreign and local media and politicians.</li> <li>✚ Provide press accreditation to foreign media personnel working in the country and to local media professionals who cover national events.</li> </ul>

<p><b>Audio-visual Unit</b></p>	<ul style="list-style-type: none"> <li>✚ Producing Audio/Visual materials for ISD Media.</li> <li>✚ Responsible for the live streaming for live events.</li> <li>✚ Field Production</li> <li>✚ Post Production and Graphics</li> <li>✚ Plan, organize and implement the maintenance and operation of performance related equipment at events venues, including lights and lighting console, sound equipment, video projector, cameras, microphones, sound console, speakers, special effects equipment, rigging system, IT equipment, Live streaming and other technical systems used during event.</li> <li>✚ Coordinate the content and scheduling of ISD’s various display screens for Digital Signage and coordinate graphics used in displays.</li> <li>✚ Oversee operation and quality of ISD AV technology to ensure equipment is in good condition.</li> <li>✚ Archiving of digital photographs and videos</li> <li>✚ Mounting of high profile online and onsite exhibitions</li> </ul>
<p><b>Research</b></p>	<ul style="list-style-type: none"> <li>✚ Conduct nationwide surveys on public opinions on programs, policies, and initiatives of the government.</li> <li>✚ Monitors activities in the media space which serves as an important way for the government to receive feedback from the citizenry.</li> <li>✚ Manages and provides access to information resources and documentation.</li> </ul>
<p><b>Statistics Unit</b></p>	<ul style="list-style-type: none"> <li>✚ Conducts nationwide surveys on matters of public interest.</li> <li>✚ Interprets collated results of surveys and prepares reports, presentations, and visualization for effective communication of findings.</li> <li>✚ Provides situational reports to the Government on significant and notable occurrences across the country.</li> <li>✚ Collates factsheets by gathering and providing useful information to the populace on international, national and socio-political issues.</li> <li>✚ Develop recommendation for the Government.</li> <li>✚ Conducts research into sectoral activities with a view to remove bottle-necks and enhancing its service delivery standards.</li> </ul>
<p><b>Media Monitoring Unit</b></p>	<ul style="list-style-type: none"> <li>✚ Monitoring of trending and emerging issues in the media landscape.</li> <li>✚ Provides real-time updates and alerts to the Department and the Government, enabling them to respond swiftly and effectively.</li> <li>✚ Provides monthly synopsis on trends in the media space.</li> <li>✚ Gauges media trends or news into negative, positive, reactive and active metrics for the attention of the Department.</li> </ul>

<p><b><i>Library and Documentations</i></b></p>	<ul style="list-style-type: none"><li data-bbox="400 159 1433 237">✚ Maintains a repository of important organizational documents, reports, publications, and records.</li><li data-bbox="400 266 1458 344">✚ Managing of information resources such as research papers, newspapers, journals, reports, among others to ensure easy access to information.</li><li data-bbox="400 374 1430 412">✚ Responding to information requests from both the public and in-house.</li><li data-bbox="400 441 1082 474">✚ Provides research support to the Department.</li></ul>
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<p><b><i>Public Education Coordination Division</i></b></p>	<ul style="list-style-type: none"> <li>✚ Develop proposals and concept notes.</li> <li>✚ Post campaign evaluations and reviews.</li> <li>✚ Report writing: Reports on campaigns executed for both the Department and clients.</li> <li>✚ Keep records and data base of all public education campaigns executed.</li> <li>✚ Scout for public education campaigns. To be able to identify issues that require public education and solicit for it.</li> <li>✚ Coordination and implementation of public education campaigns with clients.</li> </ul>
<p><b><i>Education &amp; Sensitization program development Unit</i></b></p>	<ul style="list-style-type: none"> <li>✚ Responsible for the planning, coordination and development of targeted sensitization and educational programs and materials for each campaign</li> </ul>
<p><b><i>Outreach</i></b></p>	<ul style="list-style-type: none"> <li>✚ Carries out the implementation of the sensitization and educational programs developed for the campaign.</li> </ul>
<p><b><i>Access to Information Coordination Division</i></b></p>	<ul style="list-style-type: none"> <li>✚ Right to Information awareness creation and sensitization.</li> <li>✚ Train, deploy, and provide technical support to inform officers across various sectors.</li> <li>✚ Monitor and produce reports (monthly, quarterly, mid-year, and annual) on the implementation of the RTI Laws as well as Operations of NICC.</li> <li>✚ Emergency response support: In times of emergencies or disasters, the center provides critical information to the public regarding safety measures, evacuation procedures, and available emergency services.</li> <li>✚ Liaise with the heads of public institutions to address challenges and resolve matters that impede the effective functioning of the RTI Units.</li> <li>✚ Coordinate, monitor and evaluate the performance</li> </ul>

	<p>and operations of the RTI Officers nationwide</p> <ul style="list-style-type: none"> <li>✚ Information dissemination and Enquiry handling at NICC.</li> <li>✚ Feedback collection: the centre collects feedback from the public to help improve government services, policies and procedures.</li> <li>✚ Reporting and data analysis.</li> <li>✚ Provide recommendations to the sector minister on emerging issues relating to the operations of the RTI law.</li> </ul>
<p><b><i>Access to Information Facilitation Unit</i></b></p>	<ul style="list-style-type: none"> <li>✚ Provide recommendations to the sector minister on emerging issues relating to the operations of the RTI law.</li> <li>✚ Monitor and produce reports (monthly, quarterly, mid-year, and annual) on the implementation of the RTI Laws as well as Operations of NICC.</li> <li>✚ Train, deploy, and provide technical support to inform officers across various sectors.</li> <li>✚ Coordinate, monitor and evaluate the performance and operations of the RTI Officers nationwide</li> <li>✚ Right to Information awareness creation and sensitization.</li> <li>✚ Liaise with the heads of public institutions to address challenges and resolve matters that impede the effective functioning of the RTI Units.</li> </ul>
<p><b><i>National Information Call Centre (INFO 311)</i></b></p>	<ul style="list-style-type: none"> <li>✚ Informa on dissemination: The Centre shares accurate and up-to-date information about government programs, services, policies, and regulations with the public.</li> <li>✚ Enquiry handling: The Centre addresses the inquiries and concerns of the public, answering questions, providing explanations, and resolving issues.</li> <li>✚ Assistance and guidance: The centre offers assistance and guidance to individuals seeking specific information or instructions. This could involve guiding them through government processes, directing them to the appropriate resources or agencies, or providing step-by-step instructions.</li> <li>✚ Complaint: The Centre receives and handles complaints, aiming to resolve issues.</li> </ul>

	<ul style="list-style-type: none"> <li>✚ Emergency response support: In times of emergencies or disasters, the centre provides critical information to the public regarding safety measures, evacuation procedures, and available emergency services.</li> <li>✚ Feedback collection: The Centre collects feedback from the public to help improve government services, policies, and procedures.</li> <li>✚ Reporting and data analysis: The Centre gathers and analyzes data related to</li> <li>✚ inquiries, complaints, and feedback received. This data can provide valuable</li> <li>✚ insights into public concerns, emerging trends, and areas that may require</li> <li>✚ additional attention or resources.</li> </ul>
<p><b><i>Regional Office</i></b></p>	<ul style="list-style-type: none"> <li>✚ Coordinate, supervise, and monitor the activities of the regional and district offices.</li> <li>✚ The regional coordinating office coordinates, supervises, and monitors the implementation of Public Education Campaigns (PECs) issues of the national interest, at the regional and district levels. This office is the link between the head office and the regions.</li> <li>✚ The regional coordinating office research on issues of national interest at the regional and district levels.</li> <li>✚ The regional coordinating office collects and collates feedback on government and Information Services department programs.</li> </ul>

<p><b>Regional Information Office</b></p>	<ul style="list-style-type: none"> <li>✚ Supervision of Public Education Campaign and present reports</li> <li>✚ They are also to scout for Public Education Campaigns at the regional level.</li> <li>✚ The Regional office is responsible for the marketing of the Region locally.</li> <li>✚ The RIOs collaborate in the preparation and distribution of press releases. They also serve as spokespersons for the Regions.</li> <li>✚ Regional Information Officers (RIOs) collect and process Public Reaction Report on the Assembly for onward transmission to the Head Office.</li> <li>✚ The Regional office is responsible for the facilitation, designing of activities and programs that have comparable advantage to the people in the Regions.</li> <li>✚ The Regional office initiates public education campaign on government policies and program in the Region with the support of District Information Officers.</li> </ul>
<p><b>Metropolitan/Municipal/District Office</b></p>	<ul style="list-style-type: none"> <li>✚ They embark on public education campaign</li> <li>✚ Metropolitan Municipal District Information Officers (MMDIOs) collaborate in the preparation and distribution of press releases. They also serve as spokespersons for the Metropolitan Municipal District Assemblies (MMDAs).</li> <li>✚ Write situational reports</li> <li>✚ Conduct surveys</li> <li>✚ They write features and reaction reports</li> </ul>
<p><b>Planning, Budgeting, Monitoring &amp; Evaluation Division</b></p>	<ul style="list-style-type: none"> <li>✚ Lead the process of planning, budget formulation, and implementation for programs, projects, and activities of the Department.</li> <li>✚ Prepare, provide, and present required budget documentation for both internal and external stakeholders of the department.</li> </ul>

	<ul style="list-style-type: none"> <li>✚ Lead the process of developing and implementing a monitoring and evaluation framework for programs, projects, and activities of the department.</li> <li>✚ Provide technical guidance for the selection and implementation of investment projects for the Department.</li> </ul>
<b>Monitoring &amp; Evaluation</b>	<ul style="list-style-type: none"> <li>✚ The Unit ensures the provision of an effective basis for measuring the various stages of programs and projects of the Department as well as providing an objective basis for assessing the effectiveness of its programs and projects</li> </ul>
<b>Public Investment</b>	<ul style="list-style-type: none"> <li>✚ The unit prescribes the method for the preparation, evaluation and execution of investment projects.</li> <li>✚ Provides a standard framework to guide project identification and planning, pre-feasibility studies, selection and budgeting, implementation and reporting of investment projects by the Department.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>✚ Prepares the department’s annual performance reports</li> <li>✚ Manages, maintains, and secures all assets of the department including personnel</li> <li>✚ Responsible for Procurement needs and financial management reports of the department.</li> <li>✚ Facilitates the development of indicators to measure the effectiveness of the general services provided under general administration.</li> <li>✚ The Division ensures that services and facilities necessary to support the administrative and other functions of the Department are available.</li> <li>✚ It also ensures the provision of an effective and efficient system for internal checks.</li> </ul>

<p><b>Administration Section</b></p>	<ul style="list-style-type: none"> <li>✚ Ensures that there is in place an effective and stable management framework consistent with the overall manpower needs of the Department.</li> <li>✚ Provides logistical assistance and ensure the maintenance of all equipment and also replace obsolete and faulty equipment.</li> <li>✚ Leads in the preparation of the general action plan of the Department and ensures its effective and efficient delivery.</li> <li>✚ Monitors and evaluates the effective allocation and administration of the general services activities and operations to minimize /eliminate wastage and all forms of inefficiency and ineffectiveness.</li> <li>✚ Facilitates the development of indicators to measure the effectiveness of the general services provided under general administration.</li> <li>✚ Report on the performance of the Department to sector Ministry</li> </ul>
<p><b>Records Management</b></p>	<ul style="list-style-type: none"> <li>✚ Ensure proper storage and management of documents.</li> <li>✚ Facilitate good mechanisms for accessing and retrieving files and archival documents.</li> <li>✚ Referencing, receiving and dispatching documents.</li> <li>✚ Opening and closing of Departmental files</li> <li>✚ Maintains proper records on the movement and location of files.</li> <li>✚ Ensure regular updates of documents.</li> <li>✚ Records digitization</li> </ul>
<p><b>Estates Unit</b></p>	<ul style="list-style-type: none"> <li>✚ Provides technical support in the preparation of budget estimates for works on the Department’s building/equipment.</li> <li>✚ Inspects sanitation and maintenance of the Department’s Estates.</li> <li>✚ Submits periodic reports on the maintenance of the property of the Department.</li> <li>✚ Directs and supervises on-going activities of the Estate Department.</li> <li>✚ Writes and keeps reports on estate management activities.</li> <li>✚ Advise on the disposal of obsolete assets of the organization.</li> <li>✚ Coordinates the implementation of capacity building programmes</li> <li>✚ Ensure the development of the capabilities, skills and knowledge of staff</li> <li>✚ Cleans offices and compound of ISD</li> <li>✚ Cleans urinals, toilets and wash basins</li> </ul>

	<ul style="list-style-type: none"> <li>✚ Weeds the compound of the Department.</li> <li>✚ Leads the provision of technical support in the periodic maintenance of the Department's property</li> <li>✚ Participates in tender committee meetings.</li> </ul>
<b>Transport Unit</b>	<ul style="list-style-type: none"> <li>✚ Conducts periodic inspection of the Department's fleet of vehicles to ensure them in good working condition</li> <li>✚ Recommends faulty vehicles for repairs/maintenance</li> <li>✚ Allocates log books to all vehicles and ensures its completion as prescribed</li> <li>✚ Conveys staff on assignment and runs Departmental errands</li> <li>✚ Prepares periodic servicing schedule for the Department</li> <li>✚ Advises Management on the purchases of vehicles and spare parts of vehicles</li> </ul>
<b>ICT Unit</b>	<ul style="list-style-type: none"> <li>✚ Repair and maintain computer infrastructure of ISD.</li> <li>✚ Installs software on new computers</li> <li>✚ Perform software updates</li> <li>✚ Responsible for Web development and Graphic design</li> <li>✚ Responsible for System administration of the Department</li> <li>✚ Review of news items on the GhanaToday and ISD website</li> <li>✚ Maintenance and Update of GhanaToday and ISD website</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>✚ Protects all Departmental properties</li> <li>✚ Prevents the installation of security threat gadgets and fire</li> <li>✚ Screens visitors prior to giving them access to the Department's premises</li> <li>✚ Conducts inspection on vehicles entering or leaving the office premises and record vehicle numbers and equipment movement where necessary</li> <li>✚ Undertakes patrol duties</li> <li>✚ Records daily occurrences in connection with issues relating to security matters</li> <li>✚ Provide lead into investigation of cases or incidents and submit findings to superior for further action</li> <li>✚ Prepares and submit period security reports</li> </ul>

<p><b>Human Resource Management Division</b></p>	<ul style="list-style-type: none"> <li>✚ Provide Human Resource planning and development needs to the Department</li> <li>✚ Proposes training for the Human capital of the Department</li> <li>✚ Execute the strategies of the Department to align with the Civil Service-Wide strategy</li> <li>✚ Bridging Management and employee relations by addressing demands/requests, grievances and other issues</li> <li>✚ Implementation, coordination and monitoring of the Civil Service HR Policies, procedures, practices, guidelines, standards and information systems</li> <li>✚ Provide HR advice to the Head of Department by providing strategic, technical and tactical direction and guidance on HR Management towards the achievement of the goals of the Department in line with Civil Service rules and regulations</li> <li>✚ Responsible for staff compensations and motivation.</li> <li>✚ Prepares the Departments Annual Performance Management Reports (Appraisal)</li> <li>✚ Develops and communicates Job description/schedules/specification of each grade</li> <li>✚ Prepares Human Resource Management Reports including staff movement, recruitment &amp; promotions, management of discipline and rewards</li> </ul>
<p><b>HR Planning Unit</b></p>	<ul style="list-style-type: none"> <li>✚ Implement policies and strategies on the human resource needs of the Department and facilitates the career planning of staff of the Department.</li> <li>✚ Reviews retention strategy, absence management strategy, flexibility strategy, talent management strategy, and recruitment as well as selection strategy.</li> <li>✚ Leads the process in attempts to estimate the demand for labour and evaluate the size, nature and sources of supply which will be required to meet the demand.</li> <li>✚ Facilitates regular deployment, secondments, postings, transfers, and development of Schemes of Service on the backdrop of trend analysis of the skills, competences and general manpower requirements to support policy delivery within the Department.</li> </ul>

<p><b><i>HR Training and Development Unit</i></b></p>	<ul style="list-style-type: none"> <li>✚ Prepares and implements the Department’s annual training plan.</li> <li>✚ Scout for appropriate training programs and assist staff to enroll in them.</li> <li>✚ Reports on the progress of training and advice management on training accordingly.</li> </ul>
<p><b><i>Performance Management Unit</i></b></p>	<ul style="list-style-type: none"> <li>✚ Monitor, evaluate and recognizes the continuous performance of staff through performance assessment and generate report for the attention of management and mandatory institutions including OHCS.</li> <li>✚ Facilitates staff performance plan.</li> <li>✚ Ensure staff are given the needed resources to perform effectively.</li> <li>✚ Identify challenges of staff in performing their job.</li> </ul>
<p><b><i>Finance Division</i></b></p>	<ul style="list-style-type: none"> <li>✚ Ensures that there is proper financial management at the Department.</li> <li>✚ Leads the administration of Treasury management and accounts preparation at the Department.</li> <li>✚ Provides advice on all financial matters relating to the Department.</li> </ul>
<p><b><i>Accounts Unit</i></b></p>	<ul style="list-style-type: none"> <li>✚ Ensures that there is proper financial management and its administration at the Department.</li> <li>✚ Safeguards the interest of the Department in all financial transactions relating to revenue and expenditure and gives advice on all financial matters relating to the Department.</li> </ul>
<p><b><i>Treasury Unit</i></b></p>	<ul style="list-style-type: none"> <li>✚ Leads the administration of Treasury management and accounts preparation at the department.</li> <li>✚ Provides advice on all financial matters relating to the department.</li> </ul>

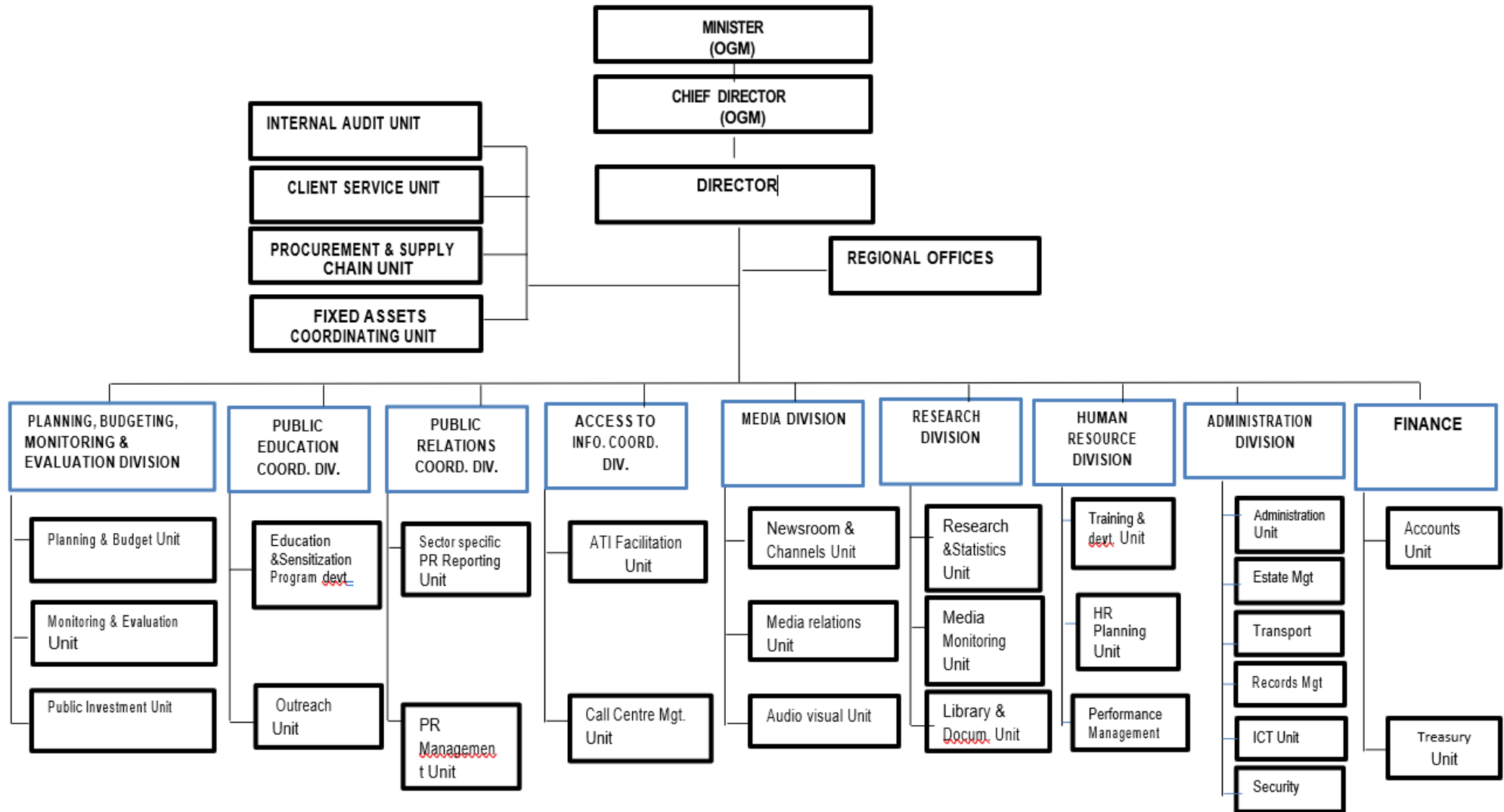
<p><b><i>Procurement &amp; Supply Chain</i></b></p>	<ul style="list-style-type: none"><li data-bbox="467 197 1437 275">✚ Advises management on the procurement needs and plans for the Department.</li><li data-bbox="467 309 1321 342">✚ Keeps updated data on the Department's suppliers.</li></ul>
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	<ul style="list-style-type: none"> <li>✚ Provides inputs for the formation of procurement and supply chain policies, reforms, budget preparation, internal controls, and plans for the department.</li> <li>✚ Update records (soft and hard copy) of all contracts and categories of service providers for procurement/purchase orders for validation and authorization.</li> <li>✚ Manages stores and assets disposal following laid down procedures.</li> </ul>
<p><b><i>Client Service Unit</i></b></p>	<ul style="list-style-type: none"> <li>✚ The Unit is responsible for marketing and networking activities of the Department to enhance relationships with its publics and stakeholders.</li> <li>✚ Institutionalize a feedback mechanism to ensure that the Department addresses clients’ complaints and challenges.</li> </ul>
<p><b><i>Fixed Assets Coordinating Unit</i></b></p>	<ul style="list-style-type: none"> <li>✚ Regulates and guides the preparation, presentation and disclosure of general purpose financial statements in the Department.</li> <li>✚ Ensures the existence of proper control systems for the custody and management of the assets and maintain a register of fixed assets, eg, Land, Buildings, Plants and Equipment, Furniture and Fittings, etc.</li> </ul>

<p><b><i>Internal Audit</i></b></p>	<ul style="list-style-type: none"><li>✚ Provides means for keeping management fully informed about problems and deficiencies related to the administration of its programs and operations as well as the necessity for appropriate corrective action.</li><li>✚ Ensures that financial, managerial, and operational information provided internally and externally is accurate, reliable, timely, and conform to the laws, policies, plans, standards, and procedures;</li><li>✚ Checks the prevention and detection of fraud, abuse of office, and waste of resources;</li><li>✚ Ensures that the system of internal controls provides reasonable assurance to management;</li><li>✚ Carries out quality assurance and professional evaluation of the activities of the department</li></ul>
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5.0

NEW ORGANOGRAM



6.0

CLASES AND TYPES OF INFORMATION

LIST OF VARIOUS CLASSES OF INFORMATION IN THE CUSTODY OF THE INSTITUTION:

- + Audit Committee Reports.
- + Minutes of Audit Committee Meeting.
- + Minutes of Management Meeting.
- + Ghana Today Magazines
- + Annual Procurement Plan.
- + Suppliers database.
- + Minutes of staff durbar.
- + Official correspondences.
- + Yearly Financial Statements.
- + Annual Budget Performance Report.
- + Annual Work Plan.
- + Staff List.
- + Bio Data of Staff.
- + Staff Payroll Data.
- + Training Plan.

- + Organizational Manual.
- + Job Schedules for Staff.
- + Staff Attendance Reports.
- + Performance Appraisal Reports.
- + Training Reports.
- + Disciplinary Reports.
- + Staff Movement Reports.
- + Work Improvement Initiative Reports.
- + Internal Audit Annual Work Plan.
- + Internal Audit Report.
- + Internal Audit charter.
- + Database of RTI Officers.
- + RTI Application Templates.
- + Information Manuals.
- + Report on RTI Officers and Assistant RTI Officers Training.

## **6.1 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 a request for information be made in accordance with the provisions under this section. The Information Officer or a designated officer is responsible for dealing with applications made to the Information Services Department. To requests for information under the RTI Act from the Information Services Department, applicants are to follow these basic procedures:

## **6.2 The Application Process**

**a.** Application by any person or organization who seeks access to information in the custody of the Information Services Department 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 Information Services Department'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. (Applicant 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.

### 6.3 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.

### 6.4 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)

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 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.

## **7.0 Amendment of Personal Record**

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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.

### **7.1 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 to identify the applicant.
  - ❖ The incorrect, misleading, incomplete, or 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 by 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.

## 8.0 Fees and Charges for Access to Information

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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 the stipulated time under the Act 989.
- ❖ 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

9.0

REVENUE ITEM	APPROVED FEES AND CHARGES (GHS)
For every photocopy of an A4 size page or part thereof	0.27
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0.38
For a copy in a computer-readable form on an external storage device	0.29
For a transcription of visual images, for an A4 size page or part thereof	1.28
For a copy of visual images	3.50
For a transcription of an audio record, for an A4 size page or part thereof	0.70
For a copy of an audio record	1.00

**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"/>	Organization/Institution <input type="checkbox"/>	
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 card	<input type="checkbox"/> Passport	<input type="checkbox"/> Voter's ID
		<input type="checkbox"/> Driver's License		
8(a).	Id No.:			
9.	Description of the Information being sought (Specify the type & class of information including cover dates. Kindly fill 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.	<i>Signature of Witness (where applicable)</i>  <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>	

## **Appendix B: Contact Details of ISD's Information Unit**

**Name of Information/Designated Officer:**

Emmanuel Ofosu Darko

**Telephone/Mobile Number of Information Unit:**

0303978572/0274442222

**Email:**

Info.isd@isd.gov.gh

**Postal Address of the Institution:**

P.O. Box 745, Accra

## Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<b>DIOs</b>	<b>District Information Officers</b>
<b>ISD</b>	<b>Information Services Department</b>
<b>IT</b>	<b>Information Technology</b>
<b>MDA</b>	<b>Ministries, Departments &amp; Agencies</b>
<b>MMDAs</b>	<b>Metropolitan, Municipal &amp; District Assemblies</b>
<b>RIOs</b>	<b>Regional Information Officers</b>
<b>PROs</b>	<b>Public Relations Officers</b>
<b>NICC</b>	<b>National Information Call Centre</b>
<b>RCC</b>	<b>Regional Coordinating Council</b>
<b>RTI</b>	<b>Right to Information</b>
<b>s.</b>	<b>Sections</b>

## 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 performs 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>

