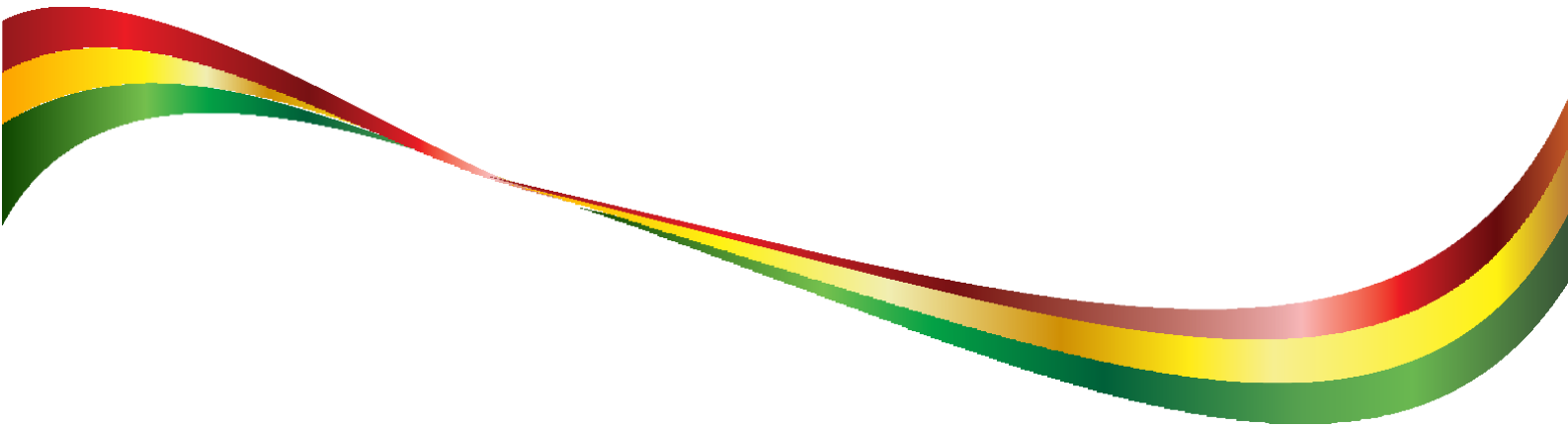
INFORMATION SERVICES DEPARTMENT

RIGHT TO INFORMATION MANUAL

2026



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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 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. Core Commitments

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.

VISION

To establish a responsive two-way channel of communication between the government and the people to proactively and readily assist the government's investment promotion and development programs towards good governance.

MISSION

Creation of awareness of government policies, programs and activities, promoting Ghana's international marketing agenda, providing public relations support to other Ministries, Departments and Agencies and submitting feedback reports from the public to the government

2.1

DIVIONS UNDER INFORMATION SERVICES DEPARTMENT (ISD)
➢ PLANNING, BUDGET, MONITORING & EVALUATION ➢ PUBLIC EDUCATION COORDINATION DIVISION ➢ PUBLIC RELATIONS COORDINATION DIVISION ➢ ACCESS TO INFORMATION DIVISION ➢ MEDIA DIVISION ➢ RESEARCH ➢ ADMINISTRATION ➢ HUMAN RESOURCE DIVISION ➢ FINANCE ➢ INTERNAL AUDIT ➢ CLIENT SERVICE UNIT ➢ REGIONAL COORDINATING OFFICE ➢ FIXED ASSET COORDINATION UNIT

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.

Units	Responsibilities/Activities
Public Relations Coordination Division	▪ Provides PR Professionals for MMDAs and ensures PROs serve the needs of client organizations. ▪ Support PROs to develop and implement annual PR and stakeholder engagement plans for their client organization. ▪ 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. ▪ Organize annual training and capacity-building programs for PROs. ▪ Undertake annual Public Relations Performance Evaluation Exercises.
Media Division	▪ Produce written stories, audiovisual and other media content to disseminate information on government policies and programs. ▪ Monitor the activities of the media space to address issues of misinformation. ▪ Establish and maintain good relationships with the media organizations and practitioners to promote government business agenda. ▪ Produce exhibition material for onsite and online photo exhibitions at national events. ▪ Provide Press Accreditation to foreign media personnel working in the country and to local media professionals who cover national events.
Research	▪ Conduct nationwide surveys on public opinions on programs, policies, and initiatives of the government. ▪ Monitors activities in the media space which serves as an important way for the government to receive feedback from the citizenry. ▪ Manages and provides access to information resources and documentation.

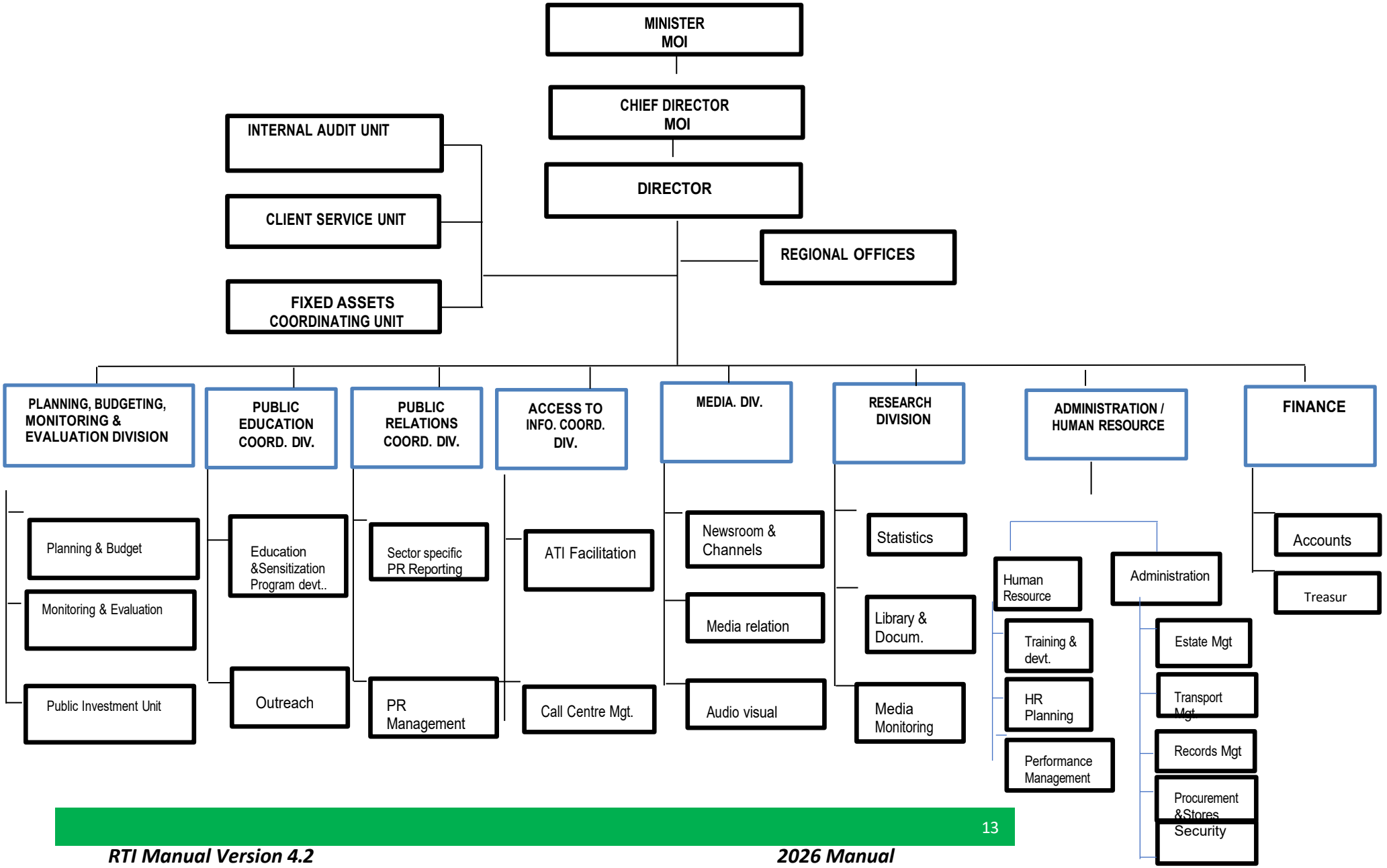
	➢ Conducts nationwide surveys on matters of public interest. ➢ Interprets collated results of surveys and prepares reports, presentations, and visualization for effective communication of findings. ➢ Maintains a repository of important organizational documents, reports, publications, and records.
Access to Information Coordination Division	➢ Right to Information awareness creation and sensitization. ➢ Train, deploy, and provide technical support to inform officers across various sectors. ➢ Monitor and produce reports (monthly, quarterly, mid-year, and annual) on the implementation of the RTI Laws as well as Operations of NICC. ➢ 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.
Regional Coordinating Office	➢ Coordinate, supervise, and monitor the activities of the regional and district offices. ➢ 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. ➢ The regional coordinating office research on issues of national interest at the regional and district levels. ➢ The regional coordinating office collects and collates feedback on government and Information Services department programs.
Planning, Budgeting, Monitoring & Evaluation Division	➢ Lead the process of planning, budget formulation, and implementation for programs, projects, and activities of the Department. ➢ Prepare, provide, and present required budget documentation for both internal and external stakeholders of the department.

	➢ Lead the process of developing and implementing a monitoring and evaluation framework for programs, projects, and activities of the department. ➢ Provide technical guidance for the selection and implementation of investment projects for the Department.
Administration	➢ Prepares the department's annual performance reports ➢ Manages, maintains, and secures all assets of the department including personnel ➢ Responsible for Procurement needs and financial management reports of the department. ➢ Facilitates the development of indicators to measure the effectiveness of the general services provided under general administration.
Human Resource	➢ supervise and implement Human Resources and Administrative functions. ➢ Prepares all Human Resource Management reports. ➢ Prepares management Reports (Appraisal Report) ➢ Develop and communicate job descriptions/schedules/specifications of each grade. ➢ Provide Human Resource planning and developmental needs. ➢ Provide Human Resource planning and development needs to the Department. ➢ Execute the strategies of the Department to align with the Civil Service-Wide strategy.
Training and Development Unit	➢ Prepares and implements the Department's annual training plan. ➢ Scout for appropriate training programs and assist staff to enrol in them. ➢ Reports on the progress of training and advice management on training accordingly.

Records Management	✚ Ensure proper storage and management of documents. ✚ Facilitate good mechanisms for accessing and retrieving files and archival documents. ✚ Referencing, receiving, and dispatching documents. ✚ Opening and closing of Departmental files ✚ Maintains proper records on the movement and location of files
Transport	✚ Conduct periodic inspections of the Department's fleet of vehicles to ensure they are in good working condition. ✚ Recommend faulty vehicles for repairs/maintenance. ✚ Conveys staff on assignment and runs Departmental errands. ✚ Advise management on the purchases of vehicles and spare parts of vehicles.
Security	✚ Protects all Departmental properties ✚ Inspects vehicles entering or leaving the office premises and record vehicle numbers and equipment movement where necessary. ✚ Prevents the installation of security threat gadgets and fire.
Estate	✚ Leads the provision of technical support in the periodic maintenance of the Department's property. ✚ Participates in tender committee meetings. ✚ Provides technical support in the preparation of budget estimates for works on the Departments' building/ equipment. ✚ Inspects sanitation and maintenance of the Department's Estates. ✚ Advise on the disposal of obsolete assets of the organization.
Procurement & Stores	✚ Advises management on the procurement needs and plans for the Department. ✚ Keeps updated data on the Department's suppliers.

	▪ Provides inputs for the formation of procurement and supply chain policies, reforms, budget preparation, internal controls, and plans for the department. ▪ Update records (soft and hard copy) of all contracts and categories of service providers for procurement/purchase orders for validation and authorization. ▪ Manages stores and assets disposal following laid down procedures.
Information Technology	▪ Repair and maintain the computer infrastructure of ISD. ▪ Responsible for Web development and Graphic design. ▪ Responsible for System administration of the Department. ▪ Review of news items on the "GhanaToday" and ISD website. ▪ Maintenance and Update of "GhanaToday" and ISD website.
Internal Audit	▪ 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. ▪ 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; ▪ Checks the prevention and detection of fraud, abuse of office, and waste of resources; ▪ Ensures that the system of internal controls provides reasonable assurance to management; ▪ Carries out quality assurance and professional evaluation of the activities of the department

2.2 NEW ORGANOGRAM



2.3 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.

TYPES OF INFORMATION ACCESSIBLE AT A FEE:
1. Historical photos.

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 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:

3.1 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.

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)

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.

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 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.

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 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

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

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** ☐	**Organization/Institution** ☐	
6.	**Tax Identification Number**			
7.	**If Represented, Name of Person Being Represented:**			
7(a).	**Capacity of Representative:**			
8.	**Type of Identification:** ☐	**National ID card** ☐ **Passport** ☐ **Voter's ID** **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:**	☐ **Inspection of Information** ☐ **Copy of Information** ☐ **Viewing/Listen** ☐ **Written Transcript** ☐ **Translated (Specify Language)** ☐
10(a).	**Form of Access**	☐ **Hard copy** ☐ **Electronic copy** ☐ **Braille**
11.	**Contact Details**	☐ **Email Address** _____ ☐ **Postal Address** _____ ☐ Tel:_____
12.	**Applicant's Signature/thumbprint:**	
13.	***Signature of Witness (where applicable)*** ***"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."***	

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

8. Appendix C: Acronyms

Table 1 Acronyms

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

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
Access	*Right to Information*
Access to information	*Right to obtain information from public institutions*
Contact Details	*Information by which an applicant and an Information Officer may be contacted*
Court	*A court of competent jurisdiction*
Designated Officer	*An officer designated for the purposes of the Act who performs similar role as the Information Officer*
Exempt information	*Information which falls within any of the exemptions specified in sections 5 to 16 of the Act*
Function	*Powers and duties*
Government	*Any authority by which the executive authority of the Republic of Ghana is duly exercised*
Information	*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.*

Information Officer	*The Information Officer of a public institution or the officer designated to whom an application is made*
Public	*Used throughout this document to refer to a person who requires and/or has acquired access to information.*
Public institution	*Includes a private institution or organization that receives public resources or provides a public function*
Right to information	*The right assigned to access information*
Section	*Different parts of the RTI Act*