



**Government of Ghana**

# **Right to Information Commission**

Right to Information Manual

2022

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## 1. Overview

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This Right to Information Manual (“The Manual”) seeks to make available to the public and applicants for information the classes of information accessible in this institution. It reveals the various departments and structures within this institution and specific classes of information that can be obtained from each of them.

The Manual has been compiled in compliance with section 3 of the Right to Information Act, 2019 (Act 989). Inspection of this Manual is not to attract any fee or charge since the Manual only seeks to point users to the information available for access within this institution. Request for a copy of this Manual, however, shall attract a charge which covers the unit cost of the Manual

**1.1 Purpose of Manual** – To inform/assist the public on the organizational structure, responsibilities and activities of the **Right to Information Commission (RTIC)** and provide the types of information and classes of information available at **RTIC**, including the location and contact details of its Information Officers and units.

## 2. Departments under Right to Information Commission (RTIC)

This section describes the Commission’s vision, mission and lists the names of all 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 facilitate the right of access to information; promote and sustain awareness of the citizenry in their right of access to information and of institutions in their obligation to disclose information.

### MISSION

To build an informed citizenry, to promote transparency in public discourse and to hold government and institutions accountable to all.

<b>Departments under Right to Information Commission (RTIC)</b>
<ul style="list-style-type: none"> <li>1. ADMIN</li> <li>2. FINANCE</li> <li>3. HUMAN RESOURCE</li> <li>4. POLICY PLANNING BUDGETING MONITORING AND EVALUATION</li> <li>5. LEGAL</li> <li>6. TRIBUNAL</li> <li>6. CORPORATE AFFAIRS</li> <li>7. PROCUREMENT</li> <li>8. ESTATE</li> <li>9. IT</li> </ul>
<p><b>Responsibilities of the Institution:</b></p> <p>The Right to Information Commission is established under section 40 of the Right to Information Act, 2019 (Act 989) to promote, monitor, protect and enforce the right to information that is granted to a person under paragraph (f) of clause (1) of article 21 of the Constitution and the provisions of Act 989.</p>

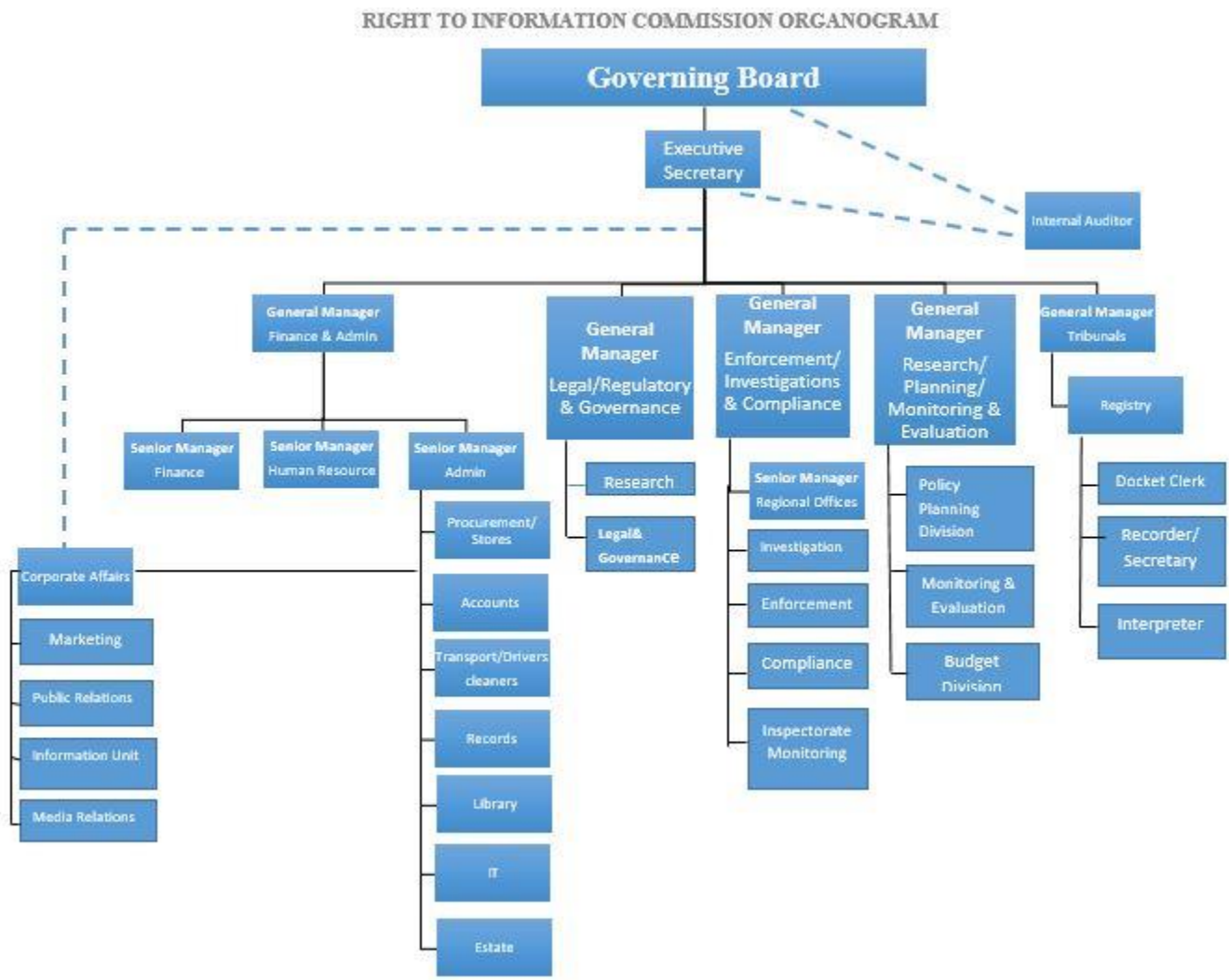
## 2.1 Description of Activities of each Department

Department	Responsibilities/Activities
ADMIN	<ul style="list-style-type: none"> <li>• Supervises the planning and provision of resources and services to support the work of the Commission.</li> <li>• Ensures the development of standards, guidelines, procedures and processes for the management of material resources and services of the Commission.</li> </ul>
FINANCE	<ul style="list-style-type: none"> <li>• Ensures the judicious use of funds in accordance with relevant financial regulations.</li> <li>• Identifies sources of funding to improve the revenue base of the Commission.</li> <li>• Develops financial policies and procedure for planning and budgeting.</li> <li>• Coordinates the preparation of annual budget for the Commission.</li> <li>• Cooperates with external auditors for the preparation of accounts and take actions on financial recommendations contained in audit reports.</li> </ul>
HUMAN RESOURCE	<ul style="list-style-type: none"> <li>• Coordinates the management of programmes in respect of employment, personnel, welfare</li> <li>• Coordinates the organization of recruitment of competent personnel needed for the administration of the Commission and maintenance of good workplace interactions.</li> <li>• Ensures the update of the records of each staff and keeps personal history of each employee.</li> <li>• Supervise the implementation of human resource policies and programmes as stated in government legal instruments.</li> <li>• Supervise and appraise performance of subordinate staff of the Commission.</li> <li>• Ensure that training and staff development take place in the Commission.</li> </ul>

<p>POLICY PLANNING, RESEARCH, BUDGETING MONITORING AND EVALUATION</p>	<ul style="list-style-type: none"> <li>• Coordinates the formulation of policies and regulations of the Commission.</li> <li>• Coordinates the preparation of plans and strategies of the Commission.</li> <li>• Ensures the development of performance targets and indicators that are in tandem with expected and objectives of the Commission.</li> <li>• Coordinates the implementation of research, monitoring and evaluation of plans, targets and general performance of the Commission</li> <li>• Supervises the preparation and submission of annual, quarterly and other periodic reports of the Commission.</li> </ul>
<p>LEGAL</p>	<ul style="list-style-type: none"> <li>• Review legal instruments for the Commission.</li> <li>• Ensure that regulatory and compliance requirements are properly adhered to.</li> <li>• Provides legal advice to the Commission in the conduct of its business.</li> <li>• Represent the Commission on all legal issues.</li> <li>• Manages the Commission’s legal affairs, ensures compliance with statutory legislations, and laid down policies.</li> </ul>
<p>CORPORATE AFFAIRS</p>	<ul style="list-style-type: none"> <li>• Coordinates the development and implementation of short-term and long-term communication strategies for the Commission.</li> <li>• Coordinates the development of public relations strategies to promote the corporate image of the Commission.</li> <li>• Establishes rapport between the Commission and major players in the media industry both domestic and international.</li> <li>• Publicizes the work of the commission on social media</li> </ul>
<p>PROCUREMENT</p>	<ul style="list-style-type: none"> <li>• Coordinates the preparation of a procurement plan for the Commission.</li> <li>• Coordinates the processes for the procurement of goods and services in accordance with the Pubic Procurement Act of Ghana.</li> </ul>

	<ul style="list-style-type: none"> <li>• Liaise with service providers in the management of contracts.</li> </ul>
ESTATE	<ul style="list-style-type: none"> <li>• Ensure proper sanitation and maintenance of the Commission's Estates.</li> <li>• Ensures adequate security and safety for all physical assets/properties and personnel during work in the Commission against potential threats.</li> </ul>
IT	<ul style="list-style-type: none"> <li>• Facilitates the implementation of guidelines and procedures on IT of the Commission.</li> <li>• Provides effective user support services in the Commission.</li> <li>• Manage the operational processes to ensure compliance with the relevant Laws and Management system standards.</li> </ul>

## 2.2 The Commission's Organogram





## 2.3 Classes and Types of information

<b>List of various classes of information in the custody of the institution:</b>
<ol style="list-style-type: none"><li>1. Privileged Information</li><li>2. Administrative information</li><li>3. Legal documents</li><li>4. Financial documents</li></ol>
<b>Types of Information Accessible at a fee:</b>
<ol style="list-style-type: none"><li>1. N/A</li></ol>

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### 3. Procedure in Applying and Processing Requests

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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 **Right to Information Commission**. To requests for information under the RTI Act from the **Right to Information Commission**, 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 **Right to Information Commission** 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 **Right to Information Commission'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 (if any).
  - 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)

(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**

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A person given access to information contained in records of the Commission 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 Commission 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 Commission.

## 5. 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 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 style="width: 150px; height: 20px;" 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.	<b>Signature of Witness (where applicable)</b>  <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>	



## **6. Appendix B: Contact Details of RTIC's Information Unit**

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### **Name of Information/Designated Officer:**

VINCENT MENSAH  
RENE DWAMENA

### **Telephone/Mobile number of Information Unit:**

+233 3027 88412  
+233 3027 88410

### **Postal Address of the institution:**

P.O BOX YK 1179  
KANDA- ACCRA

**E- Mail: [rticommission@rtic.gov.gh](mailto:rticommission@rtic.gov.gh)**

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## 7. Appendix C: Acronyms

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*This provides a list of acronyms and associated literal translations in alphabetical order using the table below*

<b>Acronym</b>	<b>Literal Translation</b>
<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>

## 8. 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 1 Glossary

Term	Definition
Access	<i>Right to Information</i>
Access to information	<i>Right to obtain information from public institutions</i>
Contact details	<i>Information by which an applicant and an Information Officer may be contacted</i>
Court	<i>A court of competent jurisdiction</i>
Designated officer	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
Exempt information	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
Function	<i>Powers and duties</i>
Government	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
Information	<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>
Information officer	<i>The Information Officer of a public institution or the officer designated to whom an application is made</i>
Public	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
Public institution	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
Right to information	<i>The right assigned to access information</i>
Section	<i>Different parts of the RTI Act</i>