



Government of Ghana

Right to Information Manual

Oforikrom Municipal Assembly (OfMA)

2022

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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 of the Republic of Ghana, H.E Nana Addo Dankwa Akufo-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 after the commencement of the Act.

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. **However, 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 **Oforikrom Municipal Assembly (OfMA)** and provide the types of information and classes of information available at **OfMA**, including the location and contact details of its Information Officers and units.

2. Directorates, Departments and Units under Oforikrom Municipal Assembly (OfMA)

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 be a model of decentralized governance that manifests inclusive development decision making fully funded by own resources in Ghana.

MISSION

To create an enabling environment for the development of all inhabitants in the Municipality while preserving the natural environment.

Directorates, Departments and Units under Oforikrom Municipal Assembly (OfMA)

1. Central Administration
2. Human Resources Department
3. Physical Planning Department
4. Works Department
5. Finance Department
6. Urban Roads
7. NADMO
8. Department of Agriculture
9. Social Welfare and Community Development Department
10. Health Directorate
11. Education Directorate
12. Transport Department
13. Statistic Department
14. Birth and Death Department
15. Information Services Department
16. Procurement Unit
17. Revenue Unit
18. Records Management Unit
19. Environmental Health and Sanitation Unit
20. Development Planning Unit
21. Internal Audit Unit
22. Budget Unit
23. Client Service Unit
24. Right to Information Unit

Responsibilities of the Institution:

The functions of the Assembly as given by the Local Governance Act 936, 2016 section 12 is as follows.

- Exercise political and administrative authority in the municipal;
- Be responsible for the overall development of the municipal;
- Formulate and execute plans, programs and strategies for the effective mobilization of the resources necessary for the overall development of the municipal;
- Promote and support productive activity and social development in the municipal and remove any obstacles to initiative and development;
- Sponsor the education of students from the district to fill particular manpower needs of the municipal especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;
- Initiate programs for the development of basic infrastructure and provide municipal works and services in the municipal;
- Be responsible for the development, improvement and management of human settlements and the environment in the municipal;
- In co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the municipal;
- Ensure ready access to courts in the district for the promotion of justice;
- Act to preserve and promote the cultural heritage within the municipal;
- Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment.

2.1 Description of Activities of each Directorate and Department

Directorates/Department/Units	Responsibilities/Activities
CENTRAL ADMINISTRATION	<ul style="list-style-type: none"> • The department directs policy formulation, planning and decision-making. • They also act as a liaison between Heads of other governmental and non-governmental agencies and the Municipal Chief Executive (MCE). • They also manage finances and other resources of the Assembly in consultation with the Municipal Chief Executive (MCE). • The Municipal Coordinating Director serves as a Secretary to the Assembly and Chairs the Municipal Planning and Coordinating Unit (MPCU) and also acts as an advisor to the Municipal Chief Executive (MCE). • The Department also ensures that the activities of the Assembly are well coordinated.
HUMAN RESOURCE DEPARTMENT	<ul style="list-style-type: none"> • The Human Resource Department coordinates all human resource related programmes including organizing staff trainings, translating institutional policies in respect of employment, personnel, wages and salaries into good management practices performance appraisal. • The Department updates the records of staff on regular basis as well as ensuring the inter and intra departmental collaboration to facilitate staff performance and development and also sees to the general welfare of Staffs and Appraising direct reports. • The department ensures that the capabilities, skills and knowledge of staff are well developed.
PHYSICAL PLANNING DEPARTMENT	<ul style="list-style-type: none"> • The Physical Planning Department merges the activities of the Department of Town and Planning and the Department of Parks and Gardens. • The department advices the Assembly on national policies on physical planning , land use

	<p>and development</p> <ul style="list-style-type: none"> • The department coordinates activities and projects of department and other agencies including Non-Governmental Organizations to ensure compliance with planning standards. • The department assists in preparation of physical plans as a guide for the formulation of development policies and decisions and to design projects in the municipal. • The department assists to identify problems concerning development of land at the municipal level. • The department advices on preparation of structures for towns and villages within the municipal. • The department advices on the conditions for the construction of public and private building and structures. • The department advices on the condition for the construction of public and private buildings and structures. • The department assists to provide the layout for buildings for improves housing layout and settlement. • The department ensures the prohibition of the construction of new buildings unless building plans submitted have been approved by the Assembly. • The department advices and facilitate the demolition of dilapidated buildings and recovery of expenses incurred in connection with demolition. • The department advices the Assembly on the siting of bill boards, masts and ensure compliance with the decisions of the Assembly. • The department advices on the acquisition of landed property in the public interest and undertake street, house numbering and related issues.
<p>WORKS DEPARTMENT</p> <p>Subdivided into four (4) sections;</p> <ul style="list-style-type: none"> • Building Section 	<p>BUILDING SECTION</p> <ul style="list-style-type: none"> • The Building section sees to the implementation of social infrastructure within the Municipality.

<ul style="list-style-type: none"> • Water and Sanitation • Road • Advert 	<ul style="list-style-type: none"> • The Development Control unit under the section carried out inspection at the various communities within the Municipality and give technical advices to developers. • Ensures that, at every stage of development, Technical officer visit site to inspect and give technical advice to developers. This section sees to halt unauthorized developments within the Municipality. <p>WATER AND SANITATION</p> <ul style="list-style-type: none"> • The section has a core mandate of facilitating and /or providing safe and related sanitation services to communities within the Municipality and promotion of hygiene. <p>ROAD</p> <ul style="list-style-type: none"> • The section is responsible for all un-engineered and engineered roads and cleaning of culverts/unlined within Municipality. <p>ADVERT</p> <ul style="list-style-type: none"> • The section sees to the erection of new sign posts and also ensures the existing ones do follow the technical advice given them to ensure visibility to of drivers and pedestrians.
<p>FINANCE DEPARTMENT</p>	<ul style="list-style-type: none"> • The Finance Department leads in the management and use of financial resources to achieve value for money. • The Finance Department provides financial advice on the Financial Administration Act, Internal Audit Agency Act, Procurement Act, and any other financial regulations approved by the Government and by doing so ensure the maintenance of proper of accounts. • The department directs and controls financial management in line with public sector accounting principles thereby safeguarding of the Assembly's assets.
<p>URBAN ROADS</p>	<ul style="list-style-type: none"> • The Department advises the Municipal Assembly on the formulation and implementation of Urban Road Policy in the Region; • Collects data for planning and development of the infrastructure in the Municipal; • Establishes and maintains a database on urban

	<p>infrastructure in the Municipality</p> <ul style="list-style-type: none"> Registers and maintains records of classified contractors and consultants in the urban road construction industry within the Municipality. Facilitates the prioritization of works and preparation of annual plans for infrastructure works in the Municipality.
<p>NADMO</p>	<ul style="list-style-type: none"> Rehabilitation services for victims of disaster Mobilization of people at various levels of Society to support government programmes. Ensuring the preparedness of the Municipality in the management of disasters. Coordinating the activities of various government agencies in the Municipality in the management of disasters.
<p>DEPARTMENT OF AGRICULTURE</p> <p>The department is divided into 5 sub-sections;</p> <ul style="list-style-type: none"> Extension Crops Wiad Livestock Veterinary 	<p>EXTENSION SUB-SECTOR</p> <ul style="list-style-type: none"> The Extension sub-sector is responsible for the overseeing of agricultural technology diffusion through the management of an extension delivery service in the Municipal. It is expected that extension programmes will help increase farm productivity, farm revenue, reduce poverty and minimize food insecurity. <p>CROPS SUB-SECTOR</p> <ul style="list-style-type: none"> The crops sub-sector is responsible for the production and facilitate the processing, distribution and marketing of food, industrial and export crops; quality planting materials and the efficient use and management of soil and water resources for sustainable agriculture production. The major crops cultivated in the Municipality include; lettuce, spring onions, cabbage, rice, maize and green pepper. <p>WIAD SUB-SECTOR</p> <ul style="list-style-type: none"> This sub-sector is responsible for implementing policies and programs that promotes delivery of improved technologies and information on agricultural production and post-production in an environmentally sustainable manner. This sub-sector have four Units namely: Nutrition, Food safety, Value addition and Gender/Livelihoods. Ensures the implementation of policies which are beneficial to especially women farmers and

	<p>processors in the Municipality.</p> <ul style="list-style-type: none"> • The sub-sector provides technical advice to farm families in crop, livestock and fish production, processing, utilization and marketing through technical officers and other stakeholders. <p>LIVESTOCK SUB-SECTOR</p> <ul style="list-style-type: none"> • This sub-sector is responsible for promoting and sustaining poultry and livestock production for food security, employment creation and income generation through research, effective technical support, extension services, agro-business and industry, whilst ensuring that gender and environmental issues are adequately addressed. • The major farm animals reared in the municipality include sheep, goat, cattle, poultry, rabbits, and grasscutter. <p>VETERINARY SUB-SECTOR</p> <ul style="list-style-type: none"> • The Veterinary sub-sector is to ensure a stable animal health situation through the provision of quality animal health care services by public sector veterinary practitioners to enhance livestock, poultry and companion animals' production and productivity.
<p>SOCIAL WELFARE AND COMMUNITY DEVELOPMENT DEPARTMENT</p>	<ul style="list-style-type: none"> • Facilitate community-based rehabilitation of persons with disabilities. • Assist and facilitate provision of community care services including: <ul style="list-style-type: none"> ✓ registration of persons with disabilities ✓ assistance to the elderly ✓ personal social welfare services ✓ hospital welfare services ✓ assistance to street children, child survival and development and ✓ socio-economic and emotional stability in families. • Assist to maintain specialized residential services in the districts. • Facilitate the registration and supervision of non-governmental organizations and their

	<p>activities in the district.</p> <ul style="list-style-type: none"> • Justice administration – assists children and adults in contact and conflict with the law. • Register and supervise early childhood development centers. • Assist to organize community development programmes to improve and enrich standard of living through: <ul style="list-style-type: none"> ✓ organizing literacy and adult education programme. ✓ mobilizing voluntary contributions and communal labour for the provision of facilities and services such as water, schools, library, community centers and public places of convenience. ✓ teaching deprived women in home management and child care. ✓ offering employable and sustainable skills training programme. ✓ promoting and providing alternative livelihood empowerment skills for the deprived in the communities. ✓ promoting entrepreneurial skills, business support services and linkages to financial institutions to beneficiaries of skills training programme. ✓ mobilizing and training voluntary leaders and community-based organizations as change agents in the communities. • Providing extension services to governmental and non-governmental organizations. • Facilitating the roll out of the Child Protection tool kits through community and engagement and dialogue.
HEALTH DIRECTORATE	<ul style="list-style-type: none"> • Ensuring access to health services at the community, sub-district, district and regional levels by providing health services or contracting out service provision to other recognized health care providers. • Setting technical guidelines to achieve policy standards set by MOH. • Planning, organizing and administering comprehensive health services with special

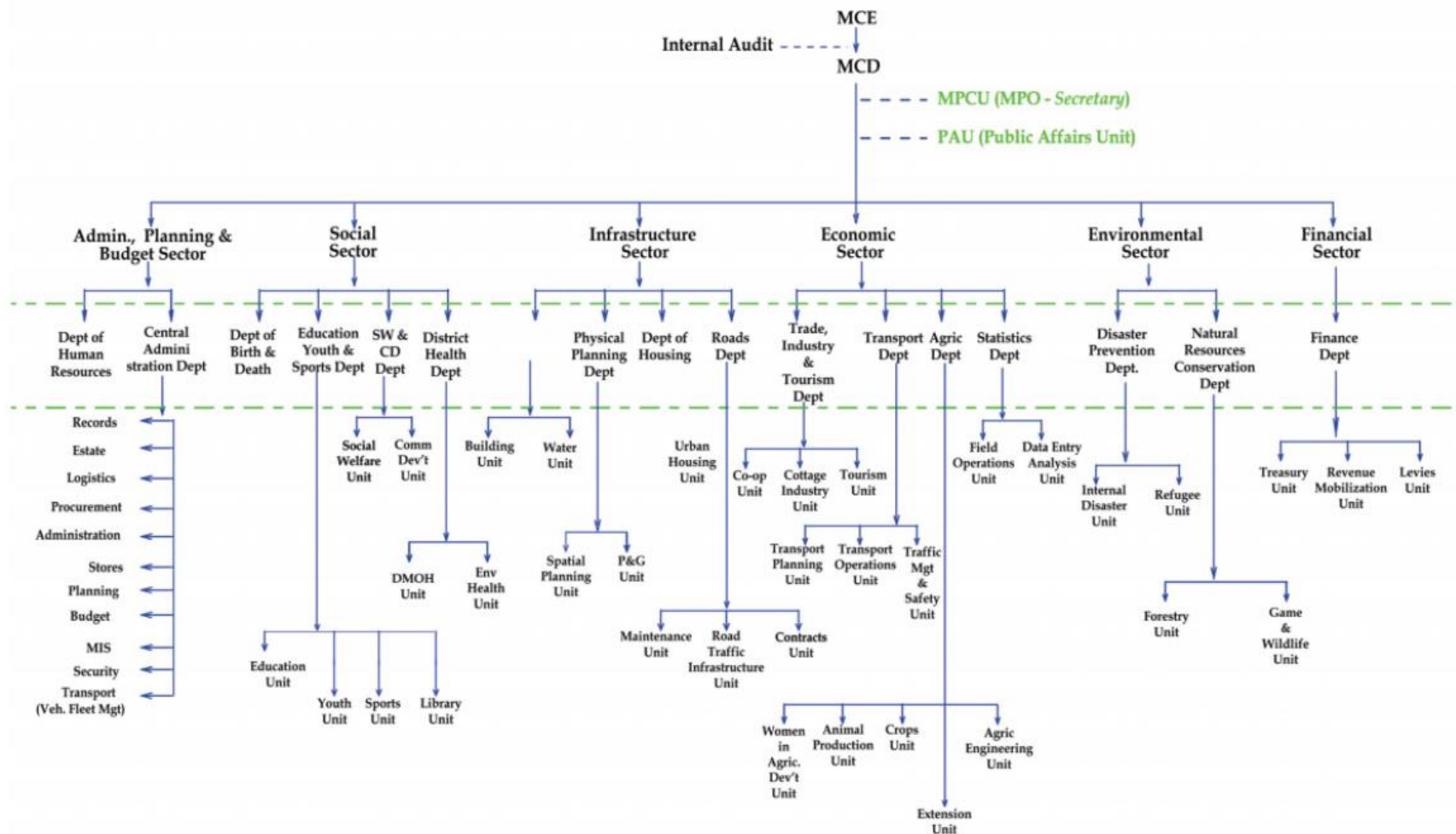
	<p>emphasis on primary healthcare.</p> <ul style="list-style-type: none"> • Developing mechanisms for the equitable distribution of health facilities in the municipality. • Managing and administering health institutions within the Service. • Contracting with teaching hospitals for the treatment of referred patients. • Promoting health, mode of healthy living and good health habits by people.
EDUCATION DIRECTORATE	<ul style="list-style-type: none"> • Providing and overseeing Basic Education, Senior High Education, Technical Education as well as Special Education. • Registering, supervising and inspecting private pre-tertiary educational institutions. • Submitting recommendations to the Minister of Education for educational policies and programmes. • Promoting the efficiency and full growth of talents amongst its members. • Registering teachers and updating the register of all teachers in the public system. • Carrying out other functions that influence the attainment of the functions specified above. • Maintaining professional standards and conduct of its personnel.
TRANSPORT DEPARTMENT	<ul style="list-style-type: none"> • Ensures development of a well-planned transport network and properly regulated transportation services within the district; • Develops accurate transport database to enable effective integration of urban and transport development in the municipality; • Ensures effective and efficient transport service delivery and improvement of general mobility of people and goods within the municipality; • Develops capacity and technical expertise for transport planning, regulation, safety and network development in the municipality; • Assists the Municipal Assembly in executing its functions in relation to planning and development of transport infrastructure, i.e.,

	<p>transport terminals, taxi ranks, car parks, bus stops.</p> <ul style="list-style-type: none"> Regulates movement of specified vehicles on specified roads to minimize congestion within the principal commercial centres.
STATISTIC DEPARTMENT	<ul style="list-style-type: none"> The department compiles, stores and analyzes data based on standardized formats developed by Ghana Statistical Service. Disseminates and publishes statistical data based on guidelines developed by Ghana Statistical Service. Ensures that statistics is produced to meet international standards. Prepares and submits annual reports of its operation to the Municipal Assembly.
BIRTH AND DEATH DEPARTMENT	<ul style="list-style-type: none"> Provides accurate, reliable and timely information of all births and deaths occurring within the municipality for socio-economic development of the country through their registration and certification.
INFORMATION SERVICES DEPARTMENT	<ul style="list-style-type: none"> The department creates awareness and informs the public of the Assembly's Programmes and activities. Creates a mode of communication between the Municipal Assembly, assembly residents and other internal and external stakeholders. Its keen interest is in the effective information dissemination regarding Oforikrom Municipal Assembly's policies, programmes, processes, procedures and activities to stakeholders. The department also prepares articles, news stories, features, rejoinders and media advisories for dissemination through media channels as well as monitoring media coverage of activities of the Assembly in the media for the information and attention of the administrative head.
PROCUREMENT UNIT	<ul style="list-style-type: none"> The unit provides strategic direction for the achievement of the overall objective of the procurement function in the Service. Its main responsibility is to ensure that the procurement activities are in harmony with the Public Procurement (Amendment) Act 2016, Act 914

	<p>used alongside the Public Procurement Act, 2003 (Act 663), supervise stores management and assets disposal as well as the Preparation and submission of Annual and Periodic Reports to the Public Procurement Authority.</p> <ul style="list-style-type: none"> The unit also plans and coordinates activities related to procurement, manages the development and implementation of the procurement plan, provides inputs for the preparation of the annual budget and liaises with service providers and other stakeholders to undertake procurement activities.
MANAGEMENT INFORMATION SYSTEMS (MIS) UNIT	<ul style="list-style-type: none"> MIS unit controls hardware and software systems used in the Assembly. Helps in the controlling of software that is used to store, organize and analyze information and data to support the development, management and implementation of policies, programs and services in the Local Government Service.
CLIENT SERVICE UNIT	<ul style="list-style-type: none"> The Client Service promotes and strengthens the relationships with the public so that they would be able to access and address their immediate developmental needs. Aims at boosting client confidence in the operations the Municipal Assembly in the delivery of its mandate. Ensures that clients are promptly notified on the receipt and dispatch of correspondences.
INTERNAL AUDIT UNIT	<ul style="list-style-type: none"> The Assembly has an Internal Audit unit which provides support to the Assembly by; <ul style="list-style-type: none"> ✓ Assessing payment vouchers to ensure value for money. ✓ Monitoring Revenue collection ✓ Assessing suitability of controls in place ✓ Advising management on the need for review of any unsuitable controls ✓ Assessing an d report on activities of other departments of the Assembly
DEVELOPMENT PLANNING UNIT	<ul style="list-style-type: none"> The Municipal Planning and Coordinating Unit plays a leading role in the planning, implementation and evaluation of developmental projects and programmes in the

	<p>Assembly.</p> <ul style="list-style-type: none"> • Provides a lead support to the Assembly in the preparation of Annual Reports, Developmental Action Plans and Medium-Term Development Plans. • The Unit plays the role of ensuring that the capabilities, skills and knowledge of staff are well developed to ensure their effectiveness and efficiency.
BUDGET UNIT	<ul style="list-style-type: none"> • The Budget Unit provides technical leadership in the preparation and management of the budget in the Oforikrom Municipal Assembly. • Advises the Assembly on cost and financial implications in making financial decisions. • Coordinates the preparation of budgets, participates in the preparation of procurement plan and assists in fee-fixing resolutions.
REVENUE UNIT	<ul style="list-style-type: none"> • The Revenue department is in charge of generating revenue to the Assembly and also collecting data to enable the Assembly collect all of its outstanding revenue.
ENVIRONMENTAL HEALTH AND SANITATION UNIT	<ul style="list-style-type: none"> • The Waste Management unit is responsible for the provision of facilities, infrastructure Services and programmes for effective and efficient waste management for the improvement in environmental sanitation, the protection of the environment and the promotion of public health. • As part of ensuring proper hygiene, the department supervises the cleansing of drains, streets, markets, car parks and weeding of road sides and open spaces as well as inspection and maintenance of sanitary facilities in the Metropolis.
RECORDS MANAGEMENT UNIT	<ul style="list-style-type: none"> • Keeps record of all departments of the Municipal Assembly.
RIGHT TO INFORMATION UNIT	<ul style="list-style-type: none"> • The Right to Information Unit is responsible for receiving and processing applications for information, as well as producing information within the procedures and periods as prescribed by law (RTI ACT, 989).

2.2 Oforikrom Municipal Assembly's Organogram



2.3 Agencies under Oforikrom Municipal Assembly

Agencies under Oforikrom Municipal Assembly
<ol style="list-style-type: none"> 1. Ghana Police Service 2. Ghana National Fire Service 3. Ghana National Ambulance Service 4. National Service Secretariat 5. Electoral Commission of Ghana 6. National Commission for Civic Education 7. Youth Employment Agency

Ghana Police Service	
Responsibilities of the Agency: To maintain law and order.	Details of Activities: <ul style="list-style-type: none"> • The police prevent and detect crime, to apprehend offenders and to maintain public order and safety of persons and properties.

Ghana National Fire Service	
Responsibilities of the Agency: Provides an efficient and valued fire and rescue service to meet statutory requirement.	Details of Activities: <ul style="list-style-type: none"> • Organize Public Fire Education Programmes to: <ul style="list-style-type: none"> ✓ Create and sustain awareness of the hazards of fire. ✓ Heighten the role of the individual in the prevention of fire. • Provide Technical advice for building plans in respect of machinery and structural layouts to facilitate escape from fire, rescue operations and fire management. • Inspect and offer technical advice on fire extinguishers • Co-ordinate and advice on the training of personnel in firefighting departments of institutions in the country.

Ghana National Ambulance Service	
<p>Responsibilities of the Agency:</p> <p>Provides integrated, high quality, pre-hospital emergency and medical care, health transport, medical retrieval and education services to all people in Ghana.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Provide pre-hospital emergency care to accident victims (Road traffic, Domestic, Industrial, Medical etc.) • Transport accident victims from the scene of an incident to an appropriate health facility • Provide stand by emergency cover at mass public meetings and to liaise with other emergency services in time of disaster or mass casualty incidents. • Assist in the formulation and implementation of programmes for first responders.

National Service Secretariat	
<p>Responsibilities of the Agency:</p> <p>Deploys a pool of skilled manpower drawn primarily from tertiary institutions to support the development efforts of both the public and private sectors in Ghana.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Encourage the spirit of national service among ALL segments of Ghanaian society in the effort of nation -building through active participation. • Undertake projects designed to combat hunger, illiteracy, disease and unemployment in the municipality. • Help provide essential services and amenities, particularly in towns and villages of the rural areas of Ghana. • Develop skilled manpower through practical training. • Promote national unity and strengthen the bonds of common citizenship among Ghanaians.

Electoral Commission of Ghana	
Responsibilities of the Agency: Manages the conduct of all public elections and referenda.	Details of Activities: <ul style="list-style-type: none"> Handles all matters directly related to the conduct of elections in the Municipality and the country as a whole.

National Commission for Civic Education	
Responsibilities of the Agency: Promote and sustain democracy and inculcate in the Ghanaian citizenry, the awareness of their rights and obligations, through civic education.	Details of Activities: <ul style="list-style-type: none"> Create and sustain within the society the awareness of the principles and objectives of the 1992 fourth Republican Constitution as the fundamental law of the people of Ghana. Educate and encourage the public to defend the Constitution at all times, against all forms of abuse and violation. Formulate for the consideration of Government, from time to time, programmes at the national, regional, and district levels aimed at realising the objectives of the 1992 fourth Republican Constitution. Formulate, implement and oversee programmes intended to inculcate in the citizens of Ghana awareness of their civic responsibilities and an appreciation of their rights and obligations as free people.

Youth Employment Agency	
Responsibilities of the Agency: Oversee the development, coordination, supervision and facilitation of employment for the youth and related matters in Ghana.	Details of Activities: <ul style="list-style-type: none"> Develop, coordinate, supervise and facilitate the creation of jobs for the youth in the country.

2.4 Classes and Types of information

List of various classes of information in the custody of the institution:
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- | |
|---|
| <ol style="list-style-type: none">1. Administrative Documents2. Privilege Information3. Financial Documents |
|---|

Types of Information Accessible at a fee:
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- | |
|--|
| <ol style="list-style-type: none">1. N/A |
|--|

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 **Oforikrom Municipal Assembly**. To requests for information under the RTI Act from the **Oforikrom Municipal Assembly**, 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 **Oforikrom Municipal Assembly** 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 **Oforikrom Municipal Assembly'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) (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 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:	<input type="checkbox"/>	<input type="checkbox"/>	
		Individual	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"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/> National ID Card	Passport	Voter's ID
		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"/> <input type="checkbox"/> Inspection of Information 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.	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 OfMA's Information Unit

Name of Information/Designated Officer:

Emmanuel Asare

Telephone/Mobile number of Information Unit:

0546630086/0595614258

Postal Address of the institution:

P.O. Box UP 487

Email

manuelomega2@gmail.com

8. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>NADMO</i>	<i>National Disaster Management Organisation</i>
<i>OfMA</i>	<i>Oforikrom Municipal Assembly</i>
<i>RTI</i>	<i>Right to Information</i>
<i>s.</i>	<i>section</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
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>