

KUMASI METROPOLITAN ASSEMBLY (KMA)

<2020>

**Document Number: KMA** **Subject to Revision by your institution**

**Government of Ghana**

Right to Information Manual Template

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## 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 KUMASI METROPOLITAN ASSEMBLY (KMA) and provide the types of information and classes of information available at KMA including the location and contact details of its Information Officers and units.

## Directorates and Departments under KMA

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**

<*KMA’s vision is for Kumasi to become a safe city and an investment destination for both local and international investors.*

**MISSION**

<*To improve the quality of life of the people in the metropolis through the provision of essential services and creation of an enabling environment to ensure the total and sustainable development of Kumasi by a highly-motivated staff.*

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| **DIRECTORATES AND DEPARTMENTS UNDER**KUMASI METROPOLITAN ASSEMBLY (KMA) |
|

|  |
| --- |
| 1.CENTRAL ADMINISTRATION  |
| 2.BUDGET & RATING  |
| 3.FINANCE  |
| 4.LEGAL  |
| 5.EDUCATION  |
| 6.HEALTH  |
| 7.SOCIAL WELFARE/ COMMUNITY DEVELOPMENT  |
| 8.TRANSPORT  |
| 9.URBAN ROADS  |
| 10.WORKS  |
| 11.PHYSICAL PLANNING  |
| 12.WASTE MANAGEMENT  |
| 13.NADMO |
| 14.AGRIC |
| 15.TRADE & INDUSTRY |
| 16.FORESTRY |
| 17. ENVIRONMENTAL HEALTH  |
| 18. HUMAN RESOURCE  |

 |
| **Responsibilities of the Institution:*** Responsible for the overall development of the Metropolis; ensuring the preparation and submission of the Assembly’s Development Plan to the National Development Planning Commission (NDPC), and the Annual Budget to the Ministry of Finance (through the Regional Coordinating Council), for approval;
* Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the Metropolis;
* Promote and support productive activity and social development in the Metropolis and remove any obstacles to initiative and development,
* Initiate programmes for the development of basic infrastructure and provide municipal works and services in the Metropolis;
* Be responsible for the development, improvement and management of human settlements and the environment in the Metropolis;
* In co-operation with appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the Metropolis;
* Ensure ready access to the Courts and Public Tribunals in the Metropolis for the promotion of justice;
* Initiate, sponsor or carry out such studies as may be necessary for the discharge of any of the functions conferred by this law or other enactment
 |

### 2.1 DESCRIPTION OF ACTIVITIES OF EACH DIRECTORATE AND DEPARTMENT

|  |  |
| --- | --- |
| **DIRECTORATE/DEPARTMENT** | **RESPONSIBILITIES/ACTIVITIES** |
|  |  |
| **CENTRAL** **ADMINISTRATION**  | 1. **Manages all sections of the Assembly including:**

(i) Records (ii) Estate (iii) Transport (iv) Logistics and Procurement (v) Accounts (vi) Stores (vii) Security and (viii) Human Resources Management 1. **Coordinates the;**

(a) General administrative functions (b) Development planning and management functions (c) Budgeting functions (d) Rating functions (e) Statistics and information services generally, and (f) Human Resource Planning and Development of the District Assembly. |
| **BUDGET & RATING**  | * Facilitates the preparation and approval of the PBB composite budget
* Facilitates the preparation of fee-fixing resolution
* Facilitates the preparation of revised composite budget
* Secretary to budget committee facilitating its quarterly meetings
* Facilitates the preparation of revenue improvement action plan (RIAP)
* Member of projects monitoring team
* Member of entity tender committee
* Facilitates the preparation of board of survey report as secretary
* Secretary to F&A sub-committee facilitating the meetings, writings of minutes and submit report to Executive committee
* Liaises with the finance office for the preparation of financial reports/trial balance
* Member of public private partnership committee
* Member of financial management committee
* Member of MPCU and development planning sub-committee
* Issuance of warrants in the payment process of GIFMIS
* Technical member in the implementation of DLrev (revenue enhancement software) thereby ensuring training of revenue collectors, collection of data and issuance of bills/demand notice
* Assist in the revenue mobilization at the sub-metros, secretaries of sub-metro F&A revenue mobilization sub-committee
* Gazetting and distribution of fee-fixing resolution to stakeholders
* Analysis of monthly financial reports/budget performance to management and RCC thereby advising management on strategies to improve revenue and control or reduce expenditure
* Training of HODs or units on budget guidelines, PFM act & regulations & PBB composite budget
* Preparation and submission of quarterly financial performance to MOF through RCC
* Preparation of human resource /compensation budget through RCC to the office of Head of Local Government Service (OLGS)
* Updating of Assembly assets (member, asset coordination committee)
* Issuing of budget ceilings from the Ministry of Finance and provide technical guidance to heads of cost centres on the preparation of departmental budgets
 |
| **FINANCE**  | * Manages KMA’s finances i.e. receiving, disbursing and providing secured custody of Assembly’s funds
* Develops efficient accounting system for the Assembly in order to keep, render and publish statement of the various accounts of the Assembly
* Manages cash flows and generates a consolidated statement of the cash flow for public fund, donor fund, IGF and any other entity of the Assembly showing the revenue, expenditure and finance for the year
* Advise MCE/MCD and other departmental heads in accordance to the public financial management Act i.e.
* approval of payment vouchers
* financial report.
* Assembly’s financial matters,
* opening accounts with bog and its agents necessary for the deposits of the Assembly’s funds
 |
| **LEGAL**  | * Provides legal advice to the Assembly
* Assists or facilitate the drawing up of rules and regulations to guide the activities of the Assembly
* Represents the Assembly in all legal proceedings
* Facilitates the interpretation of rules, laws and regulations to enhance the conduct of the Assembly's business
* Provides legal advice on matters relating to contracts
* Assists in capacity building of Assembly Members in areas relating to the law
* Undertakes daily routine functions relevant to the legal department of the Assembly; and
* Registration of all marriages.

  |
| **EDUCATION**  | * Monitors and supervises teaching and learning in Pre-tertiary Public schools
* Posts and transfers staff in the Metropolis
* Process the salaries and submit the inputs to Headquarters
* Process applications for promotions, leaves and retirement for staff
* Organizes and conduct professional development programmes for staff
* Keeps records of staff
* Handle disciplinary issues in school
* Collects and analyses data on schools in the Metropolis
* Disburse capitation grants received from GES Headquarters to schools
* Audits the accounts of schools in the Metropolis
* Prepares budget for the directorate and submit same to Region and Headquarters
* Prepares statement of accounts for the directorate and submit same to Region and Headquarters
* Distributes educational materials received from MOE/GES to schools
* Coordinates SHEP/WASH activities in schools
* Promotes girls’ education in schools
* Organizes sports and culture activities in schools
* Organize guidance and counselling activities in schools
* Identify children with special needs in schools and offer support
* Compile and submit reports to appropriate authorities and agencies e.g. Metropolitan Education Oversight Committee, Regional Directorate, GES headquarters
 |
| **HEALTH**  | * Implements GHS strategies and technical guidelines to achieve Ghana national policy goals/objectives
* Undertakes management and administration of the overall resources within the service
* Promotes healthy mode of living and good health habits by people in the Metropolis
* Establish effective mechanism for disease surveillance, prevention and control
* Carry out charges for Ghana Heath Services with the approval of the Minister of Health
* Provides in-service training and continuing education
* Performs any other functions relevant to the promotion, protection and restoration of health in Kumasi and Ghana
 |
| **SOCIAL WELFARE/** **COMMUNITY** **DEVELOPMENT**  | 1. **Prison aftercare services**
* Number of inmates interviewed on admission
* Assistance to inmates
* Discharged inmates
1. **Supervision and payment of cash grants to LEAP beneficiaries**
2. **NHIS registration and renewal for LEAP beneficiaries**
3. **NHIS registration and renewal for indigents**
4. **Non- governmental organizations (NGOs)/civil society organization/ non-profit organization (NPOs)**
5. Registration of NGOs/NPOs
6. Renewal of certificates
7. Monitoring and supervisions of activities of NGOs
8. **The aged; provision of cash grants, free healthcare to the aged on the LEAP**
9. **Person’s with disability (PWD)**
10. PWDs given free NHIS registration and renewal
11. Registration of PWDs
12. Provision of financial assistance to persons with disabilities under the Disability Fund
13. **Child development and protection**
14. Child rights, promotion and protection
* Social work with families/casework i.e. child custody, paternity, maintenance, family reconciliation, child abuse, child abandonment/ missing children
* Registration, certificate and renewal of certificates of early childhood development centres/day care centres
* Monitoring and supervision of early childhood development centres / day care centres
* Registration, certification and renewal of certificates of orphanage’s / residential homes
1. **Justice administration**
* Writing of Social Enquiry Reports (SERs) on child custody, access and juvenile offenders to the court
* Supervision of juveniles released on probation
* Writing of adoption home study reports on applicant and child study reports
 |
| **TRANSPORT**  | * Ensures the implementation of staff appraisal policy
* Advises on the purchase of new vehicles and spare parts
* Regulates and monitors the utilization of all official vehicles
* Maintenance of all official vehicles and equipment
* Advises senior management on status of vehicles
* Advises on the statuses of obsolete vehicles and the mechanisms of auction
* Prepares the operational transport budget
* Schedules the routes and usages of vehicles by drivers
* Prepares maintenance schedules for vehicles requisition for spare parts and lubricants
* Issuance of fuel and lubricants for all Assembly vehicles and equipment
* Prepares road worthiness, accident reports and insurance
* Liaises with accredited vehicle companies for the procurement of required spare parts such as tyres and batteries
 |
| **URBAN ROADS**  | 1. Plans, designs, constructs and maintains the Road Network in the Metropolis
2. Provides and manages the Urban Road Network in Kumasi in support of quality transport systems
3. Connects local areas to enhance accessibility and reduce travel times
4. Promotes the creation of an outdoor environment that is safe, convenient and pleasant to be in and also enhance and promote the prime business of the area.
5. Advises the Assembly on the need to protect the Road Reservations
6. Ensures any activity on the Road Network and Road Reservation conforms to approved specifications.
 |
| **WORKS**  | * Assists the Assembly to formulate policies on works within the framework of national policies
* Assists to establish and specify the programmes of action necessary for the implementation of physical plans
* Facilitates the implementation of policies on works and report to the Assembly
* Advises the Assembly on matters relating to works in the districts
* Assists to prepare tender documents for all works and works -related supply of goods and technical services to be undertaken by the Assembly through contracts or community-initiated projects
* Facilitates the construction, repair and maintenance of
1. Feeder roads in the District Assembly level
2. Drains along any feeder roads in the District Assembly level
3. Community water and sanitation systems in the districts
* Advises on the construction, repair, maintenance and diversion or alteration of the course of any street in consultation with other relevant departments in the District
* Advises and facilitate the maintenance of public buildings (offices, schools, health facilities, residential accommodation etc) in the District
* Assists to build, equip and maintain commercial public buildings and prohibit the erection of stalls/shops/stores in places other than the markets and designated commercials areas
* Facilitates the provision of adequate and wholesome supply of potable water in conjunction with relevant stakeholders for the entire District
* Collaborates with other relevant departments of the Assembly in the inspection of projects undertaken by the District Assembly.
* Advises the Assembly In conjunction with other relevant stakeholders on the prohibition of
1. Digging of burrow pits or other excavations and
2. The sinking of wells or their closure
* Provides technical and engineering assistance on works undertaken by the Assembly
* Facilitates the registration and maintenance of data on public buildings
* In consultation with power supply companies and other service providers (renewable energy technologies), facilitates the provision of street lighting in the district
* Provides technical advice for the machinery and structural layout of building plans to facilitate escape from fire, rescue operation and fire management
* Assists in the enforcement of any regulatory enactment on physical infrastructural development
* Assists to maintain the integrity of approved spatial and land use plans for all major settlements in the districts
* Advises the Assembly on slum upgrading for slum settlements in the districts
* Assists in the review and approvals of building permit applications in line with the Ghana Building Code and other regulatory enactments
 |
| **PHYSICAL PLANNING**  | * Advises the Metropolitan Assembly on national policies on physical panning, land use and development
* Coordinates activities and projects of departments and other agencies including Non- Governmental Organizations to ensure compliance with planning standard
* Assists in preparation of physical plans as a guide for the formulation of development policies and decisions and to design projects in the Municipality
* Assists to identify problems concerning the development of land and its social, environmental and economic implications
* Advises on setting out approved plans for future development of land at the Metropolitan level.
* Advises on preparation of structures for towns and villages within the Metropolis
* Collaborates with the Lands Commission and other land agencies especially Survey Unit in the performance if its functions
* Facilitates and participate in research into planning in the Metropolis
* Assists to offer professional advice to aggrieved person on appeals and petitions on decisions made on their building
* Facilitates consultations, coordination and harmonizing of developmental decisions into a physical development plan
* Assists to prepare a Metropolitan land-use plan to guide activities in the Metropolis
* Advises on the conditions for the construction of public and private building structures
* Assists to provide the layout for buildings for improved housing layout and settlement
* Ensures the prohibition of the construction of new buildings unless building plans submitted have been approved by the Assembly
* Advises and facilitate the demolition of dilapidated building and recovery of expenses incurred in connection with the demolition
* Ensures the prohibition of the use if inflammable materials in the construction or repair of building in defied areas
* Advises on the acquisition of landed property in the public interest and;
* Undertakes street naming, numbering of house and related issues
 |
| **WASTE MANAGEMENT**  | * Services toilets and dispose of human waste collected from public and private sanitary facilities
* Provides technical support to the to the District Assemblies on the operations and maintenance of public toilets under private management
* Supervises and control the operation of cesspool emptiers and allied equipment
* Receives and provide adequate treatment and effective disposal of both solid and liquid waste
* Treats and dispose of solid waste and provide compost manure
* Supervises the cleansing of drains, street, markets, car parks and weeding of roads sides and open spaces
* Inspects and maintains sanitary facilities in the Metropolis; and
* Advises the Assembly on recycling and other uses of waste materials
 |
| **NADMO** | * To strengthen the institutional capacity of NADMO and its stakeholders, to perform effectively to implement disaster management programs at national, regional, district and zonal levels
* Pursues the vision and goals of disaster management
* Creates a cohesive and well- coordinated programming framework, incorporating government agencies, departments, non- governmental organizations and the private sector
* To ensure adequate facilities for the provision of relief, rehabilitation and reconstruction after disaster and to develop the capacity of communities on prevention, preparedness, response ad recovery from disasters
* Collaborates with Ghana fire service and other governmental agencies, security and other expertise when the need be
* Liaises with other departments in the Assembly top create awareness and education as well as proactive measures to be taken in terms of dry/rainy season
 |
| **AGRICULTURE** | * Provides extension services in the areas of production, processing and sale of agro commodities
* Disseminates and encourages adoption of improved soil and water conservation methods
* Advises and encourages crop development through dissemination of improved technologies and best practices
* Promotes cost effective agro-processing and storage technologies
* Assists in development of animal health services infrastructure
* Encourages improvement in livestock breeds
* Assists in developing early warning systems on animal diseases
* Facilitates and encourages vaccination and immunization of livestock and control of animal diseases
* Assist our stakeholders and clientele to access any agric related State sponsored facility
 |
| **TRADE & INDUSTRY** | * Responsible for growth and development of MSMEs in the country
* Promotes the development and growth of businesses
* Undertakes various activities i.e. training programmes, capacity building programmes, skill training, managerial, marketing, records keeping, costing and pricing, customer relation to equip them
* Assists them to formalize their business with the R.G, FDA and GSA
* Supports them with the access to finance, access to grant for them
* Job creation
* Giving startup kits to the youth especially, graduate apprentices
* Supports them in banking culture
* Supports them with market avenues
* Formulation and strengthening of associate LBAs
* Provides business counselling and monitoring of clients
 |
| **FORESTRY** | * Assists the Assembly in the formulation of policies for the conservation of natural resources in the district within the framework of national policy on natural resources, conservation and report on the implementation of the policies and programmes to the District Assembly
* Facilitates the creation of awareness on the benefits of forests and wildlife conservation
* Encourages investment in commercial timber plantation and the preservation of wildlife
* Assists and facilitate the establishment and maintenance of tree nurseries and forest plantations for sale to the public
* Facilitates the promotion and support of the development of:
* (i) private nurseries, woodlots, fodder poles and timber, and

(ii) district wildlife reserves including rearing of animals for the production of bush meat and horn by individuals, institutions and organizations* Advises on the prohibition, restriction or regulation of the
1. hunting, capture, killing or sale of animals or any specified species, and
2. (ii) cutting, logging or destruction of vegetation growing along any river, stream watercourse, degraded hill slopes and river sources and courses
* Facilitates replanting or re-forestation of water courses and degraded land
* Assists in developing collaborative mechanisms for;

 (i) the sustainable management and utilization of timber and non-timber products, and  (ii) the protection of forest and water resources from bush fires, illegal harvesting, agricultural encroachment and pollution; * Assists the Assembly in the mapping out of areas for natural environment, preservation and protection
* Advises the Assembly on measures to embark on to prevent soil erosion; and
* Assists in prohibiting farming practices which are detrimental to the environment.
 |
| **HUMAN RESOURCE**  | 1. **Recruitment and selection**
2. Identifies the need for roles
3. Writing up job descriptions
4. Defining the requirements of the role and skill set for the right candidate
5. Interviewing and selecting best person for the job
6. **Salary Administration and Planning**
7. Developing systems to maintain employee data, calculate taxes
8. Prorating working hours and holidays
9. Paying salaries
10. Assist in creating policies that are fair and consistent for the whole workforce
11. Compensation and benefits i.e. (appraisals, promotions, social security, pensions, health insurance, sick leave, study leave, annual leave)
12. Promote Employee relation i.e. (welfare of employees, ensures maintaining relationship between management and staff of the Assembly by promoting communication and fairness within the Assembly as well as disputes between them respectively)
13. Preparing the Assembly’s future staffing needs i.e. anticipating future vacancies from retirements, promotions, resignations and terminations
14. **Training and Career Development**
15. Addressing skill or training deficits among employees and provide them with the necessary tools to strengthen their skills set improve their confidence and perform more effectively
16. Training new workers on the Assembly’s practices and procedure
17. **Performance Management**
18. Monitor progress and evaluate employee’s’ work, attitude, efficiency and effectiveness i.e. (quarterly or annual appraisals or performance reviews)
 |
| **ENVIRONMENTAL HEALTH**  | * Conducts food vendors medical examination within the metropolis
* Issues hospitality premises suitability permit
* Issues noise control permit
* Addresses sanitation complaints
* Prosecutes sanitary offenders
* Disinfection/disinfestation/derating
* Conducts premises inspection
* Organizes Health education in the metropolis
* Organizes cleanup exercises
* Provides households within the metropolis with toilet facilities
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### 2.2 KUMASI METROPOLITAN ASSEMBLY’s Organogram



### 2.3 AGENCIES UNDER KMA

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| **AGENCIES UNDER KMA** |

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| 1. ELECTRICITY COMPANY OF GHANA
 |
| 1. GHANA WATER COMPANY LIMITED
 |
| 1. DRIVER AND VEHICLE LICENCING AUTHORITY
 |
| 1. ENVIRONMENTAL PROTECTION AUTHORITY
 |
| 1. GHANA STANDARDS AUTHORITY
 |
| 1. GHANA REVENUE AUTHORITY
 |
| 1. SOCIAL SECURITY AND NATIONAL INSURANCE TRUST
 |
| 1. GHANA BROADCASTING CORPORATION
 |
| 1. PASSPORT OFFICE
 |
| 1. GHANA EDUCATION SERVICE
 |
| 1. GHANA HEALTH SERVICE
 |
| 1. NATIONAL HEALTH INSURANCE AUTHORITY
 |

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|  **ELECTRICITY COMPANY OF GHANA**  |
| **Responsibilities of the Agency:**Supplies electricity in the country  | **Details of Activities:**1. They transmit, supply and distribute Electricity to all parts of the Region
2. They construct, reconstruct, install, assemble, repair, maintain, operate or remove sub-transmission stations, electrical appliances, fittings and installations
 |

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|  **GHANA WATER COMPANY LIMITED**  |
| **Responsibilities of the Agency:**Supplies potable water  | **Details of Activities:**1. They supply potable le water for domestic, public, commercial, institutional and industrial use in the region and country as a whole

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| **DRIVER AND VEHICLE LICENCING AUTHORITY**  |
| **Responsibilities of the Agency:**Assesses and issues licenses to drivers and vehicles | **Details of Activities:**1. It is responsible for the licensing and evaluation of drivers and cars
2. It creates and maintains vehicle records and issues vehicle registration certificates
3. Collects vehicle excise duty, and recording keeper, accident scrapped and theft details

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| **ENVIRONMENTAL PROTECTION AUTHORITY**  |
| **Responsibilities of the Agency:**Ensures that human activities are safe and environmentally friendly  | **Details of Activities:**1. It ensures protection of the people of the Metropolis and the environment from significant health risks
2. Sponsors and conducts research
3. Develops and enforces environmental regulations

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|  **GHANA STANDARDS AUTHORITY**  |
| **Responsibilities of the Agency:**Serves as quality assurance for consumable products | **Details of Activities:**1. It is responsible for acquiring, storing, distributing and disposing of personal property and supplies
2. Acquiring, managing and disposing of real property

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|  **GHANA REVENUE AUTHORITY**  |
| **Responsibilities of the Agency:**Collects taxes and levies for the government | **Details of Activities:**1. It ensures maximum compliance with all relevant tax laws in order to ensure a sustainable revenue stream for government, trade facilitation and a controlled and safe flow of goods across and within the country.

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| **SOCIAL SECURITY AND NATIONAL INSURANCE TRUST**  |
| **Responsibilities of the Agency:**Manages the insurance of workers | **Details of Activities:**1. Register employees and workers
2. Collects contributions
3. Manages records of members
4. Invests the funds of the scheme
5. Process and pay benefits to eligible members and nominated dependents

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| **GHANA PASSPORT OFFICE**  |
| **Responsibilities of the Agency:**Produces passports for citizens | **Details of Activities:**1. It issues passports and other travel documents to Ghanaians whose application have been approved
2. Provides files and documents in respect of passports under investigation by the Interpol, the Bureau of National Investigation (BNI) and the Ghana Police Service

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|  **GHANA EDUCATION SERVICE**  |
| **Responsibilities of the Agency:**Manages public and private schools | **Details of Activities:**1. It is responsible for the implementation of pre-tertiary educational policies of the government to ensure that all Ghanaian children of school-going age irrespective of tribe, gender, disability, religious and pollical affiliation are provided with good quality formal education

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|  **GHANA HEALTH SERVICE**  |
| **Responsibilities of the Agency:**Manages public and private health Institutions  | **Details of Activities:**1. They develop appropriate strategies and set technical guidelines to achieve Ghana national policy objectives
2. They undertake management and administration of the overall health resources within the service
3. Promote healthy mode of living and good health habits by people

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|  **NATIONAL HEALTH INSURANCE AUTHORITY**  |
| **Responsibilities of the Agency:**Registers and renews health insurance of subscribers | **Details of Activities:**1. Implements, operates and manages the NHIS
2. Determines in consultation with the Minister contributions that should be made by members of the NHIS
3. Registers members of the NHIS
4. Register and supervise private health insurance schemes
5. Issue identity cards to members of the NHIS

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| **GHANA BROADCASTING CORPORATION**  |
| **Responsibilities of the Agency:**Provides information, education and entertainment | **Details of Activities:**1. It provides for general reception in Ghana radio and television broadcasting services in the field of culture, education, information and entertainment which reflects national progress ad aspirations

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### 2.4 Classes and Types of information

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| **List of various classes of information in the custody of the institution:** |
| 1. Administrative Information
2. Human Resource Information
3. Environmental Health/Waste/Engineers
4. Works
5. Information on Planning (Physical and Development)
6. Social Welfare and Community Development
7. Information on Health
8. Information on Education
 |
| **Types of Information Accessible at a fee:** |
| 1. None
 |

## 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 officeris responsible for dealing with applications made to the KMA. To requests for information under the RTI Act from the KMA, applicants are to follow these basic procedures:

### 3.1 The Application Process

1. Application by any person or organization who seeks access to information in the custody of KMA 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 KMA’s official website or the Ministry of Information website.
2. 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.
1. 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.
1. 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.?)
2. 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

1. 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.

## 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

1. 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.
1. 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.
2. The address to which a notice shall be sent should be indicated.
3. The application can then be submitted at the office of the public institution.

## Appendix A: Standard RTI Request Form

|  |
| --- |
| [Reference No.: ………………………….]­­­APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO INFORMATION ACT, 2019 (ACT 989) |
|  | **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 and class of information including cover dates. Kindly fill multiple applications for 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 KMA’s Information Unit

**Name of Information/Designated Officer:**

Madam Yvonne Naboo – Designated RTI Officer

Nana Brempomaa Agyeman – Assistant RTI Officer

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

0552199681

0249587038

**Email:**

**Postal Address of the institution:**

P. o. box 1916, Adum - Kumasi

## Appendix C: Acronyms

Table 1 Acronyms

| Acronym | Literal Translation |
| --- | --- |
| RTI | Right to Information |
| MDA | Ministries, Departments and Agencies |
| s. | Section |
| MMDAs | Metropolitan, Municipal and District Assemblies |
| KMA | Kumasi Metropolitan Assembly |
| PBB | Programme- Based Budgeting  |
| F&A | Finance & Administration  |
| DLrev | District local revenue  |
| RCC | Regional Coordinating Council |
| HOD | Head of department |
| MOF | Ministry of Finance |
| IGF | Internally Generated Fund |
| MCE/MCD | Metropolitan Chief Executive/Metropolitan Chief Director |
| GES | Ghana Education Service |
| MOE | Ministry of Education |
| SHEP/WASH | School Health and Education Programme/Water Sanitation and Hygiene |
| GHS | Ghana Health Service |
| LEAP | Livelihood Empowerment Against Poverty  |
| NHIS | National Health Insurance Scheme  |
| NADMO | National Disaster Management Organization |
| MSMEs | Micro, Small and Medium Enterprises |
| FDA | Food and Drugs Authority  |
| GSA | Ghana Standards Authority |
| LBA | Local Business Association  |
| PFM | Public Financial Management  |
| NHIS  | National Health Insurance Scheme  |

## 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 perform 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* |