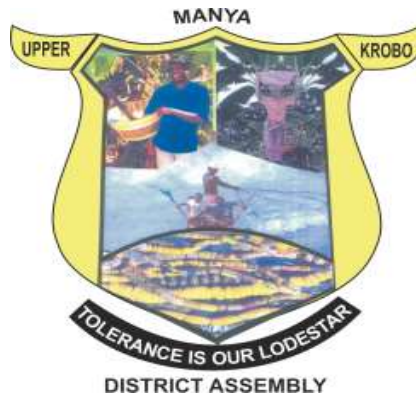


# UPPER MANYA KROBO DISTRICT ASSEMBLY (UMKDA) ASESEWA



**Government of Ghana**

Right to Information Manual

2023

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Document Number: UMKDA/RTI/2023

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## 1. Overview

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This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President 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 **Upper Manya Krobo District Assembly (UMKDA)** and provide the types of information and classes of information available at, including the location and contact details of its Information Officers and units.

## 2. Directorates, Departments and Units under Upper Manya Krobo District Assembly (UMKDA)

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 become the number one local government institution fostering economic prosperity for the people.

### MISSION

To improve the socio-economic well-being of the people through the efficient and reliable provision of services operating in transparent and accountable local governance.

<b>Directorates, Departments and Units under Upper Manya Krobo District Assembly (UMKDA)</b>
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| <ol style="list-style-type: none"> <li>1. Central Administration</li> <li>2. Department of Human Resources</li> <li>3. Department of Physical Planning</li> <li>4. Department of Works</li> <li>5. Department of Finance</li> <li>6. Department of Agriculture</li> <li>7. Department of Social Welfare and Community Development</li> <li>8. Health Directorate</li> <li>9. Education Directorate</li> <li>10. National Disaster Management Organization (NADMO)</li> <li>11. Statistic Department</li> <li>12. Birth and Death Department</li> <li>13. Information Services Department (ISD)</li> <li>14. Procurement Unit</li> <li>15. Revenue Unit</li> <li>16. Records Management Unit (RMU)</li> <li>17. Environmental Health and Sanitation Unit</li> <li>18. Development Planning Unit</li> <li>19. Internal Audit Unit</li> <li>20. Budget Unit</li> <li>21. Client Service Unit</li> <li>22. Right to Information Unit</li> <li>23. Cooperative Unit</li> </ol> |
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**Responsibilities of the Institution:**

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

- Overall development of the district (Infrastructure, economic etc.)
- Issuance of birth and death certificates.
- Responsible for development, improvement and management of human settlements.
- Control physical development (Development control)
- Management of waste
- Mobilization of revenue
- Preparation of district development budget
- Maintenance of peace and security.
- Development of sports and cultural values of the people

**2.1 Description of Activities of each Directorate/ Department/ Unit**

<b>DIRECTORATE/ DEPARTMENT</b>	<b>RESPONSIBILITIES/ ACTIVITIES</b>
<b>CENTRAL ADMINISTRATION</b>	<ul style="list-style-type: none"> <li>• Directs policy formulation, planning and decision-making</li> <li>• Act as a liaison between Heads of other governmental and non-governmental agencies and the District Chief Executive (DCE)</li> <li>• Manage finances and other resources of the Assembly in consultation with the District Chief Executive (DCE)</li> <li>• The District Coordinating Director also serves as a Secretary to the Assembly and Chairs the District Planning and Coordinating Unit (DPCU) and also acts as an advisor to the District Chief Executive (DCE)</li> <li>• Ensures that the activities of the Assembly are well coordinated</li> </ul>
<b>HUMAN RESOURCE DEPARTMENT</b>	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• The department ensures that the capabilities, skills and knowledge of staff are well developed</li> </ul>
<b>WORKS DEPARTMENT</b>	<ul style="list-style-type: none"> <li>• Sees to the implementation of social infrastructure within the District</li> <li>• Carry out site inspections at the various communities within the district and give technical advices to building developers</li> <li>• Ensures that, at every stage of development, Technical officer visit site to inspect and give technical advice to developers and sees to halt unauthorized building developments within the district.</li> <li>• Facilitate and /or provide safe and sanitation related services to communities within the District and promotion of hygiene</li> <li>• Responsible for all un-engineered and engineered roads and cleaning of culverts/unlined within the district</li> </ul>
<b>FINANCE DEPARTMENT</b>	<ul style="list-style-type: none"> <li>• Leads in the management and use of financial resources to achieve value for money</li> </ul>

	<ul style="list-style-type: none"> <li>• 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 financial accounts</li> <li>• Directs and controls financial management in line with public sector accounting principles thereby safeguarding of the Assembly's assets</li> </ul>
<p><b>PHYSICAL PLANNING DEPARTMENT</b></p>	<ul style="list-style-type: none"> <li>• Performs activities of both Departments of Town and Country Planning and that of Parks and Gardens</li> <li>• Advices the district assembly on national policies on spatial planning and development as well as land use.</li> <li>• Coordinates activities and projects of department and other agencies including Non-Governmental Organizations to ensure compliance with planning standards</li> <li>• Assists in preparation of physical plans as a guide for the formulation of development policies and decisions and to design projects in the district</li> <li>• Assists to identify problems concerning development of land at the district level</li> <li>• Advices on the preparation of structure plans for towns and villages within the district</li> <li>• Advices on the conditions for the construction of public and private building and structures</li> <li>• Advices on the conditions for the construction of public and private buildings and structures</li> <li>• Assists to provide the layout for construction of buildings to improve housing and settlement layout</li> <li>• Ensures the prohibition of the construction of new buildings unless building plans submitted have been approved by the Spatial Planning Committee (SPC) of the district Assembly</li> <li>• Advices and facilitate the demolition of dilapidated buildings and recovery of expenses incurred in connection with the demolition</li> <li>• Advices the district assembly on the siting of bill boards, masts and ensure compliance with the decisions of the SPC</li> <li>• Advices on the acquisition of landed property in the public interest and undertake street, house numbering and related issues</li> <li>• Collaborate with the Survey and Mapping as well as the Lands Administration division of Lands Commission in the performance of its functions</li> </ul>

<p><b>DEPARTMENT OF AGRICULTURE</b></p>	<ul style="list-style-type: none"> <li>• Promotes policies, strategies and appropriate agricultural technologies necessary to improve agribusiness, agro processing and crop/animal/fishing</li> <li>• Reports on agricultural conditions, seasons and activities within stipulated time frame</li> <li>• Responsible for efficient management of human, financial and material resources for the implementation of agricultural programs</li> <li>• Liaises with major stakeholders to improve agricultural service delivery</li> <li>• Capacity building for staffs and farmers</li> <li>• Implementation of extension service to farmer and those in agricultural value chain</li> <li>• Writing and submitting report</li> <li>• Advice the assembly on agricultural matters</li> </ul>
<p><b>SOCIAL WELFARE AND COMMUNITY DEVELOPMENT DEPARTMENT</b></p>	<ul style="list-style-type: none"> <li>• Facilitate community-based rehabilitation of persons with disabilities</li> <li>• Assist and facilitate provision of community care services including: 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</li> <li>• Assist to maintain specialized residential services in the districts</li> <li>• Facilitate the registration and supervision of non-governmental organizations and their activities in the district</li> <li>• Justice administration – assists children and adults in contact and conflict with the law</li> <li>• Register and supervise early childhood development centers</li> <li>• Assist to organize community development programmes to improve and enrich standard of living through: 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</li> </ul>

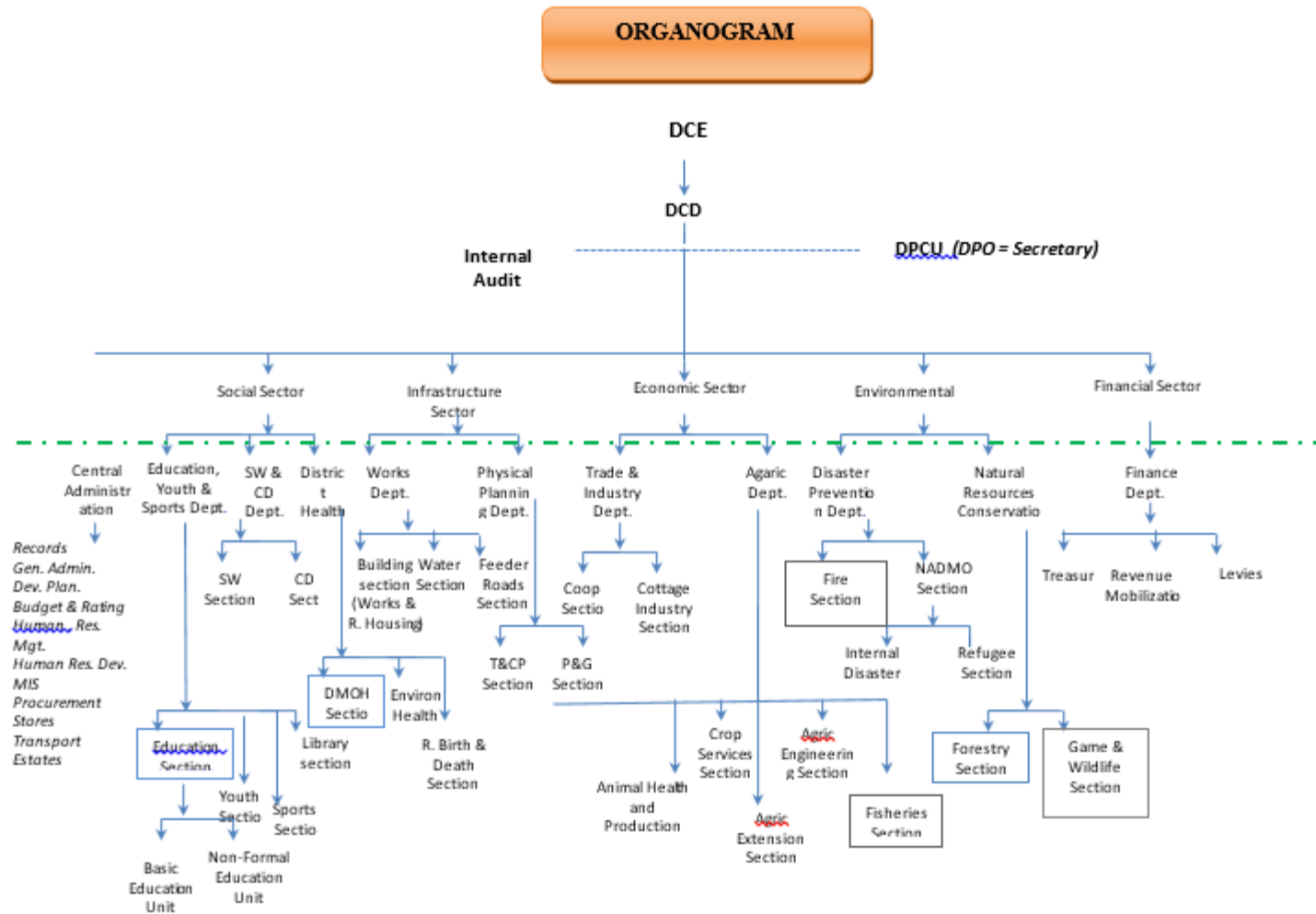
	<p>providing alternative livelihood empowerment skills for the deprived in the communities, promoting entrepreneurial skills, business support services and linkages to financial institutions to beneficiaries of skills training programme, mobilizing and training voluntary leaders and community-based organizations as change agents in the communities</p> <ul style="list-style-type: none"> <li>• Providing extension services to governmental and non-governmental organizations</li> <li>• Facilitating the roll out of the Child Protection tool kits through community and engagement and dialogue</li> </ul>
<b>STATISTICS DEPARTMENT</b>	<ul style="list-style-type: none"> <li>• Collect, compile, analyze, publish and disseminate demographic health and data on the district</li> <li>• Undertake monthly market readings on selected goods and services from designated market centers in the district</li> <li>• Enhance the use of statistics for evidence-based decision making</li> <li>• Participate surveys and census and any other relevant field work.</li> <li>• Assist the assemble to mobilize revenue for development</li> <li>• Provide input for the participation of the district assembly budget</li> <li>• Coordinate district statistically activities and archiving of statistics to serve as a repository of statistical data in the district.</li> <li>• Promote statistical literacy and research</li> </ul>
<b>BIRTH AND DEATH REGISTRY DEPARTMENT</b>	<ul style="list-style-type: none"> <li>• Provides accurate, reliable and timely information of all births and deaths occurring within the district for socio-economic development of the country through their registration and certification</li> </ul>
<b>INFORMATION SERVICE DEPARTMENT</b>	<ul style="list-style-type: none"> <li>• Creates awareness and informs the general public on the district Assembly's Programmes and activities,</li> <li>• Creates a mode of communication between the District Assembly, assembly residents and other internal and external stakeholders</li> <li>• Prepares articles, news stories, features, rejoinders and media advisories for dissemination through media channels as well as monitoring media coverage of activities of the District Assembly in the media for the information and attention of the administrative head.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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)</li> </ul>
<b>ENVIRONMENTAL HEALTH AND SANITATION DEPARTMENT</b>	<ul style="list-style-type: none"> <li>• Develop and issue technical guidelines on environmental sanitation management</li> <li>• Provide technical input for the promotion of public education on environmental sanitation</li> <li>• Monitor and evaluate solid waste management services and advise on their improvement and sustainability</li> <li>• Evaluate the performance and utilization of water and sanitation facilities</li> </ul>
<b>CLIENT SERVICE UNIT</b>	<ul style="list-style-type: none"> <li>• Promotes and strengthens the relationships with the public so that they would be able to access and address their immediate developmental needs</li> <li>• Aims at boosting client confidence in the operations of the District Assembly in the delivery of its mandate</li> <li>• Ensures that clients are promptly notified on the receipt and dispatch of correspondences</li> </ul>
<b>PROCUREMENT UNIT</b>	<ul style="list-style-type: none"> <li>• 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 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</li> <li>• 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.</li> </ul>
<b>DEVELOPMENT PLANNING UNIT</b>	<ul style="list-style-type: none"> <li>• The District Planning and Coordinating Unit plays a leading role in the planning, implementation and evaluation of developmental projects and programmes in the Assembly</li> <li>• Provides a lead support to the Assembly in the preparation of Annual Reports, Developmental Action Plans and Medium-Term Development Plans</li> <li>• Plays the role of ensuring that the capabilities, skills and knowledge of staff are well developed to ensure their effectiveness and efficiency.</li> </ul>

<b>BUDGET UNIT</b>	<ul style="list-style-type: none"> <li>• Preparation of budget</li> <li>• Provision of technical guidance to management on budgetary matters</li> <li>• Establishment of database for financial planning and resource mobilization</li> <li>• Update financial records of all projects</li> <li>• Organized budget committee meetings</li> <li>• Undertake mid-year budget review</li> </ul>
<b>INTERNAL AUDIT UNIT</b>	<ul style="list-style-type: none"> <li>• Provides support to the Assembly by; 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 and report on activities of other departments of the Assembly</li> </ul>
<b>RECORDS MANAGEMENT UNIT</b>	<ul style="list-style-type: none"> <li>• Receive, record and distribute incoming and internally created mail of all kind.</li> <li>• Open and index files, attach relevant papers and pass the files to action officer.</li> <li>• Build up and control all officially registered files in their care and be able to produce them quickly, by means of effective indexing, classification and tracking procedures</li> <li>• Provide storage, repository and reference services for all officially registered files and other documentation in their care</li> <li>• Record and arrange for the efficient and timely dispatch of all correspondence produced by the officers they serve</li> <li>• Review and dispose of all outdated files or other records in accordance with retention periods as agreed between the public</li> </ul>
<b>COOPERATIVE UNIT</b>	<ul style="list-style-type: none"> <li>• Registers qualified co-operative societies</li> <li>• Interprets the co-operatives law in cases of litigation among cooperatives</li> </ul>
<b>HEALTH DIRECTORATE</b>	<ul style="list-style-type: none"> <li>• Ensuring access to health services at the community and district levels by providing health services or contracting out service provision to other recognized health care providers</li> </ul>

	<ul style="list-style-type: none"> <li>• Setting technical guidelines to achieve policy standards set by MOH</li> <li>• Planning, organizing and administering comprehensive health services with special emphasis on primary health care.</li> <li>• Developing mechanisms for the equitable distribution of health facilities in the district</li> <li>• Managing and administering health institutions within the service</li> <li>• Contracting with teaching hospitals for the treatment of referred patients</li> <li>• Promoting health, mode of healthy living and good healthy habits by people.</li> </ul>
<b>EDUCATION DIRECTORATE</b>	<ul style="list-style-type: none"> <li>• Providing and overseeing Basic Education, Senior High Education, Technical Education as well as Special Education</li> <li>• Registering, supervising and inspecting private pre-tertiary educational institutions</li> <li>• Submitting recommendations to the Minister of Education for educational policies and programmes</li> <li>• Promoting the efficiency and full growth of talents amongst its members.</li> <li>• Registering teachers and updating the register of all teachers in the public system.</li> <li>• Carrying out other functions that influence the attainment of the functions specified above</li> <li>• Maintaining professional standards and conduct of its personnel</li> </ul>
<b>NATIONAL DISASTER MANAGEMENT ORGANIZATION (NADMO)</b>	<ul style="list-style-type: none"> <li>• Rehabilitation services for victims of disaster</li> <li>• Mobilization of people at various levels of Society to support government programmes</li> <li>• Ensuring the preparedness of the district in the management of disasters.</li> <li>• Coordinating the activities of various government agencies in the management of disasters in the district</li> </ul>

### 2.2 Upper Manya Krobo District Assembly’s Organogram



## 2.3 Agencies under Upper Manya Krobo District Assembly

<b>Agencies under Upper Manya Krobo District Assembly</b>
<ol style="list-style-type: none"> <li>1. Ghana Police Service</li> <li>2. Ghana National Fire Service</li> <li>3. Ghana National Ambulance Service</li> <li>4. National Service Secretariat</li> <li>5. Electoral Commission of Ghana</li> <li>6. National Commission for Civic Education</li> <li>7. Business Advisory Center</li> <li>8. Youth Employment Agency</li> <li>9. Commission on Human Right and Administrative Justice</li> </ol>

<b>Ghana Police Service</b>	
<b>Responsibilities of the Agency:</b> To maintain law and order.	<b>Details of Activities:</b> The police prevent and detect crime, to apprehend offenders and to maintain public order and safety of persons and properties.

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

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

<b>National Service Secretariat (NSS)</b>	
<p><b>Responsibilities of the Agency:</b> 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><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Encourage the spirit of national service among ALL segments of Ghanaian society in the effort of nation -building through active participation.</li> <li>• Undertake projects designed to combat hunger, illiteracy, disease and unemployment in the district.</li> <li>• Help provide essential services and amenities, particularly in towns and villages of the rural areas of Ghana.</li> <li>• Develop skilled manpower through practical training.</li> <li>• Promote national unity and strengthen the bonds of common citizenship among Ghanaians.</li> </ul>

<b>Electoral Commission of Ghana (EC)</b>	
<p><b>Responsibilities of the Agency:</b> Manages the conduct of all public elections and referenda.</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Handles all matters directly related to the conduct of elections in the district and the country as a whole.</li> </ul>

<b>National Commission for Civic Education (NCCE)</b>	
<p><b>Responsibilities of the Agency:</b> Promote and sustain democracy and inculcate in the Ghanaian citizenry, the awareness of their rights and obligations, through civic education.</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Educate and encourage the public to defend the Constitution at all times, against all forms of abuse and violation.</li> <li>• 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.</li> <li>• 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.</li> </ul>

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

<b>Business Advisory Center (BAC)</b>	
<p><b>Responsibilities of the Agency:</b> Formulate strategies for stimulation of self employed and small enterprise</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Explore possibilities for coordinating activities in various department of the government, non government organization involve in enterprise development</li> <li>• Identify entrepreneurial skills in the MSE sector and motivate potential entrepreneur to become self employed</li> <li>• Provide information on new business opportunity in the district</li> <li>• Guide potential entrepreneurs to identify self</li> </ul>

	<p>employment opportunity in the various business sectors and guide entrepreneurs on selection of multiple enterprise</p> <ul style="list-style-type: none"> <li>• Provide extension services to client who have started or improving business performance</li> <li>• Provide advisory and counselling services on continuous basis</li> <li>• Organize internship for entrepreneurs</li> <li>• Provide assistance in obtaining credit and other service from relevant organization</li> <li>• Job and sales project</li> </ul>
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<b>Commission on Human Rights and Administrative Justice (CHRAJ)</b>	
	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Undertake public education activities to promote and deepen the culture of respect for human rights in the district.</li> <li>• Conduct research to help promote best practice guidelines for the general public to deepen respect for human rights</li> <li>• Monitor the observance of human rights in the district to ensure that the State complies with its obligations under national and international human rights law</li> <li>• Investigate complaints of violations of fundamental human rights and freedoms using various methods, including mediation, negotiation, and formal hearing.</li> <li>• Carry out special investigations into human rights abuses that are systemic or culture</li> </ul>

## 2.4 Classes and Types of information

### List of various classes of information in the custody of the institution:

1. Administrative documents
2. Privilege Information
3. Financial documents
4. Technical reports

### List of Information accessible at a fee

Information	Class	Fees (GHc)	Remarks
1. Information Manual	Privileged	2	Per page
2. Development plans	Administrative	2	Per page
3. Spatial plans (Extract)	Technical	200	Per plot
4. Financial Statements	Financial	2	Per page
5. Audit report and Audit plans	Financial	2	Per page
6. Birth and Death Certificates	Administrative	-	
7. School feeding beneficiaries	Technical	2	Per page
8. Fee fixing	Administrative	2	Per page
9. Budget committee report	Administrative	2	Per page
10. Contract and project documents	Technical	-	
11. Works and tender documents	Technical	-	
12. Annual procurements plan	Administrative	-	
13. Contract Register	Administrative	-	
14. Development & Planning Permit records	Administrative	2	Per page
15. Public Health records	Privilege	-	
16. General Assembly Minutes	Administrative	2	Per page
17. Business registration certificates	Technical	-	

**NB:** Prices will be adjusted annually based on the assembly's fee fixing resolution. Others with no values vary depending on the information requested.

### 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 **Upper Manya Krobo District Assembly**. To requests for information under the RTI Act from the **Upper Manya Krobo District Assembly**, applicants are to follow these basic procedures:

#### 3.1 The Application Process

**3.1.1** Application by any person or organization who seeks access to information in the custody of **Upper Manya Krobo District 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 **Upper Manya Krobo District Assembly's** official website or the Ministry of Information website.

**3.1.2** In making the request, the following information must be provided:

- 3.1.2.1 Date of the Application.
- 3.1.2.2 Name of the applicant or the person on whose behalf an application is being made.
- 3.1.2.3 Name of the organization represented by the applicant.
- 3.1.2.4 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).
- 3.1.2.5 Brief description of information being sought. (Applicant are to specify the class and type of information including cover dates).
  - 3.1.2.6 Payment of relevant fee if applicable.
  - 3.1.2.7 Signature/ thumbprint.

#### 3.1.3 Provision of identification

The applicant must present at least one (1) of the following valid identification cards (IDs) to serve as proof of identity:

- 3.1.3.1 Driver's License.
- 3.1.3.2 Passport.
- 3.1.3.3 National ID (Ghana Card).
- 3.1.3.4 Voter's ID.

**3.1.4** 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.?)

**3.1.5** 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;

3.1.5.1 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).

3.1.5.2 The Information Officer shall clearly and correctly read and explain the written request to the understanding of the applicant.

3.1.5.3 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.”*

3.1.5.4 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 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**

- 4.1.1 The application should be in writing indicating;
- 4.1.2 Name and proof of identity.
  - 4.1.2.1 Particulars that will enable the records of the public institution identify the applicant.
  - 4.1.2.2 The incorrect, misleading, incomplete or the out of date information in the record.
  - 4.1.2.3 Signature of the applicant.
- 4.1.3 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.
  - 4.1.4 The address to which a notice shall be sent should be indicated.
  - 4.1.5 The application can then be submitted at the office of the public institution.
  - 4.1.6 A statutory declaration must be attached.

## **5. Fees and Charges for Access to Information**

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The Act mandates Parliament in Section 75 to approve a fee that public institutions can charge. However, fees shall apply to only the three circumstances stated below:

- Request for information in a language other than the language in which the information is held. (s.75) (3)
- When 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

## 6.0 Appendix A: Standard RTI Request Form

[Reference No.....]

**APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO  
INFORMATION ACT, 2019 (ACT 989)**



1.	<b>Name of Applicant:</b>			
2.	<b>Date:</b>			
3.	<b>Public Institution:</b>			
4.	<b>Date of Birth:</b>	<b>DD</b>	<b>MM</b>	<b>YYYY</b>
5.	<b>Type of Applicant:</b>	<input type="checkbox"/> <b>Individual</b> <input type="checkbox"/> <b>Organization/Institution</b>		
6.	<b>Tax Identification Number</b>			
7.	<b>If Represented, Name of Person Being Represented:</b>			
7 (a).	<b>Capacity of Representative:</b>			
8.	<b>Type of Identification:</b>	<input type="checkbox"/> <b>National ID Card</b> <input type="checkbox"/> <b>Passport</b> <input type="checkbox"/> <b>Voter's ID</b> <input type="checkbox"/> <b>Driver's License</b>		
8 (a).	<b>Id. No.:</b>			
9.	<b>Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):</b>			

<p><b>10.</b></p>	<p><b>Manner of Access:</b></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/> <b>Inspection of Information Copy of Information</b></p> <p><input type="checkbox"/> <b>Viewing / Listen</b></p> <p><input type="checkbox"/> <b>Written Transcript</b></p> <p><input type="checkbox"/> <b>Translated (specify language)</b> <span style="float: right; border: 1px solid black; display: inline-block; width: 150px; height: 20px; vertical-align: middle;"></span></p>
<p><b>10 (a).</b></p>	<p><b>Form of Access:</b></p>	<p><input type="checkbox"/> <b>Hard copy</b>                      <input type="checkbox"/> <b>Electronic copy</b>                      <input type="checkbox"/> <b>Braille</b></p>
<p><b>11.</b></p>	<p><b>Contact Details:</b></p>	<p><input type="checkbox"/> <b>Email Address</b> _____</p> <p><input type="checkbox"/> <b>Postal Address</b> _____</p> <p><input type="checkbox"/> <b>Tel:</b> _____</p>
<p><b>12.</b></p>	<p><b>Applicant’s signature/thumbprint:</b></p>	
<p><b>13.</b></p>	<p><b>Signature of Witness (where applicable)</b></p> <p><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></p>	

## 7 Appendix B: Contact Details of UMKDA'S Information Unit

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**Name of Information/Designated Officer:**

Prosper Fetor Tsormana, Edwina Beverla

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

0244950620, 0554128779

**Postal Address of the institution:**

P.O. Box 52, Asesewa

**Email**

info@umkda.gov.gh

## 8 Appendix C: Acronyms/ Terminologies and their meanings

*Table 1 Acronyms*

<b>Term</b>	<b>Definition</b>
<i>Access</i>	<i>Right to Information</i>
<i>UMKDA</i>	<i>Upper Manya Krobo District Assembly</i>
<i>Contact details</i>	<i>Information by which an applicant and an information officer may be contacted</i>
<i>Access to information</i>	<i>Right to obtain information from public institutions</i>
<i>Designated officer</i>	<i>An officer designated for the purposes of the Act who perform similar role as the information officer</i>
<i>Exempt information</i>	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
<i>Function</i>	<i>Powers and duties</i>
<i>Government</i>	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
<i>Information</i>	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
<i>Information officer</i>	<i>The information officer of a public institution or the officer designated to whom an application is made</i>
<i>Public</i>	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
<i>Public institution</i>	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
<i>Right to information</i>	<i>The right assigned to access information</i>
<i>Section</i>	<i>Different parts of the RTI Act</i>

## 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*

<b>Term</b>	<b>Definition</b>
<i>Access</i>	<i>Right to Information</i>
<i>Access to information</i>	<i>Right to obtain information from public institutions</i>
<i>Contact details</i>	<i>Information by which an applicant and an Information Officer may be contacted</i>
<i>Court</i>	<i>A court of competent jurisdiction</i>
<i>Designated officer</i>	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
<i>Exempt information</i>	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
<i>Function</i>	<i>Powers and duties</i>
<i>Government</i>	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
<i>Information</i>	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
<i>Information officer</i>	<i>The Information Officer of a public institution or the officer designated to whom an application is made</i>
<i>Public</i>	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
<i>Public institution</i>	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
<i>Right to information</i>	<i>The right assigned to access information</i>
<i>Section</i>	<i>Different parts of the RTI Act</i>