



Government of Ghana

Right to Information Manual

Ministry of Information (MOI)

2020

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1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President, Nana Addo Dankwa Akuffo-Addo. The Act gives substance to the constitutional right to information provided under Article 21 (1) (f) of the Constitution, enabling citizens access to official information held by government institutions, and the qualifications and conditions under which the access may be obtained. In accordance with Section 80, the Act applies to information which came into existence before, or which will come into existence after the commencement of the Act.

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

2. Directorates and Units under Ministry of Information (MOI)

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 attain a free, united, informed and prosperous society with good governance through development communication.

MISSION

The Ministry of Information exists to facilitate free flow of adequate, timely and reliable information and feedback between government and the public for socio-economic empowerment and enhanced democratic citizenship.

Directorates and Departments under Ministry of Information (MOI)
<ol style="list-style-type: none"> 1. Finance & Administration Directorate 2. Policy Planning, Budgeting, Monitoring & Evaluation Directorate 3. Research, Statistics & Information Management Directorate 4. Human Resource Management & Development Directorate 5. Internal Audit Unit 6. Public Relations Unit 7. Client Service Unit 8. Social Media Unit 9. RTI Secretariat
<p>Responsibilities of the Institution:</p> <ul style="list-style-type: none"> • Promote social accountability in the public policy cycle. • Mainstream development communication across the public sector. • Improve transparency and public access to information. • Enhance the capacity of the Media for sustainable development communication, accountability and press freedom.

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Finance & Administration	<ul style="list-style-type: none"> • Ensure services and facilities needed for administrative and other functions of the Ministry are in place. • Ensures the provision of an effective and efficient system for internal checks. • Ensures that documents and information are properly stored to ensure confidentiality and easy accessibility through the Records Unit. • Provides advice on estate management issues and ensures repairs and works on facilities and equipment are done through the Estate Unit. • Ensures proper management and provision of an efficient transport system for the Ministry through the Transport Unit. • Ensures the management of procurement services of the Ministry and provide technical support on procurement processes and further ensures proper storage of procured items and timely replacement of stocks through the Procurement and Stores Unit, • Facilitate and coordinate meetings such as the Ministerial Advisory Board, Audit Committee, Entity Tender Committee, Management and Staff durbars. • Ensures that there is proper financial management and administration at the Ministry. • It also leads the administration of Treasury management. • Ensures timely accounts preparation at the ministry through the Accounts Unit. • Ensures the practice of proper and accountable administration. • Liaises with the Ministry of Finance and the Accountant General's Department through the Accounts Unit to facilitate the release of funds and authorization for disbursement.

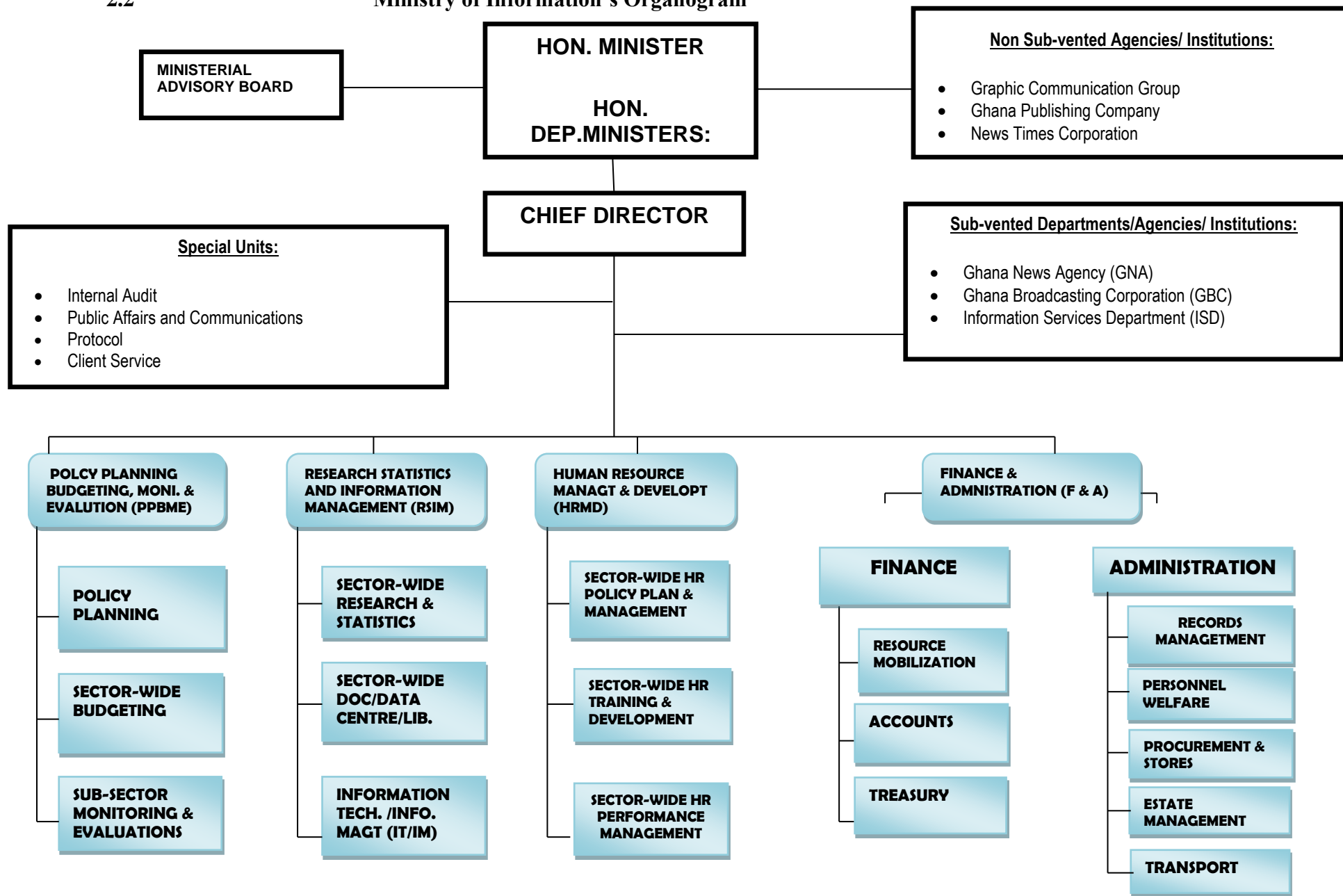
	<ul style="list-style-type: none"> • Through the Accounts Unit, examines, verifies the authenticity and accuracy of payment vouchers before authorizing for payment.
<p>Policy Planning, Budgeting, Monitoring & Evaluation</p>	<ul style="list-style-type: none"> • The Policy Planning Unit initiates and co-ordinates the broad sector policies of the Ministry. • It leads in the design, review and development of plans, standards, regulations, guidelines based on a sound framework for the effective implementation of the Ministry's planned programmes, operations. • It leads in the identification of needs, challenges, opportunities and policy options to support overall corporate and business strategy, and generate National competitive advantage. • The sector-wide Budgeting Unit is responsible for preparing budget and the provision of technical guidance to Management on budgetary matters. The Unit also keeps proper updates of all financial projects. • The sector-wide Monitoring & Evaluation Unit ensures the provision of an effective basis for measuring the various stages of programmes and projects of the Ministry as well as providing an objective basis for assessing the effectiveness of its programmes and projects.
<p>Research, Statistics & Information Management</p>	<ul style="list-style-type: none"> • The Research/Statistics Unit conducts research into the activities of the Ministry. • It also ensures that requisite data is available for decision-making. • The Documentation/Data/Library Unit is responsible for the Documentation Centre and for collating required data to create a database for the Ministry. • It leads in creating the appropriate policy strategies for branding and building the corporate image for the success of government business within the sector. • The Information Technology/Management Unit initiates and maintains information technology network and infrastructure plans, policies, strategies for the Ministry.

	<ul style="list-style-type: none"> • It also develops supports and integrates new technologies as well as information/data assess security protocols into the operations of the Ministry. • It also audits the infrastructural composition of the computer network, internet, and printers of Ministry.
Human Resource Management & Development	<ul style="list-style-type: none"> • The sector Planning & HR Management Unit initiates strategies and facilitates the development of organizational and operational manuals, establishment levels, job schedules, comprehensive HR data and career planning. • The Unit also manages staff welfare, health and wellbeing, motivation, punctuality and discipline. • The sector Development & Training Unit initiates the review and development of career training plans and guidelines. It also collates the training needs identified through staff performance appraisal systems for implementation. The unit also ensures the promotion, upgrade and conversion of staff based on approved requirements. • The sector Performance Management Unit is responsible for developing the framework for institutional and staff performance management including staff appraisal and performance contracts/agreements and the introduction of performance improvement initiatives. • The Unit also ensures that outstanding performance is rewarded.
Internal Audit Unit	<ul style="list-style-type: none"> • The Internal Audit Unit is an advisory body in the Ministry that is mandated to provide an in-house independent, objective assurance and consulting activity designed to add value and improve the efficiency of the Ministry's operations. • It evaluates risks and protects assets. • It also assesses effectiveness of controls and advises on compliance with laws and regulations.
Public Relations Unit	<ul style="list-style-type: none"> • Plans, develops and implements PR strategies.

	<ul style="list-style-type: none"> • Liaises with, and provides response to enquiries from the media and other organizations. • Collates and analyses media coverage. • Writes and edits news stories, newsletters, reports and releases. • Maintains and updates information on the Ministry's website. • Organizes events including press tours, exhibitions, press conferences, etc. • Prepares and supervises the production of publicity materials (brochures, promo videos, etc.)
Client Service Unit	<ul style="list-style-type: none"> • The Client Service Unit manages all aspects of the Ministry's working relationship with the public in order to render quality service delivery and maximize client satisfaction. • It also liaises with the records unit on the management of incoming correspondence to ensure effective standard duration of receiving, forwarding, dispatching, filing and tracking.
Social Media Unit	<ul style="list-style-type: none"> • Develops digital media strategies for all products of the Ministry. • Tracks and monitors online conversations about the Ministry and government activities. • Taps into the power of social media to communicate Government's activities and the Ministry's activities/programmes. • Builds an online/social media audience for the Ministry/Government.
RTI Secretariat	<ul style="list-style-type: none"> • Co-ordinates and facilitates the implementation and operationalization of the Right to Information Act across the country. • Keeps up to date database of RTI and Records Officers. • Capacity building for RTI Officers. • Provides support to RTI Officers across public institutions nationwide.

2.2

Ministry of Information's Organogram



2.3 Agencies under Ministry of Information (MOI)

Agencies under Ministry of Information (MOI)
<ol style="list-style-type: none"> 1. Information Services Department (ISD) 2. Ghana News Agency (GNA) 3. Ghana Broadcasting Corporation (GBC) 4. Graphic Communications Group 5. The New Times Corporation 6. The Ghana Publishing Company

Information Services Department (ISD)	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Create awareness of government policies, programmes and activities. • Promote Ghana's International marketing agenda. • Provide public relations support to other ministries, departments and agencies. • Submit feedback reports from the public to government. 	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Keep the Presidency, Ministries and institutions in Ghana and Diplomatic Missions abroad abreast of local development. • Market Ghana at home and abroad. • Disseminate information on the activities of state officials.

Ghana News Agency (GNA)	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Collect, process and disseminate news about Ghana within and outside the country. 	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Gathers news from the various regions and districts within Ghana. • Conveys government policies and projects to the general public, including those in the remotest areas. • Provides advertising services.

	<ul style="list-style-type: none"> Provides a platform for citizens in the rural areas to express their grievances in order to reduce the urban bias of news reportage.
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Ghana Broadcasting Corporation (GBC)	
Responsibilities of the Agency: <ul style="list-style-type: none"> Providing quality programming which promotes the developmental and cultural aspirations of Ghana. 	Details of Activities: <ul style="list-style-type: none"> GBC operates GTV (a channel for events that matter most to Ghanaians), which is broadcast nationwide on analogue terrestrial platform. Additionally, GBC runs five digital channels namely, GTV Sports+ (a channel for sports), GBC 24 (a 24-hour news TV channel) and GTV Life (a religion and culture channel), GTV Govern (a governance channel), Obonu TV (a channel for the people of Greater Accra and window for the Ga-Dangbe) and ten regional and five district radio stations in Ghana.

Graphic Communications Group	
Responsibilities of the Agency: <ul style="list-style-type: none"> Publishes and distributes most of the popular newspapers in the country. 	Details of Activities: <ul style="list-style-type: none"> Publishes and distributes The Daily Graphic, The Graphic Mirror, Graphic Sports, Graphic Showbiz and Junior Graphic. Undertakes commercial printing of paper such as calendars, brochures and newsletters. Provides courier services. Specializes in the packaging and designing of food materials.

The New Times Corporation	
Responsibilities of the Agency: <ul style="list-style-type: none"> Collect and disseminate news and information. 	Details of Activities: <ul style="list-style-type: none"> Publishes the Ghanaian Times, The Spectator and GTOonline.

	<ul style="list-style-type: none"> • Employ and engage correspondents, writers and authors. • Provides marketing and advertising services.
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The Ghana Publishing Company	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Print, publish and distribute high quality books and stationery to educational institutions, government, departments, agencies and the general public at competitive prices. 	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Publication and marketing of documents on behalf of government. • Typesetting of manuscripts. • Proof reading. • Gathering and disseminating truthful and unbiased news, both at the national and international levels.

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. Audit Committee Reports. 2. Minutes of Audit Committee Meeting. 3. Minutes of Management Meeting. 4. Minutes of Entity Tender Committee Meetings. 5. Fixed Asset Register. 6. Annual Procurement Plan. 7. Contract Documents. 8. Suppliers database. 9. Minutes of staff durbar. 10. Official correspondences. 11. Minutes of Ministerial Advisory Board Meetings. 12. Yearly Financial Statements. 13. National Policy Summit Report. |
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14. Information Sector Annual Action Plan.
15. Reports on Regional Town Hall Meetings.
16. Annual Budget Performance Report.
17. Information Sector Annual Performance Report.
18. MOI Programmes Handbook.
19. Information Sector Handing Over Note.
20. Cabinet Memoranda.
21. HR Annual Work Plan.
22. Staff List.
23. Bio Data of Staff.
24. Staff Payroll Data.
25. Training Plan.
26. Organizational Manual.
27. Job Schedules for Staff.
28. Staff Attendance Reports.
29. Performance Appraisal Reports.
30. Training Reports.
31. Disciplinary Reports.
32. Chief Director's Performance Agreement and Self-Assessment Report.
33. Staff Movement Reports.
34. Signing of Director's Performance Agreement Report.
35. Work Improvement Initiative Reports.
36. Internal Audit Annual Work Plan.
37. Internal Audit Report.
38. Internal Audit charter.
39. Press Releases.
40. Meet-the-Press and Press Briefing reports.
41. Information on Press Corps.
42. Info graphics.
43. Press Briefing Videos.
44. Pictures of Ministry' Activities.

45. Database of RTI Officers.
46. RTI Implementation Roadmap.
47. RTI Implementation (Transition) Guidelines.
48. RTI Application Templates.
49. Information Manuals.
50. Report on RTI Officers and Assistant RTI Officers Training.
51. Report on Records Officers Training.
52. Training and Resource Materials.

Types of Information Accessible at a fee:

Section 75 (1) states that, an applicant seeking access to information shall pay a fee or charge approved by Parliament in accordance with the Fees and Charges (Miscellaneous Provision) Act, 2009 (Act 793).

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, a reasonable transcript cost may be requested by the Information Officer. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

The fee or charge will be communicated at an appropriate time upon Parliament approval.

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 Ministry of Information. To requests for information under the RTI Act from the Ministry of Information, 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 Ministry of Information 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 Ministry of Information's 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.?)
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- 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.
- b. 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.
- c. 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.
- d. 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.

4.1 How to apply for an Amendment

- e. 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.
- f. 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.
- g. The address to which a notice shall be sent should be indicated.
- h. The application can then be submitted at the office of the public institution.

4.1 How to apply for an Amendment

- i. 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.
- j. 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.
- k. The address to which a notice shall be sent should be indicated.
- l. The application can then be submitted at the office of the public institution.

4.1 How to apply for an Amendment

- m. 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.
- n. 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.
- o. The address to which a notice shall be sent should be indicated.
- p. The application can then be submitted at the office of the public institution.

5. Appendix A: Standard RTI Request Form

[Reference No.:]

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



1.	Name of Applicant:	
2.	Date:	

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

<p>10.</p>	<p>Manner of Access:</p>	<p><input type="checkbox"/> Inspection of Information</p> <p><input type="checkbox"/> Copy of Information</p> <p><input type="checkbox"/> Viewing / Listen</p> <p><input type="checkbox"/> Written Transcript</p> <p><input type="checkbox"/> Translated (specify language) <input style="width: 150px; height: 20px;" type="text"/></p>
<p>10 (a).</p>	<p>Form of Access:</p>	<p><input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille</p>
<p>11.</p>	<p>Contact Details:</p>	<p><input type="checkbox"/> Email Address _____</p> <p><input type="checkbox"/> Postal Address _____</p> <p><input type="checkbox"/> Tel: _____</p>
<p>12.</p>	<p>Applicant's signature/thumbprint:</p>	
<p>13.</p>	<p>Signature of Witness (where applicable)</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>	

6. Appendix B: Contact Details of MOI's Information Unit

Name of Information/Designated Officer:

Mrs Comfort Martey

Telephone/Mobile number of Information Unit:

0302909609

Postal Address of the institution:

P.O. Box M41, Accra

Table 1 Acronyms

Acronym	Literal Translation
<i>GBC</i>	<i>Ghana Broadcasting Corporation</i>
<i>GNA</i>	<i>Ghana News Agency</i>
<i>ISD</i>	<i>Information Services Department</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>MOI</i>	<i>Ministry of Information</i>
<i>RTI</i>	<i>Right to Information</i>
<i>s.</i>	<i>section</i>

7. Appendix C: Acronyms

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
<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>
<i>Sectoral</i>	<i>Relating for a particular area</i>
<i>Secondment</i>	<i>The temporary transfer of an officer to another position</i>

