Subject to RTI, 2019 (Act989)

Overview



Government of Ghana

Right to Information Manual

Ministry of Information (MOI)

2021

Document Number: MOI/RTI/2021

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1. Overview

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

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

1.1 Purpose of Manual — To inform/assist the public on the organizational structure, responsibilities and activities of the 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 Units 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 Units under Ministry of Information (MOI)

- 1. Finance & Administration Directorate
- 2. Policy Planning, Budgeting, Monitoring & Evaluation Directorate
- 3. Research, Statistics & Information Management Directorate / Client Service
- 4. Human Resource Management & Development Directorate
- 5. Internal Audit Unit
- 6. Public Relations / Social Media Unit
- 7. Right to Information Unit

Responsibilities of the Institution:

- 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 Units

Directorate/Units	Responsibilities/Activities
Finance & Administration	Administration Section
	• Personnel Welfare Unit; The Unit manages the files of staff in the Ministry on recruitment, leave, promotion, salary issues, transfer, performance appraisal, etc
	 Records Management Unit; It ensures that documents and information are properly stored to ensure confidentiality and easy accessibility.
	• Transport Unit; The Unit is responsible for the proper management and provision of an efficient transport system of the Ministry.
	• Estate Management Unit; This Unit provides advice on estate management issues and ensures that repairs and works on facilities and equipment are properly carried out in the Ministry.
	 Procurement & Stores Unit; The unit is responsible for managing the procurement services and providing technical support on procurement processes for the Ministry. Ensures the proper storage of all goods procured and ensures that stocks are replaced on time at the Ministry.
	 Protocol Unit; The Unit is responsible for performing all protocol duties pertaining to the State and Ministry's ceremonies, National Day of Commemoration ensuring and observing ceremonial rules during occasions. Responsible for proper hosting of foreign dignitaries and guests to the Ministry.
	Finance Section
	 Accounts Unit; Liaises with the Ministry of Finance and the Accountant General's Department to facilitate the release of funds and authorization for disbursement. Preparation of the Annual Budget Estimates and attends Budget Hearings at the Ministry of Finance.

	 Treasury Unit; It examines and verifies the authenticity and accuracy of payment vouchers before authorizing payment.
Policy Planning, Budgeting, Monitoring & Evaluation	 Policy Coordination Unit; Initiates and coordinates the development and review of the broad sector policies, projects and programmes of the Ministry. Leads to the identification of needs, challenges, opportunities and policy options to support overall corporate and business strategy and generate National competitive advantage. Planning and Budgeting Unit; The Unit leads in the design, review and development of plans, standards, regulations, guidelines based on a sound framework for effective implementation of the Ministry's planned programme and operations. Responsible for preparing the budget and the provision of technical guidance to Management on budgetary matters. Keeps proper updates of all financial projects. Responsible for facilitating the process of sourcing funds from donor partners and other stakeholders for implementing programmes and projects of the Ministry. Monitoring and 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. Public Investment Unit; Responsible for ✓ project preparation and appraisal, selection and budgeting, implementation, monitoring and evaluation to ensure successful delivery of projects on time, within and in accordance with design specification ✓ assisting the entity in the preparation of the Medium-Term Development plan consistent with the Medium-Term National Development Policy Framework and the National Infrastructure plan ✓ coordinating the project identification, preparation and prioritization process

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- developing Project Concept Notes for all investments projects in accordance with guidelines issued by the Minister and ensuring the submission of the Project Concept Notes through the Public Investment Management System after securing the necessary approvals from the Principal Spending Officer
- ✓ ensuring that all investment projects undertaken by the covered entity regardless of the source of funding or government guarantees provided are captured in the Public Investment Management System and updated accordingly
- ✓ undertaking pre-feasibility and feasibility studies of investment projects and where necessary assist in the procurement of a transaction advisor to support the Public Investment Unit to undertake such studies.
- ✓ analysing or assessing reports and any other project documents prepared by a transaction advisor to ensure the reports and documents meet standard requirements
- ✓ assisting in the procurement of consultants, developers or contractors to execute investment projects
- ✓ ensuring that procurement documentation including the project or service agreement is consistent with the financing agreements
- ✓ preparing project work plans and ensuring that the project work plan is adhered to and providing feedback
- ✓ developing the Public Investment Plan consistent with the Medium-Term Expenditure Framework
- ✓ budgeting and managing the use of resources to effectively meet project milestones and specifications in the contract in collaboration with the directorates responsible for budget

preparing reports on financial, nonfinancial and physical progress of all investment projects ✓ ensuring the conduct of Value for Money Analysis for the single-source project and implementation of Value for Money Analysis recommendations as part of the project implementation. Research, Statistics & Information Research and Statistics Unit; researches the Management activities of the Ministry and ensures that requisite data is available for decision-making. Documentation / Data Centre / Library Unit; responsible for the Documentation Centre and for collating required data to create a database for the Ministry. Leads to creating the appropriate policy strategies for branding and building the corporate image for success of government business within the sector. Information and Communication Technology / Information Management Unit; initiates and maintains information technology network and infrastructure plans, policies, strategies for the ministry. Develops supports and integrate new technologies as well as information/data. assesses security protocols into the operations of the Ministry. HR Planning Unit; initiates strategies and Human Resource Management & facilitates the career planning of staff of the Development Ministry. Ensures the promotion of staff based on approved requirements. HR Development & Training Unit; initiates the review and development of career training policies and guidelines. Collates the training needs identified through staff performance appraisal systems for implementation. HR Performance Management Unit; responsible for developing the framework for institutional and staff performance management including staff and performance appraisal contracts/agreements.

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Internal Audit Unit	 Ensures a systematic, disciplined approach to evaluate and improve the effectiveness of risk management control and the administrative process at the Ministry. Advises management on how to better execute their responsibilities and duties.
Public Relations Unit / Social Media	 Develops implements and reviews communication strategies to market and communicate the Ministry's policies, programmes, projects and activities to the public. Receive and manage client responses and inquiries. Projects a good image of the sector both within and outside the country by disseminating information on the Ministry's policies, activities and procedures as well as providing a mechanism for receiving feedback on the government's policies and activities.
Information Unit	• Responsible for receiving and processing applications for information and producing the information within the procedures and periods as prescribed by law.
Client Service Unit	 Responsible for standardizing and communicating to the public the services delivered by the Ministry as well as the process for complaint handling. Provides information on the nature of the operations of the ministry Deals with complaints from the public regarding services and ensures that genuine problems are

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MINISTRY OF INFORMATION'S ORGANOGRAM 2.2 Agencies/ Institutions of MOI: **HON. MINISTER MINISTERIAL ADVISORY BOARD** Graphic Communication Group Limited HON. Ghana Publishing Company Limited **DEP.MINISTERS: News Times Corporation** Ghana News Agency (GNA) Ghana Broadcasting Corporation (GBC) **CHIEF DIRECTOR Departments Special Units:** Information Services Department (ISD) Internal Audit Public Relations and Social Media Information Client Service FINANCE & **POLCY PLANNING** RESEARCH STATISTICS **HUMAN RESOURCE BUDGETING, MONI. &** AND INFORMATION **MANAGT & DEVELOPT ADMNISTRATION (F & A) EVALUTION (PPBME) MANAGEMENT (RSIM)** (HRMD) **ADMINISTRATION FINANCE** HR POLICY PLAN **RESEARCH & POLICY** & MANAGMENT STATISTICS **RECORDS PLANNING MANAGETMENT ACCOUNTS PERSONNEL** DOC/DATA **HR TRAINING &** WELFARE **PLANNING &** CENTRE/LIB. **DEVELOPMENT** BUDGETING **PROCUREMENT &** STORES **MONITORING & INFORMATION TREASURY** ESTATE HR **EVALUATIONS** COMMUNICATION MANAGEMENT **PERFORMANCE** TECH. /INFO. MGT MANAGEMENT **TRANSPORT PUBLIC** INVESTEMENT **PROTOCOL**

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2.3 Agencies under Ministry of Information (MOI)

Agencies under Ministry of Information (MOI)

- 1. Information Services Department (ISD)
- 2. Ghana News Agency (GNA)
- 3. Ghana Broadcasting Corporation (GBC)
- 4. Graphic Communications Group Limited (GCL)
- 5. The New Times Corporation
- 6. The Ghana Publishing Company

Information Services Department (ISD)

Responsibilities of the Agency:

- Record and archive the functions of the Presidency and key state officials in written, photographic and film forms.
- Create awareness among Ghanaians on government policies, programs and activities.
- Collate and process the reaction of the public to government policies and programmes

Details of Activities:

- 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)

Responsibilities of the Agency:

 To disseminate accurate and truthful news and information

Details of Activities:

• Gathers news from the various regions and districts within Ghana.

- epitomized by the highest standards of balance, neutrality, and fairness to a broad range of clients.
- To reflect Ghana to Ghanaians throughout the world, enhance regional linkages through its presence in all parts of the country, and contribute economic and social development by providing a range of news and information services Ghanaian to communities.
- To be committed to the growth of democratic values, equality, and cultural development in Ghana.

- Conveys government policies and projects to the general public, including those in the remotest areas.
- Provides advertising services.
- Provides a platform for citizens in the rural areas to express their grievances in order to reduce the urban bias of news reportage.

Ghana Broadcasting Corporation

Responsibilities of the Agency:

The GBC is mandated to play a public service role and serve the public interest, transmitting programmes which contribute to the wider and longer term benefits of society as a whole, also to engage in limited commercial broadcasting through paid adverts. The enabling law that set up GBC allows it to benefit from government, especially through the Public Investment Programme and or Medium Term, Economic Framework (MTEF).

gxghbch=ijcdyhsjkvhfs (GBC)

Details of Activities:

- 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 Limited

Responsibilities of the Agency:

 Publishes and distributes most of the popular newspapers in the country.

Details of Activities:

- 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:

 Collect and disseminate news and information.

Details of Activities:

- Publishes the Ghanaian Times, The Spectator, GTOnline.com, Spectatoronline.com and correspondent media handles
- Employ and engage correspondents, writers and authors.
- Provides marketing and advertising services.

The Ghana Publishing Company Limited

Responsibilities of the Agency:

 Print, publish and distribute high quality books and stationery to educational institutions, government, departments, agencies and the general public at competitive prices.

Details of Activities:

- 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:

Finance and Administration

- 1. Minutes of Monthly Management Meetings
- 2. Minutes of Quarterly Staff Durbar
- 3. Minutes of Quarterly Ministerial Advisory Board Meetings

- 4. Minutes of Quarterly Audit Committee Meetings
- 5. Annual Audit Committee Reports
- 6. Minutes of Entity Committee Meetings
- 7. Contract Documents
- 8. Annual Financial Statements

Human Resource Management and Directorates

- 9. HR Annual Work Plan
- 10. Staff List
- 11. Bio Data of Staff
- 12. Staff Payroll Data
- 13. Training Plan
- 14. Draft Organizational Manual
- 15. Draft Operational Manual
- 16. Job Schedules of Staff
- 17. Planning Phase, Mid-year and End of year Staff Appraisal Reports
- 18. Signing of Director's Performance Agreement Report
- 19. End of Year Chief Director's Self-Assessment Report
- 20. Mid and End of Year Staff Movement Reports
- 21. Mid and End of Year Staff Attendance Reports
- 22. Mid and End of Year of Training Reports
- 23. Work Improvement Initiative Report
- 24. Mid-Year Coaching Report
- 25. Report on Efforts to Ensure Discipline

Public Relation / Social Media

- 26. Media Monitoring Reports
- 27. Minister's Press Briefing Reports
- 28. Website and Social Media Performance Reports
- 29. Public Relations Reports
- 30. Press Releases

- 31. Pictures and Videos of Ministry's Activities
- 32. Amplified Reports
- 33. News Letters
- 34. New Stories
- 35. Artworks for Ministry's Programs
- 36. Communications Plans
- 37. Posts on Facebook, Twitter and Instagram

Internal Audit Unit

- 38. Strategic Internal Audit Plan
- 39. Risked Based Annual Internal Audit Work Plan
- 40. Internal Audit Report

Policy Planning, Budgeting, Monitoring and Evaluation

- 41. Annual Budget Report
- 42. Quarterly Budget Implementation Reports
- 43. Report on Stakeholder Consultative Engagement on Broadcasting in Ghana
- 44. Report on the commissioning of the Office of the Coordinated Mechanism for Safety of Journalist
- 45. Government Harmonisation Project
- 46. Information Sector Mid and End of Year Report
- 47. Input into Mid-Year Budget Fiscal Policy Review
- 48. Annual Action Plan
- 49. Monitoring and Evaluation Framework
- 50. Sector Media Report
- 51. Concept Note of Media Capacity Enhancement Programme and the Safety of Journalist

Research, Statistics and Information Management

- 52. Analysis of Minister's Press Briefings
- 53. Mid and End of Year Reports on the Operations of the Client Service Unit

- 54. Pre and Post Survey on the Amplified
- 55. Sector Indicators for Ministry of Information (Industry Data)

Right to Information Unit

- 56. RTI Annual Report
- 57. Information Manual
- 58. Monthly Reports
- 59. Mid and End of year Reports

3. Processing and Decision on Application

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.
- She 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 7 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.
- b. For incomplete information claimed or out of date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- c. The address to which a notice shall be sent should be indicated.
- d. The application can then be submitted at the office of the public institution.
- e. A statutory declaration must be attached.

5. Fees and Charges for Access to Information

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

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, the information officer may request a reasonable transcript cost. (s.75) (4).
- Cos of media conversion or reformatting. (s.75) (5).

Under Section 57(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 disability
- Time spent by the information officer to examine and ensure the information is not exempt
- Preparing an information

6. 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:
. Date:

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3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	Individual Organization/Inst	itution]
6.	Tax Identification Num	nber		
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representa	ative:		
8.	Type of Identification: Voter's ID	Nationa Driver's License	l ID 🔲 Card	☐ Passport
8 (a).	Id. No.:			
9.			tht (specify the type and class applications for multiple re	

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/th	numbprint:
13.	Signature of Witness (w "This request was read to language the applicant u applicant appeared to ha content of the request."	o the applicant in the and the

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

Name of Information/Designated Officer:

Ms Comfort Martey

Ms Zaliatu Abdallah

Telephone/Mobile number of Information Unit:

0302909609 / 0322497993

Email Address of Information Unit

rti.unit@moi.gov.gh

Postal Address of the institution:

P.O. Box M41, Accra

8. Appendix C: Acronyms

Table 1 Acronyms

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

9. 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
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
Sectoral	Relating for a particular area
Secondment	The temporary transfer of an officer to another position