



Government of Ghana

Right to Information Manual Template

KETA MUNICIPAL ASSEMBLY
(KeMA)

2023

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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 Keta Municipal Assembly ([KeMA](#)) and provide the types of information and classes of information available at [KeMA](#), including the location and contact details of its Information Officers and units.

2. Directorates and Departments under **KETA MUNICIPAL ASSEMBLY (KeMA)**

This section describes the institution's vision and mission and lists the names of all Directorates and Departments under the institution, including the description of organizational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

VISION

To be the leading performing District Assembly in local governance while ensuring local carbon climate resilient, compatible and sustainable socio-economic development through the wise use of natural resources.

MISSION

The Keta Municipal Assembly exists “to sustainably harness human and natural resources in the Municipality to improve the living conditions of the people by promoting effective and efficient local governance and providing socio-economic infrastructure as well as system in the Municipality for accelerated rural development.

Directorates and Departments under Keta Municipal Assembly (KeMA)
<ol style="list-style-type: none"> 1. Human Recourse Department 2. Central Administration Department 3. Statistics 4. Education, Youth & Sports Department 5. Social Welfare & Community Development Department 6. District Health Department 7. Works Department 8. Physical Planning Department 9. Trade industry & Tourism Department 10. Transport Department 11. Agriculture Department 12. Disaster Prevention Department 13. Natural Resources Conservation

14. Finance Department

15. Urban Roads Department

Responsibilities of the Institution: KeMA

Exercise political and administrative authority in the Municipality. Promote local economic development. Promote guidance, give direction to and supervise other administrative authorities in the Municipality.

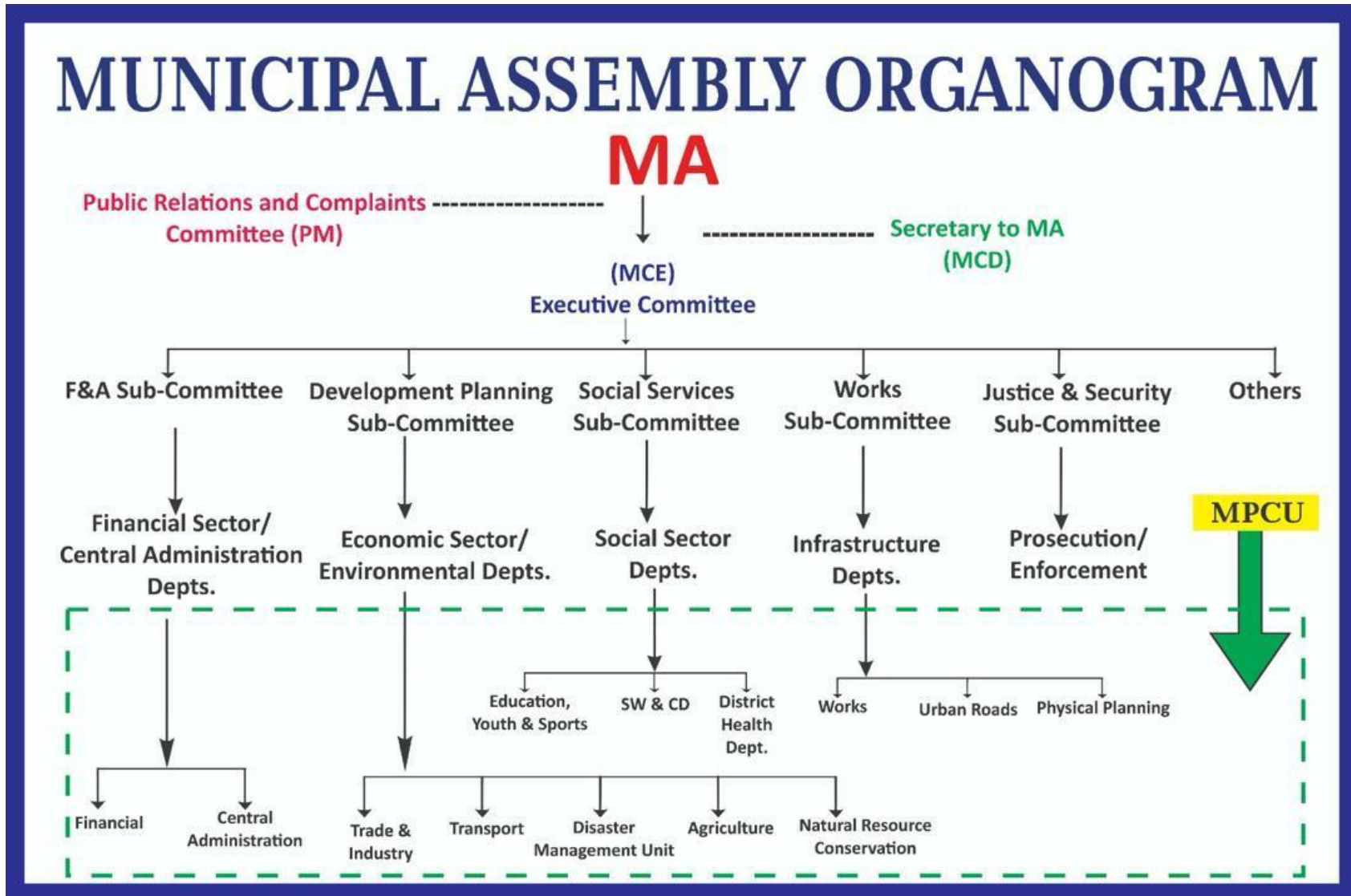
2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
. Human Recourse Department	The department is responsible for posting and training staff, maintaining inter-office relationship and interpreting employment laws. Other roles include performance management and assessment.
Central Administration Department	The department is responsible for managing all sections of the Assembly including; records, estate, transport, procurement, accounts, stores, security and management systems.
Physical Planning Department	The department is responsible for advising the Direct Assembly on national policies on physical planning, land use and development. Other roles include undertake street addressing and related issues.
Works Department	The department is responsible for facilitating the implementation of policies on works and report to Assembly, and provide advice on matters relating to works in the Assembly.

Social Welfare & Community Development Department	Facilitating community-based rehabilitation of persons with disabilities, assist and facilitate provision of community care services including; registration of persons with disabilities and assistance to the aged.
Finance Department	The department is responsible for the sound financial management of the Assembly's resources.
Disaster Prevention Department	The department responsible for assisting in planning and implementation of programs to prevent and / or mitigate disaster in the Municipality within the framework of national policies.
Natural Resources Conservation	The natural resources conservation department of the Assembly is responsible for sustaining development of the forestry and wildlife resources and protected areas in the municipality by combining functions of the departments of Forestry and wildlife.
Urban Roads Department	The department is responsible for advising the municipal Assembly on formulation and implementation of Urban Road Policy in the Region.
Transport	The department is responsible for advising the Assembly on matters relating to transport services in the Assembly.
Agriculture Department	The department is responsible for the promotion of agricultural development by providing the policy framework, public investments and support services needed for domestic and export oriented business enterprises.
Trade industry & Tourism Department	The Department oversees activities of Medium, Small and Micro-Enterprises in the Municipality in partnership with regional, national and international donors
Statistics	The department is responsible for collecting, compiling, storing and analyzing data based on standardized formats developed by Ghana Statistical Service.
Education, Youth & Sports Department	The education, youth and Sports Department of the Assembly is responsible for pre-school, special school,

	basic education, youth and sports, development or organization and library services at the district level.
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2.2 Keta Municipal Assembly's Organogram



2.3 AGENCIES UNDER KETA MUNICIPAL ASSEMBLY

Agencies under Keta Municipal Assembly
<ol style="list-style-type: none"> 1. National Health Insurance Authority (NHIA) 2. 3. National Identification Authority (NIA) 4. Electricity Company of Ghana (ECG) 5. Ghana Water Company Limited (GWCL)

National Health Insurance Authority (NHIA)	
Responsibilities	Details of Activities
<p>Coordinate the registration of members of the scheme.</p> <p>Monitor the quality of health care given to NHIS clients at the health facility.</p> <p>Educate the public on the benefits of NHIS.</p> <p>To manage effectively Financial and Human Resources.</p> <p>To maintain robust ICT system that facilitate the operation of the scheme.</p>	<p>Coordinate the registration of members of the scheme</p> <p>Monitor the quality of health care given to NHIS clients at the health facility.</p> <p>Educate the public on the benefits of NHIS</p>

National Identification Authority (NIA)	
Responsibilities	Details of Activities
<p>Sensitization and Education of the constituents.</p> <p>Enrolment of Applicants.</p> <p>Issuance of cards</p>	<p>Sensitization and Education of the constituents</p> <p>Issuance of cards</p>

Electricity Company of Ghana (ECG)	
Responsibilities	Details of Activities:
<p>Professional electrical engineering system planning, design, research and development.</p> <p>Network operations, maintenance and implementation of programs.</p> <p>Management of ECG customers.</p> <p>Power purchase, transmission and supply for individuals for consumption.</p> <p>Reduction of transformer problems, power shortage, fire outbreak, replacement of burnt electricity poles as well as planting more electricity poles.</p>	<p>Network operations, maintenance and implementation of programs.</p> <p>Power purchase, transmission and supply for individuals for consumption.</p> <p>Management of ECG customers.</p> <p>Reduction of transformer problems, power shortage, fire outbreak, replacement of burnt electricity poles as well as planting more electricity poles.</p>

Ghana Water Company Limited (GWCL)	
RESPONSIBILITIES	DETAILS OF ACTIVITIES

<p>Supply of drinkable water to all urban communities through processes of abstraction, treatment and distribution</p> <p>Conducting research and engineering surveys related to water and related topics.</p> <p>Outsourcing the planning, building, repairing and expanding of both current and new water supply infrastructure.</p> <p>Ensuring top-quality water service in terms of quantity and quality for consumers.</p> <p>Frequently suggesting changes to tariffs to the Public Utility Regulatory Commission</p>	<p>Ensuring top-quality water service in terms of quantity and quality for consumers.</p> <p>Handling requests for new service connections, subscriptions and managing customer records.</p> <p>Entering into agreements with customers for providing clean water supply.</p> <p>Sending out water bills to customers.</p> <p>Collecting revenue from customers and taking actions, such as disconnection or legal measures, non-payment of water bills or other violations.</p>
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2.4 Classes and Types of information

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

1. Management information
2. Executive file
3. Municipal Security information
4. Financial information
5. KeMA Maps and town plans
6. Annual progress report

Types of Information Accessible at a fee:

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 Keta Municipal Assembly. To requests for information under the RTI Act from the Keta Municipal Assembly, applicants are to follow these basic procedures:

3.1 The Application Process

- a. Application by any person or organization who seeks access to information in the custody of Keta Municipal Assembly must be made in writing, using the standard RTI Application Form. **(See Appendix A for the Standard RTI Application Form)**. A copy of the form can be downloaded or completed and submitted electronically on the Municipal Assembly's official website or the Ministry of Information website.

- b. In making the request, the following information must be provided:
 - Date of the Application.
 - Name of the applicant or the person on whose behalf an application is being made.
 - Name of the organization represented by the applicant.
 - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, and Fax).
 - Brief description of information being sought. (Applicant are to specify the class and type of information including cover dates).
 - Payment of relevant fee if applicable.
 - Signature/ thumbprint.

- c. Provision of identification
The applicant must present at least one (1) of the following valid identification cards (IDs) to serve as proof of identity:
 - Driver's License.
 - Passport.
 - National ID.
 - Voter's ID.

- d. The applicant should state the format of information being requested and the mode of transmission. Example (do you need certified true copy, normal photocopy or

electronic copies. Would you want to receive it through a postal address, e-mail, courier services, fax etc.?)

- e. Where an applicant cannot write due to illiteracy or a disability, he/she may make the request orally. However, oral request must conform to the following guidelines;
- The Information Officer must reduce the oral request into writing and give a copy of the written request as recorded for the applicant to authenticate. (s. 18) (3).
 - The Information Officer shall clearly and correctly read and explain the written request to the understanding of the applicant.
 - A witness must endorse the face of the request with the writing; *“the request was read to the applicant in the language the applicant understand and the applicant appeared to have understood the content of the request.”*
 - The applicant must then make a thumbprint or mark on the request.

3.2 Processing the Application

- Applications would be treated on a priority basis. The Information Officer is responsible for handling requests to ensure that statutory deadlines are met.
- He reviews and identify which part is exempt based on Section 5 to 16 of the RTI Act and determines which of the units in the institution have the records or is responsible for the subject matter of the request.
- Provision is made under section 20 for the transfer of an application within a period of not more than ten days of receipt where the public institution to which the application was initially made is unable to deal with the application. In such situations, applicants would be notified accordingly with the reasons and dates of transfer.
- For information readily available in official publications, the Information Officer shall direct the applicant to the institution having custody of that publication and notify the public institution of the request. (s.21).
- If a requested information is not readily accessible, the estimated time it will take to search for the information would be communicated to the applicant.

3.3 Response to Applicants

a. The Information Officer is required under section 23 of the RTI Act to notify applicants within fourteen (14) days from the date of receipt. Applicant should however note that the time limit does not apply to applications transferred to another public institution or which has been refused due to failure to pay prescribed deposit or fee. (s.23)

(6). The notice should state:

- Whether or not full access to the requested information will be granted or only a part can be given and the reason.
- The format and mode of the access.
- The expected publication or submission day of the information in the case of a deferred access.
- The prescribed fee (s.24).

b. The Information Officer can request an extension to the deadline if:

- Information requested is voluminous.
- It is necessary to search through a large number of records.
- The information has to be gathered from more than one source.
- Consultation with someone outside the institution is required.

c. The Information Officer would in such situations notify applicants of an extension as well as the period and reason for the extension. An extension should not be more than seven days.

d. In giving applicants access to information, the applicant would be given the opportunity to inspect the information or receive a copy physically or any other form required such as electronic, magnetic, optical or otherwise, including a computer print-out, various computer storage devices and web portals.

- Where access cannot be given in the form specified by the applicant, access can be given in some other form. In such cases, the applicant shall be provided with a reason why access cannot be given in the specified form.

4. Amendment of Personal Record

A person given access to information contained in records of a public institution may apply for an amendment of the information if the information represents the personal records of that person and in the person's opinion, the information is incorrect, misleading, incomplete or out of date.

4.1 How to apply for an Amendment

- a. The application should be in writing indicating;
 - Name and proof of identity.
 - Particulars that will enable the records of the public institution identify the applicant.
 - The incorrect, misleading, incomplete or the out of date information in the record.
 - Signature of the applicant.
- b. For incomplete information claimed or out of date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- c. The address to which a notice shall be sent should be indicated.
- d. The application can then be submitted at the office of the public institution.
- e. A statutory declaration must be attached.

5. Fees and Charges for Access to Information

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

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

- When request is made for a written transcript of the information, The information officer may request a reasonable transcription cost. (s.75) (4).

- Cost of media conversion or reformatting. (s.75) (5).

Under Section 75 (2), fees are not payable for:

- reproduction of personal information
- information in the public interest
- information that should be provided within stipulated time under the Act
- an applicant who is poor or has a disability
- time spent by the information officer to examine and ensure the information is not exempt
- preparing the information

6. Appendix A: Standard RTI Request Form

[Reference No.:]

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



1.	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	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 Card	<input type="checkbox"/> Passport	<input type="checkbox"/> 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):			

10.	Manner of Access:	<input type="checkbox"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input style="width: 150px; height: 20px;" type="text"/>
10 (a).	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	Contact Details:	<input type="checkbox"/> Email Address _____ <input type="checkbox"/> Postal Address _____ <input type="checkbox"/> Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) <i>"This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."</i>	

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

Name of Information/Designated Officer:

ISAAC DARKO

Telephone/Mobile number of Information Unit:

0545457991

Postal Address of the institution:

P.O. BOX KW 85, Keta

8. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<i>RTI</i>	<i>Right to Information</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>s.</i>	<i>section</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>KeMA</i>	<i>Keta Municipal Assembly</i>

9. Appendix D: Glossary

This Glossary presents clear and concise definitions for terms used in this manual that may be unfamiliar to readers listed in alphabetical order. Definitions for terms are based on section 84 of the RTI Act.

Table 2 Glossary

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