



**Government of Ghana**

# **RIGHT TO INFORMATION MANUAL**

**GA WEST MUNICIPAL ASSEMBLY  
(GWMA)**

**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, 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 Ga West Municipal Assembly (GWMA) and provide the types of information and classes of information available at GWMA, including the location and contact details of its Information Officers and units.

## 2. Directorates and Departments under Ga West Municipal Assembly (GWMA)

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 most effective and efficient Municipal Assembly that serves the interests of its citizens in an environment that promotes development

### MISSION

To become the most effective and efficient Municipal Assembly that serves the interests of its citizens in an environment that promotes development

#### Directorates and Departments under Ga West Municipal Assembly (GWMA)

1. CENTRAL ADMINISTRATION
2. HUMAN RESOURCE
3. FINANCE
4. WORKS
5. HEALTH DIRECTORATE
6. BIRTHS AND DEATHS REGISTRY
7. STATISTICAL SERVICE
8. NATIONAL YOUTH AUTHORITY
9. CENTER FOR NATIONAL CULTURE
10. NATIONAL COMMISSION ON CIVIC EDUCATION
11. INFORMATION SERVICE DEPARTMENT
12. EDUCATION
13. AGRICULTURE
14. URBAN ROADS
15. PHYSICAL PLANNING
16. DEPARTMENT OF SOCIAL WELFARE & COMMUNITY DEVELOPMENT
17. NATIONAL DISASTER MANAGEMENT ORGANISATION (NADMO)
18. BUSINESS ADVISORY CENTRE (B.A.C)
19. TRANSPORT

#### Responsibilities of the Institution:

- Implementing Government project at the municipal level.
- Issuance of Building Permit.

- Issuance of Business Operating Licenses.
- Approval of Planning Schemes Layouts.
- Development Control -orderly physical development of settlements.
- Waste Management.
- Fixing of Rates.
- Maintenance of Peace and Security
- Sports Development

## 2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
CENTRAL ADMINISTRATION	<ul style="list-style-type: none"> <li>• The department consist of Administration, Internal Audit unit, Development Planning unit, Budget and Rating unit, Procurement and Logistics unit, Management Information unit (MIS), Public Relation (PR) unit, Record Management unit, Marriage unit, and Environmental Health unit.</li> <li>• The Department guides policy formulation, planning and decision-making at the Municipal Assembly.</li> <li>• Central Administration acts as a liaison between Heads of other governmental and non-governmental agencies and the Municipal Chief Executive (MCE).</li> <li>• It manages financial and other resources of the Assembly in consultation with the Municipal Chief Executive (MCE).</li> <li>• Central Administration is headed by the Metropolitan Coordinating Director (MCD) and is responsible for ensuring the implementation of governmental policies, projects and programs at the MMDAs level.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Head of the Department serves as a Secretary to the Assembly and chairs the Municipal Planning and Coordinating Unit (MPCU) and acts as an advisor to the Municipal Chief Executive (MCE).</li> <li>• The Department also ensures that the capabilities, skills and knowledge of staff are well developed.</li> </ul>
ENVIRONMENTAL HEALTH AND SANITATION	<ul style="list-style-type: none"> <li>• It is responsible for providing strategic and administrative leadership for the management of policies and programs relating to Environmental Sanitation.</li> <li>• It provides advice for the formulation and review of policies and programs on Environmental Sanitation, develop technical standards and specification for Environmental Sanitation service delivery.</li> <li>• The department coordinates the application of engineering techniques and concepts in the solution of Waste Management problems.</li> <li>• It also liaises with agencies in addressing complex sanitation problems requiring inter-sectoral collaboration as well as lead the quality assurance process for Environmental Sanitation.</li> <li>• The department initiates and coordinate research and lead the dissemination of results in the Environmental Sanitation field.</li> <li>• It also vets building plans and specifications of various types of licensed establishments, for compliance with Environmental Sanitation rules and regulations.</li> </ul>
HUMAN RESOURCE	<ul style="list-style-type: none"> <li>• The HR Department coordinates all human resources programmes; and organize staff trainings within the Assembly</li> <li>• The department ensures the effective and efficient administration of human resources; translate institutional policies in respect of employment, personnel, wages and salaries into good management practices.</li> </ul>

	<ul style="list-style-type: none"> <li>• The department also updates the records of staff on regular basis as well as ensuring the inter and intra departmental collaboration to facilitate staff performance and development.</li> <li>• The Human Resource Department reports on all human resource related activities and put in measures to upgrade the capabilities, skills and knowledge of staffs in the Assembly.</li> <li>• The department also performs other roles such as seeing to the general welfare of Staffs and Appraising direct reports.</li> </ul>
FINANCE	<ul style="list-style-type: none"> <li>• The Finance Department leads in the management and use of financial resources to achieve value for money. It advises management on the financial administration Act, Internal audit Agency Act, Procurement Act, and any other financial regulations approved by the government and by doing so ensures the maintenance of proper accounts.</li> <li>• It directs and controls financially Management in line with public sector accounting principles thereby safeguarding of the Municipal Assembly's Assets.</li> <li>• The Finance Department is responsible for the sound financial management of the District Assembly's resources.</li> <li>• The Finance Department shall ensure access at all reasonable times to files, documents and other records of the District Assembly</li> <li>• To keep, render and publish statements on Public Accounts</li> <li>• To keep receipts and custody of all public and trust monies payable into the Consolidated Fund</li> <li>• To facilitate the disbursement of legitimate and authorized funds</li> </ul>

	<ul style="list-style-type: none"> <li>• To prepare financial reports at specific periods for the Assembly</li> <li>• To prepare payment vouchers and financial encumbrances;</li> <li>• To undertake revenue mobilization activities of the Assembly</li> <li>• Make provision for financial services to all departments in the district.</li> </ul>
WORKS	<ul style="list-style-type: none"> <li>• The department facilitates the implementation of policies on works and report to the Municipality, and provide advice on matters relating to Works.</li> <li>• Facilitates the construction, repair and maintenance of public roads including Feeder Roads and drains along any streets in the major settlements within the municipality.</li> <li>• Encourages and facilitates the maintenance of public buildings and facilities in the municipality.</li> <li>• The department also provide assistance to build, equip, close and maintain markets and prohibit the erection of stores in places other than the markets.</li> <li>• Assists to inspect projects undertaken by the Municipal Assembly.</li> <li>• Advise the Municipality on the prohibition of digging of burrow pits and other evacuations in the sinking of wells or their closers.</li> <li>• Assist to maintain public buildings made up of offices, residential accommodations and ancillary structures.</li> </ul> <p>Advise and encourage owners of building structures to remove old structures in any public place, paint, distemper, white wash or colour wash the outside of any building and tidy up and remove any derelict vehicles.</p>
HEALTH DIRECTORATE	<ul style="list-style-type: none"> <li>• Advise on the construction and rehabilitation of clinics and health centers or facilities.</li> </ul>



	<ul style="list-style-type: none"><li>• Assist in the operation and maintenance of all health facilities under the jurisdiction of the regional and district coordinating council.</li><li>• Assist to undertake health education and family immunization and nutrition programmes.</li><li>• Coordinate works of health centers or posts or community-based health workers.</li><li>• Facilitate collection and analysis of data on health.</li><li>• Promote and encourage good health and sanitation.</li><li>• Facilitate diseases control and prevention.</li><li>• Advise on management of the sick.</li><li>• Assist to formulate, plan and implement district health policies within the framework of national health policies and guidelines provided by the Minister of Health.</li><li>• provide reports on the implementation of policies and programmes relating to health in the District Assembly.</li><li>• Advise the Assembly on all matters relating to health including diseases in the Municipality.</li><li>• Advise on the:<ul style="list-style-type: none"><li>• appointment, discipline, posting and transfer of health personnel within the district,</li><li>• formulation and appointment of District Health management Committee, Advisory Boards, Committee of District Hospital, Polyclinics and Health Centers,</li><li>• supervision and control of all District health Institutions, and collection of health statistical data and other relevant information.</li></ul></li><li>• Advise on the licensing and regulation of provision of medical care services by the private sector in the district.</li></ul>
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<p><b>BIRTHS AND DEATHS REGISTRY</b></p>	<ul style="list-style-type: none"> <li>• Births and Deaths Registration Services</li> <li>• Issuance of Birth certificate</li> <li>• Issuance of Death Certificate</li> <li>• Issuance of Burial Permits</li> <li>• Preparation of Vital Statistics</li> </ul>
<p><b>STATISTICAL SERVICE</b></p>	<ul style="list-style-type: none"> <li>• The Statistics department of the Ga West Municipal Assembly is responsible for the collection, analyzing and interpretation of all surveys or data within the municipality.</li> <li>• The department provides timely data for incorporation into district, regional, and national level statistical analyses.</li> <li>• The department monitors statistical enquiries /surveys within the municipality</li> <li>• The department coordinate district statistical activities and archiving of statistics to serve as a repository of statistical data in the district.</li> </ul>
<p><b>NATIONAL YOUTH AUTHORITY</b></p>	<ul style="list-style-type: none"> <li>• Implement youth development programs authorized by the Regional Youth Coordinator.</li> <li>• Responsible for the registration youth groups and association in the district</li> <li>• Coordinate the operations registered youth groups in the district</li> </ul>

	<ul style="list-style-type: none"> <li>• Prepare and submit quarterly and annually reports to the Assembly and the Regional Youth Director</li> <li>• Organize training programs for youth leaders in the district</li> <li>• Represent the Authority on the district assembly and its sub-committees</li> <li>• Responsible for the recruitment of students into the Youth Leadership and Skills Training Institute</li> <li>• Assist and supervises the formation of FEDYAG structures in the district.</li> </ul>
<p>CENTER FOR NATIONAL CULTURE (C.N.C)</p>	<ul style="list-style-type: none"> <li>• The department is responsible for carrying out identification and data collection of visual artists and cultural performance groups in the municipality.</li> <li>• Organize a meeting for identifiable visual artists in the municipal.</li> <li>• Organize a meeting for identifiable cultural performing groups I the municipality.</li> <li>• Organize a basic school to participate in Adesa village: A storytelling and folksong competitions (Greater Accra Region)</li> </ul>
<p>NATIONAL COMMISSION ON CIVIC EDUCATION</p>	<ul style="list-style-type: none"> <li>• To create and sustain with the society the awareness of the principles and objectives of the 1992 Constitution as the fundamental Law of the people of Ghana.</li> <li>• To educate and encourage the public to defend the 1992 Constitution at all times against all forms of abuse and violation.</li> <li>• To formulate for the consideration of Government, from time to time, programmes of the referral, Regional and District level aimed of legalising the objectives of the 1992 Constitution.</li> <li>• To formulate implement and oversee programmes intended to inoculate in the citizens of Ghana awareness of their civic</li> </ul>

	<p>responsibilities and an appreciation of their rights and obligations as free people.</p> <ul style="list-style-type: none"> <li>• Also performs other functions as Parliament may prescribe.</li> </ul>
<p><b>INFORMATION SERVICE DEPARTMENT</b></p>	<ul style="list-style-type: none"> <li>• The Municipal Information Services Department is responsible for the disseminating of Information on Government and the Municipal Assembly's policies and programmes to people within the Municipality and to collect feedback on these policies and programmes to the Assembly and to Government</li> <li>• The Department is tasked with the responsibility of sensitizing and educating citizens on various activities (E.g.: health screening exercises, street hawking, On-Street parking, etc.) organized by the Assembly.</li> <li>• The Department also reports on the Assembly's monthly activities and Daily activities and compiles timely Situational reports and Public Reaction reports within the Assembly to the Ministry of Information and to the local Government through its Regional Office.</li> </ul>
<p><b>EDUCATION</b></p>	<p>The Education Department has an advisory role in the Municipal on matters relating to pre-school, primary, Junior High Schools in the Assembly and other matters that may be referred to it by the Assembly.</p> <p>The department also encourages and reports on implementation of policies and matters relating to basic education in accordance with report format provided by the minister.</p>
<p><b>AGRICULTURE</b></p>	<ul style="list-style-type: none"> <li>• The Agriculture department at the Ga West Municipal Assembly is responsible for the</li> </ul>

	<p>promotion of agriculture development within the municipality.</p> <ul style="list-style-type: none"> <li>• The department is responsible for ensuring food security, increasing growth in income for all stakeholders involved in agriculture activities, helping farmers produce both for the local and the international market, to help promote science and technology in farming activities to ensure that the environment is protected.</li> <li>• Advice on policy plans, programs, and projects for agricultural developments.</li> <li>• Facilitate monitoring and evaluation of district programs and projects within the framework of national policy.</li> <li>• Coordinates the activities of the district agricultural development unit.</li> <li>• Facilitate the preparation of agricultural development plans, programs and budgets.</li> <li>• Ensure preparation of consolidated annual district agricultural work programs.</li> <li>• Facilitate the preparation and submission of reports on all agricultural projects and programs.</li> <li>• Provide technical advice to the district Assembly.</li> <li>• Facilitate efficient utilization of resources for agricultural programs and projects.</li> <li>• Provide agricultural services to clients.</li> <li>• The department is also involved in the establishment of farm lands within the community.</li> <li>• Extension service delivery is also one of the major activities embarked upon by the department.</li> </ul>
URBAN ROADS	<ul style="list-style-type: none"> <li>• The department is responsible for planning, developing and maintaining the road network in the Ga - West Municipal</li> </ul>

	<p>Assembly to deliver a safe and reliable road transport system to meet the transportation needs of the people.</p> <ul style="list-style-type: none"><li>• Advise the District Assembly on the formulation and implementation of Urban Road Policy in the Region;</li><li>• Collect data for planning and development of the road and other related infrastructure in the District;</li><li>• Design roads, related facilities within the local roads network including traffic management and safety;</li><li>• Provide pedestrian facilities;</li><li>• Construct roads and related facilities;</li><li>• Establish and maintain a database on urban infrastructure in the District;</li><li>• Provide traffic planning, management and safety;</li><li>• Carry out planned maintenance and management of roads and related facilities for the proper function of the Local Road Network e.g., traffic signals, culverts, bridges;</li><li>• Facilitate the prioritization of works and preparation of annual plans for infrastructure work in the District;</li><li>• Assist in preparation of tender documents and tender evaluation;</li><li>• Prepare progress and annual reports on road works in the District;</li><li>• Provide input into the preparation of budget for road maintenance activities;</li><li>• Monitor to ensure that funds from Road Fund and other sources are used for the designated roads in line with approved standards;</li><li>• Assist with evaluation of road designs by consultants;</li></ul>
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	<ul style="list-style-type: none"> <li>• Facilitate capacity building of contractors and stakeholders in the district;</li> <li>• Register and maintain records of classified contractors and consultants in the urban road construction industry within the District; and</li> <li>• Carry out road safety audit and international Road Assessment Program (IRAP)</li> </ul>
<p><b>PHYSICAL PLANNING DEPARTMENT</b></p>	<ul style="list-style-type: none"> <li>• The Physical Planning Department of the Ga - West Municipal Assembly manages the activities of the Town and Country Planning as well as the Parks and Gardens Units.</li> <li>• Advise the District Assembly on national policies on physical planning, land use and development.</li> <li>• Co-ordinate activities and projects of departments and other agencies including Non-Governmental Organizations to ensure compliance with planning standards.</li> <li>• Facilitate consultation, co-ordination and harmonization of developmental decisions into a physical development plan.</li> <li>• Lead in the preparation of District Land-Use Plan to guide activities in the district.</li> <li>• Ensure the prohibition of the construction of new buildings unless building plans submitted have been approved by the Assembly;</li> <li>• Advise and facilitate the demolition of dilapidated buildings</li> <li>• Advise the Assembly on the siting of bill boards, masts and ensure compliance with the decisions of the Assembly.</li> <li>• Advice on the acquisition of landed property in the public interest and undertake street naming, numbering of houses and related Issues.</li> </ul>

	<ul style="list-style-type: none"> <li>• Prepare land use plans to direct and guide the growth and sustainable development of human settlements in the district.</li> <li>• Assess the zoning status of lands and proposal of re-zoning where necessary.</li> <li>• Process development/building permit application documents for consideration by the Statutory Planning Committees.</li> <li>• Assist to identify problems concerning the development of land and its social, environmental and economic implications.</li> <li>• Facilitate and participate in research into planning in the Municipality;</li> <li>• Assist to offer professional advice to aggrieved persons on appeals and petitions on decisions made on their building.</li> </ul>
<p>DEPARTMENT OF SOCIAL WELFARE &amp; COMMUNITY DEVELOPMENT</p>	<ul style="list-style-type: none"> <li>• The department is to ensure the formulation and implementation of social welfare and community development policies within the framework of the national policy.</li> <li>• The department is to facilitate the mobilization and use of available human and material resources to improve the living standard of deprived rural and urban communities within an effectively decentralized system of administration through adult education, home science and extension services programs.</li> <li>• The department is to ensure the facilitation of community-based rehabilitation of persons living with disabilities (PWDs).</li> <li>• To ensure Child protection and its development.</li> <li>• To ensure the facilitation of the registration and supervision of non-governmental organizations and their activities in the municipality.</li> <li>• To assist to organize community development programs to improve and enrich the life of the poor and vulnerable.</li> </ul>



<p><b>NATIONAL DISASTER MANAGEMENT ORGANISATION (NADMO)</b></p>	<ul style="list-style-type: none"> <li>• The Disaster Management and Prevention unit assists the planning and implementation of programs to prevent and/or mitigate disaster in the Assembly within the policy framework of national policies.</li> <li>• NADMO assists the Municipal Assembly on enforcing laws to prevent and mitigate disasters</li> <li>• They set up monitoring and early warning systems to aid the identification of disasters in their formative stages, to disseminate timely information and warning, and hazard / disaster awareness creation.</li> <li>• They assist and motivate the community-based organizations within the Assembly to serve as the credible voluntary organizations to assist in the prevention and management of disasters in the Municipal.</li> <li>• They assist in post-emergency rehabilitation and reconstruction effort in the Municipal Assembly</li> <li>• They are in position to provide the first line response in times of disaster</li> <li>• They ensure disaster prevention, risk and vulnerability reduction as a means of reducing the impact of disasters in the Municipal Assembly</li> <li>• They create awareness on disasters through intensive public education</li> <li>• They equip the Municipal Assembly to handle all aspects of disasters.</li> <li>• They raise human capacity and development of staff</li> </ul>
<p><b>BUSINESS ADVISORY CENTRE</b></p>	<ul style="list-style-type: none"> <li>• Assisting small and medium enterprises to develop and grow their businesses.</li> <li>• Organizing trainings for individuals and business in the municipality.</li> </ul>

	<ul style="list-style-type: none"> <li>• Soliciting funds for small businesses.</li> <li>• Registering new clients under the NBSSI.</li> <li>• Encouraging small businesses to register their business with the registered General's Department.</li> <li>• Providing professional business advice to clients.</li> <li>• Assisting clients to acquire Ghana Standard Authority (GSA) certificate by performing preliminary site inspection and advising clients on steps to take to meet the acceptable standards. Clients are also provided with a cover letter to help expedite the certification process.</li> <li>• Organizing trade shows and exhibitions for our clients to help broaden their market scope.</li> <li>• Providing start up kits for deserving clients.</li> <li>• Helping to organize NVTI examinations for artisans in the municipality.</li> <li>• Providing business counseling services for clients.</li> <li>• Helping to improve production processes of manufacturing companies by teaching and implementing KAIZEN.</li> </ul> <p>Providing services to strengthen Business Associations and Groups</p>
TRANSPORT	<ul style="list-style-type: none"> <li>• The Department of Transport is to assist the Assembly to formulate and implement policies on transport services within the framework of national policies.</li> <li>• Advise the Assembly on matters relating to transport service and prohibit or restrict the driving of general or any specified vehicles on specified roads or specified directions.</li> <li>• Regulate the use and conduct of public vehicles, including the roads and public places in accordance with the Driver and</li> </ul>

	<p>Vehicle Licensing Authority Act (Act 569), and related regulations.</p> <ul style="list-style-type: none"><li>• Provide for the identification of licensed vehicles.</li><li>• Maintain records of classified contractors and consultants in the transport services industry within the Assembly.</li><li>• Establish, maintain and control parks for motor and other vehicles.</li></ul>
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## **2.2 GA WEST MUNICIPAL ASSEMBLY's Organogram**

**<Insert Organogram here if available>**

## 2.3 AGENCIES UNDER GA WEST MUNICIPAL ASSEMBLY

<b>Agencies under Ga West Municipal Assembly</b>
<ol style="list-style-type: none"> <li>1. NATIONAL HEALTH INSURANCE SCHEME</li> <li>2. GHANA WATER COMPANY</li> <li>3. NATIONAL SERVICE SCHEME (N.S.S)</li> <li>4. GHANA POST COMPANY LTD</li> <li>5. ELECTRICITY COMPANY GHANA (E.C.G)</li> <li>6. GHANA NATIONAL FIRE SERVICE</li> <li>7. NATIONAL AMBULANCE SERVICE</li> <li>8. GHANA IMMIGRATION SERVICE (G.I.S)</li> <li>9. GHANA POLICE SERVICE</li> <li>10. GHANA HEALTH SERVICE (G.H.S)</li> <li>11. GHANA EDUCATION SERVICE (G.E.S)</li> <li>12. ENVIRONMENTAL PROTECTION AGENCY (E.P.A)</li> <li>13. NATIONAL IDENTIFICATION AUTHORITY (N.I.A)</li> <li>14. ELECTORAL COMMISSION</li> <li>15. LEGAL AID COMMISSION</li> <li>16. INTERCITY S.T.C COACHERS LTD</li> </ol>

NATIONAL HEALTH INSURANCE SCHEME	
<p><b>Responsibilities of the Agency:</b></p> <p>Registers and renews health insurance of subscribers</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Implements, operates and manages the NHIS.</li> <li>• Determines in consultation with the Minister contributions that should be made by members of the NHIS.</li> <li>• Registers members of the NHIS.</li> <li>• Register and supervise private health insurance schemes.</li> <li>• Issue identity cards to members of the NHIS</li> </ul>

GHANA WATER COMPANY	
<b>Responsibilities of the Agency:</b> Supplies potable water	<b>Details of Activities:</b> They supply potable water for domestic, public, commercial, institutional and industrial use in the municipality.

NATIONAL SERVICE SCHEME (N.S.S)	
<b>Responsibilities of the Agency:</b> The National Service Scheme (Ga West Secretariat) has the mandate to deploy full time Ghanaian youth who have completed tertiary programmes/ courses within or outside Ghana and have attained the age of eighteen years and above for a Period of one-year national service to Mother Ghana in the following fields; Agriculture, Co-operatives, Education, Health, Local Government, Military, Rural Development such as Surveying, Physical planning, Civil Engineering and rural industries, Youth programmes and Other priority areas / field the NSS assessment/ report forms Board may prescribe.	<b>Details of Activities:</b> <ol style="list-style-type: none"> <li>1. On-campus orientation for final year tertiary students (Prospective National Service Personnel)</li> <li>2. Collect requests from User Agencies</li> <li>3. Collate requests and submit to Regional Office</li> <li>4. Deployment of National Service Personnel</li> <li>5. Validation and registration of National Service Personnel</li> <li>6. Monitoring and evaluation of National Service Personnel work</li> <li>7. Collect monthly duty forms from NSP duly signed by their supervisors and process monthly allowances.</li> <li>8. Payment of monthly allowances to deserving National Service Personnel</li> <li>9. Collect and process annual</li> <li>10. Certification of National Service Personnel</li> <li>11. Grievance resolution</li> <li>12. Disciplinary action / measures</li> </ol>

<b>GHANA POST COMPANY LTD</b>	
<b>Responsibilities of the Agency:</b> Ghana Post provides <b>courier, financial services (remittances, post assurance and agency services) and traditional mail services.</b>	<b>Details of Activities:</b> <ul style="list-style-type: none"> <li>• Posting of letters</li> <li>• Deliver parcel or merchandise to any part of the country. We provide dedicated motor bikes and delivery vans for this business with a reliable website (<a href="http://www.postshop.com.gh">www.postshop.com.gh</a>) that SMEs and start-up business can display their goods</li> </ul>

<b>ELECTRICITY COMPANY GHANA (E.C.G)</b>	
<b>Responsibilities of the Agency:</b> Supplies electricity in the Municipality	<b>Details of Activities:</b> <ul style="list-style-type: none"> <li>• They transmit, supply and distribute Electricity to all parts of the Municipality.</li> <li>• They construct, reconstruct, install, assemble, repair, maintain, operate or remove sub-transmission stations, electrical appliances, fittings and installations.</li> </ul>

<b>GHANA NATIONAL FIRE SERVICE</b>	
<b>Responsibilities of the Agency:</b> The Service is to manage and prevent undesired fires in the municipality.	<b>Details of Activities:</b> <ol style="list-style-type: none"> <li>1. Organize Public Fire Education Programmes to:</li> </ol>

	<ul style="list-style-type: none"> <li>○ Create and sustain awareness of the hazards of fire.</li> <li>○ Heighten the role of the individual in the prevention of fire.</li> </ul> <ol style="list-style-type: none"> <li>2. 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>3. Inspect and offer technical advice on fire extinguishers</li> <li>4. Co-ordinate and advice on the training of personnel in firefighting departments of institutions in the country.</li> <li>5. Train and organize Fire Volunteer Squads at community level.</li> <li>6. Offer rescue and Evacuation services to those trapped by fire or in other emergency situations.</li> </ol>
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<b>NATIONAL AMBULANCE SERVICE</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>To provide integrated, high quality, pre - hospital emergency and medical care, health transport, medical retrieval and education services to all people in the municipality.</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>



	<ul style="list-style-type: none"> <li>• Identify, recruit and train cadres for the service</li> <li>• Assist in establishment and operation of makeshift hospitals during mass casualty situations</li> </ul>
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### **GHANA IMMIGRATION SERVICE (G.I.S)**

#### **Responsibilities of the Agency:**

The Ghana Immigration Service (GIS) is responsible for regulating and monitoring the entry, residence, employment, and exit of all foreigners in the municipality and nation at large. The movement of Ghanaians into and out of the country is also monitored.

#### **Details of Activities:**

- Examining and authorizing application for visas, entry and residence permits in the country.
- Controlling foreign nationals in the country.
- Controlling the moving of people and goods in and out of the border.
- Registering and managing the affairs of refugees.
- Ensuring that all laws regarding immigration issues are executed

### **GHANA POLICE SERVICE**

#### **Responsibilities of the Agency:**

The Ghana Police Service is mandated to maintain law and order

#### **Details of Activities:**

- Prevent and detect crime
- Apprehend offenders
- Maintain public order and safety of persons and properties.

<b>GHANA HEALTH SERVICE (G.H.S)</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>Manages public and private health Institutions</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• They develop appropriate strategies and set technical guidelines to achieve Ghana national policy objectives</li> <li>• They undertake management and administration of the overall health resources within the service</li> <li>• Promote healthy mode of living and good health habits by people</li> </ul>

<b>GHANA EDUCATION SERVICE (G.E.S)</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>Manages public and private schools</p>	<p><b>Details of Activities:</b></p> <p>It is responsible for the implementation of pre-tertiary educational policies of the government to ensure that all Ghanaian children of school-going age irrespective of tribe, gender, disability, religious and political affiliation are provided with good quality formal education</p>

<b>ENVIRONMENTAL PROTECTION AGENCY (E.P.A)</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>Ensures that human activities are safe and environmentally friendly</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• It ensures protection of the people of the Municipal and the environment from significant health risks.</li> <li>• Sponsors and conducts research</li> <li>• Develops and enforces environmental regulations</li> </ul>

<b>NATIONAL IDENTIFICATION AUTHORITY (NIA)</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>The general mandate of the National Identification Authority (NIA) is to create, maintain, provide and promote the use of national identity cards in order to advance economic, political and social activities in the Ga West Municipality</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Enrolment or New registration</li> <li>• Issuance</li> <li>• Update</li> <li>• Replacement</li> </ul>

<b>ELECTORAL COMMISSION</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>The Electoral Commission is an independent body overseeing elections in Ghana. They work to promote public confidence in the democratic process and ensure its integrity.</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Provides inputs for the formation of policies</li> <li>• Ensures the development and implementation of guidelines for the conduct of elections.</li> <li>• Ensures the demarcation of electoral boundaries for election purposes.</li> </ul>

<b>LEGAL AID COMMISSION</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>The Legal Aid Commission, is the principal government agency mandated by the 1992 Constitution and the Commission's Act, Act 977 to provide legal aid to the indigent persons, those who could not afford the services of a private legal practitioner.</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• The Legal Aid Commission strive to provide cutting edge legal services to its client</li> <li>• Offer free legal representation to the indigent person who has reasonable grounds to be party to a matter in court.</li> <li>• It uses Alternative Dispute Resolution Alternative Mechanism to quickly and</li> </ul>

	cost effectively dispose of dispute which are amenable to out of court resolution.
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<b>INTERCITY S.T.C COACHERS LTD</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>Intercity STC is a Ghanaian transport company that offers bus services, courier services, and other related services.</p>	<p><b>Details of Activities:</b></p> <p>Intercity STC Coaches Limited offers a range of services including;</p> <ul style="list-style-type: none"> <li>• vehicle testing center to examine the roadworthiness of vehicles within its catchment area,</li> <li>• vehicle valuation for all classes and kind of vehicles that need an accurate assessment of conditions, value, and suitability of the vehicle for an intended purpose,</li> <li>• driver training school accredited by DVLA that offers short courses in defensive driving for heavy vehicle drivers, supervisors, and transport managers,</li> <li>• parcel and package service that targets all corporate bodies that require rapid delivery of large, medium, and small parcels to destinations in and around the company's service stations</li> </ul>

## 2.4 Classes and Types of information

<b>List of various classes of information in the custody of the institution:</b>
<ol style="list-style-type: none"> <li>1. Administrative Information</li> <li>2. Human Resource Information</li> <li>3. Information on Finance</li> <li>4. Environmental Health Information</li> <li>5. Works</li> <li>6. Information on Planning (Physical and Development)</li> <li>7. Information on Social Welfare and Community Development</li> <li>8. Information on Health</li> <li>9. Information on Education</li> <li>10. Information on Agriculture</li> <li>11. Information on National Business for Small Scale Industries (NBSSI) and Rural Enterprise Program (REP)</li> <li>12. Information on National Youth Employment</li> <li>13. Information on NADMO</li> <li>14. Information on Statistical Services</li> <li>15. Information on Urban Roads and Transport</li> <li>16. Information on Birth and Death Registration</li> <li>17. Information on Center for National culture</li> </ol>
<b>Types of Information Accessible at a fee:</b>
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### 3. Procedure in Applying and Processing Requests

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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 Ga West Municipal Assembly. To requests for information under the RTI Act from the Ga West 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 Ga West 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 Ga West 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, 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**

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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**

- 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.

## 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 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.	<b>Signature of Witness (where applicable)</b>  <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>	

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

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**Name of Information/Designated Officer:**

AMOADZAH NAOMI

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

0303970273

**Postal Address of the institution:**

## 7. Appendix C: Acronyms

*Instructions: Provide a list of acronyms and associated literal translations used within the manual. List the acronyms in alphabetical order using the table below.*

Table 1 Acronyms

<b>Acronym</b>	<b>Literal Translation</b>
<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>GWMA</i>	<i>Ga West Municipal Assembly</i>
<i>IRAP</i>	<i>International Road Assessment Program</i>
<i>NADMO</i>	<i>National Disaster Management Organisation</i>
<i>GSA</i>	<i>Ghana Standard Authority</i>
<i>NBSSI</i>	<i>National Business for Small Scale Industries and</i>
<i>REP</i>	<i>Rural Enterprise Program</i>
<i>NVTI</i>	<i>National Vocational Training Institute</i>
<i>FEDYAG</i>	<i>Federation Of youths Association of Ghana</i>

## 8. 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>
KAIZEN	<i>A strategy where employees at all levels of a company work together proactively to achieve regular, incremental improvements to the manufacturing process</i>