



Government of Ghana

Right to Information Manual Template

OKAIKWEI NORTH MUNICIPAL
ASSEMBLY(**ONMA**)

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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 OKAIKWEI NORTH MUNICIPAL ASSEMBLY (ONMA) and provide the types of information and classes of information available at ONMA, including the location and contact details of its Information Officers and units.

2. Directorates and Departments under OKAIKWEI NORTH MUNICIPAL ASSEMBLY (ONMA)

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

“A model municipality in excellence”

MISSION

“To promote community growth and sustainable development by improving effective and efficient management of resources through good governance, community participation, local economic development, improved sanitation and infrastructure development”

Directorates and Departments under OKAIKWEI NORTH MUNICIPAL ASSEMBLY (ONMA)

1. Human Resource
2. Central Administration (Budget and Rating, ISD, MIS, Development Planning, **Internal Audit**)
3. Agriculture
4. Trade and Industry
5. Works
6. Urban Roads
7. Nadmo
8. Physical Planning
9. Social Welfare/Community Development
10. Education
11. Environmental Health
12. Health
13. Statistics/Transport
14. Finance

<p>Responsibilities of the Institution:</p> <p>Business Operating Permit</p> <p>Building Permit</p> <p>Environmental And Health Permit</p> <p>Marriage And Birth Certificate</p> <p>Property Rate</p> <p>Temporary Structure Permit</p> <p>Social Welfare and Community Development</p>

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Agricultural Department	Responsible for all Agric Policy Implementation, Management, Monitoring and Evaluation of all Agricultural related activities in the assembly.

<p>Central Administration (Budget and Rating)</p>	<p>Responsible for facilitating the preparation and execution of the budget of the District Assembly;</p> <ul style="list-style-type: none"> • Facilitate the preparation, collation and submission of annual estimates by other Departments, Agencies and Institutions in the District; • Assist in the translation of the medium-term programme of the district into the district investment programme; • Co-ordinate the organization of in-service-training programmes for the staff of the departments of District Assemblies in budget preparation, financial management and dissemination of information on government financial policies; • Assist to verify and certify the status of district development projects before request for funds for payment are submitted to the relevant funding sources; • Facilitate the preparation of the rating schedules of the District Assembly; • Facilitate the collation of the statistical inputs that will enhance the preparation of the budget of the Assembly; and • Assist to monitor the programmes and projects of the District Assembly as a measure to ensure economic utilization of budgetary resources
<p>Central Administration (ISD)</p>	<p>Responsible for sensitizing the public on the assembly's activities (e.g., Health screening, revenue mobilization, town hall meeting).</p> <ul style="list-style-type: none"> • Creates a mechanism of communication between the municipal assembly and its residents and other stakeholders both internally and externally. • Monitors media coverage of the activities of the assembly in the media for the attention and information of the Municipal Chief Executive (MCE) and the Municipal Coordinating Director (MCD) as well as write press releases, features, news stories

	<p>and rejoinders for distribution to various media channels.</p> <ul style="list-style-type: none"> • Compiles and submit public reaction reports and situational reports within the assembly to the Greater Accra Regional Information Office and the Information Services Department Head Office.
<p>Central Administration (Development Planning)</p>	<p>Responsible for collection and preliminary analysis of data</p> <ul style="list-style-type: none"> • Preliminary rationalization and harmonization of development policies • Implementation of strategies and programmes and preparation of project documentation. • Identification of bankable project assessment of economic viability of projects and provision of available guidance for their implementation. • Direction and management of the integrated development planning process and the co-ordination of the implementation of policies, programmes and project by sectorial departments. • Assist in the preparation of comprehensive plans (Medium Term Plans, Annual Action Plans) development budget and identification of subject areas for technical details of the plan targets. • Monitoring and evaluating the implementation of plans of various section agencies and ensuring the achievement of the plan target • Co-ordination of donor funded development projects.
<p>Central Administration (Internal Audit)</p>	<p>Responsible for detemining whether the Assembly’s network of risk management, control and governance processes as designed and presented by management is adequate and functioning in a manner to ensure that:</p> <ul style="list-style-type: none"> • Risk is appropriately identified and managed.

	<ul style="list-style-type: none"> • Interactions with the various governance groups occur as needed. • Significant financial, managerial and operating information is accurate, reliable and timely • Employees' actions are in compliance with policies, standards, procedures and applicable laws and regulations. • Resources are acquired economically, used efficiently and adequately protected. • Programmes, plans and objectives are achieved • Quality and continuous improvement are fostered in the Assembly and are recognized and addressed appropriately. • Accounting procedures are effective.
Central Administration (M.I.S)	<ul style="list-style-type: none"> • Data Capturing • Processing of Data • Storage • Retrieval • Dissemination
Environmental Health and Sanitation	<p>Responsible for ensuring prompt collection transport, treatment and disposal of solid and liquid waste.</p> <ul style="list-style-type: none"> • Promotion of Environmental Sanitation Education • Monitoring and enforcement of Environmental Standards • Enforcement of Environmental Bye- Law • Prevention of pollution e.g air, water and noise. • Protection of water resources • Ensuring wholesales of meat/food • Ensure safe disposal of the dead • Pest control (Disinfection & Disinfestation) • Control the rearing and straying of animals

	<ul style="list-style-type: none"> • Advisor to the MCE on environmental issues
<p>Education</p>	<p>Responsible for dispatching on all matters bordering on education in the area in terms of resource and logistics allocation.</p> <p>In view of this, the education directorate has put in place effective and efficient monitoring and supervision mechanisms using dedicated and competent personnel to achieve the intended objectives.</p> <p>Under- listed are the exhaustive list of basic schools in the municipality under the watch of the directorate. Pre-school is under the watch of Social Welfare Department whilst the directorate supervises KG to Junior High School.</p> <p>The only public Senior High School is Achimota Senior High School whilst there are less than a couple of private ones.</p> <p>The tentacles of the education directorate, however do not cover any existing tertiary institutions in the municipality.</p>
<p>Human Resource</p>	<p>Responsible for recruitment (job descriptions, application, posting, interview guides, evaluation form, offer letter)</p> <ul style="list-style-type: none"> • Training and Development (new hire orientation, employee development) • Benefits and Compensation (pay structure, time tracking, medical, other perks) • Communicate HR policies between employer and employees (all staff meetings, handbook, newsletters) • Employee Relations (manager training/coaching, discipline process, culture, retention) • Recordkeeping (employee files, reporting) • Health, Safety, and Security within the working environment • Legal Compliance to state laws • Obtaining state mandated posters • Creating Personnel Files for each employee

	<ul style="list-style-type: none"> • Identifying key policies and procedures for your business • Developing an employee handbook to keep everyone on the same road map for expectations • Assembling the basic forms needed for all employees, Emergency Contact Forms, State Tax Form • Establishing workers compensation account • Determining a process or solution for paying employees (in-house or payroll provider) • Assessing what benefits you will offer employees (not just medical coverage)
Finance	Responsible for asset records, audit reports, bank reconciliation statements, financial statements (Year), general cleaning and maintenance of equipment and assets, general folder, inventory records, invoices (Incoming & Outgoing), payroll records, accounts, tax records, VAT Documents.
NADMO	<p>Responsible for preparing the Municipal Assembly's disaster plans for preventing and mitigation the consequences of disasters;</p> <ul style="list-style-type: none"> • Monitor, evaluate and relay information pertaining to any disaster occurrences to the Municipal Assembly and headquarters. • Ensure the establishment of adequate facilities for technical training and the institution of educational programmes to provide public awareness, warning systems and general preparedness for its staff and the general public. • Ensure that there are appropriate and adequate facilities for the provision of relief, rehabilitation and reconstruction after any disaster: • Co-ordinate the Municipal Assembly, Regional & headquarters support for disaster or emergency

<p>Physical Planning</p>	<p>Responsible for advising the District Assembly on national policies on physical planning, land use and development;</p> <ul style="list-style-type: none"> • Co-ordinate activities and projects of departments and other agencies including Non-Governmental Organizations to ensure compliance with planning standards; • Prepare land use plans to direct and guide the growth and sustainable development of human settlements in the district. • Assess the zoning status of lands and proposal of re-zoning where necessary. • Process development/building permit application documents for consideration by the Statutory Planning Committees. • Assist to identify problems concerning the development of land and its social, environmental and economic implications; • Facilitate and participate in research into planning in the Municipality; • Assist to offer professional advice to aggrieved persons on appeals and petitions on decisions made on their building; • Facilitate consultation, co-ordination and harmonization of developmental decisions into a physical development plan; • Lead in the preparation of District Land-Use Plan to guide activities in the district; • Ensure the prohibition of the construction of new buildings unless building plans submitted have been approved by the Assembly; • Advise and facilitate the demolition of dilapidated buildings • Advise the Assembly on the siting of bill boards, masts and ensure compliance with the decisions of the Assembly; • Advise on the acquisition of landed property in the public interest
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<p>Social Welfare</p>	<p>Responsible for supervising the disbursement of livelihood empowerment against poverty (leap).</p> <ul style="list-style-type: none"> • Organize skill trainings for women groups and persons with disabilities (PWDS). • Conduct community sensitizations on pertinent social issues. • Register PWDs and assist them with their needs. • Resolve missing children related issues and reintegrate them with their families • Citizens advisory bureau • Handle cases concerning maintenance, access, paternity and custody of children. • Supervise the activities of day care centers, women groups and non-profit organizations (NPO). • Facilitate the provision of temporary shelter for abandoned babies, missing children, and unite them with the parents and families. • Organize durbars on child protection issues for schools, religious organizations and community base organizations.
<p>Urban Roads</p>	<p>Responsible for advising the District Assembly on the formulation and implementation of Urban Road Policy in the Region;</p> <ul style="list-style-type: none"> • Collect data for planning and development of the road and other related infrastructure in the district • Design roads, related facilities within the local roads network including traffic management and safety; • Provide pedestrian facilities; • Construct roads and related facilities; • Establish and maintain a database on urban infrastructure in the district • Provide traffic planning, management and safety; • 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; • Facilitate the prioritization of works and preparation of annual plans for infrastructure work in the district; • Assist in preparation of tender documents and tender evaluation;

	<ul style="list-style-type: none"> • Prepare progress and annual reports on road works in the district • Provide input into the preparation of budget for road maintenance activities; • Monitor to ensure that funds from Road Fund and other sources are used for the designated roads in line with approved standards; • Assist with evaluation of road designs by consultants; • Facilitate capacity building of contractors and stakeholders in the district; • Register and maintain records of classified contractors and consultants in the urban road construction industry within the district; and • Carry out road safety audit and international Road Assessment Programme (iRAP)
<p>Works</p>	<p>Responsible for assisting the Assembly to formulate policies on works within the framework of national policies</p> <ul style="list-style-type: none"> • Assist to establish and specify the programs of actions necessary for the implementation of physical plans • Facilitate the implementation of policies on works and report to the Assembly • Advise the Assembly on matters relating to works in the district • Assist to prepare tender documents for all civil works project to be undertaken by the Assembly through contracts or community-initiated projects. • Advise on the construction, repair , maintenance and diversion or alteration of the course of any street.

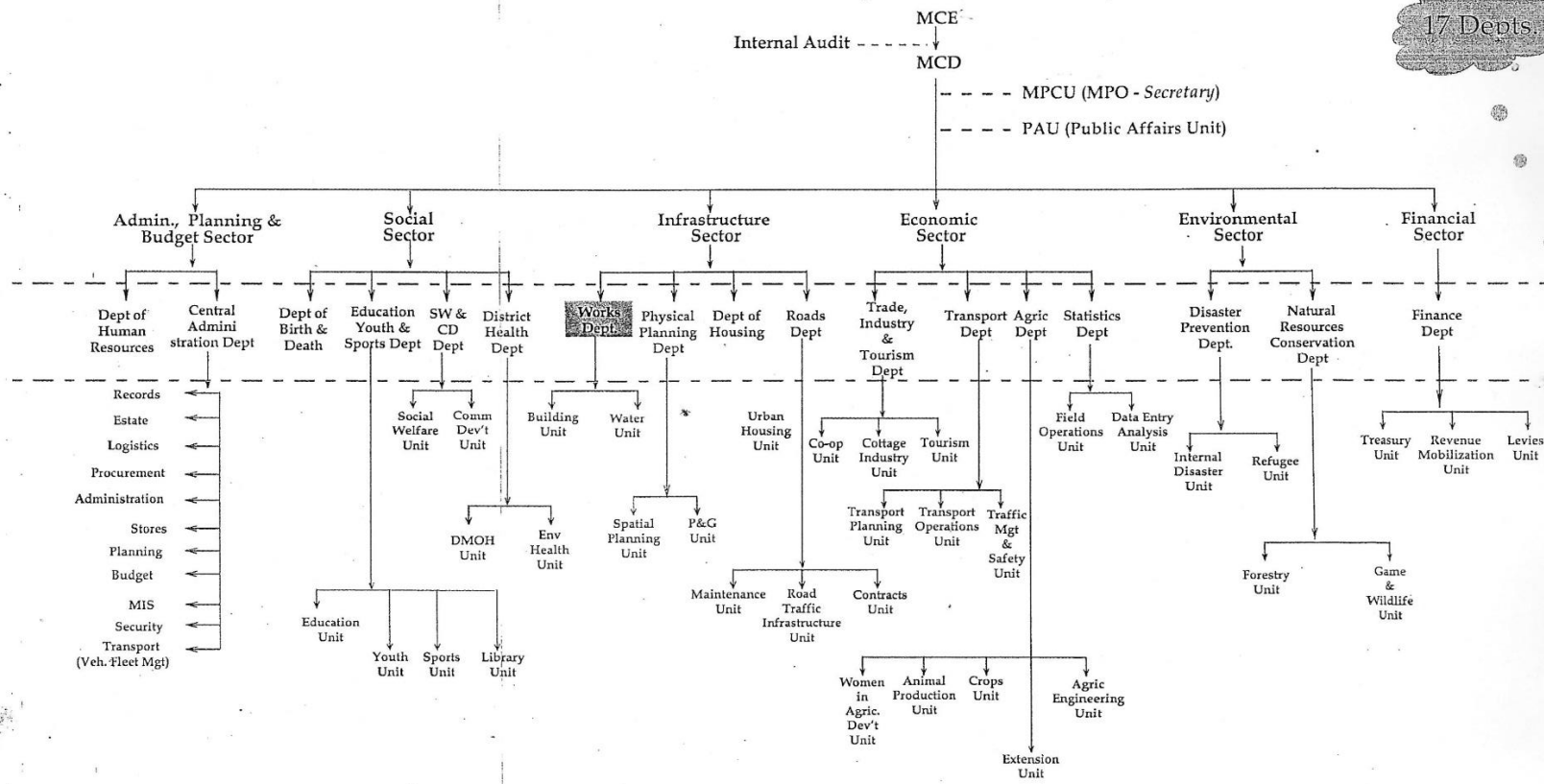
	<ul style="list-style-type: none">• Encourage and facilitate maintenance of public buildings and facilities in the district• Facilitate the construction, repair and maintenance of<ul style="list-style-type: none">a) Public roads including feeder roads andb) Drains along any streets in the major settlement in the district• Assist to build, equip, close and maintain markets and prohibit the erection of stalls in places other than the markets• Assist to peg and demarcate all physical development prepared for all major settlement in the district• Facilitate the provision of adequate and wholesome supply of potable water for the entire district• Assist to inspect projects undertaken by the District Assembly with relevant Department of the Assembly• Advise the Assembly on the prohibition of<ol style="list-style-type: none">1. Digging of burrow pits or other excavation and2. The sinking of wells or their closure• Assist to maintain public buildings made up of offices, residential, accommodation and ancillary structure• Provide technical and engineering assistance on the works undertaken by the Assembly
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	<ul style="list-style-type: none">• Facilitate the registration and maintenance of data on public buildings.• In consultation with Electricity Company of Ghana facilitate the provision of street lights• Advise and encourage owners of premises to:<ol style="list-style-type: none">1. Remove or trim trees, shrubs or hedges which interfere with traffic, wires, or works on the street2. Remove dilapidated structures or fences in any public place3. Paint, distemper, white wash or color wash the outside of any building forming part of the premises4. Tidy up the premises and5. Remove derelict vehicles or projects which constitute nuisance• Protection and prevention of obstructing access to fire hydrant• Provide technical advice for the machinery and structural layout of building plans to facilitate escape from fire, rescue operation and fire management
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2.2 OKAIKWEI NORTH MUNICIPAL'S Organogram

Works Department Operational Manual

MUNICIPAL DEPARTMENTS ORGANOGRAM (FUNCTIONAL)



17 Depts.

2.3 AGENCIES UNDER OKAIKWEI NORTH MUNICIPAL ASSEMBLY

AGENCIES UNDER OKAIKWEI NORTH MUNICIPAL ASSEMBLY
<ol style="list-style-type: none"> 1. NATIONAL IDENTIFICATION AUTHORITY (NIA) 2. NATIONAL HEALTH INSURANCE SYSTEM (NHIS) 3. GHANA WATER COMPANY LIMITED (GWCL) 4. ELECTORAL COMMISSION (EC) 5. ELECTRICITY COMPANY OF GHANA (ECG) 6. NATIONAL AMBULANCE SERVICE (NAS) 7. GHANA NATIONAL FIRE SERVICE (GNFS) 8. YOUTH EMPOWERMENT AUTHORITY (YBA)

NATIONAL IDENTIFICATION AUTHORITY (NIA)	
<p>Responsibilities of the Agency:</p> <p>Mandated to establish a national data center and manage a national database, set up a system to collect, process, store and retrieve and disseminate personal data on the population (Ghanaian citizens- both resident and non-resident, and foreign nationals).</p>	<p>Details of Activities:</p> <p>Printing of Ghana cards</p> <p>Issuance of printed Ghana cards</p> <p>Update of printed Ghana cards to correct errors.</p> <p>Replacement of lost Ghana cards</p>

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NATIONAL HEALTH INSURANCE SYSTEM (NHIS)	
<p>Responsibilities of the Agency:</p> <p>Provide financial risk protection against the cost of quality basic health care for all residents in Ghana</p>	<p>Details of Activities:</p> <p>Increasing access to health services</p> <p>Secure the implementation of the national health insurance policy that ensures access to basic healthcare services to all residents of Ghana.</p>

GHANA WATER COMPANY LIMITED (GWCL)	
<p>Responsibilities of the Agency:</p> <p>Responsible for portable water supply to all urban communities in Ghana</p>	<p>Details of Activities:</p> <p>Oversee the provision of portable water in their respected geographical location.</p>

ELECTORAL COMMISSION (EC)

<p>Responsibilities of the Agency:</p> <p>Responsible for all public elections.</p>	<p>Details of Activities:</p> <p>Ensure the compilation, revision and expansion of the voters register.</p> <p>Ensure the conduct and supervision of all public elections and referenda</p> <p>Ensures the demarcation of electoral boundaries for election purposes.</p>
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ELECTRICITY COMPANY OF GHANA (ECG)	
<p>Responsibilities of the Agency:</p> <p>Provide quality, reliable and safe electricity services to support the socio-economic growth and development of Ghana.</p>	<p>Details of Activities:</p> <p>Carefully lay out of electrical poles for easy access to power supply.</p> <p>Provide uninterrupted supply of Electrical power to communities in Ghana</p> <p>Distribution of electric power to the public.</p>

NATIONAL AMBULANCE SERVICE (NAS)

<p>Responsibilities of the Agency:</p> <p>Provide integrated, high quality, pre-hospital emergency and medical care, health transport, medical retrieval and education services to all people in Ghana.</p>	<p>Details of Activities:</p> <p>To provide pre-hospital emergency care to accident victims (Road traffic, Domestic, Industrial, Medical etc.)</p> <p>To transport accident victims from the scene of an incident to an appropriate health facility.</p> <p>To provide stand by emergency cover at mass public meetings and to liaise with other emergency services in times of disaster or mass casualty incidents.</p>
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GHANA NATIONAL FIRE SERVICE (GNFS)	
<p>Responsibilities of the Agency:</p> <p>Prevent and manage undesired fire.</p> <p>Provide adequate protection of life and property and sensitize and provide technical assistance and advice to schools, markets, churches, MMDAs, Lorry parks and other institutions nationwide on fire safety measures.</p>	<p>Details of Activities:</p> <p>Organize public education programmes to create and sustain awareness of hazards; and heighten the role of the individual in the prevention of fire</p> <p>Provide technical assistance for building plans in respect of machinery and structural layouts to facilitate escape from fire rescue operations and fire management</p> <p>Inspect and offer technical advice on fire extinguishers</p> <p>Co-ordinate and advise on the training of personnel in firefighting departments of institutions in the country</p>

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YOUTH EMPOWERMENT AUTHORITY	
<p>Responsibilities of the Agency:</p> <p>To ensure the empowerment of the Ghanaian Youth</p> <p>Develop the creative potential of the youth</p> <p>Ensure the effective participation of the youth in the development of the country</p>	<p>Details of Activities:</p> <p>Formulate policies and implement programs that will promote in the youth sense of creativity, self-reliance, leadership, loyalty to the country's discipline and civic responsibility</p> <p>Develop the capacity of the youth to participate in decision making at all levels</p> <p>Establish and supervise the youth leadership and skills training institutes.</p> <p>In collaboration with the Ghana Youth Federation, organize annual youth conferences at the national, regional and district levels.</p>

2.4 Classes and Types of information

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

ADMINISTRATION AND FINANCE

- | |
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| <ol style="list-style-type: none"> 1. Minutes of Monthly Management Meetings 2. Minutes of Quarterly Staff Durbar |
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3. Minutes of Quarterly Audit Committee Meetings
4. Annual Audit Committee Reports
5. Minutes of Entity Committee Meetings
6. Contract Documents
7. Annual Financial Statements

HUMAN RESOURCE MANAGEMENT AND DIRECTORATES

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

PUBLIC RELATIONS/ INFORMATION SERVICE UNIT

25. Media Monitoring Reports
26. MCE's Press Briefing Reports
27. Website and Social Media Performance Reports
28. Public Relations Reports
29. Press Release
30. Pictures and Videos of Assembly's Activities
31. Amplified Reports

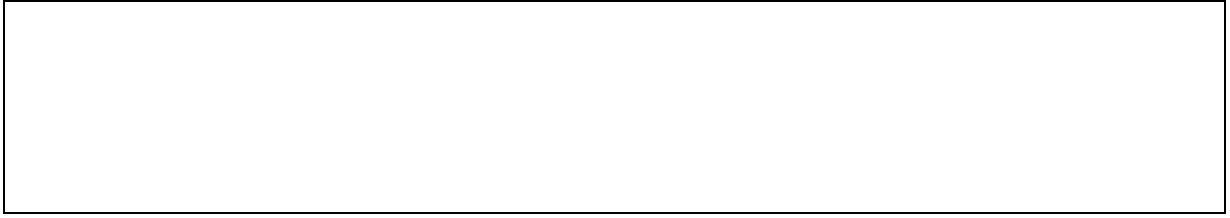
32. News Letters
33. New Stories
34. Artworks for Assembly's Programs
35. Communications Plans
36. Posts on Facebook, Twitter and Instagram

INTERNAL AUDIT DEPARTMENT

37. Strategic Internal Audit Plan
38. Risked Based Annual Internal Audit Work Plan
39. Internal Audit Report Policy Planning, Budgeting, Monitoring and Evaluation
40. Annual Budget Report
41. Quarterly Budget Implementation Reports
42. Report on Stakeholder Consultative Engagement on Broadcasting in Ghana
43. Report on the commissioning of the Office of the Coordinated Mechanism for Safety of Journalist
44. District Assembly's Harmonization Project
45. Information Sector Mid and End of Year Report
46. Input into Mid-Year Budget Fiscal Policy Review
47. Annual Action Plan
48. Monitoring and Evaluation Framework
49. Sector Media Report
50. Concept Note of Media Capacity Enhancement Program and the Safety of Journalist Research, Statistics and Information Management
51. Analysis of MCE's Press Briefings
52. Mid and End of Year Reports on the Operations of the Client Service Unit
53. Pre and Post Survey on the Amplified
54. Sector Indicators for Ministry of Information (Industry Data)

RIGHT TO INFORMATION UNIT

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



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 OKAIKWEI NORTH MUNICIPAL ASSEMBLY. To requests for information under the RTI Act from the OKAIKWEI NORTH 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 OKAIKWEI NORTH 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 OKAIKWEI NORTH 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

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 <input type="checkbox"/> 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):			

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

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

Name of Information/Designated Officer:

GENEVIEVE AGYEIWAA FRIMPONG

P.O.BOX ABK 391 ABEKA-ACCRA

Telephone/Mobile Number of Information Unit:

0549287669

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

Acronym	Literal Translation
<i>EC</i>	<i>Electoral Commission</i>
<i>ECG</i>	<i>Electricity Company of Ghana</i>
<i>GNFS</i>	<i>Ghana National Fire Service</i>
<i>GWCL</i>	<i>Ghana Water Company Limited</i>
<i>ISD</i>	<i>Information Services Department</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>MIS</i>	<i>Management Information System</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>NAS</i>	<i>National Ambulance Service</i>
<i>NHIS</i>	<i>National Health Insurance Scheme</i>
<i>NIA</i>	<i>National Identification Authority</i>
<i>ONMA</i>	<i>Okaikei North Municipal Assembly</i>
<i>RTI</i>	<i>Right to Information</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
<i>Access</i>	<i>Right to Information</i>
<i>Access to information</i>	<i>Right to obtain information from public institutions</i>
<i>Contact details</i>	<i>Information by which an applicant and an Information Officer may be contacted</i>
<i>Court</i>	<i>A court of competent jurisdiction</i>
<i>Designated officer</i>	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
<i>Exempt information</i>	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
<i>Function</i>	<i>Powers and duties</i>
<i>Government</i>	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
<i>Information</i>	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
<i>Information officer</i>	<i>The Information Officer of a public institution or the officer designated to whom an application is made</i>
<i>Public</i>	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
<i>Public institution</i>	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
<i>Right to information</i>	<i>The right assigned to access information</i>
<i>Section</i>	<i>Different parts of the RTI Act</i>