



**Government of Ghana**

## **Right to Information Manual**

**ACCRA METROPOLITAN ASSEMBLY**  
**(A.M.A)**

**2025**

## Table of Contents

<b>1.</b>	<b>Overview .....</b>	<b>1</b>
<b>2.</b>	<b>Directorates and Departments under ACCRA METROPOLITAN ASSEMBLY (AMA) .....</b>	<b>2</b>
<b>2.1</b>	<b>Description of Activities of each Directorate and Department.....</b>	<b>4</b>
<b>2.2</b>	<b>ACCRA METROPOLITAN ASSEMBLY's Organogram.....</b>	<b>1</b>
<b>2.3</b>	<b>Classes and Types of information.....</b>	<b>1</b>
<b>3.</b>	<b>Procedure in Applying and Processing Requests.....</b>	<b>2</b>
<b>3.1</b>	<b>The Application process.....</b>	<b>2</b>
<b>3.2</b>	<b>Processing the Application .....</b>	<b>3</b>
<b>3.3</b>	<b>Response to Applicants.....</b>	<b>3</b>
<b>4.</b>	<b>Amendment of Personal Record.....</b>	<b>5</b>
<b>4.1</b>	<b>How to apply for an Amendment .....</b>	<b>5</b>
<b>5.</b>	<b>Fees and Charges for Access to Information.....</b>	<b>6</b>
<b>6.</b>	<b>Appendix A: Standard RTI Request Form .....</b>	<b>7</b>
<b>7.</b>	<b>Appendix B: Contact Details of AMA's Information Unit .....</b>	<b>10</b>
<b>8.</b>	<b>Appendix C: Acronyms .....</b>	<b>11</b>
<b>9.</b>	<b>Appendix D: Glossary .....</b>	<b>12</b>

## **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 Akufo-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 **ACCRA METROPOLITAN ASSEMBLY (AMA)** and provide the types of information and classes of information available at **AMA**, including the location and contact details of its information officers and units.

## **2. Directorates and Departments under ACCRA METROPOLITAN ASSEMBLY (AMA)**

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 Fair and Resilient City with Equal Economic Opportunities for all.

### **MISSION**

To improve the Quality of Life of the People Living within the City of Accra by Providing Leadership and Opportunity for Social and Economic Development whilst maintaining a Clean, Attractive and Secured Environment

#### **Directorates and Departments under ACCRA METROPOLITAN ASSEMBLY (AMA)**

1. Central Administration
2. Finance
3. Human Resource Department
4. Department of Education, Youth & Sports
5. Metro Public Health Department
6. Budget and Rating
7. Disaster Management and Prevention
8. Legal Department
9. Waste Management
10. Food and Agriculture
11. Physical Planning
12. Social Welfare and Community Development
13. Metro Transport
14. Works Department
15. GAMADA
16. Urban Roads
17. Metro Information Unit
18. Right to Information (RTI) Unit
19. Marriage Registry
20. Birth and Death Registry

**Responsibilities of the Institution:**

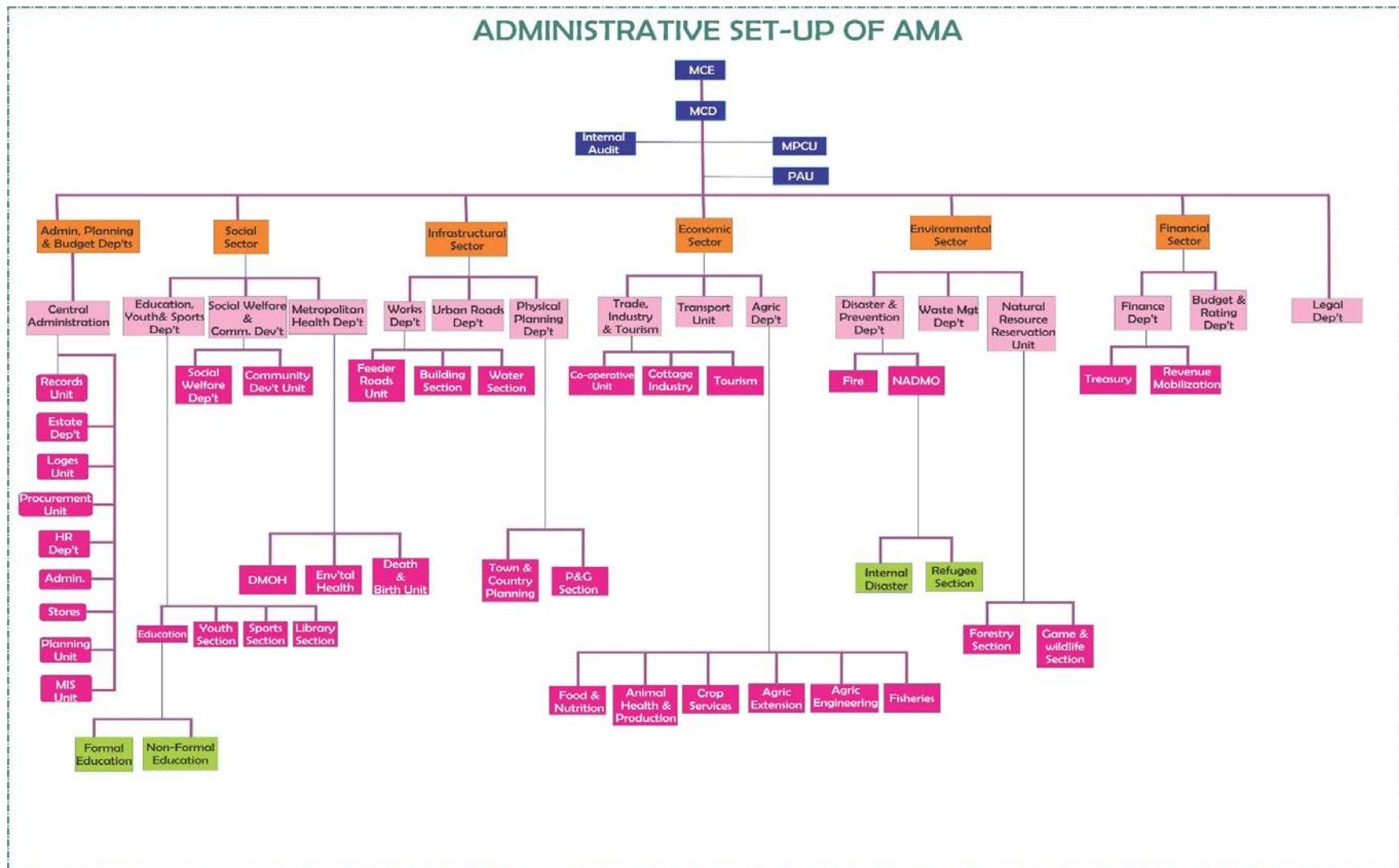
- ❖ Be responsible for the overall development of the district;
- ❖ Formulate and execute plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district;
- ❖ Promote and support productive activity and social development in the district and remove any obstacles to initiative and development;
- ❖ Sponsor the education of students from the district to fill particular manpower needs of the district, especially in the social sectors of education and health, making sure that the sponsorship is fairly and equitably balanced between male and female students;
- ❖ Initiate programmes for the development of basic infrastructure and provide municipal works and services in the district;
- ❖ Be responsible for the development, improvement and management of human settlements and the environment in the district;
- ❖ In cooperation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district;
- ❖ Ensure ready access to courts in the district for the promotion of justice;
- ❖ Act to preserve and promote the cultural heritage within the district
- ❖ Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by this Act or any other enactment; and
- ❖ Perform any other functions that may be provided under another enactment.

## 2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Central Administration	The department guides policy formulation, planning and decision-making at the Assembly
Finance	The Finance Department 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 of accounts.
Human Resources	The Human Resource Department coordinates all human resources programmes; and organize staff trainings within the Assembly.
Department of Education, Youth & Sports	Primarily assists in the formulation and implementation of policies on education in the Assembly within the framework of national policies and guidelines.
Budget and Rating	Provide technical leadership in the preparation and management of the budget in the Service.
Disaster Management and Prevention	Assists the planning and implementation of programmes to prevent and/or mitigate disaster in the MMDAs within the policy framework of national policies.
Metro Public Health Department	To advise on construction and rehabilitation of clinics and health centers or facilities
Legal Department	Provide legal advice. Assist or facilitate the drawing up of rules and regulations
Food & Agriculture	Provides leadership for the development of agriculture and sustainability of the agro-environment in the service
Physical Planning	The Metro Planning & Coordinating Unit is responsible for providing leadership in the planning, implementation and evaluation of development projects and programmes in the Assembly.
Social Welfare and Community Development	Facilitate the mobilization and use of available human and material resources to improve the living standards of Individuals, Groups, Families and Communities

	within an effectively decentralized system of administration.
Waste Management	Responsible for the provision of facilities, infrastructure services and programmes for effective and efficient waste management for the improvement in environmental sanitation, the protection of the environment and the promotion of public health
Works Department	Facilitate the implementation of policies on works and report to the Assembly. Advice on matters relating to works in the Assembly.
Metro Transport	Assis the Assembly formulate and implement policies on transport services within the framework of national policies.
Urban Roads	Advise on formulation and implementation of urban road policies Collect data for planning and development of infrastructure of AMA
GAMADA	Responsible for the day-to-day implementation of the Ga Mashie 2015 development Strategy approved by Government as a blue print for the development of Ga mashie
Metro Information	The Metro Information Services Department is responsible for disseminating government policies to people within the metropolis. 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.
RTI Unit	The RTI Unit is responsible for facilitating the access to information and sensitization of the publics on the RTI ACT, 2019 (AT 989).
Birth and Death Registry	The Unit is responsible for the registration and issuance of birth and death certificate within the Assembly.
Marriage Registry	The Unit is responsible for the registration and issuance of marriage certificate.

## 2.2 ACCRA METROPOLITAN ASSEMBLY's Organogram



## 2.3 Classes and Types of information

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

1. Management information
2. Executive file
3. Metro Security information
4. Financial information
5. AMA Maps and town plans

### **3. Procedure in Applying and Processing Requests**

---

Section 18 of the RTI ACT provides specific guidelines for application to access 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 designated officer is responsible for dealing with applications made to ACCRA METROPOLITAN ASSEMBLY. To request for information under the RTI ACT from the A.M.A, applicants must 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 **Accra Metropolitan Assembly** must be made in writing or use the standard RTI application form. (see **appendix A for the RTI Standard Application Form**). A copy of the form can be downloaded for completion and submitted electronically or in person to the Information/RTI Unit of the Assembly.
- 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. 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, a reasonable transcription cost may be requested by the Information Officer. (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 in reviewing the information
- time spent by the information officer to examine and ensure the information is not exempt
- preparing the information of which access is to be provided.

All fees and charges are applied according to the fees and charges ACT, 2022 9ACT 1080).

<b>REVENUE ITEM</b>	<b>APPROVED FEES &amp; CHARGES (GHS)</b>
For every photocopy of an A4 size page or part thereof	0.27
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form.	0.38
For a copy in a computer readable form on external storage device.	0.29
For a transcription of visual images, for an A4 size or part thereof	1.28
For a copy of visual images	3.50
For a transcription of an audio record, for an A4 size page or part thereof	0.70
For a copy of audio record	1.00

## **6. Appendix A: Standard RTI Request Form**

**[Reference No.: .....]**

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



<b>1.</b>	<b>Name of Applicant:</b>	
<b>2.</b>	<b>Date:</b>	

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

		<b>Copy of Information</b> <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input style="width: 150px; height: 1.2em; border: 1px solid black;" type="text"/>
10 (a).	<b>Form of Access:</b>	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	<b>Contact Details:</b>	<input type="checkbox"/> Email Address <input style="width: 600px; height: 1.2em; border: 1px solid black;" type="text"/> <input type="checkbox"/> Postal Address <input style="width: 600px; height: 1.2em; border: 1px solid black;" type="text"/> <input type="checkbox"/> Tel: <input style="width: 600px; height: 1.2em; border: 1px solid black;" type="text"/>
12.	<b>Applicant's signature/thumbprint:</b>	
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>	

## **7. Appendix B: Contact Details of AMA's Information Unit**

**Name of Information/Designated Officer:**

Ms. Helen Quartey

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

0245063137

**Postal Address of the institution:**

P.O Box GP 385,, Accra Central, Accra, Ghana

## **8. 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>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>AMA</i>	<i>Accra Metropolitan Assembly</i>
<i>&lt;Acronym&gt;</i>	<i>&lt;Literal Translation&gt;</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>