



**Government of Ghana**

# Right to Information Manual

**MAMPONG MUNICIPAL ASSEMBLY (MMA)**

2024

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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 Mampong Municipal Assembly (MMA) and provide the types of information and classes of information available at MMA, including the location and contact details of its information officers and units.

## **2. Directorates and Departments under Mampong Municipal Assembly (MMA)**

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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 world class decentralized and client oriented service

### **MISSION**

To support local government, to deliver value for money service through the mobilization, harmonization and utilization of quality human capacity and material resources to promote local and national development

<b>Directorates and Departments under Mampong Municipal Assembly (MMA)</b>
<List names of all the directorates and departments under the institution. Example, Finance and Administration, HR, Claims>. 1. Administration 2. Finance 3. Ghana Education Service 4. Health Department 5. Agriculture Department 6. Physical Planning Department 7. Social Welfare and Community Development Department 8. Disaster Management Department 9. Environmental 10. Urban Roads 11. Human Resource Department 12. Births and Deaths Registry 13. Statistics 14. Works Department

**Responsibilities of the Institution:**

The Assembly as a local government body has broad functions which it derives from section 245 of 1992 Constitution as well as section 103 of Act 462, 1993 and the Legislative Instrument establishing the Assembly. Some of the major functions include the following:

- Formulation and execution of plans, programmes and strategies for effective mobilization of resource necessary for overall development of the Municipality.
- Provision of basic infrastructure such as roads, school blocks, clinics etc.
- Maintenance of law and order and public safety
- Ensure ready access to courts in the Municipality for the promotion of justice
- Responsible for the overall development and ensures the preparation and submission of development plans and budgets to relevant central government agencies/ministries through the Regional Co-ordinating Council.
- Promote and facilitate private sector participation in development process and wealth creation.
- Perform Municipal functions as contained in the Legislative Instrument that established the Assembly.

**2.1 Description of Activities of each Directorate and Department**

<b>Directorate/Department</b>	<b>Responsibilities/Activities (LI 1961, 2009)</b>
1. Central Administration Department (LI 1961, Section 1)	<ul style="list-style-type: none"> <li>• The Central Administration Department is the Secretariat of the District Assembly and shall be responsible for the provision of support services, effective and efficient general administration and organization of the District Assembly.</li> <li>• The Department shall co-ordinate the General</li> </ul>

	<p>administrative functions, Development planning and management functions, Budgeting functions, Rating functions, Statistics and information services generally, and Human Resource Planning and Development of the District Assembly.</p>
<p>2. Finance Department (LI 1961, Section 2)</p>	<ul style="list-style-type: none"> <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; keep, render and publish statements on Public Accounts; prepare financial reports at specific periods for the Assembly; prepare payment vouchers and financial encumbrances; undertake revenue mobilization activities of the Assembly, and make provision for financial services to all departments in the Assembly.</li> </ul>
<p>3. Ghana Education Service (LI 1961, Section 3)</p>	<ul style="list-style-type: none"> <li>• The Education, Youth and Sports Department of the Assembly is responsible for pre-school, special school, basic education, youth and sports, development or organization and library services at the district level.</li> <li>• The functions of the Department are to: assist in the formulation and implementation of policies on Education in the District within the framework of National Policies and guidelines; advise the District Assembly on matters relating to pre-school, primary, JHSs and other matters that may be referred to it by the District Assembly; facilitate the appointment, disciplining, posting and transfer of teachers in pre-schools, basic schools and special schools in the District; advise on the approval of the opening of private pre-schools, primary and JHS; advise on the construction, maintenance and management of public schools and libraries in the District and advise on the granting and maintenance of scholarships or bursaries to suitably qualified pupils or persons to attend any school or other educational institution in Ghana or elsewhere.</li> </ul>
<p>4. Health Department (LI 1961, Section 4)</p>	<ul style="list-style-type: none"> <li>• The Department of Health at the District Assembly level consists of the office of the District Medical Officer of Health and the Environmental Health Unit.</li> <li>• The functions of the Department of Health are to: advise on the construction and rehabilitation of clinics and health facilities; assist in the operation and maintenance of all health facilities under the jurisdiction of the regional and district coordinating council; assist to undertake health education and family immunization and nutrition</li> </ul>

	<p>programmes; facilitate diseases control and prevention and advise on the licensing and regulation of provision of medical care services by the private sector in the District.</p> <ul style="list-style-type: none"> <li>• The EHU has been mandated to provide facilities, infrastructure<sup>1</sup> 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.</li> </ul>
5. Agriculture Department (LI 1961, Section 6)	<ul style="list-style-type: none"> <li>• The Agriculture Department in the District shall participate in provision of extension services in the areas of natural resources management, and rural infrastructural and small-scale irrigation in the district and advise the District Assembly on matters related to agricultural development in the District.</li> </ul>
6. Physical Planning Department (LI 1961, Section 7)	<ul style="list-style-type: none"> <li>• The Department shall advise the District Assembly on national policies on physical planning, land use and development; assist in preparation of physical plans as a guide for the formulation of development policies and decisions and to design projects in the district; assist to identify problems concerning the development of land and its social, environmental and economic implications; advise on the conditions for the construction of public and private buildings and structures; assist to provide the layout for buildings for improved housing layout and settlement and undertake street naming, numbering of house and related Issues.</li> </ul>
7. Social Welfare and Community Development Department (LI 1961, Section 8)	<ul style="list-style-type: none"> <li>• The Social Welfare and Community Development Department shall assist the Assembly to formulate and implement social welfare and community development policies within the framework of national policy.</li> <li>• The Department shall facilitate community-based rehabilitation of persons with disabilities; assist and facilitate provision of community care services including: registration of persons with disabilities; assistance to the aged; personal. social welfare services; assistance to street children, child survival and development; and facilitate the registration and supervision of non-governmental organizations and their activities in the district.</li> <li>• The Department shall also assist to organize community development programmes to improve and enrich rural life through: Literacy and adult education classes; Voluntary contribution and communal labor for the provision of facilities and services such as water, schools, library, community centers and public places of convenience or teaching deprived or rural women in home management</li> </ul>

	and child care.
8. Disaster Management Department (LI 1961, Section 15)	<ul style="list-style-type: none"> <li>The Disaster Management and Prevention Department shall assist in planning and implementation of programmes to prevent and/or mitigate disaster in the District within the framework of national policies; facilitate the organization of public disaster education campaign programmes to: create and sustain awareness of hazards of disaster; and emphasize the role of the individual in the prevention of disaster; assist and facilitate education and training of volunteers; to fight fires including bush fires, or take measures to manage the after effects of natural disasters and prepare and review district disaster prevention and management plans to prevent or control disasters arising from floods, bush fires, and human settlement fires, outbreak of communicable diseases; and earthquakes and other natural disasters.</li> </ul>
9. Environmental Department (LI 1961, Section 9)	<ul style="list-style-type: none"> <li>The Natural Resources Conservation Department of the District Assembly is for the sustainable development of the forestry and wildlife resources and protected areas, in the district by combining functions of the Departments of Forestry and Wildlife.</li> <li>The Department shall assist the Assembly in the formulation of policies for the conservation of natural resources in the District within the framework of national policy on natural resources, conservation and report on the implementation of the policies and programmes to the District Assembly; facilitate the creation of awareness on the benefits of forests and wildlife conservation; assist and facilitate the establishment and maintenance of tree nurseries and forest plantations for sale to the public; cutting, logging or destruction of vegetation growing along any river, stream watercourse, degraded hill slopes and river sources and courses; facilitate replanting or re-forestation of water courses and degraded land and the protection of forest and water resources from bush fires, illegal harvesting, agricultural encroachment and pollution.</li> </ul>
10. Urban Roads (LI 1961, Section 16)	(a) advise the District Assembly on the formulation and implementation of Urban Road Policy in the Municipality, collect data for planning and development of the infrastructure in the District, establish and maintain a database on urban infrastructure in the District, register and maintain records of classified contractors and consultants in the urban road construction industry within the District; facilitate the prioritization of works and preparation of

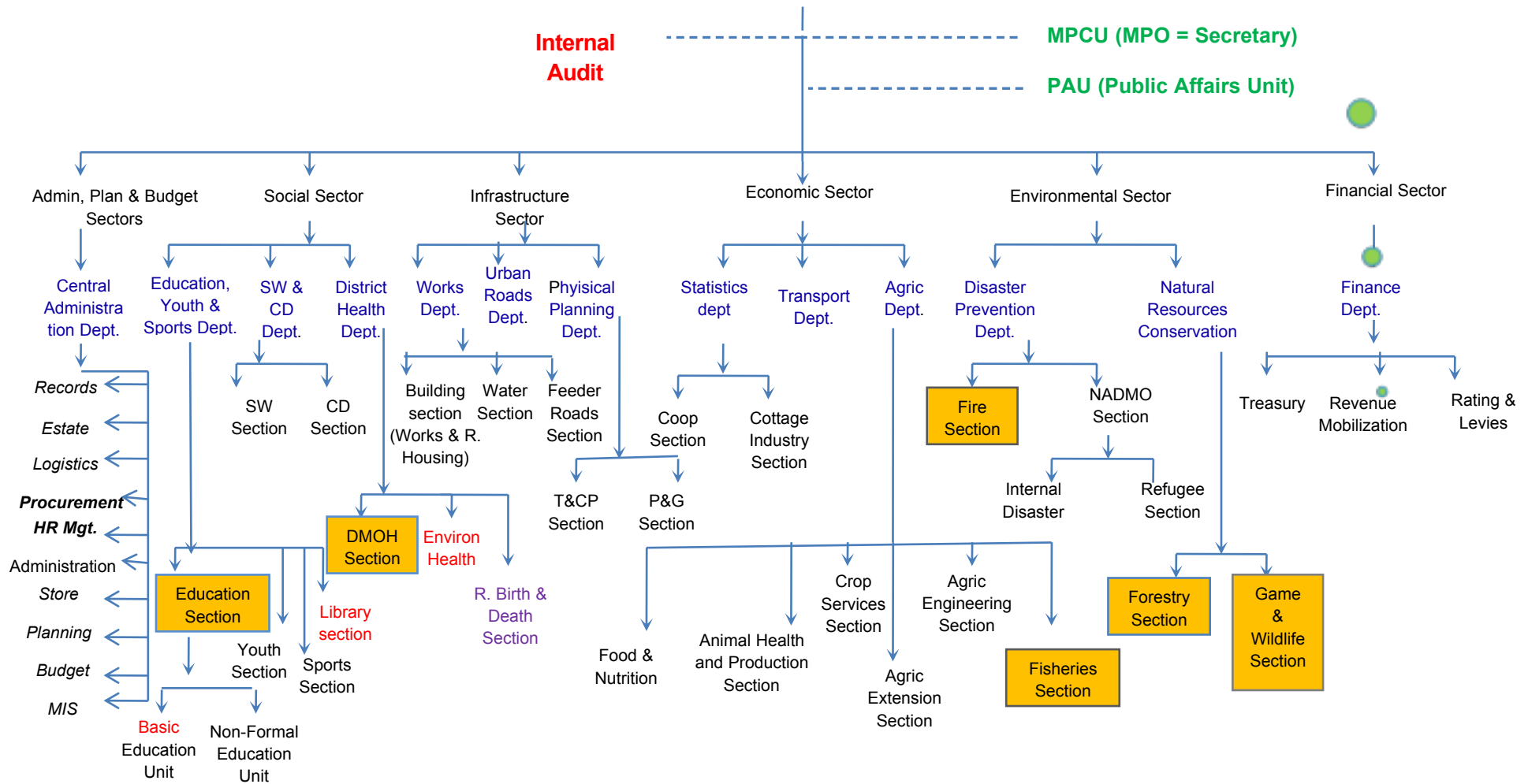
	<p>annual plans for infrastructure works in the District; assist in preparation of tender documents and tender evaluation; prepare progress and annual reports on road works in the District; provide input into the preparation of budget for road maintenance activities; monitor to ensure that funds from Road Fund and other sources are used for the designated roads in line with approved standards; assist with evaluation of road designs by consultants; and facilitate capacity building of contractors and stakeholders in the District.</p>
<p>11. HUMAN RESOURCE DEPARTMENT</p>	<ul style="list-style-type: none"> <li>• Responsible for training and development of staff.</li> <li>• Responsible for recruitment and selection of staff</li> <li>• Responsible for staff performance planning, management and appraisal.</li> <li>• Responsible for human resource management information system (HRMIS)</li> <li>• Responsible for salary and administration.</li> </ul>
<p>12. BIRTHS AND DEATHS REGISTRY</p>	<ul style="list-style-type: none"> <li>• Responsible for the registration of births, deaths and foetal deaths within the Mampong municipality.</li> </ul>
<p>13. STATISTICS</p>	<ul style="list-style-type: none"> <li>• To collect, compile, store and analyze data based on standardized formats developed by G.S.S.</li> <li>• Disseminates and publish statistical data based on guidelines developed by G.S.S.</li> <li>• Prepare and submit annual report of its operations to the district assemblies.</li> <li>• Provide inputs for the preparation of the district assembly budget.</li> <li>• Generate the data requirements of the district assemblies on all departments for planning activities of the MMDA.</li> <li>• Promote statistical literacy and research.</li> <li>• Provide timely data for incorporation into districts, regional, and national level statistical analyses.</li> <li>• Monitors statistical enquire\surveys within the MMDA.</li> <li>• Advice the district assemblies on all matters relating to statistics.</li> </ul>

<p>14. Works Department (LI 1961, Section 10)</p>	<ul style="list-style-type: none"><li>• The Department of Works of the District Assembly is a merger of the Public Works Department, Department of Feeder Roads and District Water and Sanitation Unit, Department of Rural Housing and the Works Unit of the Assembly.</li><li>• The Works Department shall assist the Assembly to formulate policies on works within the framework of national policies; assist to establish and specify the programmes of action necessary for the implementation of physical plans; assist to prepare tender documents for all civil works projects to be undertaken by the Assembly through contracts or community initiated projects; facilitate the construction, repair and maintenance encourage and facilitate maintenance of Public buildings and facilities 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 inspect projects undertaken by the District Assembly with relevant Departments of the Assembly and provide technical advice for the machinery and structural layout of building plans to facilitate escape from fire, rescue operation and fire management.</li></ul>
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## 2.2 Mampong Municipal Assembly Organogram

### ORGANOGRAM OF MAMPONG MUNICIPAL ASSEMBLY

14 Depts.



## 2.3 SUBVENTED AGENCIES

<b>Agencies under Mampong Municipal Assembly</b>
<ol style="list-style-type: none"> <li>1. Ghana National Fire Service</li> <li>2. National Service Scheme</li> <li>3. National Commission for Civic Education</li> <li>4. National Youth Authority</li> <li>5. Information Service Department</li> <li>6. Land Valuation</li> <li>7. National Health Insurance</li> <li>8. National Ambulance Service</li> <li>9. Ghana Immigration Service</li> <li>10. Non-Formal Education</li> <li>11. Stool Lands</li> <li>12. Electoral Commission of Ghana</li> <li>13. Rent Control Department</li> <li>14. Commission on Human Right and Administrative Justice</li> <li>15. Legal Aid</li> <li>16. Business Resources Centre</li> <li>17. Ghana Police Service</li> <li>18. National Identification Authority</li> </ol>

<b>2.3.1 Ghana National Fire Service</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>The responsibility of the Ghana National fire service as established in the 1963 act 219, was firefighting and fire extinguishment, and to render humanitarian service. Subsequently in 1997, the Ghana National Fire service act 537 was enacted to re-establish the GNFS with the objective of prevention</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Organize public education program;                             <ul style="list-style-type: none"> <li>○ To create and sustain awareness of the hazards of fire.</li> <li>○ To lighten the role of the individual in the prevention of fire.</li> </ul> </li> <li>• Provide technical advice for building</li> </ul>

<p>and management of undesired fires, rescue and other related matters.</p>	<p>plans with regard to machinery and structural layout to facilitate escape from fire rescue operations, and fire management.</p> <ul style="list-style-type: none"> <li>• Inspect and offer technical advice on fire extinguisher.</li> <li>• Co-ordinate and advise on training of personnel in firefighting departments of the institutions in the counting.</li> <li>• Train and organize fire volunteer squad at the community level.</li> <li>• Offer rescue and evacuation services to those trapped by fire or in other emergencies.</li> <li>• Undertake any other function incidental to the objections of the service.</li> </ul>
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<h3>2.3.2 National Service Scheme (NSS)</h3>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Registration of service personnel.</li> <li>• Validation of evaluation and annual assessment forms.</li> <li>• Complains and issues of personnel.</li> <li>• Monitoring</li> <li>• Dissemination of information.</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• In charge of effectively registering personnel posted to the Mampong municipal and availing themselves for work at their various agencies.</li> <li>• Responsible for validating personnel's monthly evaluation form for their monthly allowance and also their annual assessment form for the National Service certificate after completion of mandatory service.</li> <li>• Responsible for handling and assisting any personnel with complains pertaining to their wellbeing, work and user agencies they are being posted to.</li> <li>• Responsible for the occasional check-up of personnel for effective and efficient workmanship.</li> <li>• Responsible for the dissemination of information to all personnel under the Mampong Jurisdiction.</li> </ul>

<b>2.3.3 National Commission for Civic Education</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>Both Articles 233 of the 1992 constitution and section 2 of Act 452 mandates thee NCCE to perform the following function:</p> <ul style="list-style-type: none"> <li>• To Create and sustain within the society, the awareness of the principles and objectives of the Constitution as the fundamental law of the people of Ghana;</li> <li>• Educate and encourage the public to defend the Constitution at all times, against all forms of abuse and violation;</li> <li>• Formulate for the consideration of Government from time to time, programmes at national, regional and district levels aimed at realizing the objectives of the Constitution;</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Fora</li> <li>• Durbar</li> <li>• Roundtable Discussion</li> <li>• Quizzes and Debates</li> <li>• Visit to schools</li> <li>• Radio/Tv/Information centers</li> </ul>

<b>2.3.4 National Youth Authority (NYA)</b>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Formulate policies and implement programs to facilitate youth development.</li> <li>• Develop the capacity of the youth to participate in decision making at all levels.</li> <li>• Undertake the establishment and supervision of youth leadership and skills training.</li> <li>• Collaborate with the Ghana</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• The agency engages the youth into apprenticeship and skills training which serves as an avenue for job creation.</li> <li>• It sensitizes the youth on sexual and reproductive health.</li> <li>• Registration of youth led and youth focus organizations.</li> <li>• The agency nurtures and develop such youth organizations for economic development.</li> </ul>

<p>youth federation to organize annual youth conferences at all levels.</p> <ul style="list-style-type: none"> <li>• Unearth youth creativity, self-reliance, leadership and a sense of civic responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>• Assist youth in agriculture ventures or activities and enhance both technical and entrepreneurial support.</li> <li>• Organizes voluntary youth camps and services to inculcate in the youth the sense of patriotism and voluntary work.</li> <li>• Support ICT and other technological training for ICT development.</li> <li>• The agency recruit's youth for vocational trainings and developments in our various youth leadership institutes</li> <li>• Creates forum for the youth to participate in decision making and governance for economic development.</li> </ul>
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<h3>2.3.5 Information Services Department</h3>	
<h4>Responsibilities of the Agency:</h4>	<h4>Details of Activities:</h4>
<ul style="list-style-type: none"> <li>• Disseminate and explain government policies and its import through public education campaigns.</li> <li>• Embarking on publicity and Sensitization.</li> <li>• Submission of feedback reports</li> <li>• Providing public relations support to MDAs and MMDAS</li> <li>• Supporting the marketing and information as well as investment drive.</li> <li>• Provide Accountability, participatory and good governance to strengthen</li> </ul>	<ul style="list-style-type: none"> <li>• Carry out public education campaign on government policies, programs and activities using a wide range of communication approach including audio-visual and interpersonal relations to reach out to the public.</li> <li>• Embark on publicity and sensitization of the public on issues of national and public interest.</li> <li>• Submit feedback from the public to the government in terms of public reaction report in relation to public reaction to the impact of government policies, programs and activities for rapid response and policy re-engineering.</li> <li>• Provide public relations{PR} support to the other ministries, departments and agencies as well as the various</li> </ul>

<p>country's democracy.</p> <ul style="list-style-type: none"> <li>• Providing public address equipment</li> <li>• Providing master of ceremony {MC} services.</li> </ul>	<p>metropolitan, municipal and district assemblies to help assist them to discharge their responsibilities and functions efficiently and effectively.</p> <ul style="list-style-type: none"> <li>• Help to organize town hall meetings and exhibitions, promote stakeholder's engagement and discussions, participatory government to promote accountable and transparent government.</li> <li>• Provide public address equipment{PAE} at state and public events and functions to ensure quality sound towards successful organization of the event.</li> <li>• Provide Master of Ceremony{MC} services at state and public events,.</li> </ul>
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<p><b>2.3.6 Land Valuation Division</b></p>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Rating valuation and rate inputs preparation.</li> <li>• Numbering and identification of all landed properties.</li> <li>• Acquisition of compensation to Government.</li> <li>• Capital Valuation to the government and interested in Land and property.</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Assessing the compensation payable upon acquisition of land by the government.</li> <li>• Determining the values of properties rented, purchased, sold or leased by or to government.</li> <li>• Preparation and maintenance of valuation list for rating purposes.eg for property rate.</li> <li>• Valuation of interest in land for the administration of estate duty.</li> <li>• Valuation of interest in land or related interest for the general public at a fee.</li> </ul>

<b>2.3.7 National Health Insurance Authority</b>	
<p><b>Responsibilities of the Agency:</b></p> <ol style="list-style-type: none"> <li>1. Implement, operate and manage the National Health Insurance Scheme.</li> <li>2. Register members of the National Health Insurance Scheme</li> <li>3. Issue identity cards to members of the National Health Insurance Scheme.</li> </ol>	<p><b>Details of Activities:</b></p> <p>Visit remote communities in the district and register them.</p>

<b>2.3.8 National Ambulance Service</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>Pre – hospital emergency care</p>	<p><b>Details of Activities:</b></p> <p>Assist deliveries</p> <p>Referrals and diagnostic study</p> <p>Standby duties</p> <p>Attend to motor accidents victims to provide emergency care.</p>

<b>2.3.9 Ghana Immigration Service</b>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Ensure safe entry and exit of travelers.</li> <li>• Issuance and renewal of residence and work permits.</li> <li>• Issuance and renewal of passports and visas.</li> <li>• Enforcement duties.</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• GIS ensures safe exit and entry of travelers to and from Ghana through approved and unapproved routes.</li> <li>• GIS issues and renews residence and work permits to foreigners who wish to stay and work in the country.</li> <li>• In collaboration with the foreign affairs ministry and other bodies, it issues and renew passports and visas.</li> <li>• GIS, as part of monitoring and enforcement duties, pay regular visits to hotels, guest houses and lodges for inspection and look for foreigners who patronize such facilities.</li> </ul>

<b>2.3.10 Non-Formal Education Division</b>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Provide functional literacy to disadvantaged groups.</li> <li>• Provide complementary education pathways from primary to tertiary levels.</li> <li>• Equip learners with the knowledge, attitudes and skills to enable the learners to improve the quality of life in their communities in a lifelong learning framework.</li> <li>• Equip learners to improve upon their occupational skills through functional basic literacy.</li> <li>• Coordinate and implement activities in the</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Design and promote strategies and programs for the conduct and implementation of all forms of complementary education.</li> <li>• Provide complementary education.</li> <li>• Provide occupational skills training for different trade groups.</li> <li>• Develop partnership to enhance complementary education and occupational skills development.</li> <li>• To create community learning platforms for complementary education.</li> </ul>

<p>complementary education sector.</p>	
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<p><b>2.3.11 Stool Lands</b></p>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Collection of ground rent</li> <li>• Assessment and distribution of rent demand notice.</li> <li>• Public education</li> <li>• Settlement of land disputes.</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• House to house</li> <li>• Customary Land Secretariat</li> </ul>

<p><b>2.3.12 Electoral Commission</b></p>	
<p><b>Responsibilities of the Agency:</b></p> <p>The Electoral Commission of Ghana is the official body in Ghana responsible for all public elections and referenda.</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Registration of voters and revising the electoral role regularly</li> <li>• Organize, conduct and supervise elections and referenda in accordance with the constitution.</li> <li>• Demarcate electoral boundaries(constituencies) in accordance with the provision of the constitution.</li> <li>• Education of voters</li> <li>• Hear and determine election complaints arising before and during elections</li> </ul>

	<ul style="list-style-type: none"> <li>• Declaration of election results.</li> </ul>
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<b>2.3.13 Rent Control Department</b>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Regulating rental housing market.</li> <li>• Overseeing the rental housing market</li> <li>• Rent fixation</li> <li>• Lease Agreement Approval</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Fixing and regulating rents for residential and commercial properties.</li> <li>• Approving lease agreements to ensure compliance with rent control regulations</li> <li>• Controlling and approving rent increases to prevent excessive increases</li> <li>• Conducting regular inspections to ensure compliance with housing codes and rent control regulations.</li> </ul>

<b>2.3.14 Commission on Human Right and Administrative Justice</b>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Promoting and protecting human rights and administrative justice.</li> <li>• Investigating Human Rights Abuses</li> <li>• Promoting Human Rights Awareness</li> <li>• Monitoring Human Rights Situations</li> <li>• Investigating Administrative Decisions</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Investigating complaints of human rights abuses including torture, arbitrary arrest and detention</li> <li>• Educating the public about human rights and the importance of respecting and protecting them</li> <li>• Monitoring human rights situations in Ghana and making recommendations for improvement</li> <li>• Investigating complaints of administrative injustice including corruption, abuse of power and maladministration.</li> <li>• Reviewing administrative decisions</li> </ul>

	<p>to ensure they are fair, reasonable and in accordance with the law</p> <ul style="list-style-type: none"> <li>• Providing redress to individuals who have suffered administrative injustice</li> </ul>
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<b>2.3.15 Legal Aid Commission</b>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Free legal advice</li> <li>• Representation in court</li> <li>• Drafting legal documents</li> <li>• Providing legal assistance to vulnerable and marginalized groups</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Providing free legal advice to eligible clients on various legal issues</li> <li>• Educating the public about human rights and the importance of respecting and protecting them</li> <li>• Monitoring human rights situations in Ghana and making recommendations for improvement</li> <li>• Investigating complaints of administrative injustice including corruption, abuse of power and maladministration.</li> <li>• Reviewing administrative decisions to ensure they are fair, reasonable and in accordance with the law</li> <li>• Providing redress to individuals who have suffered administrative injustice</li> </ul>

<b>2.3.16 Business Resource Centre</b>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Business planning and advisory services</li> <li>• Training and workshops</li> <li>• Access to funding</li> <li>• Business registration and licensing</li> <li>• Mentorship programmes</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Providing one on one consultation, business plan development and market research</li> <li>• Organizing seminars, webinars and training sessions on various business topics such as marketing, finance and management</li> </ul>

	<ul style="list-style-type: none"> <li>• Information on funding opportunities, loan programmes and investment opportunities.</li> <li>• Rendering assistance with business registration, licensing and permitting.</li> <li>• Airing entrepreneurs with experienced business mentors who provide guidance and support.</li> </ul>
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<b>2.3.17 Ghana Police Service</b>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Maintenance of Law and Order</li> <li>• Protection of Life and Property Monitoring</li> <li>• Investigation and Detection of Crime .</li> <li>• Community Policing</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Enforcing all laws and regulations in Ghana, including the Criminal Code, the Police Service Act, and other relevant law, maintaining public order and peace, including controlling crowds, managing public events, and responding to emergence and preventing crime through patrols, surveillance, and intelligence gathering.</li> <li>• Protecting human life and preventing harm to individuals, including responding to emergency calls and providing medical assistance, protecting property and preventing damage or loss, including responding to reports of burglary, theft, and vandalism and handling and assisting any personnel with complains pertaining to their wellbeing, work and user agencies they are being posted to.</li> <li>• Investigating crimes, including gathering evidence, interviewing witnesses, and apprehending suspects and detecting crime through surveillance, intelligence gathering and forensic analysis.</li> <li>• Building relationships with the community, including engaging with local leaders, community groups and individuals</li> </ul>

<b>2.3.18 National Identification Authority</b>	
<p><b>Responsibilities of the Agency:</b></p> <ul style="list-style-type: none"> <li>• Registration and Issuance of National ID Cards</li> <li>• Maintenance of National Identity Register</li> <li>• Providing Identity Verification Services</li> <li>• Collaboration with Other Agencies</li> </ul>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• Collecting biometric and demographic data from citizens and resident foreigners, verifying the identities of applicants through various means, including biometric verification and issuing national identity cards known as the Ghana Card to eligible applicants.</li> <li>• Creating and updating records of citizens and resident foreigners in the National Identity Register and ensuring the accuracy, completeness and security of data in the National Identity Register.</li> <li>• Authenticating the identities of individuals through biometric verification and providing identity verification reports to authorized institutions and organizations</li> <li>• Collaborating with other government agencies, such as the Ghana Immigration Service, to ensure the integrity of the national identity register and cooperating with international organizations and countries to share best practices and prevent identity-related crimes.</li> </ul>

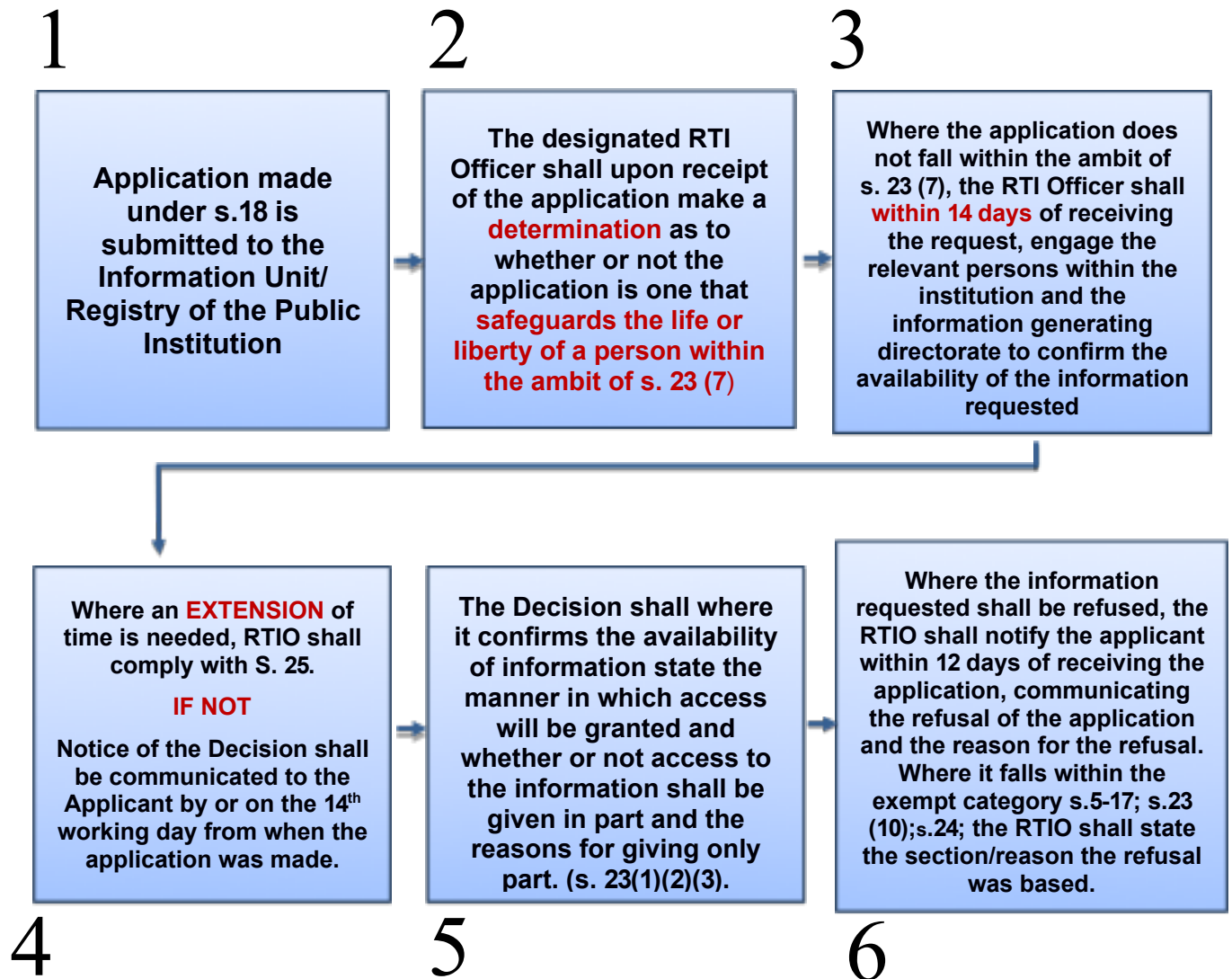
**2.4 Classes and Types of information**

<b>List of various classes of information in the custody of the institution:</b>
<p>1. General Information on Governance and Projects</p>

<b>Types of Information Accessible at a fee:</b>
--------------------------------------------------

- |                                                            |
|------------------------------------------------------------|
| 1. As per Section 75 of Right to Information Act (Act 989) |
|------------------------------------------------------------|

### 3. Processing and Decision on Application – S. 23



## **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. Fees and Charges for Access to Information**

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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

Section 76 subjects the retention of charges received by a public institution to the Constitution. Thus a public institution is authorized to retain charges received under the Act to be used only to defray expenses incurred by the public institution in the performance of functions under the Act and be paid into a bank account opened for the purpose with the approval of the Controller and Accountant-General.

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

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[Reference No.: .....]

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

**989)**



1.	<b>Name of Applicant:</b>			
2.	<b>Date:</b>			
3.	<b>Public Institution:</b>			
4.	<b>Date of Birth:</b>	<b>DD</b>	<b>MM</b>	<b>YYYY</b>
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:	<input type="checkbox"/> National ID Card	<input type="checkbox"/> Passport	<input type="checkbox"/> Voter's ID
		<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"/> 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).	<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 type="checkbox"/> Postal Address _____ <input type="checkbox"/> Tel: _____
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 MMA's Information Unit**

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### **Name of Information/Designated Officer:**

EBENEZER BANNOR

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

0242382963

### **Postal Address of the institution:**

MAMPONG MUNICIPAL ASSEMBLY  
P. O. BOX 25  
MAMPONG -ASHANTI

## 8. Appendix C: Acronyms

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*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>MMA</i>	<i>Mampong Municipal Assembly</i>
<i>NYA</i>	<i>National Youth Authority</i>
<i>NSS</i>	<i>National Service Scheme</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>