



**Government of Ghana**

# Right to Information Manual Template

ABUAKWA SOUTH MUNICIPAL ASSEMBLY (ASMA)

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Subject to revision by your institution

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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 organisational structure, responsibilities and activities of the Abuakwa South Municipal Assembly (A.S.M.A) and provide the types of information and classes of information available at ASMA including the location and contact details of its Information Officers and units.

## **2. Directorates and Departments under Abuakwa South Municipal Assembly (A.S.M.A)**

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 organisational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

### **VISION**

AN EFFECTIVE, COLLABORATIVE AND ACCOUNTABLE LOCAL GOVERNMENT INSTITUTION WITH THE CAPACITY TO MANAGE AND PROVIDE QUALITY AND ACCESSIBLE SERVICES.

### **MISSION**

ASSEMBLY EXISTS TO PROVIDE THE OVERALL DEVELOPMENT OF THE MUNICIPALITY BY PROVIDING SERVICE THROUGH EFFICIENT MANAGEMENT OF RESOURCES AND COORDINATION OF ACTIVITIES OF ALL DECENTRALISED DEPARTMENTS AND AGENCIES, SO AS TO IMPROVE THE QUALITY OF LIFE OF THE PEOPLE.

<b>Directorates and Departments under Abuakwa South Municipal Assembly (ASMA)</b>
<ol style="list-style-type: none"> <li>1. Central Administration Department</li> <li>2. Finance Department.</li> <li>3. Education Youth and Sports Department</li> <li>4. Municipal Health Department</li> <li>5. Agriculture Department</li> <li>6. Physical Planning Department</li> <li>7. Social Protection and Community Development Department</li> <li>8. Works Department</li> <li>9. Trade and Industry Department</li> <li>10. Natural Resources Conservation, Forestry and Game and Wildlife Department</li> </ol>

- 11. Disaster Prevention Department
- 12. Roads Department
- 13. Transport Department

**Responsibilities of the Institution:**

**Exercise political and administrative authority in the Municipal;**

- **Promote local economic development; and**
- **Provide guidance, give direction to and supervise other administrative authorities in the Municipal as may be prescribed by law**
- **Be responsible for the overall development of the Municipal;**
- **Formulate and execute plans, programs and strategies for the effective mobilisation of the resources necessary for the overall development of the Municipal;**
- **Co-ordinate, integrate and harmonise the execution of programs and projects under approved development plans for the Municipal**
- **Promote and support productive activity and social development in the Municipal and remove any obstacles to initiative and development;**
- **Sponsor the education of students from the Municipal to fill particular manpower needs of the Municipal especially in the social sectors of education and health,**
- **Initiate programs for the development of basic infrastructure and provide municipal works and services in the Municipal;**
- **Be responsible for the development, improvement and management of human settlements and the environment in the Municipal;**
- **In cooperation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the Municipal;**
- **Ensure ready access to courts in the Municipal for the promotion of justice;**
- **Act to preserve and promote the cultural heritage within the Municipal;**
- **Execute approved development plans for the Municipal;**

- **Guide, encourage and support sub-Municipal local structures, public agencies and local communities to perform their functions**
- **Monitor the execution of projects under approved development plans and assess and evaluate their impact on the development of the Municipal and national economy in accordance with government policy.**

## 2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Central Administration Department	<p>The Central Administration Department is the secretariat of the Abuakwa South Municipal Assembly and is responsible for:</p> <ul style="list-style-type: none"> <li>● Providing support services, effective and efficient general administration and organisation of the Municipal Assembly;</li> <li>● Managing all sections of the Assembly including; Planning, Records, Estate, Transport, Procurement, Accounts, Internal Audit, Environmental Health and Sanitation, Stores, Security and Management Information Systems;</li> <li>● The Department also coordinates the General administrative functions;</li> <li>● Develops planning and management functions such as budgeting and rating functions as well as statistics and information services;</li> <li>● The human resource planning and development of the Municipal Assembly;</li> <li>● Environmental health and sanitation activities; and</li> <li>● Receiving and documenting complaints made by the people in the municipality</li> </ul>

Finance Department	<p>The department;</p> <ul style="list-style-type: none"> <li>• Leads in the management and use of financial resources to achieve value for money</li> <li>• Advices Management on the Financial Administration Act, Internal Audit Agency Act, Procurement Act, and any other financial regulations approved by Government and by doing so ensures the maintenance of proper accounts</li> <li>• Directs and controls financial management in line with public sector accounting principles thereby safeguarding the assets of the Assembly</li> </ul>
Education, Youth and Sports Department	<p>The department is responsible for:</p> <ul style="list-style-type: none"> <li>• Pre-school, special school, basic education, youth and sports, development or organisation and library services at the Municipal level;</li> <li>• Harmonising the activities and functions of the Ghana Education Service, Youth Council, Sports Council and Library Board at the Municipal level</li> </ul>
Municipal Health Department	<p>Responsible for:</p> <ul style="list-style-type: none"> <li>• Delivering health care services in the Municipality;</li> <li>• Ensuring affordable, equitable, easily accessible and Universal Health Coverage (UCH) in the Municipality;</li> <li>• Providing and prudently managing comprehensive and accessible healthy service with special emphasis on primary health care in accordance with approved national policies</li> </ul>



Agriculture Department	<p>The department exists to offer effective extension delivery services through improved Agricultural Technologies for increased crop production and enhanced value chain for income generation and improved livelihood and is responsible for:</p> <ul style="list-style-type: none"> <li>• Promoting policies, strategies and appropriate agricultural technologies;</li> <li>• Organise agriculture field schools, workshops and seminars to assess farmers' participation and adoption of new farming technologies;</li> <li>• Creating forum for policy dialogues and decision making; and</li> <li>• Preparing comprehensive reports on agricultural conditions, seasons and activities within a stipulated time frame.</li> </ul>
Physical planning Department	<p>The Physical Planning Unit prepares planning and revision schemes for the Assembly. It also helps in controlling physical development and the processing of development permit applications. It advises management and citizenry on spatial and economic related planning issues. .</p> <p>The department <b>is also responsible for</b>;</p> <ul style="list-style-type: none"> <li>• Advising the Assembly on national policies on physical planning, land use and development;</li> <li>• Coordinating activities and projects of departments and other agencies including Non-Governmental Organisations to ensure compliance with planning standards;</li> <li>• Assisting in the preparation of physical plans as a guide for the formulation of development policies and decisions and to design projects in the municipality;</li> <li>• Assisting in identifying problems concerning the development of land and its social, environmental and economic implications;</li> <li>• Advising on setting out approved plans for future development of land at the municipal level;</li> </ul>

	<ul style="list-style-type: none"> <li>• Advising on preparation of structures for towns and village within the municipality;</li> <li>• Facilitating and participating in research into planning in the municipality;</li> <li>• Offering professional advice to aggrieved persons on appeals and petitions on decisions made on their building;</li> <li>• Facilitating consultation, coordination and harmonisation of developmental decisions into a physical development plan;</li> <li>• Assisting in preparing a Land-Use Plan to guide activities in the municipality;</li> <li>• Advising on the conditions for the construction of public and private buildings and structures;</li> <li>• Providing the layout for buildings for improved housing layout and settlement;</li> <li>• Ensuring the prohibition of the construction of new buildings unless building plans submitted have been approved by the Assembly;</li> <li>• Advising and facilitating the demolition of dilapidated buildings and recovery of expenses incurred in connection with the demolition;</li> <li>• Ensuring the prohibition of the use of inflammable materials in the construction or repair of buildings in defied areas;</li> <li>• Advising the Assembly on the setting of signages and masts to ensure compliance with the decisions of the Assembly;</li> <li>• Advising on the acquisition of landed property in the public interest; and</li> <li>• Undertaking street naming, numbering of houses and related Issues.</li> </ul>
Social Protection and Community Development Department	<p>The Department of Social Welfare and Community Development of the Abuakwa South Municipal Assembly assists to formulate and implement social welfare and community development policies within the framework of national policy.</p> <p>The Department by its mandate undertakes the following responsibilities:</p>

	<p>(a) Facilitate community-based rehabilitation of persons with disabilities through the implementation of the 3% Common Fund allocated for Persons with Disabilities (PWDs);</p> <p>(b) Assist and facilitate provision of community care services including:</p> <ul style="list-style-type: none"> <li>• Implementation of the Livelihood Empowerment Against Poverty (LEAP) Program;</li> <li>• Registration of persons with disabilities;</li> <li>• Hospital welfare services;</li> <li>• Assistance to the aged; and</li> <li>• Socio-economic and emotional stability in families;</li> </ul> <p>(c) Assist to maintain specialised residential services in the districts;</p> <p>(d) Facilitate the registration and supervision of non-governmental organisations and their activities in the district;</p> <p>(e) Promote and Protect the Rights of the Child, child survival and development, and elimination of child labour.</p> <p>(f) Promote Justice Administration including;</p> <ul style="list-style-type: none"> <li>• Protection of the rights of juveniles</li> </ul> <p>(g) Assist to organise community development programs to improve and enrich rural life through:</p> <ul style="list-style-type: none"> <li>• Literacy and adult education;</li> <li>• Voluntary contribution and communal labour for the provision of facilities and services such as water, schools, library, community centres and public places of convenience or;</li> <li>• Teaching deprived or rural women in home management and child care.</li> <li>• Home science extension.</li> </ul>
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Works Department	<p>The Works department of the Abuakwa South Municipal Assembly exists to ensure within the scope of our vision the orderly and aesthetic development of the build environment of our municipality.</p> <p>The department is responsible for the development and maintenance of first cycle schools, markets, sanitary structures, management of the Assembly's landed properties, designs, and management of all building projects of the Assembly, premises, house numbering.</p> <p>It also seeks to develop control and demolishes unauthorised developments as well as dangerous and ruinous buildings.</p> <p><b>The Works Department;</b></p> <ul style="list-style-type: none"> <li>• Facilitate the implementation of policies on works and report to the Assembly, and provide advice on matters relating to Works in the Assembly.</li> <li>• Facilitate the construction, repair and maintenance of:</li> <li>• Public roads including Feeder Roads.</li> <li>• Drains along any streets in the major settlements within its jurisdiction.</li> <li>• Encourage and facilitate maintenance of public buildings and facilities in the Assembly.</li> <li>• Assist to build, equip, close and maintain markets and prohibit the erection of stores in places other than the markets.</li> <li>• Assist to inspect projects undertaken by the District Assembly with the relevant departments of the Assembly.</li> <li>• Advise the Assembly on the prohibition of digging of borrow pits and other excavations in the sinking of wells or their closers.</li> <li>• Assist to maintain public buildings made up of offices, residential accommodations and ancillary structures.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Advise and encourage owners of building structures to             <ul style="list-style-type: none"> <li>• Remove dilapidated structures in any public place.</li> <li>• Paint, distemper, white wash or colour wash the outside of any building forming part of the premises</li> <li>• Tidy up the premises and remove any derelict vehicles or objects which constitute nuisance</li> </ul> </li> <li>• Provide technical advice for the machinery and structural layout of building plans to facilitate escape from fire, rescue operation and fire management</li> </ul>
Trade and Industry Department	<p>The trade and industry department of the Municipal Assembly performs the following responsibilities:</p> <ul style="list-style-type: none"> <li>• Assists in the formulation of policies on trade and tourism in the Municipal within the framework of national policy and guidelines</li> <li>• Facilitate the implementation of policies on trade, industry and tourism in the Municipal</li> <li>• Assists in the design, develop and implement a plan of action to meet the needs and expectations of organised groups</li> <li>• Assists in the establishment and management of rural and small-scale industries on commercial basis</li> <li>• Promote the formation of associations, cooperatives, groups and other organisations which are beneficial to the development of small-scale industries</li> </ul>
Natural Resources, Conservation, Forestry and Game and Wildlife Department	<p>1) The Natural Resources Conservation, Forestry and Game and wildlife Department of the Abuakwa South Municipal Assembly is for the sustainable development of the forestry and wildlife resources and protected</p>

	<p>areas, in the Municipal by combining functions of the Departments of Forestry and Wildlife.</p> <p>(2) The Department shall:</p> <p>(a) assist the Assembly in the formulation of policies for the conservation of natural resources in the Municipal within the framework of national policy on natural resources, conservation and report on the implementation of the policies and programs to the Municipal Assembly;</p> <p>(b) facilitate the creation of awareness on the benefits of forests and wildlife conservation;</p> <p>(c) encourage investment in commercial timber plantation and the preservation of wildlife;</p> <p>(d) assist and facilitate the establishment and maintenance of tree nurseries and forest plantations for sale to the public;</p> <p>(e) facilitate the promotion and support of the development of:</p> <p>(i) private nurseries, woodlots, fodder poles and timber, and</p> <p>(ii) Municipal wildlife reserves including rearing of animals for the production of bush meat and horn by individuals, institutions and organisations;</p> <p>(f) advise on the prohibition, restriction or regulation of the</p> <p>(i) hunting, capture, killing or sale of animals or any specified species, and</p> <p>(ii) cutting, logging or destruction of vegetation growing along any river, stream watercourse, degraded hill</p>
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	<p>slopes and river sources and courses;</p> <p>(g) facilitate replanting or reforestation of water courses and degraded land;</p> <p>(h) assist in developing collaborative mechanisms for;</p> <p>(i) the sustainable management and utilisation of timber and non-timber products, and (ii) the protection of forest and water resources from bush fires, illegal harvesting, agricultural encroachment and pollution;</p> <p>(i) assist the Assembly in the mapping out of areas for natural environment, preservation and protection:</p> <p>(j) advise the Assembly on measures to embark on to prevent soil erosion; and</p> <p>(k) assist in prohibiting farming practices which are detrimental to the environment.</p>
Disaster Prevention Department	<ul style="list-style-type: none"> <li>● The Disaster Prevention department of the Municipal assists in the planning and implementation of programs to prevent and / or mitigate disaster in the Municipal within the policy framework of national policies</li> <li>● Also, as part of their preventive role, the department assists and facilitates education and training of volunteers to fires, etc. and organises public disaster education campaign programs</li> <li>● It ensures that there is an adherence to rules in respect of public and private properties to ensure adequate protection against disasters.</li> </ul>
Roads Department	<p>The roads department of the Abuakwa South Municipal Assembly is responsible for the following:</p> <ul style="list-style-type: none"> <li>● Efficiently Maintain the Local Road network in the Municipal</li> </ul>

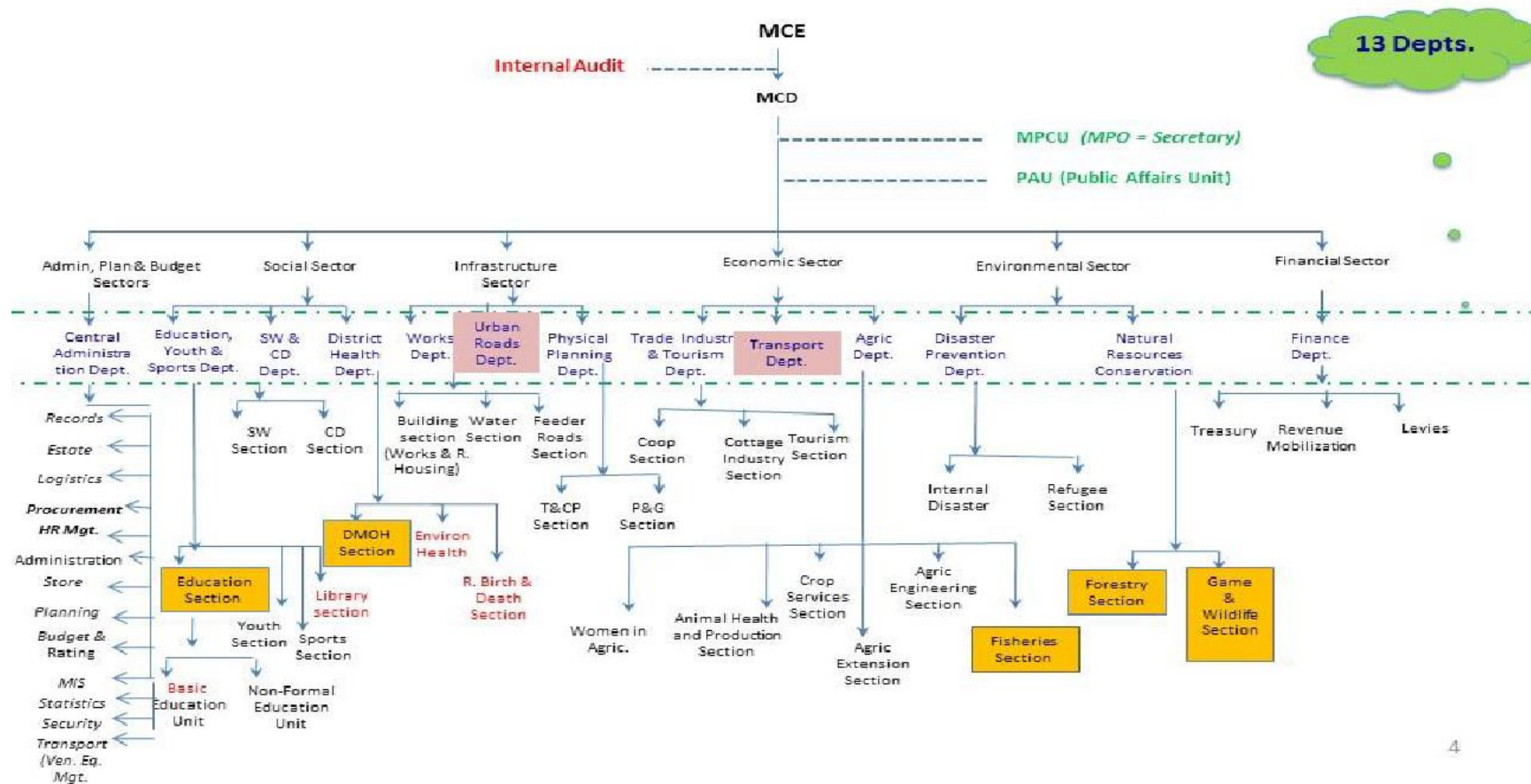
	<ul style="list-style-type: none"> <li>● Reduce the average travel time on the Local roads in the Municipal</li> <li>● In collaboration with other departments, progressively reduce the walking and waiting for public transport in the Central Business Districts and low income communities in the Municipal</li> <li>● Ensure efficient traffic management systems and road safety</li> <li>● Efficiently manage road transport infrastructure, coordinate and integrate the operations of different transport modes in order to effectively move people and goods in a safe, efficient and sustainable manner in the Municipal</li> <li>● Develop and apply social, economic and environmental criteria for the selection of projects</li> <li>● Progressively improve environmental conditions along roads in the Municipal</li> <li>● Collaborate with other institutions involved in education and enforcement to reduce the number and severity of road accidents in urban areas</li> <li>● Progressively improve the proportion of road networks in good condition in the Municipal, especially in low income and newly developing communities.</li> <li>● Collaborate with the regional Roads Department and other road Agencies in the Maintenance of the Arterial and Collector roads.</li> </ul>
Transport Department	<p>The transport department of the Municipal Assembly is responsible for:</p> <ul style="list-style-type: none"> <li>● The preparation of transport budget and monitoring of daily use of vehicles</li> <li>● Advising management on the status of obsolete vehicles and implementing transport policies and services</li> </ul>



	<ul style="list-style-type: none"><li>● Advising on the purchase of new vehicles, repairs and maintenance</li><li>● Supervising drivers and other transport officers</li></ul>
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## 2.2 Abuakwa South Municipal Assembly's Organogram

### APPENDIX 2A MUNICIPAL DEPARTMENTAL ORGANOGRAM (FUNCTIONAL)



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### 2.3 AGENCIES UNDER Abuakwa South Municipal Assembly

Agencies under Abuakwa South Municipal Assembly
<ol style="list-style-type: none"> <li>1. National Commission on Civic Education</li> <li>2. Ghana Education Service</li> <li>3. Ghana Health Service</li> <li>4. Ghana Immigration Service</li> <li>5. Ghana National Fire Service</li> <li>6. Ghana National Ambulance Service</li> <li>7. Ghana Audit Service</li> <li>8. Non-Formal Education Division</li> <li>9. Forestry Commission</li> <li>10. Legal Aid Scheme</li> <li>11. Rent Control</li> <li>12. Department of Labor</li> <li>13. Ghana Enterprise Agency</li> <li>14. National Service Secretariat</li> <li>15. National Youth Authority</li> <li>16. National Health Insurance Authority</li> <li>17. Department of Social Development</li> <li>18. Youth Employment Agency</li> <li>19. National Disaster Management Organization</li> <li>20. Commission for Human Right and Administrative Justice</li> <li>21. Information Service Department</li> <li>22. Department of Stool Lands- Office of the Administrator of Stool Lands</li> <li>23. Akyem Abuakwa Traditional Council</li> <li>24. Environmental Health and Sanitation Unit</li> </ol>

- 25. Ghana Police Service
- 26. Ghana Water Company Limited
- 27. Electricity Company of Ghana
- 28. GCB Bank

<b>National commission on Civic Education (NCCE)</b>	
<b>Responsibilities of the Agency:</b> <ul style="list-style-type: none"> <li>• The commission is responsible for the promotion and sustainable of democracy</li> <li>• It's responsible is also to inculcate in the Ghanaian Citizenry, the awareness of their rights and obligations, through civic education</li> </ul>	<b>Details of Activities:</b> <ul style="list-style-type: none"> <li>• Create and sustain within the society the awareness of the principles and objectives of the 1992 fourth Republican 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 the national, regional, and district levels aimed at realising the objectives of the 1992 fourth Republican Constitution;</li> <li>• Formulate, implement and oversee programmes intended to inculcate in the citizens of Ghana awareness of their civic responsibilities and an appreciation of their rights and obligations as free people; and</li> <li>• To assess the information of the Government, the limitations to the achievement of true democracy arising from the existing inequalities between different strata of the population and make recommendations for re-dressing these inequalities.</li> <li>• The work of the NCCE comes to the fore during election years in Ghana when thorough public education is done to</li> </ul>

	sensitise electorates about the voting procedure and their conducts before, during and after presidential and public elections
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<b>Ghana Education Service (GES)</b>	
<b>Responsibilities of the Agency:</b>  The GES is responsible for the implementation of approved national-pre-tertiary education policies and programs to ensure that Ghanaian children of school-going age irrespective of tribe, gender, disability, religious and political affiliations are provided with inclusive and equitable quality formal education.	<b>Details of Activities:</b> <ul style="list-style-type: none"> <li>• Provides and oversees Basic Education (Pre-tertiary), technical Education as well as special education</li> <li>• Promotes the efficiency and full development of talents among its members</li> <li>• Maintains professional standards and the conduct of its personnel</li> <li>• Recruits and posts qualified teaching and non-teaching staff</li> </ul>

<b>Ghana Health Service (GHS)</b>	
<b>Responsibilities of the Agency:</b>  To provide and prudently manage comprehensive and accessible health service with special Emphasis on primary health care at regional, district and sub-district levels in accordance with approved national policies <ul style="list-style-type: none"> <li>• Implement approved national policies for health delivery in the country.</li> </ul>	<b>Details of Activities:</b> <ul style="list-style-type: none"> <li>• Ensuring access to health services at the community, sub-district, district and regional levels by providing health services or contracting out service provision to other recognised health care providers</li> <li>• Setting technical guidelines to achieve policy standards set by MOH</li> <li>• Planning, organising and administering comprehensive health services with special emphasis on primary healthcare</li> </ul>

<ul style="list-style-type: none"> <li>• Increase access to good quality health services, and</li> <li>• Manage prudently resources available for the provision of the health services</li> </ul>	<ul style="list-style-type: none"> <li>• Developing mechanisms for the equitable distribution of health facilities in rural and urban districts</li> <li>• Managing and administering health institutions within the Service</li> <li>• Contracting with teaching hospitals for the treatment of referred patients</li> <li>• Promoting health, mode of healthy living and good health habits by people</li> <li>• Establishing effective mechanisms for disease surveillance, disease prevention and control</li> <li>• Promoting the efficiency and advancement of health workers through in-service and continuing education</li> <li>• Managing the assets and properties of the Service to ensure the most effective use</li> <li>• Determining with the approval of the Minister of</li> <li>• Health charges for health services rendered by the Service</li> <li>• Performing any other function that is relevant to the promotion, protection and restoration of health.</li> </ul>
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<b>Ghana Immigration Service (GIS)</b>	
<b>Responsibilities of the Agency:</b>  GIS is responsible for ensuring the effective administration and migration in the country and also contributes to national security	<b>Details of Activities:</b> <ul style="list-style-type: none"> <li>• Subject to existing laws, the service examines the travel documents of persons entering or leaving the country through the borders</li> <li>• The service ensures the application and enforcement of laws relating to the immigration and employment of non-Ghanaians in the country</li> <li>• It advises on and implement international co-operation agreements with other countries</li> </ul>

	<p>and international organisations on matters relating to migration</p> <ul style="list-style-type: none"> <li>• The GIS manages and patrol the borders of the country</li> <li>• Through the controller-general or the duly authorised representative of the controller-general, the Ghana Immigration Service Issues Visas for entry into the country and permits for residence or work in the country</li> </ul>
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<b>Ghana National Fire Service (GNFS)</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>The GNFS is responsible for managing and preventing undesired fires</p>	<p><b>Details of Activities:</b></p> <ul style="list-style-type: none"> <li>• The GNFS organises public fire Education programs to: <ol style="list-style-type: none"> <li>1. To create and sustain awareness of the hazards of fire;</li> <li>2. Heighten the role of the individual in the prevention of fire;</li> <li>3. Provide technical advice for building plans in respect of machinery and structural layouts to facilitate escape from fire, rescue operations and fire management;</li> <li>4. Inspect and offer technical advice on fire extinguishers;</li> <li>5. Co-ordinate and advise on the training of personnel in firefighting departments of institutions in the country;</li> <li>6. Train and organise fire volunteer squads at community level;</li> </ol> </li> </ul>

	<p>7. Offer rescue and evacuation services to those trapped by fire or in other emergency situations; and</p> <p>8. Undertake other function incidental to the objective of the service</p> <p>However, pursuant of their duties,</p> <p>9. Any member of the service who is on duty may without consent of the occupiers</p> <ul style="list-style-type: none"> <li>• Enter and if necessary, break into any premises or place in which fire has broken out or of extinguishing or dealing with the fire</li> <li>• Do all such things in the premises or place as he may deem necessary for extinguishing or dealing with the fire</li> <li>• Any member of the service may in order to deal with an outbreak of fire, enter any land or premises</li> <li>• To ensure the use of water under the control of any person</li> <li>• To improve the access to any such water and</li> <li>• To lay and maintain hydrants and to carry out other works in connection with the power above</li> </ul>
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<b>Ghana National Ambulance Service (GNAS)</b>	
<p><b>Responsibilities of the Agency</b></p> <p>GNAS is responsible for establishing a nationwide comprehensive pre-hospital emergency care. The service runs a two tier administrative system, thus the head office and the district levels which are the operational level.</p>	<p><b>Details of Activities:</b></p> <p>GNAS:</p> <ul style="list-style-type: none"> <li>• Provides pre-hospital emergency care to accident victims be it road traffic, domestic, industrial, medical etc.;</li> </ul>



	<ul style="list-style-type: none"> <li>• Transports accident victims from the scene of an incident to an appropriate health facility;</li> <li>• Provides Stan-by emergency cover at mass public meetings and liaises with other emergency services in time of disaster or mass casualty incidents;</li> <li>• Assists in formulation and implementation of programs for first respondents;</li> <li>• Identifies, recruits and trains cadres for the service</li> <li>• Assists in the establishment and operation of makeshift hospitals during mass casualty situations</li> </ul>
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<b>Ghana Audit Service (GAS)</b>	
<b>Responsibilities of the Agency:</b>  The role of the Ghana Audit Service Is to audit and report on public accounts of Ghana and all public offices including the courts, central and local government administration, of the universities and public institutions of like nature, of any public cooperation or other body or organisation established by an Act of Parliament	<b>Details of Activities:</b>  <b>1.To audit the public accounts of Ghana and any other public office including</b> <ul style="list-style-type: none"> <li>• the Courts,</li> <li>• the Central and Local Government Administrations,</li> <li>• public universities and public institutions of like nature,</li> <li>• any public corporation or other body or organisation established by an Act of Parliament,</li> </ul>

	<ul style="list-style-type: none"> <li>• statement of the Central Bank's foreign exchange receipts and payments or transfers in and outside Ghana.</li> </ul> <p><b>2. Take into custody written declarations of all properties (assets owned) and or liabilities owed by persons who hold public offices.</b></p> <p><b>3. Determine and approve the form or manner that public accounts shall be kept.</b></p> <p><b>4. Submit audit reports on the public accounts of Ghana and the statement of the Central Bank's foreign exchange receipts and payments or transfers to Parliament. In these reports, the Auditor-General shall draw attention to irregularities in the accounts audited and make appropriate recommendations.</b></p> <p><b>5. May disallow any item of expenditure contrary to law and surcharge:</b></p> <ul style="list-style-type: none"> <li>• the amount of any expenditure disallowed against the person responsible for incurring or authorizing the expenditure; or</li> <li>• any sum which has not been duly brought into account, upon the person by whom the sum ought to have been brought into account; or</li> <li>• the amount of any loss or deficiency, upon any person by whose negligence or misconduct the loss or deficiency has been incurred.</li> </ul>
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**Non-Formal Education Division (NFED)**

<b>Responsibilities of the Agency:</b>	<b>Details of Activities:</b>
<p>The NFED is responsible for Coordinating literacy activities in Ghana and implementing the National Functional Literacy Program (NELP), which is a nationwide program aiming to reduce the number of non-literate adults in the country and equipping them with developmental information and functional skills in the domains of life and occupational skills civic awareness and health</p>	<p>The Non-Formal Education Division,</p> <ul style="list-style-type: none"> <li>▪ Provides functional literacy and continuing education for adults and youths who have not had a formal education or did not complete their primary education.</li> <li>▪ Provide functional and remedial education for the young people who did not complete their secondary education.</li> <li>▪ Provide education to different categories of graduates to improve the basic knowledge and skills.</li> <li>▪ Provide in-service, on-the-job, vocational and professional training to different categories of workers and professionals to improve their skills.</li> <li>▪ Give adult citizens of different parts of the country necessary aesthetic, cultural and civic education for public enlightenment</li> </ul>

<b>Ghana Forestry Commission (GFC)</b>	
<b>Responsibilities of the Agency:</b>	<b>Details of Activities:</b>
<p>The forestry commission of Ghana Is responsible for the regulation of utilisation of forest and wildlife resources, the conservation and management of those resources and the coordination of policies related to them.</p> <p>The commission embodies the various public bodies and agencies that were individually implementing the functions of protection, management, and the regulation of forest and</p>	<p>The commission:</p> <ul style="list-style-type: none"> <li>● protects, manages and develops forests resources in the national interest and for the benefit of the owners;</li> <li>● establishes planning systems for protection, harvesting and development of forest reserves in a sustainable manner;</li> <li>● Provides management and technical services with regard to matters of protection, management and development of forest reserves;</li> </ul>

<p>wildlife resources. Currently, these agencies form the divisions of the commission.</p> <p>They are:</p> <ul style="list-style-type: none"> <li>● Forest Services Division;</li> <li>● Wildlife Division;</li> <li>● Timber Industry Development Division;</li> <li>● Forestry Commission Training Center; and</li> <li>● Resource Management Support Center</li> </ul>	<ul style="list-style-type: none"> <li>● Promotes public awareness, understanding and support for forest resources conservation;</li> <li>● Regulate the harvesting of forest resources;</li> <li>● Facilitate the restoration of degraded landscapes in collaboration with private sector, community and civil society using different strategies;</li> <li>● Undertake the development of forest plantation for the restoration of degraded areas, the expansion of the country's forest cover and increase in the production of industrial timber</li> <li>● Assist the private sector and other bodies in the implementation of forest policies</li> </ul>
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<b>Legal aid Scheme</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>The National Legal Aid Scheme is responsible for the provision of quality legal services to the poor and vulnerable in the society</p> <p>It is also responsible to bring Justice to the doorstep of Ghanaians</p>	<p><b>Details of Activities:</b></p> <p>The scheme:</p> <ul style="list-style-type: none"> <li>● Provides Legal aid to indigents (I.e. Ghanaians)</li> <li>● Provides legal aid to a person who has reasonable grounds to take, defend prosecute, or be a party to proceedings related to the constitution in accordance with clause 1 of article 294 of the constitution</li> </ul>

<b>Rent Control Division</b>
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<b>Responsibilities of the Agency:</b>	<b>Details of Activities:</b>
<p>The rent control division Is responsible for cooperatively working with landlords and tenants to promote optimum peaceful coexistence through education, reconciliation while also providing on rent matters in compliance with the Rent Act 220</p> <p>Thus, the division is responsible for monitoring and establishing guidelines relating to regulating landlords and tenants' relationship to create an enabling environment for socio-economic growth in Ghana and for that matter the Municipal</p>	<p>The division:</p> <ul style="list-style-type: none"> <li>• Works as a statutory arbitral court which require the attendance of parties to suit and sometimes witnesses;</li> <li>• Applies various rent regulations which have been categorised into forms for all types of complaints reported to their office;</li> <li>• Fixes date, time and place for each person summoned to appear before the appropriate rent officer or rent magistrate; and</li> <li>• Takes further legal action against persons who refuses to appear before the rent officer or rent magistrate</li> </ul>

<b>Department of labour</b>	
<b>Responsibilities of the Agency:</b>	<b>Details of Activities:</b>
<p>The department of labour which is also one of the centralised departments under the municipal assembly is mainly responsible for formulating policies on labour and employment issues</p>	<p>The department is mandated to:</p> <ul style="list-style-type: none"> <li>• Develop sector plans;</li> <li>• Coordinate employment and labour related interventions across sectors;</li> <li>• Promote harmonious labour relations and workplace safety; and</li> <li>• Monitor and evaluate policies, programs/ projects for accelerated employment creation for national development</li> </ul>

<b>Ghana Enterprise Agency (GEA)</b>	
<b>Responsibilities of the Agency:</b>  This agency is a centralised agency under the ministry of trade and industry responsible for the promotion and development of Micro, Small and Medium Enterprises (MSMEs) in Ghana	<b>Details of Activities:</b>  <ul style="list-style-type: none"> <li>• The agency Coordinates, implements, and monitors the activities of the MSMEs in the municipal and Ghana at large</li> <li>• The agency also interrelates, administers and stimulates the development of these MSMEs</li> </ul>

<b>National Service Secretariat (NSS)</b>	
<b>Responsibilities of the Agency:</b>  <ul style="list-style-type: none"> <li>• The secretariat is responsible for deploying a pool of Skilled manpower drawn primarily from tertiary institutions to support the development effort of both the public and private sectors in Ghana</li> <li>• The secretariat is also responsible to provide newly qualified graduates with the opportunity to have practical exposure on the job, both in the private and public sectors, as part of their civic responsibility to the country</li> <li>• It is further responsible to provide user agencies with the opportunity to satisfy their man power needs and affords communities that would otherwise have difficulty in accessing mainstream development initiatives and</li> </ul>	<b>Details of Activities:</b>  The secretariat: <ul style="list-style-type: none"> <li>• Encourages the spirit of national service of all segments Of Ghanaian society in the effort of nation-building through active participation;</li> <li>• Undertakes projects designed to combat hunger, illiteracy, disease and unemployment in Ghana;</li> <li>• Helps provide essential services and amenities, particularly in towns and villages of the rural areas of Ghana;</li> <li>• Develops skilled manpower through practical training; and</li> <li>• Promotes national unity and strengthen the bonds of common citizenship among Ghanaians</li> </ul>

access to improved social services through community service	
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<b>National Youth Authority (NYA)</b>	
<b>Responsibilities of the Agency:</b>  The NYA provides relevant and conducive environment that defines and supports the implementation of effective frontline youth empowerment practices, focusing on young people's participation in sociology-economic and political development whilst facilitating private and third sector provider investments in youth empowerment	<b>Details of Activities:</b>  The authority: <ul style="list-style-type: none"> <li>• Advocates, facilitates and ensures the mainstream of youth development issues into national development frameworks, plans and programs in all sectors;</li> <li>• Gamers relevant stakeholder interest and commitment to provide the youth with opportunities for skills training, employment, and market information;</li> <li>• Designs appropriate collaboration partnerships to strengthen the link between education and diversified productivity labour markets;</li> <li>• Coordinates promotion of youth participation and acquisition of universal ethics in electoral democracy and governance; and</li> <li>• Partners and collaborates in reduction of violence and crime among young people</li> </ul>

<b>National Health Insurance Authority (NHIA)</b>
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<b>Responsibilities of the Agency:</b>	<b>Details of Activities:</b>
<p>The NHIA provides financial risk protection against the cost of quality health care for all residents in Ghana and to delight its members and other stakeholders with an enthusiastic, motivated and empathetic professional staff who share the values of honesty and accountability in partnership with all stakeholders</p>	<p>The Authority:</p> <ul style="list-style-type: none"> <li>● Implements, operates and manages the nation's health insurance scheme;</li> <li>● Determines in consultation with the minister contributions that should be made by members of the national health insurance scheme;</li> <li>● Registers members of the national health insurance scheme;</li> <li>● Registers and supervises private health insurance schemes;</li> <li>● Issues identity cards to members of the National Health Insurance Scheme;</li> <li>● Ensures equity in health care coverage;</li> <li>● Ensures access by the poor to health care services;</li> <li>● Ensures protection of the poor and vulnerable against financial risk;</li> <li>● Grant credentials to healthcare providers and facilities that provide healthcare services to members of the National Health Insurance Scheme;</li> <li>● Manages the National Health Insurance Fund;</li> <li>● Provides a decentralised system to receive and resolve complaints by the members of the National Health Insurance Scheme and healthcare providers;</li> <li>● Undertakes public education on health insurance on its own or in collaboration with other bodies;</li> <li>● Makes proposals to the Minister for the formulation of policies on health insurance;</li> </ul>



	<ul style="list-style-type: none"> <li>• Undertakes programs that further the sustainability of the national health insurance scheme;</li> <li>• Ensures the efficiency and quality of services under the national and private health insurance schemes;</li> <li>• Develops guidelines, processes and manuals for the effective implementation and management of the National Health Insurance Scheme;</li> <li>• Protects the interest of members of private health insurance schemes;</li> <li>• Identifies and enrolls persons exempt from payment of contributions to National Health Insurance into the National Health Insurance Scheme;</li> <li>• Monitors and ensures compliance of the national health insurance Act and regulations, guidelines, policies, processes and manuals made under the Act; and</li> <li>• The Authority further performs any other functions conferred on it by the Act or other functions that are ancillary to the objective of the Authority</li> </ul>
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<b>Youth Employment Agency (YEA)</b>	
<b>Responsibilities of the Agency:</b>  The agency is responsible for overseeing the development and coordination, supervision and	<b>Details of Activities:</b>  <ul style="list-style-type: none"> <li>• The YEA supports the youth between the ages of 15-35 years through skills training and internship modules to transit from a</li> </ul>

<p>facilitation of employment for the youth and related matters in Ghana</p> <p>It also responsible to empower young people to contribute meaningfully to socio-economic and sustainable development of the nation</p>	<p>situation of unemployment to that of employment</p> <ul style="list-style-type: none"> <li>● To ensure sustainability, the policy focus of the YEA was changed in 2009 from the traditional modules which have a payroll implication to the self-employment modules such as Trades and vocation modules through public-private partnership so as to reduce the burden on payment of stipend for the Paid Internship Module</li> <li>● The Agency has introduced new modules and some existing modules such as the Youth in Security Services and Trade and Vocation have also been reviewed and expanded to meet the growing demand for youth employment in the country</li> </ul>
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<b>National Disaster Management Organization (NADMO)</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>NADMO is responsible to engage in all activities from preparedness to response and recovery, prevent disasters, create awareness in prone communities and institutions on all hazard/ disaster types, train and motivate the communities especially volunteers to initiate actions to prevent and respond to disasters thus; bring relief to disaster victims, assist to reduce poverty in vulnerable and poor communities through social mobilisation for employment creation and income generation</p>	<p><b>Details of Activities:</b></p> <p>NADMO:</p> <ul style="list-style-type: none"> <li>● Prepares National disaster plans for preventing and mitigating the consequences of disasters;</li> <li>● Monitors, evaluates and updates national disaster plans;</li> <li>● Ensures the establishment of adequate facilities for technical training and the institution of educational programs to provide public awareness, warning systems and general preparedness for its staff and general public;</li> <li>● Ensures that there are appropriate and adequate facilities for the provision of relief,</li> </ul>

	<p>rehabilitation and reconstruction after any disaster; and</p> <ul style="list-style-type: none"> <li>• Coordinates local and international support for disaster or emergency control relief services and reconstruction</li> </ul>
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<b>Commission for Human Rights and Administrative Justice (CHRAJ)</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>CHRAJ exists to enhance the Scale of good governance, democracy, integrity, peace and social development by promoting, protecting and enforcing fundamental human rights and freedom and administrative justice for all persons in Ghana and combat corruption</p>	<p><b>Details of Activities:</b></p> <p>CHRAJ:</p> <ul style="list-style-type: none"> <li>• Investigates complaints of violations of fundamental rights and freedoms, injustice, corruption, abuse of power and unfair treatment of any person by a public officer in the exercise of his official duties;</li> <li>• Investigates complaints concerning the functioning of the Public Services Commission, the administrative organs of the State, the offices of the Regional Coordinating Council and the District Assembly, the Armed Forces, the Police Service and the Prisons Service in so far as the complaints relate to the failure to achieve a balanced structuring of those services or equal access by all to the recruitment of those services or fair administration in relation to those services;</li> <li>• investigates complaints concerning practices and actions by persons, private enterprises and other institutions where those complaints allege violations of fundamental rights and freedoms under the Constitution;</li> </ul>

	<ul style="list-style-type: none"> <li>• Takes appropriate action to call for the remedying, correction and reversal of instances specified in paragraphs (a), (b) and (c) of this subsection through such means as are fair, proper and effective, including –             <ol style="list-style-type: none"> <li>1. negotiation and compromise between the parties concerned;</li> <li>2. causing the complaint and its finding on it to be reported to the superior of an offending person;</li> <li>3. bringing proceedings in a competent court for a remedy to secure the termination of the offending action or conduct, or the abandonment or alteration of the offending procedures; and</li> <li>4. bringing proceedings to restrain the enforcement of such legislation or regulation by challenging its validity if the offending action or conduct is sought to be justified by subordinate legislation or regulation which is unreasonable or otherwise ultra vires;</li> </ol> </li> <li>• investigates allegations that a public officer has contravened or has not complied with a provision of Chapter Twenty-four (Code of Conduct for Public Officers) of the Constitution;</li> <li>• investigates all instances of alleged or suspected corruption and the misappropriation of public monies by</li> </ul>
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	<p>officials and to take appropriate steps, including reports to the Attorney-General and the Auditor-General, resulting from such investigation;</p> <ul style="list-style-type: none"> <li>• educates the public as to human rights and freedoms by such means as the Commissioner may decide, including publications, lectures and symposia; and</li> <li>• reports annually to Parliament on the performance of its functions.</li> <li>• The Commission has 10 Regional Offices and 100 District offices across the country, with staff strength of about 800.</li> </ul>
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<b>Information Service Department (ISD)</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>The ISD at the municipal is responsible for Disseminating government policies to people in the municipal</p>	<p><b>Detail of Activities:</b></p> <p>The department:</p> <ul style="list-style-type: none"> <li>• Is tasked with the responsibility of sensitising and educating citizens on various activities (for instance; health screening exercises, street hawking, parking on streets, wrongful mounting of billboards etc.) embarked on by the assembly</li> <li>• Also reports on the assembly's monthly and daily activities and ensures that these reports are duly submitted to top management of the Abuakwa South Municipal Assembly (A.S.M.A) and the ministry respectively</li> </ul>

<b>Office of the Administrator of Stool Lands (OASL) – Department of Stool Lands</b>	
<b>Responsibilities of the Agency:</b>  <p>The OASL exists to enhance stool land revenue mobilisation and disbursement, to facilitate sustainable development and efficient management of stool lands for the benefit of present and future generations</p>	<b>Details of Activities:</b>  <p>The OASL:</p> <ul style="list-style-type: none"> <li>• Mobilises of all such rents, dues, royalties, revenues or other payment whether in nature of income or capital and to account for them to beneficiaries;</li> <li>• Disburses such revenues by law as below: <ol style="list-style-type: none"> <li>1. 10% administrative charge which is retained by the office</li> <li>2. 25% -stools</li> <li>3. 20%- traditional authorities</li> <li>4. 55%- district assembly;</li> </ol> </li> <li>• Coordinates with the lands commission and other relevant public agencies and other stakeholders in preparing policy framework for the rational and productive development of stool lands;</li> <li>• Consults with stools and other traditional authorities on matters relating to administration and development of stool lands; and</li> <li>• Researches into customary land issues and documents same</li> </ul>

### **Akyem Abuakwa Traditional Council (AATC)**

<b>Responsibilities of the Agency:</b>	<b>Details of Activities:</b>
<p>The AATC is responsible for:</p> <ul style="list-style-type: none"> <li>• Hearing and Determining any cause or matter affecting chieftaincy which arises within the Akyem Abuakwa traditional area;</li> <li>• Registering new chiefs and removing the names of chiefs who cease to perform their functions as chiefs as a result of death, abdication or destoolment from the chiefs' register ;</li> <li>• Reviewing and compiling customary laws and succession lines to each stool within the Akyem Abuakwa traditional area;</li> <li>• Administering the Akyem Abuakwa stool lands; and</li> <li>• Notifying the public by publishing in the gazette the installation of a new chief</li> </ul>	<p>The Akyem Abuakwa Traditional Council:</p> <ul style="list-style-type: none"> <li>• Facilitates the involvement of the Akyem Abuakwa traditional community in the development of the local government's integrated development plan;</li> <li>• Supports the municipality to identify the needs of the communities;</li> <li>• Recommends interventions to government to contribute to and aid in service delivery within the traditional area;</li> <li>• Participates in development programs of the municipality;</li> <li>• Promotes indigenous knowledge systems for sustainable development;</li> <li>• Administers the affairs of the Akyem Abuakwa traditional community according to the customs and traditions of the country;</li> <li>• Assists, supports and guides traditional leaders under its jurisdiction in using their powers and performing their functions;</li> <li>• Participates in developing policies and legislation at the local level; and</li> <li>• Warns the municipality about any potential dangers that could threaten the area or people living within the Akyem Abuakwa traditional area</li> </ul>

<b>Environmental Health and Sanitation Unit</b>	
<b>Responsibilities of the Agency:</b>	<b>Details of Activities:</b>
<p>The environmental health and sanitation unit is responsible for the software aspects of the environmental health in the municipality. The unit</p>	<p>The unit:</p>

<p>also provides certain services delivery, rules and processes (which are spelled out under the details of activities section) to ensure a clean and healthy environment</p>	<ul style="list-style-type: none"> <li>● Monitors and manages environmental activities by providing environmental health and sanitation profile for policy formulation</li> <li>● Inspects premises of public places such as lorry parks, markets and terminals as well as sanitary facilities such as public toilets, abattoirs, slaughter slabs, public cemeteries etc.)</li> <li>● Received complaints on sanitary nuisances and ensures abatement through the process of investigation, health education, notices, summons and prosecutions</li> <li>● Educates the public on hygiene and health by identifying communities with health problems and needs, setting strategic objectives, designing program manuals, handbooks, brochures, leaflets etc. and implementing and evaluating policies</li> <li>● Disposes of the dead (for instance when death occurs at the hospital)</li> <li>● Manages and controls cemeteries by allocating grave space, clearing overgrowth of weeds in cemeteries, enforcing burial standards and enforcing cemeteries and burial bye-laws</li> <li>● Collaborates with health centres on disease control by prioritising disease cases in the community, larviciding, educating on hygiene (distributing mosquito nets) and enforcing sanitary bye-laws</li> <li>● Monitors and reports on waste management issues by means of collecting and disposing refuse, cleaning drains, disposing both solid and liquid waste and prosecuting perpetrators</li> <li>● Prosecutes people who commit sanitation violations by serving statutory notices,</li> </ul>
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	<p>summons and prosecuting as well as executing bench warrants to make arrests. In addition, the unit provides back-up support to the assembly, trains the assembly members in health-related issues and provides logistics or resources to other stakeholders</p> <ul style="list-style-type: none"> <li>● Inspects premises of industries by identifying the name and address of industry, inspecting location; structure; facilities and products, examining the health and safety of workers, identifying sanitary problems and abating nuisances as well as enforcing bye-laws on industries</li> <li>● Embarks on pest control operations through the process of surveying, identifying breeding sites, disinfecting and larviciding</li> <li>● Controls stray animals through health education; awareness creation on stray animals and bye-laws, arrests, impound, fine or auction</li> <li>● Disposes of unclaimed corpses by organising transport, ensuring sanitary disposal of the dead and providing monthly/quarterly/mid-year and yearly report to the appropriate quarters for decision making</li> <li>● Issues certification to food handlers by ensuring that good handlers are made to undergo periodic medical screening by the Municipal Environmental Health Department</li> </ul>
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### Ghana Police Service (GPS)

<b>Responsibilities of the Agency:</b>	<b>Details of Activities:</b>
<p>The GPS is responsible for:</p> <ul style="list-style-type: none"> <li>• Preventing and detecting crime in the Municipality;</li> <li>• Apprehending and prosecuting offenders in the municipality;</li> <li>• Maintaining law and order in the municipality ;</li> <li>• Protecting lives and properties in the municipality;</li> <li>• Performing motor traffic duties to ensure safety on roads;</li> <li>• Vetting and issuance of police criminal check certificates;</li> </ul>	<p>The GPS:</p> <ul style="list-style-type: none"> <li>• Provides security and ensures the maintenance of law and order for a peaceful national elections in the various municipalities and subsequent transition of government ;</li> <li>• In collaboration with the Ghana Military undergoes joint operations to clamp down on the increasing rate of armed robbery in the municipality and other major cities across the country;</li> <li>• Assists and helps the female gender to deal with traumatic and psychological problems as a result of sexual abuse (USA against minors). NB: this is handled by the Domestic Violence and Victims Support unit (DOVVSU)</li> </ul>

<b>Ghana Water Company Limited (GWCL)</b>	
<b>Responsibilities of the Agency:</b>	<b>Details of Activities:</b>
<p>The GCWL is responsible for the following:</p> <ul style="list-style-type: none"> <li>• Providing clean and safe drinking water to urban communities through processes of abstraction, treatment and distribution</li> <li>• Conducting research and engineering surveys related to water and related topics</li> </ul>	<p>The GWCL:</p> <ul style="list-style-type: none"> <li>• Abstracts, treats and supplies water to urban communities in Ghana, the offices in various districts further ensures that the potable water is provided to the various districts and municipalities in their respective geographic locations</li> <li>• Plans and develops the urban water sector</li> </ul>

<ul style="list-style-type: none"> <li>● Outsourcing the planning, building, repairing and expanding of both current and new water supply infrastructure</li> <li>● Ensuring top-quality water service in terms of quantity and quality for consumers</li> <li>● Frequently suggesting changes tariffs to Public Utility Regulatory commission</li> </ul>	<ul style="list-style-type: none"> <li>● Contracts out the design, construction, rehabilitation and expansion of existing as well as new water supply infrastructure</li> </ul>
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<b>Electricity Company of Ghana</b>	
<b>Responsibilities of the Agency:</b>  <p>The company is responsible for the distribution of electricity in the southern part of Ghana namely; Ashanti, Central, Eastern, Western and Western North, Volta and Oti and the Greater Accra Regions.</p>	<b>Details of Activities:</b>  <p>The company:</p> <ul style="list-style-type: none"> <li>● Transmits, supplies and distributes electricity</li> <li>● Purchases electricity energy in bulk (from the Volta River Authority) or any other supplier for distribution</li> <li>● Constructs, reconstructs, installs, assembles, repairs, maintains, operates or removes sub-transmission stations, electrical appliances, fittings and installations</li> <li>● Executes national electrification programs on behalf of government</li> <li>● Carries out any other activity incidental or conducive to the attainment of the company's objectives</li> </ul>

<b>GCB Bank Limited</b>	
<p><b>Responsibilities of the Agency:</b></p> <p>The GCB bank limited focuses on revenue growth and profitability, operational excellence and talent development to deliver world class services and superior value to its stakeholders</p>	<p><b>Details of Activities:</b></p> <p>GCB Bank Limited:</p> <ul style="list-style-type: none"> <li>● Offers accessible financial support wherever it is needed through helpful service and expert solutions, to encourage business and enrich people's life</li> <li>● Has structured its service proposition to serve every facet of its customers life-cycle and all types of businesses operating in diverse sectors of the economy irrespective of size</li> <li>● Has also developed unique solutions to serve the needs of Ghanaian residents abroad</li> <li>● Has further anchored its service proposition leading to the attainment of a strong asset base, competitive pricing, an unmatched branch network, extensive ATM network, strong investment in technology and infrastructure, robust risk management systems, strong governance structures and fundamental understanding of customer needs driven by a mix of experience, strong customer relationship management and an unrelenting pursuit of excellence</li> </ul>

## 2.4 Classes and Types of information

<b>List of various classes of information in the custody of the institution:</b>	
<ol style="list-style-type: none"> <li>1. Administrative Information</li> <li>2. Financial Information</li> <li>3. Staff Number and Promotion</li> <li>4. ASMA Maps and Town Plans</li> </ol>	
<b>Types of Information Accessible at a fee:</b>	
<b>REVENUE ITEM</b>	<b>APPROVED FEES AND 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 computer-readable form on an external storage device	0.29
For a transmission of visual images, for an A4 page 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 an audio record	1.0



### 3. Procedure in Applying and Processing Requests

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Section 18 of the RTI Act provides specific guidelines for application for access to information kept by a public institution. It is thus important that requests 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 Abuakwa South Municipal Assembly. To requests for information under the RTI Act from the Abuakwa South Municipal Assembly applicants are to follow these basic procedures:

#### 3.1 The Application Process

- Application by any person or organisation who seeks access to information in the custody of Abuakwa South 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 Abuakwa South 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 organisation represented by the applicant.
  - Available contact details of the applicant or address of the person/organisation on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
  - Brief description of information being sought. (Applicants 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 understands 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 identifies 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

. The Information Officer is required under section 23 of the RTI Act to notify applicants within fourteen (14) days from the date of receipt. Applicants should however note that the time limit does not apply to applications transferred to another public institution or which has been refused due to failure to pay prescribed deposit or fee. (s.23) (6). The notice should state:

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

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

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

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

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

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

## **4. Amendment of Personal Record**

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

### **4.1 How to apply for an Amendment**

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



## **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, the information officer may request a reasonable transcription cost. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

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

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

## 6. Appendix A: Standard RTI Request Form

[Reference No.: .....]

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



1.	Name of Applicant:	
2.	Date:	

3.	<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>	<b>Individual</b> <input type="checkbox"/> <b>Organization/Institution</b> <input type="checkbox"/>		
6.	<b>Tax Identification Number</b>			
7.	<b>If Represented, Name of Person Being Represented:</b>			
7 (a).	<b>Capacity of Representative:</b>			
8.	<b>Type of Identification:</b> <input type="checkbox"/> <b>National ID</b> <input type="checkbox"/> <b>Card</b> <input type="checkbox"/> <b>Passport</b> <b>Voter's ID</b> <input type="checkbox"/> <b>Driver's Licence</b>			
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"/> <b>Inspection of Information</b> <input type="checkbox"/> <b>Copy of Information</b> <input type="checkbox"/> <b>Viewing / Listen</b> <input type="checkbox"/> <b>Written Transcript</b> <input type="checkbox"/> <b>Translated (specify language)</b> <input type="text"/>
10 (a).	<b>Form of Access:</b>	<input type="checkbox"/> <b>Hard copy</b> <input type="checkbox"/> <b>Electronic copy</b> <input type="checkbox"/> <b>Braille</b>
11.	<b>Contact Details:</b>	<input type="checkbox"/> <b>Email Address</b> _____ <input type="checkbox"/> <b>Postal Address</b> _____ <input type="checkbox"/> <b>Tel:</b> _____
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 ASMA's Information Unit**

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**Name of Information/Designated Officer:**

Maud Monique Boateng

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

0205824082

**Postal Address of the institution:**

P.O.BOX KY 50, East Akyem



## 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*

<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>

## 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
<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 organisation that receives public resources or provides a public function</i>
<i>Right to information</i>	<i>The right assigned to access information</i>

Term	Definition
<i>Section</i>	<i>Different parts of the RTI Act</i>