



Government of Ghana

Right to Information Manual Template

Ablekuma Central Municipal Assembly (AbCMA)

2023

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1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President, Nana Addo Dankwa Akuffo-Addo. The Act gives substance to the constitutional right to information provided under Article 21 (1) (f) of the Constitution, enabling citizens access to official information held by government institutions, and the qualifications and conditions under which the access may be obtained. In accordance with Section 80, the Act applies to information which came into existence before, or which will come into existence after the commencement of the Act.

1.1 Purpose of Manual – To inform/assist the public on the organizational structure, responsibilities and activities of the Ablekuma Central Municipal Assembly (AbCMA) and provide the types of information and classes of information available at AbCMA including the location and contact details of its Information Officers and units.

2. Directorates and Departments under Ablekuma Central Municipal Assembly (AbCMA)

This section describes the institution's vision and mission and lists the names of all Directorates and Departments under the institution, including the description of organizational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

VISION

To make the municipality an ideal place to be with the context of excellent service delivery

MISSION

Improve the living standards of residents by harnessing the human and material resources in a participatory, cost effective and sustainable manner.

Directorates and Departments under Ablekuma Central Municipal Assembly (AbCMA)

1. Human Resource (HR)
2. Finance
3. Social Welfare and Community Development
4. Works Department
5. Agriculture
6. Central Admin
7. Health
8. Physical Planning
9. Statistics
10. NADMO
11. Education
12. Culture
13. Transports
14. Urban Roads
15. National Youth Authority
16. Trade and Industry
17. Births and Deaths Department

Responsibilities of the Institution:

The Ablekuma Central Municipal Assembly exists to improve the living standards of residents by harnessing the human and material resources. The Assembly does this through the service delivery standards which are professionalism, participatory, effective and efficient use of resources, accountability and transparency.

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
HUMAN RESOURCE	It is the mission of the human resources department to develop, implement and support programs and processes that add value to [AbCMA] and its employees, leading to improved employee welfare, empowerment, growth and retention, while remaining committed to [AbCMA]'s key business drivers, its management and prosperity for its customers, employees and shareholders.
FINANCE	To mobilize revenue and disburse public funds as well as coordinate and enforce financial sector policies and activities of regulators and other national stakeholders to facilitate the attainment of objectives of financial sector initiatives in line with government policies and social contract across industry
SOCIAL WELFARE	Facilitate the mobilization and use of available human and material resources to improve the living standards of individuals, groups, families and communities within an effectively decentralized system of administration. To prevent and respond to social exclusion and maladjustments within the context of national and sub-national development efforts.

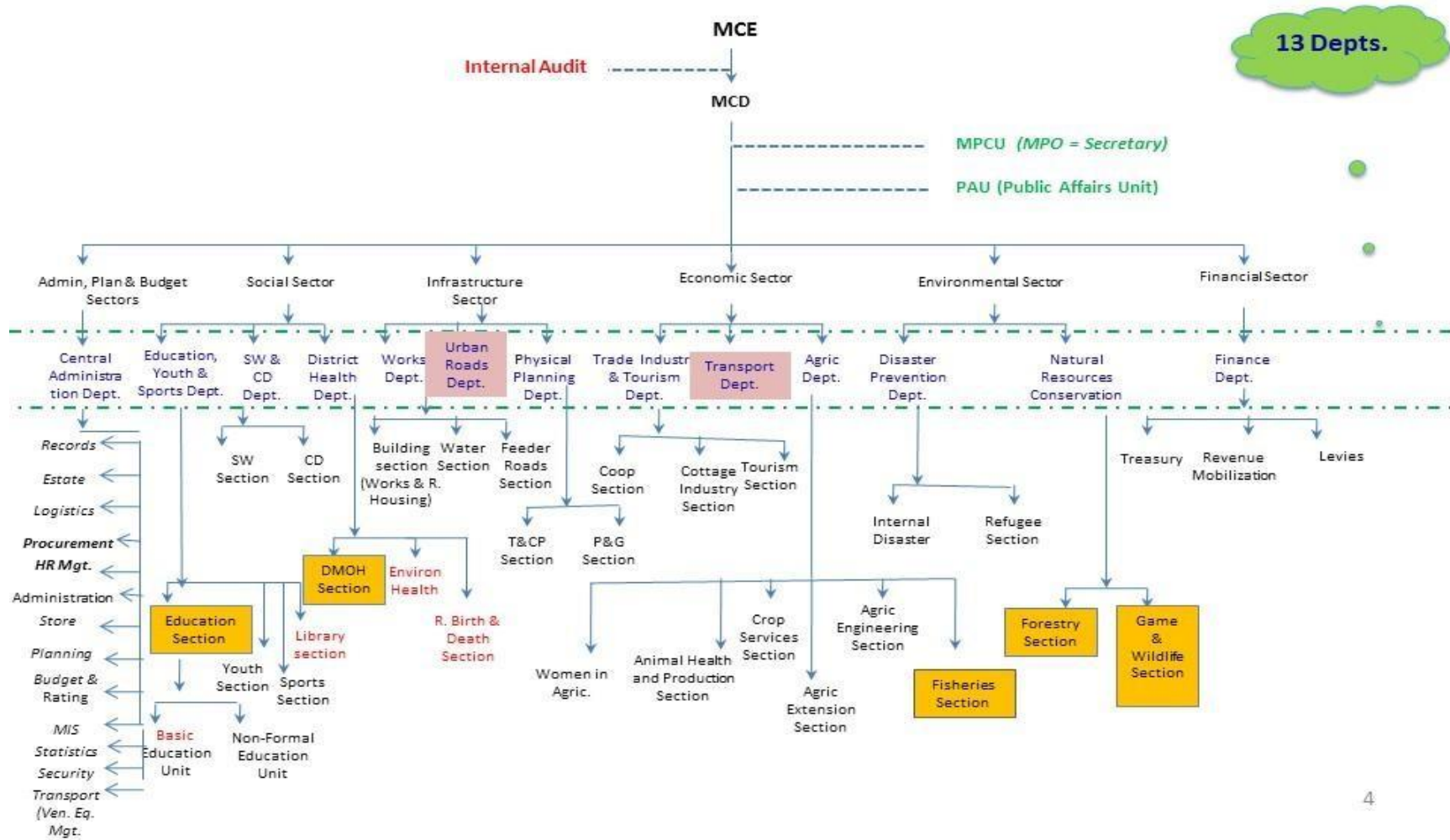
WORKS	<p>Assist with the preparation of schedule of accommodation for capital projects initiated by the Assembly</p> <p>Assist with the review of designs submitted by consultants.</p> <p>Prepare and maintain inventory of furniture and fittings in all public buildings</p> <p>Inspect and assess public buildings, and prepare recommendations for necessary action</p> <p>Prepare bills of quantities, budget, build plans and reports for specific housing projects</p> <p>Prepare certificate of completion for public buildings</p>
AGRICULTURE	<p>To facilitate the attainment of a modernized Agriculture and food systems through the provision of demand cost effective and efficient extension services that builds capacity of actors along commodity value chains.</p>
CENTRAL ADMINISTRATION	<p>Its core mandate is to co-ordinate, control, organize, plan, initiate programs/activities and drafting of agreements & service contracts.</p>
HEALTH	<p>To contribute to the socio-economic and local health industry development by ensuring sustainable, responsive, equitable, accessible, reliable and affordable health services.</p>
PHYSICAL PLANNING	<p>To plan, control and ensure the harmonious, sustainable and cost effective development of human settlements in accordance with sound environmental and planning principles</p>
STATISTICS	<p>To collect, analyze and develop data to improve the socio-economic lifestyles of the populace .</p>

NADMO	To manage disasters by coordinating the resources of government institutions and non-governmental agencies, and developing the capacity of communities to respond effectively to disasters and improve their livelihood through social mobilization, employment generation and poverty reduction projects.
EDUCATION	To implement pre-tertiary educational policies and programs to ensure that all Ghanaian children of school going age irrespective of tribe, gender, disability, religious and political affiliations are provided with inclusive and equitable quality formal education.
CULTURE	Promotes development, and sustains the rich and diverse culture of the Municipalities' residents through the creation and implementation of innovative and educational cultural programs. The department promotes effective cultural management.
TRANSPORTS	The transport department of the District Assembly is to assist the Assembly formulate and implement policies and plans on transport services within the framework of national policies.
URBAN ROADS	The Department of Urban Roads was established to set up road units in the Municipal Assembly and supports them to construct, maintain and manage traffic on the urban network before the passage of the L.I 1961.
NATIONAL YOUTH AUTHORITY	The NYA exists to provide relevant and conducive environment that defines and supports the implementation of effective frontline youth empowerment practices, focusing on young people's participation in socio-economic and political development whilst facilitating private and third sector provider investments in youth development.
BIRTHS AND DEATHS REGISTRY	The registry handles and develops the births and deaths registration system in Ghana. Its core mandate is to provide accurate and reliable information on all births and deaths occurring within Ghana for socio-economic development of the country through their registration and certification.

TRADE AND INDUSTRY	The department exists to ensure that Ghana derives maximum benefit from international trade relations and that trade is conducted in a smooth and orderly manner.
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2.2 Ablekuma Central Municipal Assembly (AbCMA)'s Organogram

APPENDIX 2A MUNICIPAL DEPARTMENTAL ORGANOGRAM (FUNCTIONAL)



2.3 AGENCIES UNDER ABLEKUMA CENTRAL MUNICIPAL ASSEMBLY (AbCMA)

Agencies under Ablekuma Central Municipal Assembly (AbCMA)

1. Ghana Police Service (GPS)
2. Ghana National Fire Service (GNFS)
3. National Commission for Civic Education (NCCE)
4. Electoral Commission (EC)
5. Ghana Water Company Limited (GWCL)
6. Electricity Company of Ghana (ECG)
7. Information Service Department (ISD)
8. Birth and Death's Registry
9. Centre for National Culture (CNC)
10. Youth Employment Agency (YEA)
11. Ghana Revenue Authority (GRA)
12. National Identification Authority (NIA)
13. National Service Secretariat (NSS)
14. National Health Insurance System (NHIS)

Ghana Police Service (GPS)

Responsibilities of the Agency:

Prevention and detection of crime
 Apprehension and prosecution of offenders
 Maintenance of law and order
 Protection of life and property

Details of Activities:

- Performing motor traffic duties to ensure safety on our roads
- Vetting and issuance of police criminal check certificates
- Assisting and helping the female gender to deal with traumatic and psychological problems as a result of sexual abuse (usually against minors). WAJU deals with this

Ghana National Fire Service (GNFS)	
<p>Responsibilities of the Agency:</p> <p>Prevent and manage undesired fire.</p> <p>Provide adequate protection of life and property and sensitize and provide technical assistance and advice to schools, markets, churches, MMDAs, Lorry parks and other institutions nationwide on fire safety measures.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Organize public education programmes to create and sustain awareness of hazards; and heighten the role of the individual in the prevention of fire • Provide technical assistance for building plans in respect of machinery and structural layouts to facilitate escape from fire rescue operations and fire management • Inspect and offer technical advice on fire extinguishers • Co-ordinate and advise on the training of personnel in firefighting departments of institutions in the country.

National Commission for Civic Education (NCCE)	
<p>Responsibilities of the Agency:</p> <p>The Commission works to promote and sustain democracy and inculcate in the Ghanaian citizenry, the awareness of their rights and obligations, through civic education.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • 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; • Educate and encourage the public to defend the Constitution at all times, against all forms of abuse and violation; • Formulate for the consideration of Government, from time to time, programmes at the national, regional, and district levels aimed at realizing the objectives of the 1992 fourth Republican Constitution; • Formulate, implement and oversee programmes intended to inculcate in the citizens of Ghana awareness of their civic

	<p>responsibilities and an appreciation of their rights and obligations as free people; and</p> <ul style="list-style-type: none"> • To assess for the information of 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.
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Electoral Commission (EC)	
<p>Responsibilities of the Agency:</p> <p>Responsible for all public elections.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Ensure the compilation, revision and expansion of the voter's register. • Ensure the conduct and supervision of all public elections and referenda • Ensures the demarcation of electoral boundaries for election purposes.

Ghana Water Company Limited (GWCL)	
<p>Responsibilities of the Agency:</p> <p>Responsible for portable water supply to all urban communities in Ghana</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Oversee the provision of portable water in their respected geographical location.

Electricity Company of Ghana (ECG)	
<p>Responsibilities of the Agency:</p> <p>Provide quality, reliable and safe electricity services to support the socio-economic growth and development of Ghana.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> To transmit, supply and distribute electricity.

Information Service Department (ISD)	
<p>Responsibilities of the Agency:</p> <p>Creation of awareness of government policies, programmes and activities, promoting Ghana's international marketing agenda, providing public relations support to other Ministries, Departments and Agencies and submitting feedback reports from the public.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> The vision of the Department is to establish a responsive two-way channel of communication between the government and the people to proactively and readily assist the government's investment promotion and development programs towards good governance.

Birth and Death's Registry (BDR)	
<p>Responsibilities of the Agency:</p> <p>Its core mandate is to provide accurate, timely and reliable information on all births and deaths accruing within Ghana, through their registration and certification for socio-economic development of the country.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> Legalization of registered Births and Deaths Storage and management of births and deaths records/registers Issuance of Certified Copies of Entries in the Registers of Births and Deaths upon request. Effecting corrections and insertions in the Registers of Births and Deaths upon request Preparation of documents for exportation of remains of deceased persons

	<ul style="list-style-type: none"> • Processing of documents for the exhumation and reburial of remains of persons already buried. • Verification and authentication of births and deaths certificates for institutions, especially the foreign missions in Ghana.
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Centre for National Culture (CNC)	
<p>Responsibilities of the Agency:</p> <p>To respect, preserve, harness and use cultural heritage and resources to develop a united, vibrant and a prosperous national community with a distinctive African identity and personality and collective confidence and pride of place among the comity of nations</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • The Centre for National Culture (CNC) operates in the district as a sub vented agency designed to promote, develop and preserve the culture of the district. • It also Promote culture in the development process, Diversify and expand the tourism industry for economic development.

Youth Employment Agency (YEA)	
<p>Responsibilities of the Agency:</p> <p>Its objective is to support the youth between the ages of 15 to 35 years through skills training and internship modules to transit from a situation of unemployment to that of employment.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Youth in community and security • Youth in sports • Youth in paid Internship • Youth in sanitation and coastal Assistance • Youth in apparel and Textiles • Youth in information communication Technology

Ghana Revenue Authority (GRA)	
<p>Responsibilities of the Agency:</p> <p>Our core mandate is to ensure maximum compliance with all relevant tax laws in order to ensure a sustainable revenue stream for government, trade facilitation and a controlled and safe flow of goods across the country's borders.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Digital Services Registration for Non-Resident. Personal Income Tax (PIT) Vehicle Income Tax (VIT) Corporate Income Tax (CIT) • TIN. Verify TIN. Digital Services Registration for Non-Resident. • E-Services. E-VAT. E-Auction. E-TCC. • Tax Tools. VAT Withholding. • Service Charter. Revenue Bulletin. • E-Levy. Taxpayers' Portal & App.

National Identification Authority (NIA)	
<p>Responsibilities of the Agency:</p> <p>Mandated to establish a national data center and manage a national database, set up a system to collect, process, store and retrieve and disseminate personal data on the population (Ghanaian citizens- both resident and non-resident, and foreign nationals).</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Printing of Ghana cards • Issuance of printed Ghana cards • Update of printed Ghana cards to correct errors. • Replacement of lost Ghana cards

National Service Secretariat (NSS)

<p>Responsibilities of the Agency:</p> <p>Encourage the spirit of national service among ALL segments of Ghanaian society in the effort of nation-building through active participation.</p> <p>Undertake projects designed to combat hunger, illiteracy, disease and unemployment in Ghana.</p> <p>Help provide essential services and amenities, particularly in towns and villages of the rural areas of Ghana.</p> <p>Develop skilled manpower through practical training.</p> <p>Promote national unity and strengthen the bonds of common citizenship among Ghanaians.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Encourage the spirit of national service among all segments of Ghanaian society in the effort of nation -building through active participation. • Undertake projects designed to combat hunger, illiteracy, disease and unemployment in Ghana. • Help provide essential services and amenities, particularly in towns and villages of the rural areas of Ghana. • Develop skilled manpower through practical training. • Promote national unity and strengthen the bonds of common citizenship among Ghanaians.
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<p>NATIONAL HEALTH INSURANCE (NHIS) SYSTEM</p>	
<p>Responsibilities of the Agency:</p> <p>Provide financial risk protection against the cost of quality basic health care for all residents in Ghana</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Increasing access to health services • Secure the implementation of the national health insurance policy that ensures access to basic healthcare services to all residents of Ghana.

2.4 Classes and Types of information

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

Finance and Administration

1. Minutes of Monthly Management Meetings
2. Minutes of Quarterly Staff Durbar
3. Minutes of Quarterly Ministerial Advisory Board Meetings
4. Minutes of Quarterly Audit Committee Meetings
5. Annual Audit Committee Reports
6. Minutes of Entity Committee Meetings
7. Contract Documents
8. Annual Financial Statements

Human Resource Management and Directorates

9. HR Annual Work Plan
10. Staff List
11. Bio Data of Staff
12. Staff Payroll Data
13. Training Plan
14. Draft Organizational Manual
15. Draft Operational Manual
16. Job Schedules of Staff
17. Planning Phase, Mid-year and End of year Staff Appraisal Reports
18. Signing of Director's Performance Agreement Report

19. End of Year Chief Director's Self-Assessment Report
20. Mid and End of Year Staff Movement Reports
21. Mid and End of Year Staff Attendance Reports
22. Mid and End of Year of Training Reports
23. Work Improvement Initiative Report
24. Mid-Year Coaching Report
25. Report on Efforts to Ensure Discipline

Public Relation / Social Media

26. Media Monitoring Reports
27. Minister's Press Briefing Reports
28. Website and Social Media Performance Reports
29. Public Relations Reports
30. Press Releases
31. Pictures and Videos of Ministry's Activities
32. Amplified Reports
33. News Letters
34. New Stories
35. Artworks for Ministry's Programs
36. Communications Plans
37. Posts on Facebook, Twitter and Instagram

Internal Audit Unit

38. Strategic Internal Audit Plan
39. Risked Based Annual Internal Audit Work Plan
40. Internal Audit Report

Policy Planning, Budgeting, Monitoring and Evaluation

41. Annual Budget Report
42. Quarterly Budget Implementation Reports
43. Report on Stakeholder Consultative Engagement on Broadcasting in Ghana
44. Report on the commissioning of the Office of the Coordinated Mechanism for
Safety of Journalist
45. Government Harmonisation Project
46. Information Sector Mid and End of Year Report
47. Input into Mid-Year Budget Fiscal Policy Review
48. Annual Action Plan
49. Monitoring and Evaluation Framework
50. Sector Media Report
51. Concept Note of Media Capacity Enhancement Programmed and the Safety of journalist.

Research, Statistics and Information Management

52. Analysis of Minister's Press Briefings
53. Mid and End of Year Reports on the Operations of the Client Service Unit
54. Pre and Post Survey on the Amplified
55. Sector Indicators for Ministry of Information (Industry Data)

Right to Information Unit

56. RTI Annual Report

57. Information Manual
58. Monthly Reports
59. Mid and End of year Reports

3. Procedure in Applying and Processing Requests

Section 18 of the RTI Act provides specific guidelines for application for access to information kept by a public institution. It is thus important that request for information be made in accordance with provisions under this section. The Information Officer or a designated officer is responsible for dealing with applications made to the Ablekuma Central Municipal Assembly. To requests for information under the RTI Act from the AbCMA, applicants are to follow these basic procedures:

3.1 The Application Process

- a. Application by any person or organization who seeks access to information in the custody of Ablekuma Central 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 ABCMA official website or the Ministry of Information website.

- b. In making the request, the following information must be provided:
 - Date of the Application.
 - Name of the applicant or the person on whose behalf an application is being made.
 - Name of the organization represented by the applicant.
 - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
 - Brief description of information being sought. (Applicant are to specify the class and type of information including cover dates).
 - Payment of relevant fee if applicable.
 - Signature/ thumbprint.

- c. Provision of identification
The applicant must present at least one (1) of the following valid identification cards (IDs) to serve as proof of identity:
 - Driver's License.
 - Passport.
 - National ID.
 - Voter's ID.

- d. The applicant should state the format of information being requested and the mode of transmission. Example (do you need certified true copy, normal photocopy or

electronic copies. Would you want to receive it through a postal address, e-mail, courier services, fax etc.?)

- e. Where an applicant cannot write due to illiteracy or a disability, he/she may make the request orally. However, oral request must conform to the following guidelines;
- The Information Officer must reduce the oral request into writing and give a copy of the written request as recorded for the applicant to authenticate. (s. 18) (3).
 - The Information Officer shall clearly and correctly read and explain the written request to the understanding of the applicant.
 - A witness must endorse the face of the request with the writing; *“the request was read to the applicant in the language the applicant understand and the applicant appeared to have understood the content of the request.”*
 - The applicant must then make a thumbprint or mark on the request.

3.2 Processing the Application

- Applications would be treated on a priority basis. The Information Officer is responsible for handling requests to ensure that statutory deadlines are met.
- He reviews and identify which part is exempt based on Section 5 to 16 of the RTI Act and determines which of the units in the institution have the records or is responsible for the subject matter of the request.
- Provision is made under section 20 for the transfer of an application within a period of not more than ten days of receipt where the public institution to which the application was initially made is unable to deal with the application. In such situations, applicants would be notified accordingly with the reasons and dates of transfer.
- For information readily available in official publications, the Information Officer shall direct the applicant to the institution having custody of that publication and notify the public institution of the request. (s.21).
- If a requested information is not readily accessible, the estimated time it will take to search for the information would be communicated to the applicant.

3.3 Response to Applicants

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

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

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

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

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

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

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

4. Amendment of Personal Record

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

4.1 How to apply for an Amendment

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

5. Appendix A: Standard RTI Request Form

[Reference No.:]

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



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

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

6. Appendix B: Contact Details of Ablekuman Central Municipal Assembly (AbCMA)'s Information Unit

Name of Information/Designated Officer:

Christiana ohenewaa Mensah
Paul Odartey Lamptey

Telephone/Mobile number of Information Unit:

0246655005 / 0543010142

Postal Address of the institution:

P. O. Box A.O. 228 Abossey Okai

7. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<i>RTI</i>	<i>Right to Information</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>s.</i>	<i>section</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>AbCMA</i>	<i>Ablekuman Central Municipal Assembly</i>
<i>GPS</i>	<i>Ghana Police Service</i>
<i>GNFS</i>	<i>Ghana National Fire Service</i>
<i>NCCE</i>	<i>National Commission for Civic Education</i>
<i>EC</i>	<i>Electoral Commission</i>
<i>GWCL</i>	<i>Ghana Water Company Limited</i>
<i>ECG</i>	<i>Electricity Company of Ghana</i>
<i>ISD</i>	<i>Information Service Department</i>
<i>BDR</i>	<i>Birth and Death's Registry</i>
<i>CNC</i>	<i>Centre for National Culture</i>
<i>YEA</i>	<i>Youth Employment Agency</i>
<i>GRA</i>	<i>Ghana Revenue Authority</i>
<i>NIA</i>	<i>National Identification Authority</i>
<i>NSS</i>	<i>National Service Secretariat</i>
<i>NHIS</i>	<i>National Health Insurance System</i>

8. Appendix D: Glossary

This Glossary presents clear and concise definitions for terms used in this manual that may be unfamiliar to readers listed in alphabetical order. Definitions for terms are based on section 84 of the RTI Act.

Table 2 Glossary

Term	Definition
Access	<i>Right to Information</i>
Access to information	<i>Right to obtain information from public institutions</i>
Contact details	<i>Information by which an applicant and an Information Officer may be contacted</i>
Court	<i>A court of competent jurisdiction</i>
Designated officer	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
Exempt information	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
Function	<i>Powers and duties</i>
Government	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
Information	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
Information officer	<i>The Information Officer of a public institution or the officer designated to whom an application is made</i>
Public	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
Public institution	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
Right to information	<i>The right assigned to access information</i>
Section	<i>Different parts of the RTI Act</i>