

**UPPER WEST AKIM DISTRICT ASSEMBLY
INFORMATION MANUAL**



Government of Ghana

Right to Information Manual

SEKYERE CENTRAL DISTRICT ASSEMBLY (SCDA)

2025

Table of Contents

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| Table of Contents | i |
| 1. Overview | 1 |
| 2. Directorates and Departments under Upper West Akim District Assembly (UWADA) | 2 |
| 2.1 Description of Activities of each Directorate and Department | 3 |
| 2.2 Upper West Akim District Assembly's Organogram | 12 |
| 2.3 Agencies Under Upper West Akim District Assembly (UWADA) | 13 |
| 2.4 Classes and Types of information | 19 |
| 3. Procedure in Applying and Processing Requests | 20 |
| 3.1 The Application Process | 20 |
| 3.2 Processing the Application | 21 |
| 3.3 Response to Applicants | 21 |
| 4. Amendment of Personal Record | 23 |
| 4.1 How to apply for an Amendment | 23 |
| 5. Fees and Charges for Access to Information | 24 |
| 6. Appendix A: Standard RTI Request Form | 25 |
| 7. Appendix B: Contact Details of UWADA's Information Unit | 28 |
| 8. Appendix C: Acronyms | 29 |
| 9. Appendix D: Glossary | 30 |



1.2 Overview

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

The Manual has been compiled in compliance with section 3 of the Right to Information Act, 2019 (Act 989). Inspection of this Manual is not to attract any fee or charge since the Manual only seeks to point users to the information available for access within this institution. **However, request for a copy of this Manual shall attract a charge which covers the unit cost of the Manual.**

- 1.1 Purpose of Manual** – To inform/assist the public on the organizational structure, responsibilities and activities of the **Upper West Akim District Assembly (UWADA)** and provide the types of information and classes of information available at **UWADA** including the location and contact details of its Information Officers and units.

1.3 **Directorates, Departments and Units under Upper West Akim District Assembly (UWADA)**

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

VISION

The vision of the district is to be an effective and efficient development oriented Local Government institution

MISSION

The Mission of Upper West Akim District Assembly is to improve the quality of life of its inhabitants through the provision of quality services and durable socio-economic infrastructure in a transparent and accountable manner,

Directorates, Departments and Units under Upper West Akim District Assembly (UWADA)

1. Central Administration
2. Department of Human Resources
3. Department of Physical Planning
4. Department of Works
5. Department of Finance
6. NADMO
7. Department of Agriculture
8. Department of Social Welfare and Community Development
9. Health Directorate
10. Education Directorate
11. Statistics Department
12. Birth and Death Department
13. Information Services Department
14. Procurement Unit
15. Stores Unit
16. Revenue Unit
17. Records Management Unit
18. Environmental Health and Sanitation Unit

19. Development Planning Unit
20. Internal Audit Unit
21. Budget Unit
22. Client Service Unit
23. Management Information Systems (MIS) Unit
24. Right to Information Unit

Responsibilities of the Institution:

The functions of the Assembly as given by the Local Governance Act 936, 2016 section 12 is as follows.

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

2.1 Description of Activities of each Directorate and Department

| Directorates/Departments/Units | Responsibilities/Activities |
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| CENTRAL ADMINISTRATION | <ul style="list-style-type: none"> ● The department directs policy formulation, planning and decision-making. ● They also act as a liaison between Heads of other governmental and non-governmental agencies and the District Chief Executive (DCE). ● They also manage finances and other resources of the Assembly in consultation with the District Chief Executive (DCE). ● The District Coordinating Director serves as a Secretary to the Assembly and Chairs the District Planning and Coordinating Unit (DPCU) and also acts as an advisor to the District Chief Executive (DCE). ● The department also ensures that the activities of the Assembly are well coordinated. |
| HUMAN RESOURCE DEPARTMENT | <ul style="list-style-type: none"> ● The Human Resource Department coordinates all human resource related programs including organizing staff trainings, translating institutional policies in respect of employment, personnel, wages and salaries in to good management practices performance appraisal. ● The department updates the records of staff on regular basis as well as ensuring the inter and intra departmental collaboration to facilitate staff performance and development and also sees to the general welfare of Staffs and Appraising direct reports. |

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| | <ul style="list-style-type: none"> ● The department ensures that the capabilities, skills and knowledge of staff are well developed. |
| <p>PHYSICAL PLANNING DEPARTMENT</p> | <ul style="list-style-type: none"> ● The Physical Planning Department merges the activities of the Department of Town and Planning and the Department of Parks and Gardens. ● The department advises the Assembly on national policies on physical planning, land use and development. ● The department coordinates activities and projects of department and other agencies including Non-Governmental Organizations to ensure compliance with planning standards. ● The department assists in preparation of physical plans as a guide for the formulation of development policies and decisions and to design projects in the district. ● The department assists to identify problems concerning development of land at the district level. ● The department advises on preparation of structures for towns and villages within the district. ● The department advises on the conditions for the construction of public and private building and structures. ● The department assists to provide the layout for buildings to improve housing layout and settlement. ● The department ensures the prohibition of the construction of new buildings unless building plans submitted have been approved by the Assembly. ● The department advises and facilitates the demolition of dilapidated buildings and recovery of expenses incurred in connection with demolition. ● The department advises the Assembly on the siting of bill boards, masts and ensure compliance with the decisions of the Assembly. ● The department advises on the acquisition of landed property in the public interest and undertake street, house numbering and related issues. |

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| <p>WORKS DEPARTMENT</p> | <ul style="list-style-type: none"> ● The department sees to the implementation of social infrastructure within the district. ● The department carries out inspections at the various communities within the district and give technical advice to developers. ● Ensures that, at every stage of development, technical officer visits site to inspect and give technical advice to developers. This section sees to halt unauthorized developments within the district. ● Facilitates and provides safe and related sanitation services to communities within the district and promotes hygiene. ● The department is also responsible for all un-engineered and engineered roads and cleaning of culverts/unlined within district. ● The department sees to the erection of new sign posts and also ensures the existing ones do follow the technical advice given them to ensure visibility to drivers and pedestrians. |
| <p>FINANCE DEPARTMENT</p> | <ul style="list-style-type: none"> ● The Finance Department leads in the management and use of financial resources to achieve value for money. ● The Finance Department provides financial advice on the Financial Administration Act, Internal Audit Agency Act, Procurement Act, and any other financial regulations approved by the Government and by doing so ensure the maintenance of proper of accounts. ● The department directs and controls financial management in line with public sector accounting principles, thereby safeguarding the Assembly's assets. |
| <p>NADMO</p> | <ul style="list-style-type: none"> ● Rehabilitation services for victims of disaster. ● Mobilization of people at various levels of society to support government programs. ● Ensuring the preparedness of the district in the management of disasters. ● Coordinating the activities of various government agencies in the district in the management of disasters. |
| <p>DEPARTMENT OF AGRICULTURE</p> | <ul style="list-style-type: none"> ● The department is responsible for the production and facilitates the processing, distribution and marketing of food, industrial and export crops; quality planting |

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| | <p>materials and the efficient use and management of soil and water resources for sustainable agriculture production. The major crops cultivated in the district include; cashew and tomatoes.</p> <ul style="list-style-type: none"> ● The department is also responsible for the overseeing of agricultural technology diffusion through the management of an extension delivery service in the district. It is expected that extension programs will help increase farm productivity, farm revenue, reduce poverty and minimize food insecurity. ● This department is responsible for promoting and sustaining poultry and livestock production for food security, employment creation and income generation through research, effective technical support, extension services, agro-business and industry, whilst ensuring that gender and environmental issues are adequately addressed. ● The department also ensures a stable animal health situation through the provision of quality animal health care services by public sector veterinary practitioners to enhance livestock, poultry and companion animals' production and productivity. |
| <p>SOCIAL WELFARE AND COMMUNITY DEVELOPMENT DEPARTMENT</p> | <ul style="list-style-type: none"> ● Facilitates community-based rehabilitation of persons with disabilities. ● Assists and facilitates provision of community care services including: <ul style="list-style-type: none"> ● registration of persons with disabilities ● assistance to the elderly ● personal social welfare services ● hospital welfare services ● assistance to street children, child survival and development and ● socio-economic and emotional stability in families. ● Assists to maintain specialized residential services in the districts. ● Facilitates the registration and supervision of non-governmental organizations and their activities in the district. ● Justice administration – assists children and adults in contact and conflict with the law. |

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| | <ul style="list-style-type: none"> ● Registers and supervises early childhood development centers. ● Assists to organize community development programmes to improve and enrich standard of living through: <ul style="list-style-type: none"> ● Organizing literacy and adult education programmes. ● Mobilizing voluntary contributions and communal labor for the provision of facilities and services such as water, schools, library, community centers and public places of convenience. ● Teaching deprived women in home management and child care. ● Offering employable and sustainable skills training programs. ● Promoting and providing alternative livelihood empowerment skills for the deprived in the communities. ● Promoting entrepreneurial skills, business support services and linkages to financial institutions to beneficiaries of skills training programs. ● Mobilizing and training voluntary leaders and community-based organizations as change agents in the communities. ● Providing extension services to governmental and non-governmental organizations. ● Facilitating the roll out of the Child Protection tool kits through community and engagement and dialogue. |
| <p>HEALTH DIRECTORATE</p> | <ul style="list-style-type: none"> ● 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 recognized health care providers. ● Setting technical guidelines to achieve policy standards set by MOH. ● Planning, organizing and administering comprehensive health services with special emphasis on primary healthcare. ● Developing mechanisms for the equitable distribution of health facilities in the district. ● Managing and administering health institutions withi |

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| | <p>n the Service.</p> <ul style="list-style-type: none"> ● Contracting with teaching hospitals for the treatment of referred patients. ● Promoting health, mode of healthy living and good health habits by people. |
| EDUCATION DIRECTORATE | <ul style="list-style-type: none"> ● Providing and overseeing Basic Education, Senior High Education, Technical Education as well as Special Education. ● Registering, supervising and inspecting private pre-tertiary educational institutions. ● Submitting recommendations to the Minister of Education for educational policies and programs. ● Promoting the efficiency and full growth of talents amongst its members. ● Registering teachers and updating the register of all teachers in the public system. ● Carrying out other functions that influence the attainment of the functions specified above. ● Maintaining professional standards and conduct of its personnel. |
| STATISTICS DEPARTMENT | <ul style="list-style-type: none"> ● The department collects, compiles, stores and analyzes data based on standardized formats developed by Ghana Statistical Service. ● Disseminates and publishes statistical data based on guidelines developed by Ghana Statistical Service. ● Ensures that statistics is produced to meet international standards. ● Prepares and submits annual reports of its operation to the District Assembly. |
| BIRTH AND DEATH DEPARTMENT | <ul style="list-style-type: none"> ● Provides accurate, reliable and timely information of all births and deaths occurring within the district for socio-economic development of the country through their registration and certification. |
| INFORMATION SERVICES DEPARTMENT | <ul style="list-style-type: none"> ● The department creates awareness and informs the public of the Assembly's programs and activities. ● Creates a mode of communication between the District Assembly, assembly residents and other internal and external stakeholders. Its keen interest is in the eff |

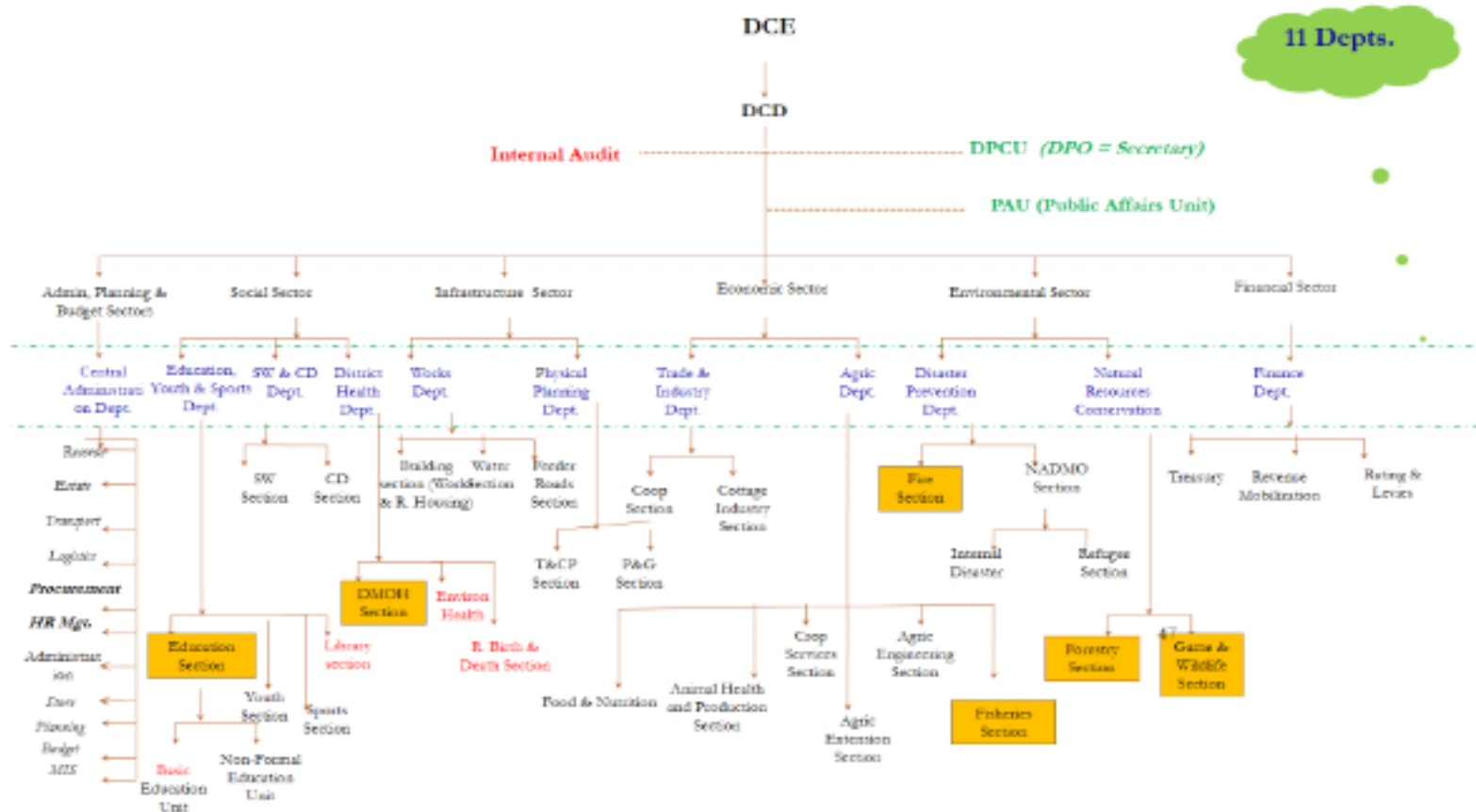
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| | <p>ective information dissemination regarding Sekyere Central District Assembly's policies, programmes, processes, procedures and activities to stakeholders.</p> <ul style="list-style-type: none"> • The department also prepares articles, news stories, features, rejoinders and media advisories for dissemination through media channels as well as monitoring media coverage of activities of the Assembly in the media for the information and attention of the administrative head. |
| PROCUREMENT UNIT | <ul style="list-style-type: none"> • The unit provides strategic direction for the achievement of the overall objective of the procurement function in the Service. Its main responsibility is to ensure that the procurement activities are in harmony with the Public Procurement (Amendment) Act 2016, Act 914, used alongside the Public Procurement Act, 2003 (Act 663), to supervise stores management and assets disposal as well as the Preparation and submission of Annual and Periodic Reports to the Public Procurement Authority. • The unit also plans and coordinates activities related to procurement, manages the development and implementation of the procurement plan, provides inputs for the preparation of the annual budget and liaises with service providers and other stakeholders to undertake procurement activities. |
| STORES UNIT | <ul style="list-style-type: none"> • The unit is responsible for inspection and acceptance of incoming products. • The stores unit is responsible for the movement of goods where needed. • The unit is also responsible for the identification and temporary storage of all items of the assembly. • The unit also makes sure that inventory accounting and records management are undertaken. |
| REVENUE UNIT | <ul style="list-style-type: none"> • The Revenue unit is in charge of generating revenue to the Assembly and also collecting data to enable the Assembly collect all of its outstanding revenue. |
| RECORDS MANAGEMENT UNIT | <ul style="list-style-type: none"> • Keeps record of all departments of the District Assembly. |
| ENVIRONMENTAL HEALTH AND SANITATION UNIT | <ul style="list-style-type: none"> • The Waste Management unit is responsible for the provision of facilities, infrastructure Services and programs for effective and efficient waste management for |

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| | <p>r the improvement in environmental sanitation, the protection of the environment and the promotion of public health.</p> <ul style="list-style-type: none"> ● As part of ensuring proper hygiene, the unit supervises the cleansing of drains, streets, markets, car parks and weeding of road sides and open spaces as well as inspection and maintenance of sanitary facilities in the district. |
| DEVELOPMENT PLANNING UNIT | <ul style="list-style-type: none"> ● The District Planning and Coordinating Unit plays a leading role in the planning, implementation and evaluation of developmental projects and programs in the Assembly. ● Provides a lead support to the Assembly in the preparation of Annual Reports, Developmental Action Plans and Medium-Term Development Plans. ● The Unit plays the role of ensuring that the capabilities, skills and knowledge of staff are well developed to ensure their effectiveness and efficiency. |
| INTERNAL AUDIT UNIT | <ul style="list-style-type: none"> ● The Assembly has an Internal Audit unit which provides support to the Assembly by; <ul style="list-style-type: none"> ● assessing payment vouchers to ensure value for money. ● monitoring Revenue collection ● assessing suitability of controls in place ● advising management on the need for review of any unsuitable controls ● assessing and reporting on activities of other departments of the Assembly |
| BUDGET UNIT | <ul style="list-style-type: none"> ● The Budget Unit provides technical leadership in the preparation and management of the budget in the Upper West Akim District Assembly. ● Advises the Assembly on cost and financial implications in making financial decisions. ● Coordinates the preparation of budgets, participates in the preparation of procurement plan and assists in fee-fixing resolutions. |
| CLIENT SERVICE UNIT | <ul style="list-style-type: none"> ● The Client Service promotes and strengthens the relationships with the public so that they would be able to access and address their immediate developmental n |

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| | <p>needs.</p> <ul style="list-style-type: none"> ● Aims at boosting client confidence in the operations of the District Assembly in the delivery of its mandate. ● Ensures that clients are promptly notified on the receipt and dispatch of correspondences. |
| <p>MANAGEMENT INFORMATION SYSTEMS (MIS) UNIT</p> | <ul style="list-style-type: none"> ● MIS unit controls hardware and software systems used in the Assembly. ● Helps in the controlling of software that is used to store, organize and analyze information and data to support the development, management and implementation of policies, programs and services in the Local Government Service. |
| <p>RIGHT TO INFORMATION (RTI UNIT)</p> | <ul style="list-style-type: none"> ● Responsible for receiving and processing applications for information and producing the information within the procedures and periods as prescribed by law. |

1.4 Sekyere Central District Assembly's Organogram

DISTRICT DEPARTMENTAL ORGANOGAM (FUNCTIONAL)



2.3 AGENCIES UNDER UPPER WEST AKIM DISTRICT ASSEMBLY (UWADA)

| Agencies under Upper West Akim District Assembly |
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| <ol style="list-style-type: none"> 1. Ghana Police Service (GPS) 2. Ghana National Ambulance Service (GNAS) 3. Narcotics Control Commission (NCC) 4. National Commission for Civic Education (NCCE) 5. National Intelligence Bureau (NIB) 6. Electoral Commission of Ghana (EC) 7. National Service Scheme (NSS) 8. Commission on Human Rights and Administrative Justice (CHRAJ) 9. Non-Formal Education Division (N-FED) 10. Youth Employment Agency (YEA) |

| Ghana Police Service | |
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| <p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Maintains public order and safety and enforcement of law. | <p>Details of Activities:</p> <ul style="list-style-type: none"> • Prevents and detects criminal activities. • Protects people and properties. |

| Ghana National Ambulance Service-GNAS | |
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| <p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> Provides integrated, high quality, pre-hospital emergency and medical care, health transport, medical retrieval and education services to all people in Ghana. | <p>Details of Activities:</p> <ul style="list-style-type: none"> Provides pre-hospital emergency care to accident victims (Road traffic, Domestic, Industrial, Medical etc.) Transports accident victims from the scene of an incident to an appropriate health facility Provides stand by emergency cover at mass public meetings and to liaise with other emergency services in time of disaster or mass casualty incidents. Assists in the formulation and implementation of programs for first respondents. |
| <p>NARCOTICS CONTROL COMMISSION (NACOC)</p> | <p>To implement legislation and convections on Narcotics Drugs, Precursor chemicals and psychotropic substances through a motivated workforce and effective collaboration.</p> |

| National Commission for Civic Education (NCCE) | |
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| <p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> Promotes and sustains democracy and inculcates in the Ghanaian citizenry, the awareness | <p>Details of Activities:</p> <ul style="list-style-type: none"> Creates and sustains within the society, the awareness of the principles and objectives of the 1992 fourth Republican Constitution |

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| <p>ess of their rights and obligations, through civic education.</p> | <p>ution as the fundamental law of the people of Ghana.</p> <ul style="list-style-type: none"> ● Educates and encourages the public to defend the Constitution at all times, against all forms of abuse and violation. ● Formulates 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. ● Formulates, implements and oversees 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. |
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| <p>National Intelligence Bureau (NIB)</p> | |
| <p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> ● Responsible for dealing with organized crime and providing intelligence to counter threats to national security. | <p>Details of Activities:</p> <ul style="list-style-type: none"> ● Assists in organizing accurate investigation into criminal issues. |

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| <p>Electoral Commission (EC)</p> |
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| <p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Manages the conduct of all public elections and referenda. | <p>Details of Activities:</p> <ul style="list-style-type: none"> • Handles all matters directly related to the conduct of elections in the district and the country as a whole. |
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| <p>National Service Secretariat-NSS</p> | |
| <p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Deploys a pool of skilled manpower drawn primarily from tertiary institutions to support the development efforts of both the public and private sectors in Ghana. | <p>Details of Activities:</p> <ul style="list-style-type: none"> • Encourages the spirit of national service among all segments of Ghanaian society in the effort of nation-building through active participation. • Undertakes projects designed to combat hunger, illiteracy, disease and unemployment in the district. • Helps provide essential services and amenities, particularly in towns and villages of the rural areas of Ghana. • Develops skilled manpower through practical training. • Promotes national unity and strengthens the bonds of common citizenship among Ghanaians. |

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| <p>National Youth Authority-NYA</p> |
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| <p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Coordinates and facilitates youth empowerment activities to ensure youth development. | <p>Details of Activities:</p> <ul style="list-style-type: none"> • Assists the youth development in workshops and seminars. • Motivational speeches to instill can do spirit in the youth. |
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| <p>Commission on Human Rights and Administrative Justice (CHRAJ)</p> | |
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| <p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Enhances the scale of good governance, democracy, integrity, peace and social development by promoting, protecting and enforcing fundamental human rights and freedoms and administrative justice for all persons in Ghana and combat corruption. | <p>Details of Activities:</p> <ul style="list-style-type: none"> • 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. • Investigates complaints concerning practices and actions by persons, private enterprises and other institutions where those complaints allege violations of fundamental human rights and freedoms under the constitution. |

| <p>Non-Formal Education Division-NFED</p> | |
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| <p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Coordinates non-formal activities and offer quality and equitable lifelong opportunities for youth and adults outside formal education and function | <p>Details of Activities:</p> <ul style="list-style-type: none"> • Provides quality literacy services to new groups in reading, writing and numeracy. • Sustains the literacy skills of neo-literates |

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| <p>nal literacy and skills development programs.</p> | <p>through the creation of a literate environment.</p> <ul style="list-style-type: none"> ● Uses radio and print materials to compliment, support and promote literacy. ● Promotes the application of acquired functional skills toward self and community development. |
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| <p>Youth Employment Agency-YEA</p> | |
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| <p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> ● Oversees the development, coordination, supervision and facilitation of employment for the youth and related matters in Ghana. | <p>Details of Activities:</p> <ul style="list-style-type: none"> ● Develops, coordinates, supervises and facilitates the creation of jobs for the youth in the country. |

2.4 Classes and Types of information

| <p>List of various classes of information in the custody of the institution:</p> |
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| <ol style="list-style-type: none"> 1. Privileged Information 2. Administrative Information 3. Financial Information |
| <p>Types of Information Accessible at a fee:</p> |

1. N/A

1.5 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 **Upper West Akim District Assembly**. To request for information under the RTI Act from the **Upper West Akim District Assembly**, applicants are to follow these basic procedures:

3.1 The Application Process

1. Application by any person or organization who seeks access to information in the custody of **Upper West Akim District 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 **Upper West Akim District Assembly's** official website or the Ministry of Information website.
 - b. In making the request, the following information must be provided:
 - Date of the Application.
 - Name of the applicant or the person on whose behalf an application is being made.
 - Name of the organization represented by the applicant.
 - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address and 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 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

1. 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.



1.6 **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.
- e. A statutory declaration must be attached.

