Information Manual

AYAWASO CENTRAL MUNICIPAL ASSEMBLY (ACMA)

2025

Prepared by RTI Office.

Table of Contents

Table of Contents…….....i

1. Overview 1

2. Directorates and Departments under <Ayawaso Central Municipal Assembly (ACMA)> 2

2.1 Description of Activities of each Directorate and Department.....3
2.2 <Ayawaso Central Municipal Assembly>'s Organogram.....1
2.3 AGENCIES UNDER <Ayawaso Central Municipal Assembly> (Where applicable) ...1
2.4 Classes and Types of information.....6

3. Processing and Decision on Application – S. 23 8

4. Amendment of Personal Record.....9

4.1 How to apply for an Amendment 9

5. Fees and Charges for Access to Information.....10

6. Appendix A: Standard RTI Request Form 11

7. Appendix B: Contact Details of <ACMA>'s Information Unit.....14

8. Appendix C: Acronyms 15

9. Appendix D: Glossary.....16

1. Overview

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

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

1.2 Locational Address - Ayawaso Central Municipal Assembly

P.O Box 14004 Accra

GPS Address: GA- 098- 9412

Tel: 0302269551

2. Directorates and Departments of the Assembly (ACMA)

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 be an environmentally friendly, and economically vibrant Municipality.

MISSION

To ensure the growth of the Municipality through a balanced and sustainable development strategy for the creation of equal opportunity to improve the lives of residents.

Departments/ Units under Ayawaso Central Municipal Assembly(ACMA)
1. Central Administration 2. Human Resource 3. Agriculture 4. Finance 5. Education, Youth and Sports 6. Environmental Health & Sanitation Unit 7. Works 8. Physical Planning 9. Social Welfare and Community Development 10. Transport 11. Urban Roads 12. Statistics 13. NADMO
Responsibilities of the Institution: The Ayawaso Central Municipal Assembly was created to fulfill the following functions as outlined by the Local Governance Act,2016 (Act 936); **1.** Exercise political and Administrative authority in the Municipality. **2.** Promote local economic development.

3. Responsible for the overall development of the Municipality.

4. Formulate and Execute plans, programs and strategies for the effective mobilization of the resources for development in the Municipality.

5. Promote and support productive activity and social development

6. Sponsor the education of Needy students in the Municipality to fill manpower needs especially social sectors of education and health/Development of basic infrastructure.

7. Provide Municipal works and services.

8. Responsible for development, improvement of Human Settlement and Environmental management.

2.1 Description of Activities of each Directorate and Department

<Briefly list and state the activities of each directorates and Department listed above. Example, Human Resource Directorate – Responsible for ….>

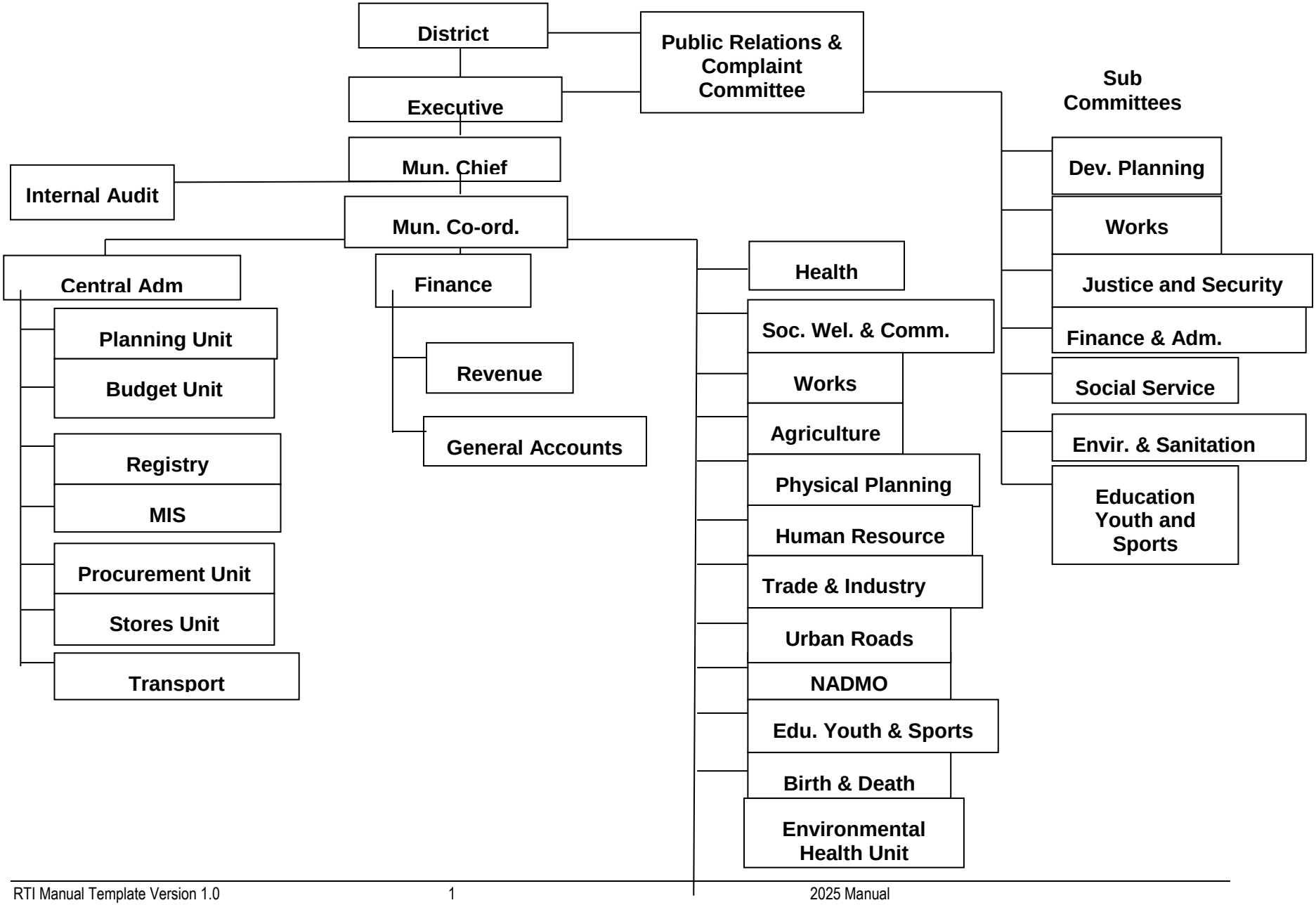
Directorate/Department	**Responsibilities/Activities**
Central Administration	• It is the secretariat of the Municipal Assembly and it is responsible for the provision of support services, effective and efficient general administration and organization of the district Assembly • It manages all sections of the assembly including Records, Estate, Logistics, Procurement, Administration, Stores, Planning, Budget, MIS, Security And Transport

Human Resource	• It provides various services which are available to all employees as well advice and gives guidance on multitude of staff issues. • The Department supports the implementation of human resource policies and programmes, practices and procedures to aid the employees in the efficient and effective management of the business of the Local Government Service.
Agriculture	• Participate in provision of extension services in the areas of natural resources management, and rural infrastructural and small scale irrigation in the district • Assist in the formulation and implementation of agricultural policy for the District Assembly within the framework of national policies • Submit report on the implementation of policies and programmes to the District Assembly • Encourage improvement in livestock breeds • Assist in developing early warning systems on animals diseases • Facilitate and encourage vaccination and immunization of livestock and control of animal diseases.
Finance	• It is responsible for sound financial management of District Assembly resources by facilitating the disbursement of legitimate and authorized funds. • Prepares financial reports at specific periods for the Assembly, prepare payment vouchers and financial encumbrances, undertake revenue mobilization activities of the Assembly • Makes provision for financial services to all departments in the district
Education, Youth, and Sports	• It is responsible for pre-school, special school, basic education, youth and sports , development or organization and library services at the district level • Assist in the formulation and implementation of policies on Education within the framework of national policies and guidelines.

Environmental Health & Sanitation Unit	• The Environmental Health which is responsible for promotion and encouraging of good health and sanitation • Coordinates work of health centers or posts or community based health works • Assist to undertake health education and family immunization and nutrition programmes • Provides reports on the implementation of policies and programmes relating to health in the District Assembly. • Assist to formulate, plan and implement district health policies within the framework of national health policies and guidelines provided by the Minister of Health
Works	• Formulates policies on works within the framework of national policies • Assist to prepare tender documents for all civil works projects to be undertaken by the Assembly through contracts or community initiated projects • Facilitate the construction, repair and maintenance. • Facilitate the implementation of policies on works and report to the Assembly.
Physical Planning	• Assist to provide the layout for buildings for improved housing layout and settlement • Coordinates activities and projects of department and other agencies including non-government organizations to ensure compliance with planning standards. • Advise on setting out approved plans for future development of land at the district level
Social Welfare and Community Development	• Facilitate community-based rehabilitation of persons with disabilities • Assist and facilitate provision of community care • Facilitate the registration and supervision of Non-Governmental Organization and their activities in the District • Assist to organize community development programme to improve and enrich life
Transport	• Advises the Assembly on matters relating to transport services in the Municipality. • Regulate the use and conduct of public vehicles,

	including the routes and parking place in accordance with the Driver and other detail Vehicle Licensing Authority Act (Act 569) • Provide for the identification of licensed vehicles • License taxis, bicycles and motor bikes and prescribe fees to be paid • Maintain records of classified contractors and consultants in the transport services industry within the Municipality. • Prepare composite progress and annual reports on transport works in the Municipality
Urban Roads	• Establish and maintain a database on urban infrastructure in the District • Register and maintain records of classified contractors and consultants in the urban road construction industry within the District • Facilitate the prioritization of works and preparation of annual plans for infrastructure works in the District
Statistics	• Enhance the use of statistics for evidence-based decision making • Assist the MMDA to mobilize revenue for development • Engender statistical literacy among stakeholders • Harmonize concepts, methods, and classifications used in the production of statistics at all levels. • Reinforce the coordination of statistics generation, compilation, analysis, storage, archiving and dissemination across departments within the Municipality.
NADMO	• Facilitate the organization of disaster management exercises annually • Ensure compliance with rules in respect of private and public properties to ensure adequate protection against disasters • Facilitate the provision of emergency shelters and services in the event of disasters • Participate in post disaster assessment to determine the extent of damage and needs of the disaster area • Co-ordinate the receiving, management and supervision of the distribution of relief items in the district. • Investigate reports and analyze the nature

2.2 Ayawaso Central Municipal Assembly's Organogram



2.3 AGENCIES UNDER <Ayawaso Central Municipal Assembly> (Where applicable)

Agencies under <Ayawaso Central Municipal Assembly>
1. Electoral Commission 2. National Identification Authority 3. National Health Insurance 4. National Ambulance Service 5. Bureau of National Investigations

<Electoral Commission>	
Responsibilities of the Agency:	**Details of Activities:**
1. Ensure that regular free and fair elections are held within the municipality.	1. Ensure that regular free and fair elections are held within the municipality. 2. Organize, conduct and supervise elections in accordance with the constitution within the municipality. 3. Formulate and implement voter educational programs related to election within the municipality.

<National Identification Authority>	
Responsibilities of the Agency: • Issue of National identification cards to the residence within the Municipality.	**Details of Activities:** • Create a national data base or register • Establish a national data center and manage a national database. • Set up a system to collect, store, retrieve and disseminate personal data on the population for both Ghanaian and non-residence within the Municipality.

<National Health Insurance 2.3>	
Responsibilities of the Agency: The National Health Insurance is to attain universal health insurance coverage in relation to 1. Persons resident in the country 2. Persons not resident in the country but who are on a visit to this country. 3. And to provide access to healthcare services to the persons covered by the scheme	**Details of Activities:** • Implement, operate and manage the National Health Insurance Scheme • Determine in consultation with the Minister contributions that should be made by members of the National Health Insurance Scheme • Register members of the National Health Insurance Scheme • Register and supervise private health insurance schemes • Issue identity cards to members of the

	National Health Insurance Scheme • Grant credentials to healthcare providers and facilities that provide healthcare services to members of the National Health Insurance Scheme • Manage the National Health Insurance Fund • Provide decentralized systems to receive and resolve complaints by members of the National Health Insurance Scheme and health care providers • Receive, process and pay claims for services rendered by healthcare providers • Undertake public education on health insurance on its own or in collaboration with other bodies.

<**National Ambulance Service 2.3**>	
Responsibilities of the Agency:	**Details of Activities:**
1. To provide pre-hospital emergency care to accident victims (road traffic, Domestic, industrial, medical etc.) 2. To transport accident to an appropriate health facility 3. To provide stand by emergency cover at mass public meetings and to liaise with other emergency services in time of disaster or mass casualty incidents.	1. To assist in the formulation and implementation of programs for first respondents 2. To identify, recruit and train cadres for the service 3. To assist in establishment and operation of makeshift hospitals during mass casualty situations

< **Bureau of National investigations 2.3**>

Responsibilities of the Agency:	Details of Activities:
The Bureau of National Investigations (BNI) is responsible for 1. Dealing with organized crime and financial crime 2. Intelligence gathering 3. Sabotage 4. Terrorism	1. Hijacking 2. Piracy 3. And drug trafficking 4. As well as providing intelligence to counter threats to Ghana's national security. 5. The National Intelligence Bureau has the investigative jurisdiction to arrest, detain and interrogate people associated with criminal offences.

<insert name of sixth Agency listed at 2.3> (e.g NHI)	
Responsibilities of the Agency:	**Details of Activities:** <click here and press enter for more space>

<insert name of seventh Agency listed at 2.3> (e.g NHI)	
Responsibilities of the Agency:	**Details of Activities:** <click here and press enter for more space>

<insert name of eight Agency listed at 2.3> (e.g NHI)

Responsibilities of the Agency:	**Details of Activities:** <click here and press enter for more space>

<insert name of Ninth Agency listed at 2.3> (e.g NHI)	
Responsibilities of the Agency:	**Details of Activities:** <click here and press enter for more space>

<insert name of tenth Agency listed at 2.3> (e.g NHI)	
Responsibilities of the Agency:	**Details of Activities:** <click here and press enter for more space>

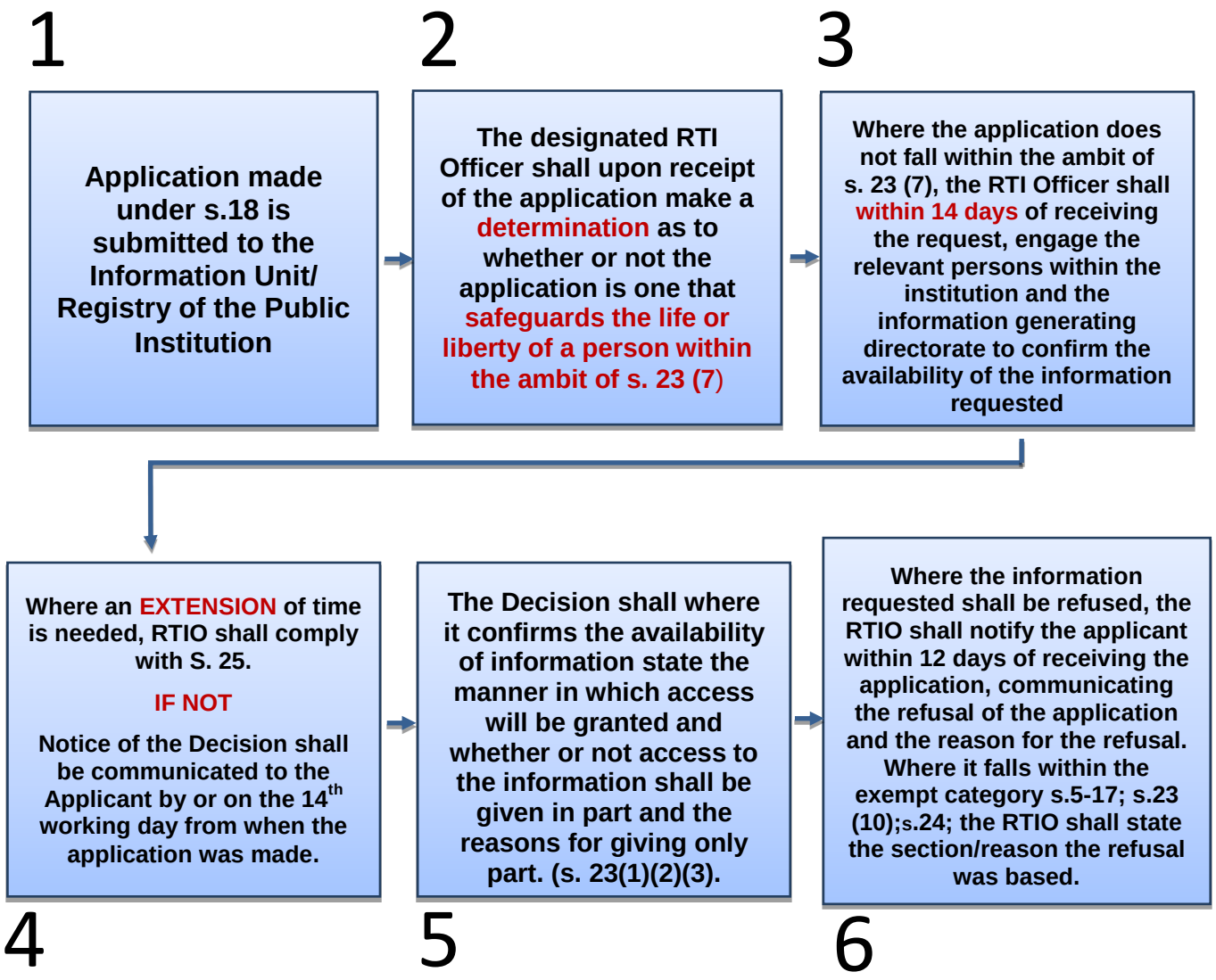
<To add more agencies, copy and paste the table>

2.4 Classes and Types of information

List of various classes of information in the custody of the institution:
1. FINANCE 2. INTERNAL AUDIT 3. PROCUREMENT/STORES 4. ADMINISTRATION 5. PUBLIC RELATIONS AND COMPLAINTS 6. HUMAN RESOURCE 7. NON-DECENTRALIZED DEPTS/ AGENCIES 8. PHYSICAL PLANNING 9. GENERAL ASSEMBLY MATTERS 10. WORKS 11. DEVELOPMENT PLANNING 12. ENVIRONMENTAL HEALTH AND SANITATION 13. REVENUE 14. BUDGET 15. NADMO 16. AGRICULTURE 17. SOCIAL WELFARE & COMMUNITY DEVELOPMENT
Types of Information Accessible at a fee:
1. Request for information in a language other than the language in which the information is held. (s.75) (3). 2. When request is made for a written transcript of the information, a reasonable transcription cost may be requested by the Information Officer. (s.75) (4).

3. Cost of media conversion or reformatting. (s.75) (5).

3. Processing and Decision on Application – S. 23



4. Amendment of Personal Record

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

4.1 How to apply for an Amendment

a. The application should be in writing indicating;
   - Name and proof of identity.
   - Particulars that will enable the records of the public institution identify the applicant
   - The incorrect, misleading, incomplete or the out of date information in the record.
   - Signature of the applicant

b. For incomplete information claimed or out of date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.

c. The address to which a notice shall be sent should be indicated.

d. The application can then be submitted at the office of the public institution

5. Fees and Charges for Access to Information

The Act mandates Parliament in Section 75 to approve a fee that public institutions can charge. However, fees shall apply to only the three circumstances stated below:

- Request for information in a language other than the language in which the information is held. (s.75) (3).

- When request is made for a written transcript of the information, a reasonable transcription cost may be requested by the Information Officer. (s.75) (4).

- Cost of media conversion or reformatting. (s.75) (5).

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

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

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

6. Appendix A: Standard RTI Request Form

[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 ☐	Organization/Institution ☐	
6.	**TIN Number**			
7.	**If Represented, Name of Representative:**			
7 (a).	**Capacity of Representative:**			
8.	Type of Identification: ☐ National ID Card ☐ Passport ☐ Voter's ID ☐ 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:**	☐ **Inspection of Information** **Copy of Information** ☐ **Viewing / Listen** ☐ **Written Transcript** ☐ Translated (specify language) ☐
10 (a).	**Form of Access:**	☐ **Hard copy** ☐ **Electronic copy** ☐ **Braille**
11.	**Contact Details:**	☐ Email Address_____ ☐ Postal Address_____ ☐ Tel: _____
12.	**Applicant's signature/thumbprint:**	
13.	**Signature of Witness (where applicable)** ***"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."***	

7. Appendix B: Contact Details of Ayawaso Central Municipal Assembly's (ACMA) Information Unit

Name of Information/Designated Officer:

Suraju Faisal

Telephone/Mobile number of Information Unit:

0243771046

Postal Address of the Assembly:

P.O.BOX, 14004 Accra Central

8. Appendix C: Acronyms

Instructions: Provide a list of acronyms and associated literal translations used within the manual. List the acronyms in alphabetical order using the table below.

Table 1 Acronyms

Acronym	Literal Translation
RTI	*Right to Information*
MDA	*Ministries, Departments and Agencies*
s.	*section*
MMDAs	*Metropolitan, Municipal and District Assemblies*
ACMA	*Ayawaso Central Municipal Assembly*
<Acronym>	*<Literal Translation>*

9. Appendix D: Glossary

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

Table 2 Glossary

Term	Definition
Access	*Right to Information*
Access to information	*Right to obtain information from public institutions*
Contact details	*Information by which an applicant and an information officer may be contacted*
Court	*A court of competent jurisdiction*
Designated officer	*An officer designated for the purposes of the Act who perform similar role as the information officer*
Exempt information	*Information which falls within any of the exemptions specified in sections 5 to 16 of the Act*
Function	*Powers and duties*
Government	*Any authority by which the executive authority of the Republic of Ghana is duly exercised*
Information	*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.*
Information officer	*The information officer of a public institution or the officer designated to whom an application is made*
Public	*Used throughout this document to refer to a person who requires and/or has acquired access to information.*
Public institution	*Includes a private institution or organization that receives public resources or provides a public function*
Right to information	*The right assigned to access information*
Section	*Different parts of the RTI Act*