



SHAMA DISTRICT ASSEMBLY(SDA)

RIGHT TO INFORMATION MANUAL

2025

Table of Contents

Table of Contents.....	i
1. Overview.....	1
2. Directorates and Departments under Shama District Assembly(SDA)	2
2.1 Description of Activities of each Directorate and Department	4
2.2 Shama District Assembly's Organogram	16
2.3 Agencies Under Shama District Assembly (SDA)	17
2.4 Classes and Types of Information.....	22
3. Procedure in Applying and Processing Requests	31
3.1 The Application Process	31
3.2 Processing the Application.....	32
3.3 Response to Applicants	33
4. Amendment of Personal Record	34
4.1 How to apply for an Amendment.....	34
5. Appendix A: Standard RTI Request Form.....	37
6. Appendix B: Contact Details of (SDA)'s Information Unit.....	40
7. Appendix C: Acronyms	41
8. Appendix D: Glossary	42

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 Shama District Assembly (SDA) and provide the types of information and classes of information available at SDA including the location and contact details of its Information Officers and units.

2. Directorates and Departments under Shama District Assembly (SDA)

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 become the preferred gateway to Western Region with enhanced economic opportunities within a good governance system.

MISSION

The Shama District Assembly exists to improve the living standards of the people through the provision of quality socio-economic infrastructural services within the context of good governance.

Directorates and Departments under Shama District Assembly (SDA)
1. Human Resource 2. Central Administration 3. Physical Planning 4. Statistics 5. Birth and Death 6. Audit 7. Radio Room 8. Agriculture 9. Works 10. Procurement 11. Budget 12. Environmental 13. Veterinary 14. Social Welfare and Community Development 15. Revenue 16. Management Information System (MIS) 17. Development Planning

- 18. Records Management
- 19. Transport
- 20. Client Service
- 21. Finance
- 22. Non-Formal
- 23. Center for National Culture

Responsibilities of the Assembly:

1. Be responsible for overall development of the assembly.
2. Formulate and executes plans, programmes and strategies for the effective mobilization of the resources necessary for the overall development of the district.
3. Promote and support productive activity and social development in the district and remove any obstacles to initiative and development.
4. 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 equitable balanced between male and female students.
5. Initiate programme for the development of basic infrastructures and provide municipal works and services in the district.
6. Be responsible for the development, improvement and management of human settlements and the environment in the district.
7. in co-operation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the district.
8. Ensure ready access to courts in the district for the promotion of justice.
9. Act to preserve and promote the cultural heritage within the district.
10. To be responsible for the day-to-day administration of the district.
11. To recommend the name for each street in its area and the numbering of the buildings along the street.
12. Supervise and check the manufacture of food and liquids of whatever kind or nature intended for human consumption in consultation with Food and Drugs Authority.
13. To maintain markets and prohibit the erection of stalls in places other than a market and prevent the sale and purchase of goods or stock near established markets.
14. To implement the by-laws of the Assembly that regulates the sitting of advertisements, hoarding or any other places where advertisements are displayed.

15. To prepare annual estimates that cover revenue and expenditure for comprehension in the budget of the Assembly.
16. To promote and safeguard public health in the district.
17. To number and keep records of each recoverable property in its area and collect the rates fixed and fees levied by the Assembly.
18. To be responsible for the management of waste.
19. Responsible for the cleanliness of the streets in its areas.
20. To maintain and control parks for vehicles
21. To be responsible for the administration of self-help project.

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Human Resource Directorate	1. Ensures effective and efficient administration of human resources of the Assembly. 2. Ensure the implementation of human resource planning, recruitment and promotion processes. 3. Coordinates staff performance management system (Staff Performance Appraisal & Performance Contract between DCE & DCD). 4. Ensures the regular updates of staff records. 5. Support in the management of the general welfare of staff. 6. Supports inter and intra departmental collaboration to facilitate staff performance and development. 7. Ensure effective implementation and monitoring of staff attendance book to keep records of punctuality. 8. Ensure effective management of leave applications and approval for staff. 9. Ensure effective and efficient validation of staff salaries.

	10. Support the development of the skills and knowledge of staff and organize staff capacity building training. 11. Ensure regular preparation of monthly, quarterly and annually reports. 12. Any other duties that may be assigned by the DCD from time to time.
Central Administration a. Security Guards b. Assistant Directors c. Secretaries	1. Performs general administration and technical duties in support of the Coordinating Director and coordinates activities in the various departments. 2. Collaborates with other line directors for the achievement of organizational goals. 3. The Central Administration act as a liaison between heads of other Governmental and non-Governmental Agencies under the assembly. It manages financial and other resources of the Assembly in consultation with the District Chief Executive and the District Coordinating Director.
Physical Planning	1. Advise the district assembly on physical planning, land use and development. 2. Co-ordinate activities of departments and other agencies including Non-Governmental Organizations to ensure compliance with planning standards. 3. Prepare spatial plans as a guide for the formulation of development policies and decisions in the district. 4. Identify problems concerning the development of land and its social, environmental and economic implications. 5. Advise on preparation on structure plans for towns and villages within the district. 6. Advise on setting out approved plans for future development of lands at the district level. 7. Collaborate with the Survey and Mapping Division of Lands Commission in the performance of its functions.

	8. Facilitate and participate in research and public and public education in planning and human settlement development in the district. 9. Assist to offer professional advice to aggrieved persons on appeals and petitions on decisions made on their building. 10. Facilitate consultations, co-ordination and harmonization of developmental decisions into a physical development plan. 11. Assist to prepare a district Land-Use Plan to guide activities in the district. 12. Advise on the conditions for construction of government and private buildings and structures. 13. Assist to provide the layout for buildings for improved housing layout and settlement. 14. Assist to provide the layout for buildings improved housing layout and settlement. 15. Ensure the probation of construction of new buildings unless building plans submitted have been approved by the assembly. 16. Advise and facilitate the demolition of dilapidated buildings and recovery of expenses incurred in connection with the demolition. 17. Ensure the probation of use of inflammable materials in the construction or repair of buildings in defined areas. 18. Advise the assembly on siting of bill boards, masts and ensure compliance with the decisions of the assembly. 19. Advise on the acquisition of landed property in the public interest. 20. Undertake street addressing and related issues. 21. Develop and promote effective landscape beautification in the district and homes. 22. Maintain and sustain all landscape areas in the road medians, road shoulders and traffic islands in the district.
--	---

	23. Cultivate horticultural products including vegetables, fruits, tree seedlings and ornamental plants for sale to the public and for export. 24. Conduct routine maintenance of prestige areas. 25. Develop and promote the cultivation and conservation of medicinal and aromatic plant species. 26. Supply tree seedlings to educational institutions on gratis thus encouraging tree planting in schools and communities. 27. Provide horticultural training and extension services to students and pupils from institutions in the district.
Statistics	1. To collect, compile, complete, store and analyze data based on standardized format developed by GSS. 2. Disseminate and publish statistical data based on guidelines developed by GSS 3. Provide inputs for the preparation of the District Assemblies budget. 4. Advise the District Assembly on all matters relating to statistics. 5. Generate the data requirements of the District Assembly on all departments for planning activities of the Assembly. 6. Prepare and submit annual report of its operations to the district.
Birth and Death	1. Public education and sensitization on the importance of birth and death certificate. 2. Registration of birth when the child is between one (1) day and twelve (12) months (fresh registration). 3. Application for registration of birth when the child is over twelve (12) months. Mobile registration in 1st & 2nd quarter. 4. Child health registration week. 5. Birth and Death registration week celebration.

	6. Registration of death certificate. 7. Issuing of Burial permit. 8. Generating revenue to the central government. 9. Collection and provision of data to the government for its decision making.
Audit	1.To add value to the assembly's operations. 2. Assesses compliances with policies and procedures of the assembly. 3. IT verifies the existence of assets and recommend proper safeguarding's for their protection. 4. Evaluates the adequacy of the system of internal controls. 5. Reports significant issues related to the process of controlling the activities of the assembly.
Radio Operations	1. Receive wireless messages containing directive from National and Regional level. 2. Transmit wireless messages to other Districts, Regions and National where It's appropriate. 3. Provide situational report through the Region to National on daily basis about activities taken place in the Districts. 4. Monitor operations room 24hours whenever there are issues concerning security in the district. 5. Liaise with Districts Electoral Task to ensure peaceful election in both local and national levels. 6. Brief Honorable DCE, DCD weekly on security grounds about the district.
Agriculture	1.Train farmers on new methods and ways of farming. 2.Establish demonstration on good agronomic practices for farmers to practice. 3.Sensitize farmers on agriculture technologies.

	4.Collection of market data on agriculture produces at the various markets in the district. 5.implement government agriculture policy in the district land. Planting for food and jobs. 6.Attend workshops and meetings organize for District Agriculture Development Unit.
Works	1. Assist the assembly to formulate polices on works within the framework of national policies. 2. Assist to prepare tender documents for all works and works-related supply of goods and technical services to be undertaken by the District Assembly through contracts or community initiated projects. 3. Advise and facilitate the maintenance of Public buildings (offices, schools, health facilities, residential accommodation etc.) in the district. 4. Assist to establish and specify the programme of action necessary for the implementation of physical plans. 5. Advise the assembly on matters relating to works in the district. 6. Advise on the construction, repair, maintenance and diversion or alteration of the course of any street in consultation with other relevant departments in the district. 7. Facilitate the implementations of policies on works and reports it to the assembly. 8. Assist to build, equip, maintain commercial public buildings and prohibit the erection of stalls/shops/stores in places other than the markets and designated commercial areas. 9. Collaborate with other relevant departments of the Assembly in the inspection of projects undertaken by the District Assembly. 10. Facilitate the provision of adequate and wholesome supply of potable water in conjunction with relevant stakeholders for the entire district.

	11. Provide technical and engineering assistance on works undertaken by the Assembly. 12. Advise the Assembly on slums upgrading for slums settlements in the district. 13. Assist in review and approvals of building permit applications in line with the Ghana Building Code and other regulatory enactments. 14. Facilitate the registration and maintenance of data on Public buildings. 15. Assist in the enforcement of any regulatory enactment on physical infrastructural development. 16. Provide technical advice for the machinery, and structural layout of building plans to facilitate escape from fire, rescue operations and fire management. 17. Assist to maintain the integrity of approved spatial and land use plans for all major settlement in the district. 18. In consultation with power supply companies and other services providers (renewable energy technologies), facilitate the provision of street lighting in the district.
Procurement	1. Plans and coordinates activities of the procurement unit. 2. Manages the development and implementation of the procurement plan. 3. Ensures procurement activities in harmony with the public procurement Act 2003 (Act 663) as amended with public procurement (Amendment) Act 2016, (Act 914). 4. Supervises stores management and asset disposal. 5. Provides inputs for the preparation of the annual budget 6. Prepares and submits general and periodic reports to the Public Procurement Authority.

	7. Liaises with service providers and other stakeholders to undertake procurement activities
Budget	1. Advises the assembly on cost implications and financial decisions according to the Local governance act, 2016. Act 936 Service Act. 2. Coordinates the preparation of budget, participates in the preparation of procurement plan and preparation of fee-fixing resolutions.
Environmental Health	1. Environmental health and sanitation education. 2. Waste management 3. Food hygiene education. 4. Conducts medical screening of food vendors. 5. Enforcement of environmental and sanitation law/Assembly by-laws. 6. Environment, offices, markets. Lorry stations etc. cleansing. 7. Desilting of drains. 8. Control of noxious trades.
Veterinary Service	1. To educate or create awareness on anti-rabies vaccination and the need to vaccinate dogs against rabies. 2. Treatment of diseased animals within the vicinity, (the district). 3. To carry out disease surveillance in the various vicinity/ district in order to control or curb any outbreak. 4. To educate and assist farmers on biosecurity measures on their farms. 5. To collect specimens on the field to the laboratory for further investigation. 6. to advise farmers, pet owners, etc. about the general welfare of their animals 7. To inspect meat thoroughly at the slaughter house/ slabs before they are rightly sent to the market.

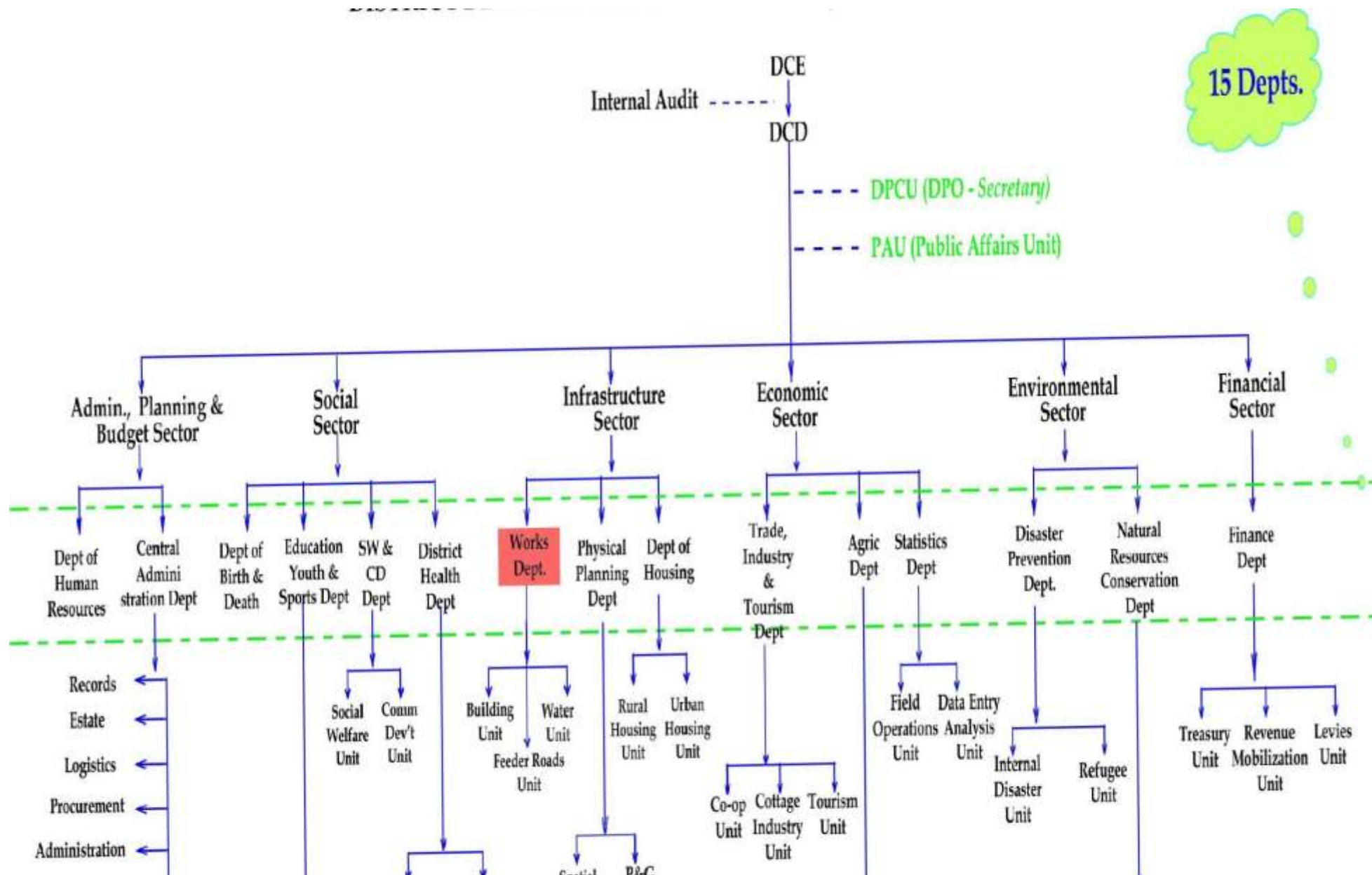
Social Welfare and Community Development (SWCD) a. Child and family welfare programme b. Justice administration c. Community care programme	1. General case work/management which includes mediation in child custody, paternity, maintenance cases, family reconciliation, child abuse, Non-Maintenance cases etc. 2. Provide alternative care for children without parental care. 3. Supervise, monitor and facilitate the Registration of Day Care Centers. 4. Conduct Social Investigation Reports in favor of abandoned children, orphans, abused children, victims of trafficking and child labor as and when required. 5. Engage in family tracing of missing children and stranded people and assist in family reunification/reintegration and settlement of such people. 6. Engage in public sensitization of child rights and protection. 7. Provide probation services to juveniles and families. 8. To prepare and submit Social Enquiry Reports to Court (Family Tribunal and Juvenile Court) upon request. 9. Ensure the establishment of child panels in the district. 10. Liaise with police, hospitals and prepare Social Investigation Reports for Regional Social Welfare office in favor of missing, abandoned or vulnerable children. 11. Identify, Register and keep update data on Persons with Disabilities (PWDs) 12. Assist in the rehabilitation of PWDs and promote job placement. 13. Facilitate skills training programme for PWDs. 14. Offer psychosocial counselling to affected persons with disabilities and HIV-AIDS and their families etc. 15. Provide hospital welfare services.
---	--

	16. Supervise and monitor the implementation of Social Intervention programme. e.g. School feeding programme. Gender activities etc. 17. Supervise, monitor and facilitate the Registration of NGOs and CBOs within the district. 18. To embark on adult education programme. 19. Hold community briefing sessions on the role of the Assemblies and its Departments with key stakeholders. 20. Assist in the mobilization of resources for community development interventions. 21. Teach women home management, child care and entrepreneurial skills. 22. Home visits and reinstatement of school drop outs in school. 23. Mobilise community members for communal labor and self-help projects.
Revenue	1. Promote tax compliance and tax education. 2. Assess and collect taxes. 3. Prepare and publish reports and statistics related to its revenue collection. 4. Collection of property rate.
Management Information System (MIS)	1. Provides leadership in the development and application of IT/IM standards and quality assurance system in relation to the implementation, development and deployment of IT/IM systems and resources. 2. It advises on the provision and maintenance of computers and other office accessories. 3. It contributes to addressing IT/IM problems and issues. 4. Provides leadership in the design and implementation of security measures to protect the IT/IM installations, infrastructure and systems.
Development Planning	1. To lead in strategic planning and implementation of public policies and programme to achieve sustainable economic growth and development in the district.

	2. Coordinates programme and ensures they are consistent with official policy directives. 3. Assess and advice on the impact of policies and projects to ensure sustainable development (monitoring and evaluation, medium term development plan).
Records Management	1. To assist in the operation of the administrative activities of the Assembly. (receive all incoming letters, dispatch letters).
Transport	1. Manages all activities related to transportation in the Assembly. 2. Formulation and implementation of transport policies. 3. They advise management of the Assembly on the purchase of new vehicles and spare parts. 4. Regulates and ensures the effective and efficient utilization of all official vehicles. ensuring 5. Ensuring adequate utilization of financial resources and maintenance of all vehicles in the Assembly.
Client Unit	1. Receives and address complaints. 2. Provides information on the nature of operations at the Assembly. 3. Give directions to visitors who visit the Assembly.
Finance	1. Advises on financial matters and keeps relevant records. 2. Issues transactional payments to agencies and vendors. 3. Issues business operating permits. 4. Manages the Assembly's funds.
Non Formal	1. Provide vocational and technical education to school dropouts. 2. Provide formal education to illiterates.

Center for National Culture	1. Cultural of Education Programs; To document and promote Ghana's traditional culture value. 2. Research Works; Makes a lot of research works to help sustain the Ghanaian culture life and programs. 3. Frequent Interaction With Stakeholders And Radio Talk Shows; Sensitizes the citizen to help preserve and secure the growth and development of cultural institutions in Ghana.

2.2 Shama District Assembly's Organogram



2.3 AGENCIES UNDER SHAMA DISTRICT ASSEMBLY

Agencies under Shama District Assembly
1. Ghana Education Service (GES) 2. Electoral Commission (EC) 3. Commission of Human Right and Administrative Justice (CHRAJ) 4. National Disaster Management Organization (NADMO) 5. National Commission of Civic Education (NCCE) 6. Information Services Department (ISD) 7. Right to Information (RTI) 8. Ghana Water Company 9. Electricity Company of Ghana (ECG) 10. Ghana National Fire Service 11. Ghana Police Service 12. National Ambulance Service (NAS) 13. National Service Scheme (NSS) 14. Youth Employment Agency (YEA) 15. Ghana Health Service 16. National Identification Authority (NIA) 17. National Health Insurance Authority (NHIA) 18. Finance 19. Fishery 20. Business Advisory Centre

GHANA Education SERVICE (GES)	
Responsibilities of the Agency: The district education service is responsible for the implementation of approved national pre-tertiary educational policies and programs to ensure that all Ghanaian children of school-going age in the district irrespective of tribe, gender, disability, religious and political affiliations are provided with inclusive equitable quality formal education.	Details of Activities: 1. Implement all approved pre-tertiary educational policies of Government 2. Provide oversight responsibilities at all levels of pre-tertiary in the country. 3. Monitor routine activities in line with increasing access, quality and improving management mechanisms. 4. Engage various stakeholders to improve educational outcomes.

Electoral Commission(EC)	
Responsibilities of the Agency: The commission is responsible for planning and implementation of the electoral programs. It manages programme involving demarcation of electoral boundaries, effective voter registration exercises and the conduct of election in public elections.	Details of Activities: 1. To compile voter register and revise it at such periods as maybe determined by law. 2. To determine electoral areas in the constituency. 3. To conduct and supervise all public elections and referenda in the district in accordance with the constitution. 4. To educate people on the electoral process. 5. To undertake programme for the expansion of voters.

	6. Ensure that regular, free and fair elections are held.
--	---

Commission of Human Right and Administrative Justice (CHRAJ)	
Responsibilities of the Agency: The commission is responsible for enhancing 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 the district and combat corruption.	Details of Activities: 1.Receiving complaints on the three mandates; Human Rights, Administrative Justice and Anti-Corruption. 2.Field Investigation. 3.Mediation 4.Public Education on the three mandate areas and other related issues, and on bills from parliament related to the mandates.

National Disaster Management Organization (NADMO)	
Responsibilities of the Agency: Responsible for managing disasters and similar emergencies in the district.	Details of Activities: 1.Implement government policies on disaster management. 2.Undertake regular risk assessment- through hazard and vulnerability analysis. 3.Mitigation and Prevention exercises through public education. 4.Preparedness planning through community engagement and logistic planning. 5.Undertake prediction and warning exercises through education and sensitization.

	6.Undertake damage and needs assessment in the events of disasters for rapid responds. 7.Provides rehabilitation and reconstruction activities for smooth recovery during and after disasters. 8.Furnishing relevant stakeholders with detailed situational and final reports.
--	---

NATIONAL COMMISSION ON CIVIL EDUCATION (NCCE)	
Responsibilities of the Agency: The commission works to promote and sustain democracy and inculcate in the Ghanaian citizenry in the district, the awareness of their right and obligation, through civic education.	Details of Activities: 1. 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. 2. Educate and encourage the public to defend the constitution at all times, against all forms of abuse and violation; 3. Formulation for the consideration of Government, from time to time, programs of the national, regional and district levels aimed at realizing the objectives of the 1992 fourth Republican Constitution. 4. Formulate, implement and oversee programs intended to inculcate in the citizens of Ghana awareness of the civic responsibilities and an appreciation of their rights and obligations as free people. 5. To access 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.

INFORMATION SERVICES DEPARTMENT (ISD)	
Responsibilities of the Agency: The district information service department is the principal public relations outfit of government in the district. The district information service department is responsible for disseminating government policies, programs and activities in the district as well as accessing feedback on public reaction to government policies.	Details of Activities: 1. Create awareness of government policies, programs and activities. 2. Provide public relation support to the Assembly. 3. Submit feedback report from the public to government. 4. Provision of print media. 5. Inviting the media to programs held by the Assembly. 6. Sensitization with various departments in the district on various platforms 7. Organization of activities such as town hall meetings and DCE community engagement 8. Facilitate free flowing of adequate, timely and reliable information and feedback between government and its various publics for socio-economic empowerment and enhance democratic citizen. 9. Press accreditation 10. Exhibitions/ Photos/ videos. Produces materials such as banners and photographic for national events in the assembly. 11. Provision of permits to CIC centers within the district. 12. Meet the press

RIGHT TO INFORMATION (RTI)	
Responsibilities of the Agency: Ensures transparent and open governance, accountability and integrity in governance. The commission has the mandate to promote, monitor, protect and enforce the right to information that is granted to a person.	Details of Activities: 1. Handling enquiries relating to RTI Act. 2. Receive, Record, acknowledge and process applications for information within the procedures and periods as prescribed in the law. 3. Assist in compiling, publishing and maintaining an up-to-date information Manual for the district. 4. Educate the public on RTI Law. 5. Maintaining an accurate and up-to-date register of requests. 6. To achieve the goals enshrined in the Right to Information Act, 2019 (Act 989) to build an informed citizenry, to promote transparency of information held by or under the control of public institutions and its relevant private bodies.

GHANA WATER COMPANY

Responsibilities of the Agency: The district water company is responsible for portable water supply to all Urban communities in the district. Supplies portable water to the various communities in the Shama district.	Details of Activities: 1. Abstraction, treatment and supply of water to urban communities in the district. 2. Urban water sector planning and development. 3. Investment planning 4. Sector financial management. 5. Asset Management 6. Construction, rehabilitation and expansion of existing as well as new water supply infrastructure in the district.
---	--

ELECTRICITY COMPANY of GHANA (ECG)	
Responsibilities of the Agency: To transmit, supply and distribute electricity. The district electricity company is responsible for the distribution of electricity in the district.	Details of Activities: 1. Distribution of electricity to the various communities in the district. 2. To construct, reconstruct, install, assemble, repair, maintain, operate or remove sub-transmission stations, electrical appliances fittings and installations. 3. Support Ghana government on renewable energy policies technologies and digitization agenda. 4. Implementation of network project for the company.

FIRE SERVICE

Responsibilities of the Agency:	Details of Activities:
To manage and prevent undesired fire.	1. Organize public education programs to create and sustain awareness of hazards of fire; and heighten the role of the individual in the prevention of fire. 2. Inspect and offer technical advice on fire extinguishers 3. Provide technical advice for building plans in respect of machinery and structural layouts to facilitate escape from fire rescue operations and fire management. 4. Offer rescue service and evacuation services to those trapped by fire or in other emergency situations. 5. Co-ordinate and advise on the training of personnel in firefighting departments of institutions in the district. 6. Train and organize fire volunteer squads at the community level.

GHANA POLICE SERVICE	
Responsibilities of the Agency:	Details of Activities:
The district police service is responsible for ensuring crime prevention and detection, apprehension and prosecution of offenders, consistent with the expectations of Ghanaians for safe, secure and peaceful communities	1. Prevention and detection of crime. 2. Apprehension and prosecution of offenders. 3. Maintenance of law and order. 4. Protection of life and property 5. Performing Motor Traffic duties to ensure safety on our roads. 6. Vetting and issuance of Police Criminal check certificates.

NATIONAL AMBULANCE SERVICE	
Responsibilities of the Agency: The district ambulance service is responsible for providing efficient and timely pre-hospital emergency medical care to the sick and injured and transport them safely to health facilities.	Details of Activities: 1. Provide effective administration and management of emergency care services. 2. Provide integrated high quality, pre-hospital emergency and medical care, health transport and educational service to all. 3. To develop skilled manpower for emergency care. 4. To ensure a sustainable financing mechanism for pre-hospital emergencies. 5. To develop effective partnerships with health service providers and other stakeholders to improve care of patients. 6. To establish and operationalized a sustainable mechanism for managing emergency vehicles and advanced technologies.

NATIONAL SERVICE SCHEME (NSS)	
Responsibilities of the Agency: The district national service unit is responsible for ensuring that all national service personnel's posted to the district are placed in the various department and units within the district assembly and various organizations.	Details of Activities: 1. Implementation of programs and activities of the scheme. 2. Facilitation of the scheme's meetings, seminars, conferences and workshops. 3. Preparation of quarterly, mid-year and annual reports. 4. Draft routine correspondence. 5. Routine monitoring of personnel posted to the district. That's to make sure they are at post and also to find out the well-being of the personnel.

Youth Employment Agency (YEA)	
Responsibilities of the Agency: The district youth employment agency is responsible for overseeing the development, coordination, supervision and facilitation of employment for the youth and relating matters in the district and the country. 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.	Details of Activities: 1. Setting up of a platform to prepare and connect job seekers and employers. 2. Train, build capacity and set up artisans and craftsman in their works. 3. Create jobs in various rural communities in the district by venturing into Agric-based initiatives.

Ghana Health Service

Responsibilities of the Agency:	Details of Activities:
The district health directorate is responsible for the provision of comprehensive health services at all levels and to ensure better health care accessibility for all the people in the district.	1. Delivery of primary health care in a wholesome manner within the district. 2. Rendering of family health care services including Maternal and Child Health Services 3. Preventive and promote health care in addition to the routine rehabilitation aspect of health care in the district. 4. Establishment and maintenance of medical institutions with necessary infrastructure and control of communicable diseases in the district. 5. Implementation of National Control / Eradication programme providing curative services and administration. 6. The analytical laboratories and public service laboratory functions a single-purpose unit under the department with independent controlling officer for each.

National Identification Authority (NIA)	
Responsibilities of the Agency:	Details of Activities:
1. The authority is responsible for issuing of Ghana Cards to client of Shama District from mass and mop up.	1. Issuing of Ghana Cards to client of Shama District. 2. To enroll new clients in the Shama district who are yet to register for Ghana card. 3. To issue Ghana cards to clients that might have lost their Ghana cards and would want it to be replaced upon request. 4. To enroll and issue Ghana cards to clients that would want some data updated on their Ghana cards upon request.

National Health Insurance Authority	
Responsibilities of the Agency:	Details of Activities:
The authority is to secure the implementation of a national health insurance policy that ensures access to basic healthcare services to all residents.	1. Register members of the national health insurance scheme and supervise private health insurance scheme. 2. Issue identity cards to members of the national health insurance scheme and ensure equity in the healthcare coverage. 3. Grant credentials to healthcare providers and facilitate to provide healthcare services to its members. 4. Ensure access to the poor to healthcare services and protect the vulnerable against financial risk. 5. Undertake public education on health insurance on its own or in collaboration with other bodies. 6. Manage the national health insurance fund and provide decentralized system to receive and resolve complaints from its members. 7. Receive, process and pay claims for services rendered by healthcare providers.

Business Advisory Centre (BAC)	
Responsibilities of the Agency:	Details of Activities:
1. Assists small and medium business. 2. Provides regulatory services for businesses; I) (EPA Permit). II) GEPA (Export Certificate)	1. Training of Micro, Small and Medium Enterprises (MSME'S) owners. 2. Business counselling services. 3. Visitation of businesses in the district.

III) Business Certificate from Register General Department. iv) FDA Certification 3. Provides startup kits for farmers. 4. Provides employable skills for youths and women.	4. Through the LED Platform, we meet all the heads of businesses associations on quarterly bases to address their challenges.
--	---

2.4 Classes and Types of information

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

1. Minutes of District meeting
2. District Report to Executive Committee
3. Minutes of the General Assembly
4. Budget
5. Minutes of the Spatial Planning Committee and Technical Sub Committee
6. Minutes of the District Planning and Coordinating Unit
7. Minutes of Management Meeting
8. Action Plan
9. Quarterly Administrative Report
10. Annual Administration Report
11. Procurement Plan
12. Sectional Address of the Chief Executive
13. Minute of Finance and Administration Committee
14. Financial Report
15. Minutes of Physical Planning
16. Finance and Administration Committee Report

17. Minutes of Development and Social Service Committee
18. Development and Social Service Committee Report
19. District Security Council Minutes
20. District Authority Report
21. Minutes Rate Assessment Committee Minute
22. District Health Committee Minutes
23. District Education Oversight Committee
24. National Disaster and Managements Organization

Types of Information Accessible at a fee: NONE

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 Shama District Assembly. To requests for information under the RTI Act from the Shama District Assembly, 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 Shama 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 Shama 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, 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.
- e. A statutory declaration must be attached.

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, 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

REVENUE ITEM	APPROVED FEES AND CHARGES (GHS)
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 a computer readable form on an external storage device	0.29
For a transcription of visual images, for an A4 size 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 audio record	1.00

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.	Tax Identification Number				
7.	If Represented, Name of Person Being Represented:				
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) <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 SDA's Information Unit

Name of Information/Designated Officer:

MARY ESHUN

Telephone/Mobile number of Information Unit:

0547466561

Postal Address of the institution:

P. O. BOX 37, SHAMA

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
CHRAJ	Commission of Human Right and Administrative Justice
DCD	District Coordinating Director
DCE	District Chief Executive
EC	Electoral Commission
ECG	Electricity Company Of Ghana
GES	Ghana Education Service
ISD	Information Services Department
MDA	Ministries, Departments and Agencies
MMDAs	Metropolitan, Municipal and District Assemblies
MIS	Management Information System
NADMO	National Disaster Management Organization
NAS	National Ambulance Service
NCCE	National Commission On Civil Education
NHIA	National Health Insurance Authority
NIA	National Identification Authority
NSS	National Service Scheme
RTI	Right to Information
s.	Section
SDA	Shama District Assembly
YEA	Youth Employment Agency

9. Appendix D: Glossary

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

Table 2 Glossary

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