





# RIGHT TO INFORMATION MANUAL

OFFICE OF THE HEAD OF LOCAL GOVERNMENT  
SERVICE

(OHLGS)

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## 1.0 OVERVIEW

This Right to Information Manual (“The Manual”) seeks to make available to the public and applicants the classes of information accessible in the Office of the Head of Local Government Service (OHLGS). It provides the various departments and structures within the office and specific classes of information that can be obtained from each of them.

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 the office. However, request for a copy of this Manual shall attract a charge which covers the unit cost of the Manual.

In conclusion the Manual provides the general guidelines and processes involved in accessing information by the public.

## 1.1 Purpose of Manual

To inform/assist the public on the organizational structure, responsibilities and activities of the Office of the Head of Local Government Service (OHLGS) and provide the types or classes of information available at OHLGS, including the location and contact details of its information officers and units.



## 2. Directorates and Units:

The Office of the Head of Local Government Service (OHLGS).

This section describes the institution's vision and mission and lists the names of all Directorates 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

*" a world-class, decentralized and client oriented service"*

### MISSION

*" to support local governments to deliver value for money services through the mobilization, harmonization and utilization of qualified human capacity and material resources to promote local and national development"*

## Directorates and Units under the Office of the Head of Local Government Service (OHLGS)

### Units

1. Internal Audit;
2. Legal;
3. Public Affairs.

### DIRECTORATES

1. Policy Planning, Monitoring and Evaluation Directorate (PPMED)
2. Management and Technical Service Directorate (MTSD)
3. Human Resource Management Development (HRMD)
4. Financial Management Directorate (FMD)
5. Research, Statistics and Information Management Directorate (RSIMD)
6. Administration and General Services Directorate (AGSD)
7. Budget Directorate (BD)

## Responsibilities of the Institution: OHLGS

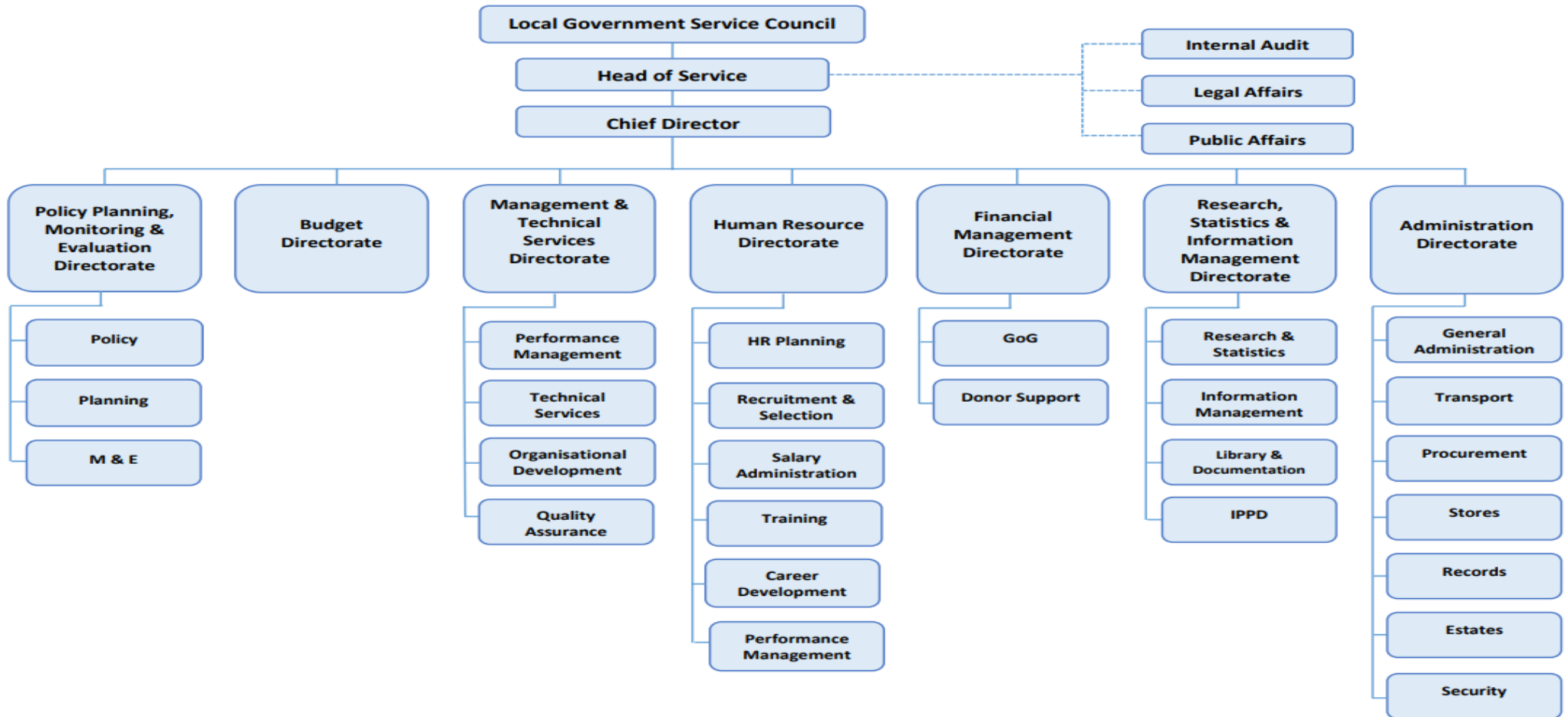
- provide technical assistance to MMDAs and RCCs to enable them effectively perform their functions
- conduct organizational and job analysis for RCCs and MMDAs
- conduct management audits for RCCs and MMDAs in order to improve the overall management of the Service
- design and co-ordinate management systems and processes for RCCs and MMDAs, and
- assist the RCCs and MMDAs in the performance of their functions under Act 936, Act 480, and any other enactment, etc

## 2.1 Description of Activities of each Directorate and Unit

Directorate/Unit	Responsibilities/Activities
<b>INTERNAL AUDIT</b>	This Unit ensures transparency and accountability in the use of state resources through compliance with financial management, accounting practices and regulation laid down by the Public Procurement Authority, Internal Audit Agency, Audit Service and the Financial Administration Act, Public Financial Management Act
<b>LEGAL</b>	This Unit is responsible for providing legal and legislative support services to LGS by providing legal representation and input into formulation of standing orders and bye-laws. Also supports the Attorney General to represent the Service in court or on legal matters.
<b>PUBLIC AFFAIRS</b>	The Unit develops, implements and reviews communication strategies to market and communicate the ideals and benefits of the service to the public and also handle client service relations.
<b>POLICY PLANNING, MONITORING AND EVALUATION DIRECTORATE (PPMED)</b>	This Directorate ensures the development and periodic review of comprehensive and sustainable policies, plans, programmes and budgets to cover all activities of the LGS. It caters for the design and application of monitoring and evaluation systems for purposes of assessing the operational effectiveness of the Service.
<b>MANAGEMENT AND TECHNICAL SERVICES DIRECTORATE (MTSD)</b>	This Directorate is to put in place and implement a quality assurance and technical services framework and systems to ensure that the LGSS, RCCs and MMDAs organisational development, works, waste management and infrastructural development projects and programmes are designed and implemented to meet performance specification benchmarks and value for money.
<b>BUDGET DIRECTORATE (BD)</b>	This Directorate is responsible for preparing budgets and the provision of technical guidance to management on budgetary matters. This department also keeps proper updates of all financial project

<b>HUMAN RESOURCE MANAGEMENT DEVELOPMENT (HRMD)</b>	<p>This Directorate ensures that the appropriate processes are engaged to enable staff with requisite background for various types of work in the Office of the Head of Local Government Services, RCCs and MMDAs are recruited, motivated and developed on a continuous basis for the efficient discharge of their duties.</p> <p>This Directorate also ensures that approved personnel policies in the Office of the Head of Local Government Services, RCCs and MMDAs on employment, personnel records and wages and salaries administration are translated into good management practices and effectively carried out.</p> <p>This Directorate ensures that knowledge skills and abilities of staff are developed to deliver necessary services for the achievement of the mandate of LGS.</p>
<b>FINANCIAL MANAGEMENT DIRECTORATE (FMD)</b>	<p>This Directorate is responsible for the efficient and effective utilization of budgets allocated by the Government of Ghana and the development partners for the discharge of the mandate and objectives of the OHLGS.</p>
<b>RESEARCH, STATISTICS AND INFORMATION MANAGEMENT DIRECTORATE (RSIMD)</b>	<p>This Directorate is responsible for research, statistics and information management of LGS.</p>
<b>ADMINISTRATION AND GENERAL SERVICES DIRECTORATE (AGSD)</b>	<p>This Directorate ensures that services and facilities necessary to support the administrative and other functions of the OHLGS are available. This includes administrative support, records, transport, stores and procurement as well as security services. It ensures the provision of an effective and efficient system of internal checks to enhance service delivery at the OHLGS.</p>

### ORGANOGRAM OF THE OFFICE OF THE HEAD OF THE LOCAL GOVERNMENT SERVICE



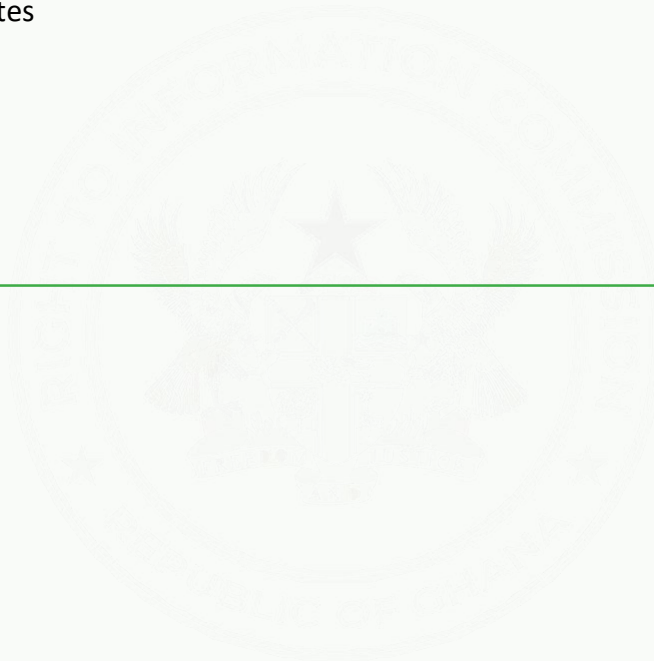




## 2.3 CLASSES AND TYPES OF INFORMATION

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

- Protocols
- Forms
- Laws, Acts, & Legislative Instrument
- Annual Report
- News Updates



### 3. PROCESSING AND DECISION ON APPLICATION – S. 23



RTIO: Right to Information Officer

## 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 addressed to the Head of Service;
  - Name and proof of identity.
  - Particulars that will enable the records of the public institution identify the applicant
  - 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 Head of Local Government Service.
- 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

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

10.	Manner of Access::	<input type="checkbox"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input type="text"/>
10(a)	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	Contact Details:	<input type="checkbox"/> Email Address _____  <input type="checkbox"/> Postal Address _____  <input type="checkbox"/> Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) "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."	

## 6. APPENDIX B: CONTACT DETAILS OF OHLGS'S INFORMATION UNIT

Name of Information / Designated Officer:

Martin Nana Yaw Forson

Telephone/Mobile number of Information Unit:

0541266540

Email:

martin.forson@lgs.gov.gh

Postal Address of the institution:

P.O BOX MB 396  
MINISTRIES – ACCRA

## 7. 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
<b>RTI</b>	<i>Right to Information</i>
<b>MDA</b>	<i>Ministries, Departments and Agencies</i>
<b>s.</b>	<i>section</i>
<b>MMDAs</b>	<i>Metropolitan, Municipal and District Assemblies</i>
<b>OHLGS</b>	<i>Office Of The Head Of Local Government</i>
<b>RCC</b>	<i>Regional Coordinating Council</i>

## 8. APPENDIX D: GLOSSARY

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

**Table 2** Glossary

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





RTI



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