MFANTSEMAN MUNICIPAL ASSEMBLY

Government of Ghana

Right to Information Manual

MMA

2025

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1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the former 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 Mfantseman Municipal Assembly (MMA) and provide the types of information and classes of information available at MMA, including the location and contact details of its Information Officers and units.

1. DIRECTORATES AND DEPARTMENTS
Mfantseman Municipal Assembly (MMA)

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 develop an optimistic, self-confident and prosperous municipality, through the creative exploitation of human and natural resources, and operating within a democratic, open and fair society, in which mutual trust and economic opportunities exist for all.

MISSION

The Mfantseman Municipal Assembly exists to improve upon the standard of living of the people through exploitation of human and natural resources and operating within an open and fair society with economic opportunities existing for all.

Directorates and Departments under Mfantseman Municipal Assembly (MMA)
1. Department of Human Resource
2. Central Administration Department
3. Department of Birth and Death
4. Department of Education
5.Department of Social Welfare and Community Development
6. Department of Health
7. Works Department
8. Physical Planning Department
9. Urban Roads Department

10. Agric. Department

11. Statistics Department

12. Finance Department

13. Disaster Preventions Department (NADMO)

14. Trade and Industries Department (BAC)

Mandate of the Assembly:

The Assembly is mandated to perform the following functions:

- Exercise political and administrative authority in the Municipality (district).
- Constitutes the planning authority for the district
- Formulation and preparation of district development plans, programmes, budgets and strategies for the overall development of the district.
- Have deliberative, legislative and executive functions.
- Responsible for the overall development in the district.
- Maintenance of security and public safety in the district.
- Provision of basic infrastructure (schools, clinics, etc.) and management of human settlement.
- Provision of municipal services (sanitation, water, play grounds, etc.)
- Formulation and approval of budget of the district.
- Making of Bye-laws.
- Levy and collection of taxes, rates, fees, etc. to generate revenue.
- Effective mobilization and utilization of human, physical and financial resources for economic and social development.
- Promotion of justice by ensuring ready access to the courts in the district.

See Local Governance Act, Act 936, 2016.

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Department of Human Resource	• Responsible for managing, developing capabilities and competencies of each staff as well as coordinating human resources management programmes to efficiently deliver public services.
Central Administration Department	• Oversee strategic management and supervision of all support services and activities to enable departments, units and agencies provide reliable services.
Department of Education	• Responsible for Providing and overseeing Basic Education, Senior High Education, Technical and Vocational Education as well as Special Education in the Municipality.
Department of Social Welfare and Community Development	• To promote and implement government policies and public services that can substantially improve social inclusion, development of people and communities.
Department of Health	• Develop appropriate strategies and set technical guidelines to achieve Municipal policy goals/objectives. • Undertake management and administration of the overall Ghana health resources within the Municipality

	• Promote healthy living and good health habits by people in the Municipality. • Establish effective mechanism for disease surveillance, prevention and control in the Municipality • Perform any other functions relevant to the promotion, protection and restoration of health in the Municipality
Works Department	• Facilitate the implementation of policies on works and report to the Assembly, and provide advice on matters relating to Works in the Assembly. • Facilitate the construction, repair and maintenance of: • Public roads including Feeder Roads. • Drains along any streets in the major settlements within its jurisdiction. • Encourage and facilitate maintenance of public buildings and facilities in the Assembly. • Assist to build, equip, close and maintain markets and prohibit the erection of stores in places other than the markets. • Assist to inspect projects undertaken by the District Assembly with the relevant departments of the Assembly.

	• Advise the Assembly on the prohibition of digging of burrow pits and other evacuations in the sinking of wells or their closers. • Assist to maintain public buildings made up of offices, residential accommodations and ancillary structures. • Advise and encourage owners of building structures to • Remove dilapidated structures in any public place. • Paint, distemper, white wash or colour wash the outside of any building forming part of the premises • Tidy up the premises and remove any derelict vehicles or objects which constitute nuisance • Provide technical advice for the machinery and structural layout of building plans to facilitate escape from fire, rescue operation and fire management
Physical Planning Department	• Maintains and sustains landscape beautification of built up and natural environment as well as state prestige projects with good management programmes; • Propagates and cultivates horticultural products for sale to the general public;

	• Develops public parks for ecotourism and recreation; • Formulates goals and standards relating to the use and development of land; • Designs plans and proposals to help in the development of urban and rural settlements; • Advises Government and the private sector on sound physical development programmes. • Assists awareness creation on human settlement and spatial development policies; • Facilitate and participate in research activities; • Reviews human settlement development guidelines and policies periodically; and • Assists in the monitoring and evaluation of infrastructural development in the Municipality
Urban Roads Department	• Collect data for planning and development of road infrastructure in the district. • Register and maintain records of classified contractors and consultants in the Urban Roads construction industry within the district. • Prepare progress and annual reports on road works as well as provide inputs into the

	preparation of budget for road maintenance activities. • Monitor to ensure that funds from road fund and other sources are used for the designated roads in line with approved standards. • Assist with evaluation of road designs by consultants and facilitate capacity building of contactors and stakeholders within the district
Agric. Department	• Advise on policy plans, programmes and projects for agricultural development; • Facilitate monitoring and evaluation of district and regional programmes and projects within the framework of national policy; • Coordinate the activities of the regional and district agricultural development units; • Facilitate the preparation of agricultural development plans, programme and budget; • Ensure preparation of consolidated annual, regional and district agricultural work programmes; • Facilitate the preparation and submission of reports on all agricultural projects and programmes;

	• Provide technical advice to the Regional Coordinating Councils and the District Assemblies; • Facilitate efficient utilization of resources for agricultural programmes and projects; • Provide agricultural services to clients.
Statistics Department	• Collect, compile, analyse, publish and disseminate demographic, health and economic data on the district. • Undertake monthly market readings on selected goods and services from designated market centres in the District and submit returns to the respective Regional Office of the Ghana Statistical Service for the computation of the following: o Consumer Price Index (CPI) o Producer Price Index (PPI) and o Production Index (PI) • Enhance the use of statistics for evidence-based decision making • Harmonize the concepts, methods, and classifications used in production of statistics at all levels • Systematize the collation of administrative data across sectors and geographical units • Reinforce the coordination of statistics generation, compilation, analysis, storage,

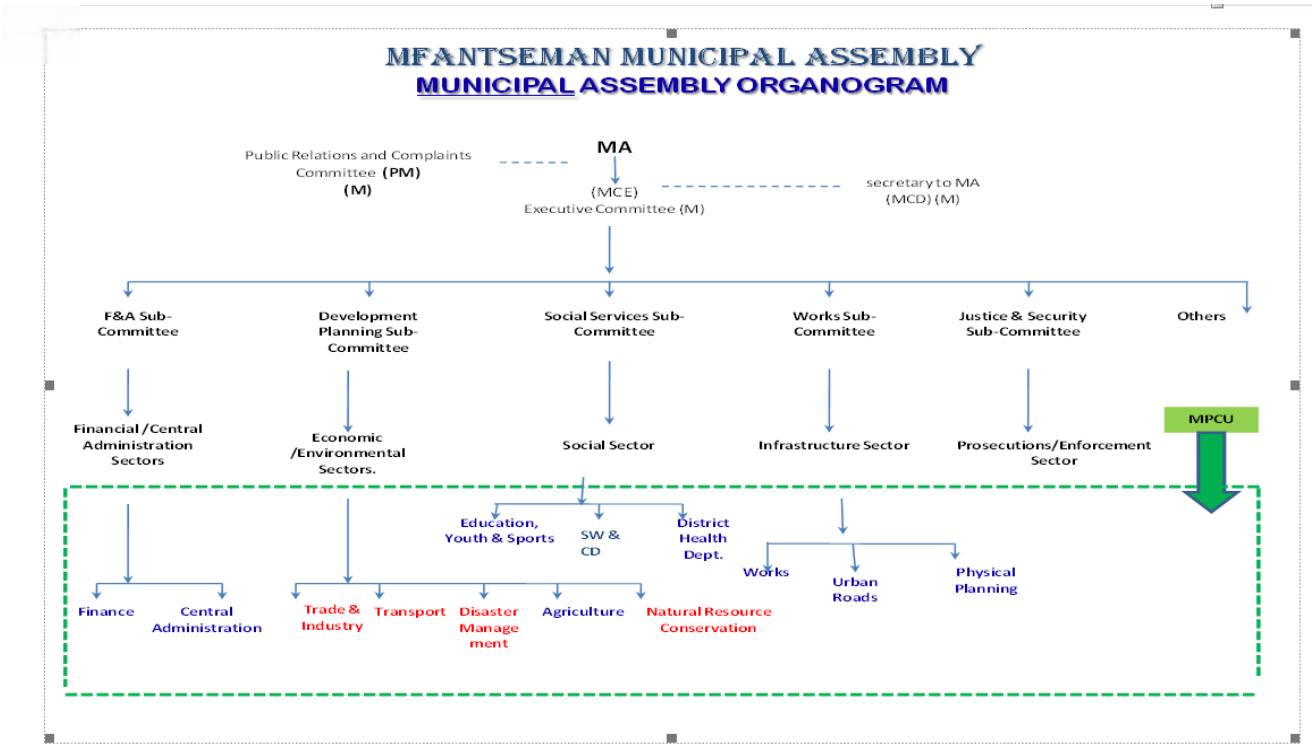
	• archiving and dissemination across MMDAs • Strengthen the capacity of statistical staff at the district levels • Engender statistical literacy among stakeholders
Finance Department	• Responsible for the management of financial administration; • Develops corporate investment portfolio and ensures effective credit control; • Develops the work programme of the Finance Department to ensure effective job performance; • Preparation of annual pro-financial statement; • Ensures judicious use of funds in accordance with official procedures; • Develops financial policies and procedures for planning, controlling and monitoring financial transactions.
Disaster Preventions Department (NADMO)	• Assists the planning and implementation of programmes to prevent and/or mitigate disaster in the Assembly within the policy framework of national policies. • Assists and facilitates education and training of volunteers to fight fires, etc. and organizes public disaster education campaign programmes.

	• Ensures that there is an adherence to rules in respect of private and public properties to ensure adequate protection against disaster.
Trade and Industries Department (BAC)	• Assist in formulation of policies on Small Scale and Medium Enterprises promotion in the Municipality, consistent with the national development framework. • Facilitate implementation of Small Scale and Medium Enterprises policies. • Ensuring the coordination of all initiatives on the development and growth of the Small Scale and Medium Enterprises to achieve harmony and maximum impact. • Align all initiatives and programs on Small Scale and Medium Enterprises development within the overall Assembly's development program. • Ensuring the Assembly provide for counterpart funds to support Small Scale and Medium Enterprises programs. • Review and integrate works and plans of Small Scale and Medium Enterprises development programs into the planning process and budget of the Assembly. • Ensuring effective participation of Local Trade Associations and rural entrepreneurs in decision making of Small Scale and

	Medium Enterprises Sub-Committees through the following strategy: o Holding of meetings with the Executives of Local Trade and Associations and other rural entrepreneurs to discuss and collate their inputs on relevant agenda, before each formal meeting of the Committee. o Participation in District Round Table Meetings to discuss and address topical issues on Small Scale and Medium Enterprises promotion on taxation, industrial site apprentice training, social security etc. • Provide budget support for Local Trade and Association initiated activities including organization of fairs, development of light industrial sites, and support for graduate apprentices, business start-ups.
Department of Birth and Death	• The Births and Deaths Registry is responsible for the general administration, supervision and control of Births and Deaths registry in the Municipality. The specific functions: • To register births and death in the Service • Maintenance of database of births and deaths in the Service;

	• Advises the Assembly on matters related to civil registration

2.2 Mfantseman Municipal Assembly's Organogram



2.3 AGENCIES AND DEPARTMENTS WITHIN MFANTSEMAN MUNICIPALITY

Agencies And Departments Within Mfantseman Municipality
1. National Health Insurance Authority
2. Youth Employment Agency
3. National Youth Authority
4. National Commission for Civic Education
5. Commission on Human Rights and Administrative Justice
6. Information Services Department

National Health Insurance Authority	
Responsibilities of the Agency:	**Details of Activities:**
• Implement, operate and manage the National Health Insurance Authority in the Municipality. • Ensure equity in health care coverage in the Municipality accessed by the poor to healthcare services, protection of the poor and vulnerable against financial risks	• Receive, process and pay claims for services rendered by healthcare providers in the Municipality • Register members of the National Health Insurance Scheme in the Municipality; • Register and supervise private health insurance schemes in the Municipality. • Issue identity cards to members of the National Health Insurance Scheme in the Municipality

Youth Employment Agency	
Responsibilities of the Agency:	**Details of Activities:**
• To offer employment to the youth in the Municipality. • To offer requisite working experience to post- national Service personnel	• Implementation of the various modules • Supervision and monitoring of beneficiaries of the programme • Preparation and submission of reports

• To provide youth within the Municipality with employable skills	

National Youth Authority	
Responsibilities of the Agency:	**Details of Activities:**
• Advocate, facilitate and ensure the mainstream of youth development issues in the Municipality • Garner relevant stakeholder interest and commitment to provide the youth with opportunities for skills training, employment, and market information in the Municipality. • Design appropriate collaboration and partnerships to strengthen the link between education and diversified productivity labour markets in the Municipality • Coordinate promotion of youth participation and acquisition of universal ethics	• Develop the capacity of the youth to participate in decision-making at all levels; • Establish and supervise youth leadership and skills training institutes; and • In collaboration with the Ghana Youth Federation, organizes annual youth conferences in the Municipality. • Preparation and Submission of reports

in electoral democracy and governance in the Municipality. • Partner and collaborate in reduction of violence and crime among young people in the Municipality	

National Commission for Civic Education	
Responsibilities of the Agency:	**Details of Activities:**
• Develop and maintain with the community the sense of the principles and objectives of the Constitution of the Republic of Ghana as the fundamental law of Ghana in the municipality; • Develop programmes within the Municipality aimed at realizing the objectives of this Constitution; • Formulate, implement and oversee programmes intended to inculcate in the citizens of Ghana awareness of their civic responsibilities and an	• Educate and encourage the public to defend this Constitution at all times, against all forms of abuse and violation; • In collaboration with the SWCD Department, organizes Child Right Protection Programmes in the Municipality. • Preparation and Submission of reports.

appreciation of their rights and obligations as free people in the Municipality;	

Commission on Human Rights and Administrative Justice	
Responsibilities of the Agency:	**Details of Activities:**
• Investigate complaints of violations of fundamental rights and freedoms, injustice, corruption, abuse of power and unfair treatment of any person by public officer in the exercise of his official duties; • Investigate complaints concerning practices and actions by persons, private enterprises and other institutions where those complaints allege violations of fundamental rights and freedoms under this constitution; • Investigate allegations that a public officer has contravened or has not complied with a provision of	• Educate the public as to human rights and freedom by such means as the Commissioner may decide, including publications, lectures and symposia • Receiving of complaints from individuals and Organisations • Participate in Public Relations and Complaints Committee meetings • Prepares and submit reports

the Code of Conduct for Public Officers.	

Information Services Department	
Responsibilities of the Department: • Create awareness of government policies, programmes and activities. • promote and provide public relations support to government agencies and submit feedback and reports from the public to Government	**Details of Activities:** • Create awareness among the citizenry of government policies, prgrammes and activities • Collate and assess public reactions to government polices • Provide public relations support to the Assembly and other Agencies • Keep the citizenry abreast of developments in various sectors and public institutions • Maintain a store of state paraphernalia including symbols and identity kits of the state and the Assembly

2.4 Classes and Types of Information

List of various classes of information in the custody of the institution:
1. Confidential/ Restricted 2. Information Relating to Municipal Chief Executive 3. Information Relating to Municipal Coordinating Director 4. Legal Documents 5. Information Relating to Security 6. Contract Documents 7. Financial Information 8. Tender Documents
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 reforming. (s.75) (5).

2. 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 Mfantseman Municipal Assembly. To requests for information under the RTI Act from the Mfantseman Municipal 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 Mfantseman Municipal Assembly must be made in writing, using the standard RTI Application Form. (**See Appendix A for the Standard RTI Application Form**). A copy of the form can be downloaded or completed and submitted electronically on the Mfantseman Municipal 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.

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

5. Appendix A: Standard RTI Request Form

[Reference No.: …….]

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



1.	**Name of Applicant:**			
2.	**Date:**			
3.	**Public Institution:**			
4.	**Date of Birth:**	**DD**	**MM**	**YYYY**
5.	**Type of Applicant:**	**Individual** ☐ **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)** ***"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 MMA's Information Unit

Name of Information/Designated Officer:

Barbara Baah Sakyi

Telephone/Mobile number of Information Unit:

0543816698

Postal Address of the institution:

Mfantseman Municipal Assembly
P.O. Box SP 28,
Saltpond, Central Region.

7. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
RTI	*Right to Information*
MDA	*Ministries, Departments and Agencies*
s.	*Section*
MMDAs	*Metropolitan, Municipal and District Assemblies*
MMA	*Mfantseman Municipal Assembly*
NADMO	*National Disaster Management Organization*
BAC	*Business Advisory Center*
LGSS	*Local Government Service Secretariat*
RCC	*Regional Coordination Councils*
SWCD	*Social Welfare and Community Development*

8. Appendix D: Glossary

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

Table 2 Glossary

Term	Definition
Access	*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.*

Term	Definition
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*