

Government of Ghana

Right to Information Manual Template

YILO KROBO MUNICIPAL ASSEMBLY (YKMA)

2026

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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 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 Yilo Krobo Municipal Assembly (YKMA) and provide the types of information and classes of information available at YKMA, including the location and contact details of its Information Officers and units.

2. Directorates and Departments under Yilo Krobo Municipal Assembly (YKMA)

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 achieve sustainable local economic development through prudent management and equitable distribution of resources and efficient service delivery to the people.

MISSION

The Yilo Krobo Municipal Assembly exists to facilitate development and delivery of socio-economic infrastructure, services and to make local governance accessible for the total improvement of the living conditions of the people.

Directorates and Departments under Yilo Krobo Municipal Assembly(YKMA)
1. Central Administration
2.Finance
3.Budget
4. Audit
5.Human Resource Management
6.Education
7.Health
8.Social Welfare and community development
9. Agriculture
10 Works
11 Physical Planning
12.Statistics
13. Management Information System
14.Stores
15. Transport
16.Rural Enterprise Support
17.Environmental Health
18.Procurement

19.Records

20. Information Services Department.

21. National Disaster Management Organization (NADMO)

Responsibilities of the Institution:

Pursuant to section 12 of the Local Governance Act, 2016(Act 936) , below are the functions of the Assembly:

- Be responsible for the overall development of the municipal.

  Formulate and execute plans, programs and strategies for the effective mobilization of the resources necessary for the overall development of the municipal.
- Exercise political and administrative authority in the municipal.
- Promote and support productive activity and social development in the municipality and remove any obstacles to initiative and development.
- Initiates programs for the development of basic infrastructure and provide municipal works and services in the municipal.
- Be responsible for the development, improvement and management of human settlements and environment in the municipal.
- In cooperation with the appropriate national and local security agencies, be responsible for the maintenance of security and public safety in the municipal.
- Ensure ready access to court in the municipal for the promotion of justice.
- Act to preserve and promote cultural heritage within the municipal.
- Initiate, sponsor or carry out studies that may be necessary for the discharge of any of the duties conferred by the Act or any enactment.

2.1 Description of Activities of each Directorate and Department

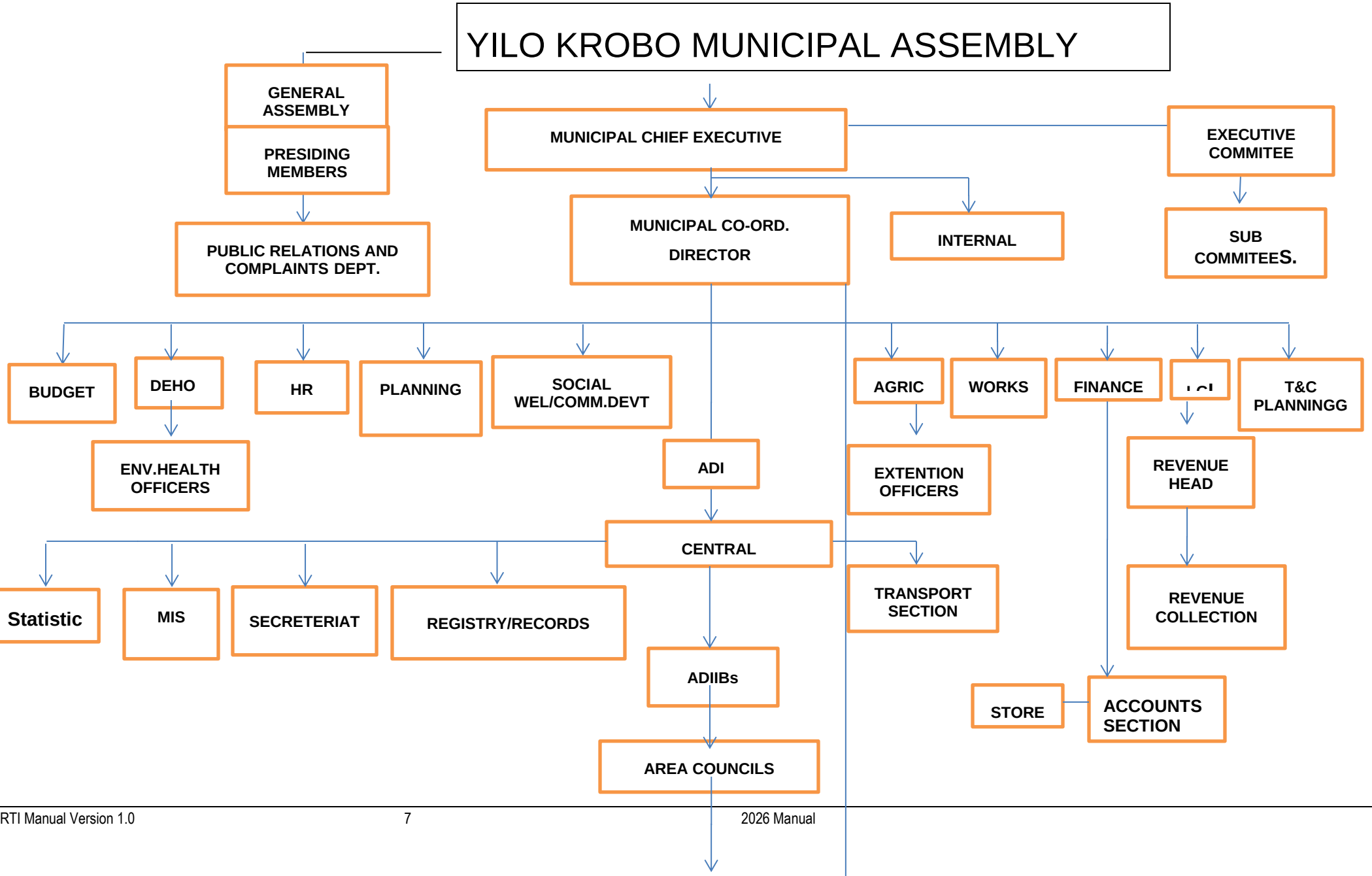
<Briefly list and state the activities of each directorates and Department listed above. Example, Human Resource Directorate – Responsible for ….>

Directorate/Department	Responsibilities/Activities
Central Administration	Policy formulation, resource allocation, capacity building, and monitoring evaluation
.Finance	Revenue mobilization, expenditure management, preparation of financial reports, accounting reporting, and financial planning
Budget	Budget preparation, budget planning, and resource allocation
Audit	Auditing financial statements, risk management, investigations, and compliance audits
Human Resource Management	Management of employees relations, training and development, payroll management, and promoting employees welfare
Education	Policy implementation, school management, teacher support, and monitoring and evaluation
Health	Healthcare delivery, health planning, disease prevention and control, health education, and provision of maternal and child health
Social Welfare and Community Development	Provision of support and services to vulnerable groups such as Persons With disabilities(PWDs), ensures Child protection, and implementation of programmes such as Livelihood Empowerment Against Poverty(LEAP) to reduce poverty
Agriculture	Provision of extension services, supporting crop development, promoting good farm management, livestock development, and farm mechanization
Works	Infrastructure development, project management, road network management, and building inspection

Physical Planning	Land use planning, spatial planning, zoning, and development control.
Statistics	Data collection, data analysis, data dissemination, surveys and censuses, database management, and statistical capacity building
Management Information System	Data management, information system development, technical support, data analysis, data security and system integration
Stores	Inventory management, supply chain management, asset management, stock control, and record keeping
Transport	Vehicle management, transportation services, fleet management, and driver management
	Civic education, community engagement, and capacity building
Rural Enterprise Support	Business development, entrepreneurship promotion, micro and small enterprise support, and value chain development
Environmental Health	Sanitation inspection, waste management, food safety, environmental health education, disease surveillance and environmental pollution control
Procurement	Tending and bidding, procurement planning, contract management, and supplier management
Records	Records management, document control, filing and storage, and records retrieval
Information Services Department (ISD)	• Dissemination of information on government policies, programmes, and activities for national development. • Gather public feedback on government interventions and submit reports to government Ensure effective implementation of the Right to Information (RTI) Act, 2019(ACT 989)

National Disaster Management Organization (NADMO)	• Prepare municipal disaster plans for preventing and mitigating the consequences of disasters. • Facilitate the organization of public disaster education campaign programs to create and sustain awareness of hazards of disaster and emphasize the role of the individual in the prevention of disaster. • Co-ordinate local, national and international support for disaster or emergency control relief services and reconstruction. • Prepare and review municipal disaster prevention and management plans to prevent or control disasters arising from floods, bush fires and human settlement fires, outbreak of communicable diseases and earthquakes and other natural disasters

2.2 Yilo Krobo Municipal Assembly's Organogram



DECENTRALISED DEPARTMENTS

2.3 AGENCIES UNDER <YILO KROBO MUNICIPAL ASSEMBLY>

Agencies under <YILO KROBO MUNICIPAL ASSEMBLY>
1. Ghana National Ambulance Service 2. National Identification Authority (NIA) 3. National Commission for Civic Education (NCCE) 4. Ghana Police Service 5. Ghana Fire Service 6. Ghana Immigration Service(GIS) 7. Electoral Commission of Ghana(EC) 8. Youth Employment Agency(EPA) 9. National Service Secretariat(NSS) 10. National Health insurance Scheme(NHIS)

1.Ghana National Ambulance Service	
Responsibilities of the Agency:	**Details of Activities:**
Respond to emergencies and provide integrated high quality pre -hospital medical care, health transport, and education services to the people in the Yilo Krobo Municipality.	• They triage emergency calls, assign and dispatch appropriate ambulance resources to the scene of an emergency in the municipality and transport accident victims from the scene to appropriate health facilities • Provide standby emergency cover at mass public meetings, sports, and national events • Provides pre-hospital emergency care to accident victims (road

	traffic, domestic, industrial, medical etc.) • Assist in establishment and operation of makeshift hospitals during mass casualty situations

2. National Identification Authority (NIA)	
Responsibilities of the Agency:	**Details of Activities:**
This agency is responsible for creating, maintaining and providing national identification cards (Ghana cards) to the Ghanaian citizens and eligible foreign residents	• Collection of personal data of all Ghanaians in Ghana and abroad, and legal/permanent foreign residents. • Creation of unique identities using biometrics: fingerprint, iris, and facial dimensions. • Generate unique personal identification numbers and assign them permanently through electronic means. • Update cards and replace misplaced and destroyed cards

3. National Commission for Civic Education(NCCE)	
Responsibilities of the Agency:	**Details of Activities:**
They play a crucial role in promoting values and good governance. Their responsibilities are focused on engaging directly with citizens, local government and community stakeholders to achieve their goals.	• Organize civic education programs which are tailored to the specific needs of the communities in the municipality. • Encourage and promote democratic values and good governance. Thus; promoting tolerance and peaceful coexistence, promoting human right, combating corruption by raising awareness of dangers associated with it and promoting environmental sustainability. • Works with the local government to implement civic education programs and engage civil society organizations to reach wider audience and leverage their expertise in civic education

4. Ghana Police Service (GPS)	
Responsibilities of the Agency:	**Details of Activities:**
1. Detect and prevent crime.	• They conduct regular patrols in communities, gather intelligence on criminal activities and potential threats to the public safety and also

2.Report and manage data	develop and implement crime prevention strategies tailored to the specific need of the municipality. • Maintenance of law and order • Protection of life and property • Preservation of peace and good order • They collect data on reported crimes, arrests and other law enforcement activities. They analyze collected data and prepare reports for the regional and national Police Headquarters to enable to make informed decisions on strategies for improving crime prevention and law enforcement

5. Ghana National Fire Service (GNFS)	
Responsibilities of the Agency:	**Details of Activities:**
1. Training and capacity building.	• They provide training to firefighters to enhance their skills and knowledge in firefighting techniques, conduct fire drills and emergency exercises in various settings to improve their response capacity and train community volunteers to become fire

	safety advocates and assist in fire prevention efforts.
2. Respond to emergencies and manage disasters.	• Participate in emergency response teams and provide support during disasters; thus, providing first aid and medical assistance to victims of fire and other emergencies.
3 Issuing Fire Safety certificates.	They issue fire safety certificates to individuals and organizations whose buildings meet the required fire safety standards.

6.Ghana Immigration Service (GIS)	
Responsibilities of the Agency:	**Details of Activities:**
1. Identifying and apprehending illegal Immigrants	• Ghana Immigration Service at the municipal level actively work to identify, apprehend and detain foreign nationals who are in violation of Ghana Immigration laws in the municipality.
2. Community engagement and awareness.	Ghana immigration service personnel engage with local communities within the municipality to raise awareness about immigration laws and the dangers of human trafficking. They also liaise with local leaders to foster a sense of shared responsibilities for immigration control
3. Support permit and visa processes.	They assist in verifying the authenticity of document presented by foreigners within the municipality. They also provide guidance to foreigners on the

	requirements of for visas and residence permits.

7.Electoral Commission of Ghana	
Responsibilities of the Agency:	**Details of Activities:**
Manage and conduct all public elections and referenda.	• Conduct voter registration exercises for new voters 18+ in the municipality • Revise and maintain the voters' register: add new voters, delete names of deceased persons • Exhibit the provisional register for public verification and objections • Issue voter ID cards using biometric data: fingerprints, photos • Conduct and supervise all public elections and referenda • Educate people on electoral process and its purpose

8. Youth Employment Agency (YEA)	
Responsibilities of the Agency:	**Details of Activities:**
To oversee the development, coordination, supervision, facilitation of employment for the youth in the municipality	• Sets standards, procedures, and implements national modules locally for employment and career development for the youth in the municipality

	• Trains entrepreneurs and provides the youth with requisite skills for the labour market • Partners with private companies, NGOs, development partners for job placement • Monitors beneficiaries and provides exit support

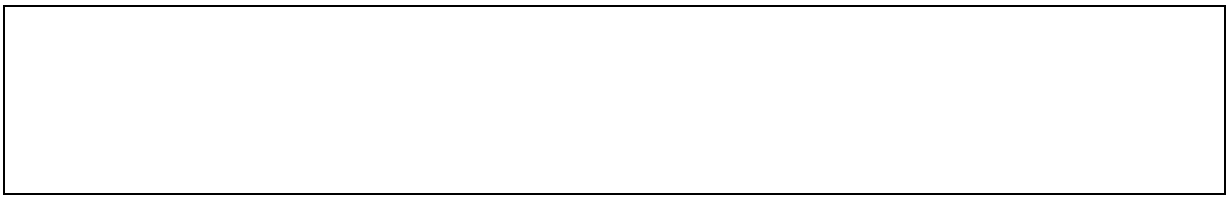
9. National Service Secretariat (NSS)	
Responsibilities of the Agency:	**Details of Activities:**
Coordinates and manages the deployment and the welfare of tertiary graduates who qualify to do their service in the municipality.	• Maintains accurate records of NSPs posted to the municipality to ensure accurate and complete data in their database. • Facilitates allowance payment to ensure the service personnel receive the allowances in a timely manner and also addresses any issue related payment • Conducts regular monitoring visits to user agencies to assess the performance and ensure NSPs at user agencies comply with the rules and regulation of the National service scheme

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

10. National Health insurance Scheme(NHIS)	
Responsibilities of the Agency:	**Details of Activities:**
To ensure every individual has access to quality healthcare without financial constraints	• Registration of residents in the municipality unto the health insurance scheme • Issuance of NHIS identity cards to members • Renewal of expired insurance of members

2.4 Classes and Types of information

List of various classes of information in the custody of Yilo Krobo Municipal Assembly
1.Development/Technical information 2.Management/ Administrative Information 3. Executive Information 4. Municipal Security Information 5. Financial Information 6. FSA Maps and Planning 7. procurement Information 8.Operations Information 9.Privileged/ confidential information 10. Human Resource Information 11.Legal Information
Types of Information Accessible at a fee:
N/A



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 Yilo Krobo Municipal Assembly. To requests for information under the RTI Act from the Yilo Krobo 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 Yilo Krobo 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 Yilo Krobo 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.

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:**			
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."***	

7. Appendix B: Contact Details of Yilo Krobo Municipal Assembly's Information Unit

Name of Information/Designated Officer:

Telephone/Mobile number of Information Unit:

Postal Address of the institution:

8. Appendix C: Acronyms

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

Table 1 Acronyms

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

9. Appendix D: Glossary

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

Table 2 Glossary

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