



Government of Ghana

Right to Information Manual

TMA

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 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 [TMA](#) and provide the types of information and classes of information available at [TMA](#), including the location and contact details of its information officers and units.

2. Directorates and Departments under TMA

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

The Tema Metropolitan Assembly envisions an international standard Metropolis where its inhabitants will enjoy the full benefit of modernization and comfort on a peaceful, reliable and sustainable basis

MISSION

The Tema Metropolitan Assembly is committed to improving the quality of life of the people in the Metropolis through the provision of essential services and the creation of enabling environment to ensure the total sustainable development of the Tema Metropolis.

Directorates and Departments under TMA

1. Central Administration
2. Legal Department
3. Human Resource Department
4. Budget & Rating
5. Finance Department
6. Works Department
7. Physical Planning
8. Agric Department
9. Social Welfare and Community Development Department
10. Education
11. Waste Management
12. Transport Department
13. Department of Urban Roads
14. Health Department
15. Forestry, Game and Wildlife Department
16. Trade and Industry Department
17. Disaster Prevention Department (NADMO)

Responsibilities of the Institution:

- 1.The Tema Metropolitan Assembly is committed to improving the quality of life of the people in the Metropolis through the provision of essential services and the creation of enabling environment to ensure the total sustainable development of the Tema Metropolis
- 2.The day-to-day administration of the Metropolis.
- 3.Implementation of Government policies and programmes.
- 4.Mobilization of material and human resources for the development of the District.

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Central Administration	<ul style="list-style-type: none"> Central Administration acts as a liaison between Heads of other government institution and non-governmental agencies and the Metro Chief Executive (MCE), it manages financial and other resources of the Assembly in consultation with the Metro Chief Executive (MCE).
Finance Department	<ul style="list-style-type: none"> Ensures access at all reasonable times to files, documents and other records of the Metro. Assembly; Keeps, render and publish statements on Public Accounts; Keeps receipts and custody of all public and trust monies payable into the Consolidated Fund;

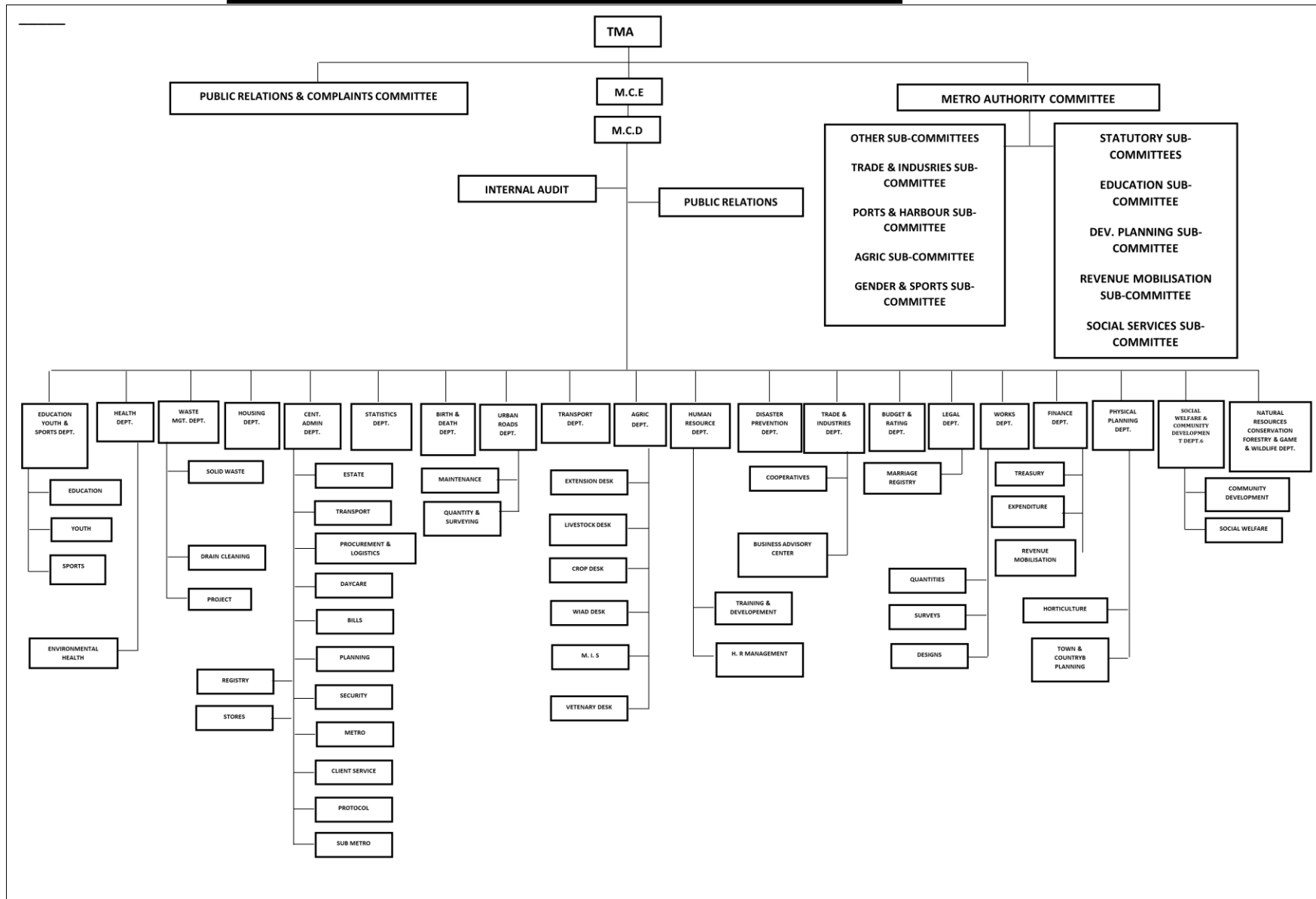
	<ul style="list-style-type: none"> Facilitates the disbursement of legitimate and authorized funds;
Works Department	<ul style="list-style-type: none"> Assist the Assembly to formulate policies on works within the framework of national policies; Assist to establish and specify the programmes of action necessary for the implementation of physical plans;
Budget & Rating	<ul style="list-style-type: none"> Facilitate the preparation and execution of the budget of the Metro. Assembly; Facilitate the preparation, collation and submission of annual estimates by other Departments, Agencies and Institutions in the Metro.; Assist in the translation of the medium-term programme of the Metro. into the Metro. investment programme; Co-ordinate the organization of in-service-training programmes for the staff of the departments of Metro. Assemblies in budget
Physical Planning	<ul style="list-style-type: none"> Advise the District Assembly on national policies on physical planning, land use and development. Coordinate activities and projects of departments and other agencies including non-governmental organizations to ensure compliance with planning standards. Assist in preparations of physical plans as a guide for the formulation of development policies, decisions and to design projects within the Assembly.
Social Welfare and Community Development Department	<ul style="list-style-type: none"> Facilitate community-based rehabilitation of persons with disabilities;

	<ul style="list-style-type: none"> • Assist and facilitate provision of community care services including; • Registration of persons with disabilities; • Assistance to the aged; • Personal. social welfare services; • Hospital welfare services;
Waste Management	<ul style="list-style-type: none"> • The Waste Management Department is responsible for the provision of facilities, infrastructure Services and programmes for effective and efficient waste management for the improvement in environmental sanitation, the protection of the environment and the promotion of public health.
Legal Department	<ul style="list-style-type: none"> • The department facilitates the drawing up of rules and regulations to guide the activities of the Assembly as well as the interpretation of rules, laws and regulations to enhance the conduct of the Assembly's business. • It is the responsibility of the legal department to provide legal advice on matters relating to contracts and also represent the Assembly in all legal proceedings.
Human Resource Department	<ul style="list-style-type: none"> • The department ensures the effective and efficient administration of human resources; translate institutional policies in respect of employment, personnel, wages and salaries into good management practices. The department also updates the records of staff on regular basis as well as ensuring the inter and intra departmental collaboration to facilitate staff performance and development.
Education Sports & Youth	<ul style="list-style-type: none"> • The education, youth and Sports Department of the Assembly is responsible for pre-school, special school, basic education, youth and

	sports, development or organization and library services at the Metro. level.
Urban Roads	<ul style="list-style-type: none"> • 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.
Transport Department	<ul style="list-style-type: none"> • The Department of Transport is to assist the Assembly to formulate and implement policies on transport services within the framework of national policies.

2.2 TEMA METROPOLITAN ASSEMBLY's Organogram

ORGANOGRAM : TEMA METRO ASSEMBLY



2.3 AGENCIES UNDER TEMA METROPOLITAN ASSEMBLY

Agencies under TEMA METROPOLITAN ASSEMBLY
<ol style="list-style-type: none">1. PUBLIC HEALTH DIRECTORATE2. MINISTRY OF EDUCATION3. AGRIC4. FORESTRY5. INFORMATION SERVICE DEPARTMENT6. NADMO7. NBSSI8. GHANA METEOROLOGICAL SERVICE9. ELECTORAL COMMISSION10. NATION BUILDERS CORPS

PUBLIC HEALTH DIRECTORATE	
Responsibilities of the Agency: (a) Advise on the construction and rehabilitation of clinics and health centers or facilities; (b) Assist in the operation and maintenance of all health facilities under the jurisdiction of the regional and Metropolitan coordinating council; (c) Assist to undertake health education and family immunization and nutrition programmes;	Details of Activities: Facilitate the prevention and dealing with the outbreak and prevalence of any diseases; Advise on the prevention of the spreading and extermination of tsetse fly, mosquitoes, rats, bugs and other vermin in the Metro. Advise on the establishment and maintenance of cemeteries and crematoria; or advise and encourage the keeping of animals in the Metro. including horses, cattle, sheep and goats, domestic pets and poultry.

MINISTRY OF EDUCATION	
Responsibilities of the Agency: The education, youth and Sports Department of the Assembly is responsible for pre-school, special school, basic education, youth and sports, development or organization and library services at the Metro. level	Details of Activities: (a) Assist in the formulation and implementation of policies on Education in the Metro. within the framework of National Policies and guidelines; (b) Encourage, report on implementation of policies and matters relating to basic education in accordance with reporting format provided by the Minister; (c) Advise the Assembly on matters relating to preschool, primary, junior high schools in the Metro. and other matters that may be referred to it by the Assembly;

AGRIC	
Responsibilities of the Agency: Participate in provision of extension services in the areas of natural resources management, and rural infrastructural and small-scale irrigation in the Metro	Details of Activities: (a) Assist in the formulation and implementation of agricultural policy for the Metro. Assembly within the framework of national policies; (c) Submit report on the implementation of policies and programmes to the Metro. Assembly; (c) Advise the Metro. Assembly on matters related to agricultural development in the Metro.;

FORESTRY	
Responsibilities of the Agency: The Natural Resources Conservation Department of the Metro. Assembly is for the sustainable development of the forestry and wildlife resources and protected areas, in the Metro. by combining functions of the Departments of Forestry and Wildlife	Details of Activities: Assist the Assembly in the formulation of policies for the conservation of natural resources in the Metro. within the framework of national policy on natural resources, conservation and report on the implementation of the policies and programmes to the Metro. Assembly;

INFORMATION SERVICE DEPARTMENT	
Responsibilities of Department <p>Create awareness of government policies, programmes and activities through effective communication strategies using qualified human resources and state of the art technology to enhance national development</p>	Details of Activities: <p>(a) Collate and assess public reaction to government policies.</p> <p>(b) Keep Ghanaians abreast of developments in state and public institutions.</p> <p>© Market Ghanaian state home and abroad</p> <p>(d) Disseminate information on activities of state officials and policies.</p> <p>(e) Record and archive the functions of the Presidency and State officials in written, photographic and film forms.</p>

NADMO	
Responsibilities of the Agency: <p>Assist in planning and implementation of programmes to prevent and/or mitigate disaster in the Metro. within the framework of national policies;</p>	Details of Activities: <p>Prepare and review Metro. disaster prevention and management plans to prevent or control disasters arising from</p> <p>(a) floods, bush fires, and human settlement fires</p> <p>(b) outbreak of communicable diseases; and</p> <p>(c) Earthquakes and other natural disasters.</p>

ELECTORAL COMMISSION	
Responsibilities of the Agency: Conduct election and monitor report on standards for electoral registration as well as minim sing electoral fraud	Details of Activities: (a) Ensure that, regular, free and fair election and referend are held (b) Organize, conduct and supervise elections and referenda in accordance with the constitution. © Compile, maintain, revise and update the voters register.

NATIONAL BOARD FOR SMALL SCALE INDUSTRIES(NBSSI)	
Responsibilities of the Agency: Mainly to develop the human resource , the structures and systems for enhancing access of MSEs to high quality business development service which promote their growth and competitiveness.	Details of Activities: (a) Contribute to the development of an enterprise culture in Ghana (b) To facilitate access to credit for small enterprises © Contribute to the creation of an enabling environment for the small-scale enterprises development.

GHANA METEOROLOGICAL SERVICE	
Responsibilities of the Agency: <p>The NMHSs provide data, products, and services, such as daily forecasts of temperature, humidity and air-quality as well as long-range predictions and serve weather warnings, that help in monitoring disease outbreaks important for planning and providing public health</p>	Details of Activities: <p>Issue of regular weather forecasts and dissemination of these forecasts to the general public.</p>

NATION BUILDERS CORPS (NABCO)	
Responsibilities of the Agency: <p>The nation builders corps also known as NABCO is an initiative introduced by the government of Ghana to provide jobs to unemployed post-secondary school graduates(universities, training colleges, etc) to solve various social problems in both the private and public sectors and build their skills to promote economic growth .</p>	Details of Activities: <p>(a) Improve public service delivery (b) Provide temporary employment to unemployed graduates © To provide needed infrastructure to improve access to basic public services</p>

2.4

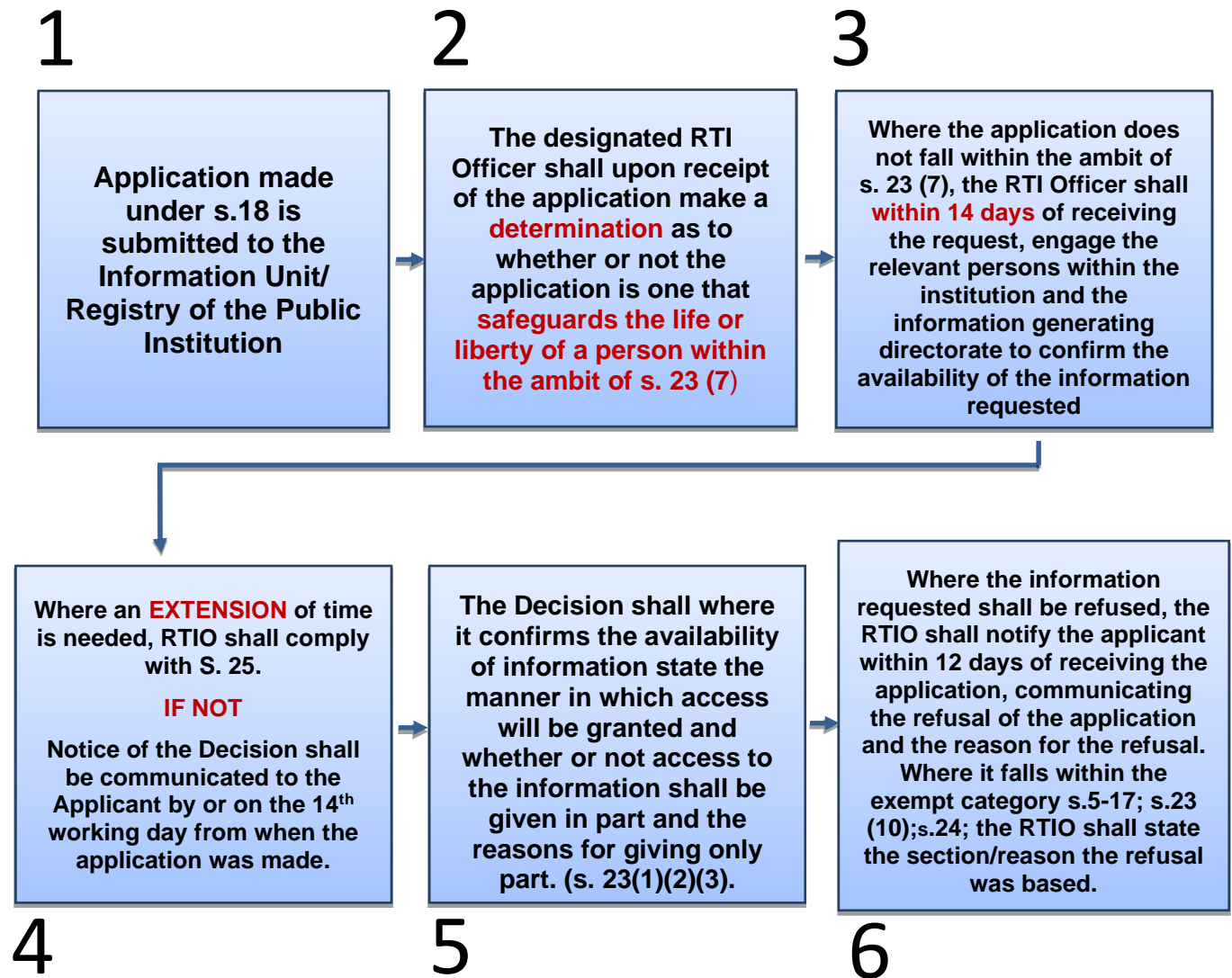
CLASSES AND TYPES OF INFORMATION**List of various classes of information in the custody of the institution:**

1. Transaction Processing System
2. Decision Support System
3. Knowledge Management System
4. Database Management System
5. Office Information System

Types of Information Accessible at a fee:

1. Transaction Processing System information
2. Decision Support System information
3. Knowledge Management System information
4. Database Management System information
5. Office Information System information

3. Processing and Decision on Application – S. 23



4. Amendment of Personal Record

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

4.1 How to apply for an Amendment

- a. The application should be in writing indicating;
 - Name and proof of identity.
 - Particulars that will enable the records of the public institution identify the applicant
 - The incorrect, misleading, incomplete or the out of date information in the record.
 - Signature of the applicant
- b. For incomplete information claimed or out of date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- c. The address to which a notice shall be sent should be indicated.
- d. The application can then be submitted at the office of the public institution

5. Fees and Charges for Access to Information

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

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, a reasonable transcription cost may be requested by the Information Officer. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

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

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

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

6. Appendix A: Standard RTI Request Form

[Reference No.:]

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



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

Name of Information/Designated Officer:

EBENEZER ADU

Telephone/Mobile number of Information Unit:

0204760065

Postal Address of the institution:

P.O BOX CO 301, TEMA. COMMUNITY ONE

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
TMA	TEMA METROPOLITAN ASSEMBLY

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>