



REPUBLIC OF GHANA

EASTERN REGIONAL CO-ORDINATING COUNCIL

(ERCC)

RIGHT TO INFORMATION MANUAL

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1.0 OVERVIEW

This Right to Information (RTI) Manual is pursuant to the provisions of the RTI Act, 2019 (Act 989). 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 Eastern Regional Co-ordinating Council (ERCC) and provide the types or classes of information available at ERCC, including the location and contact details of its information officers and units.

2.0 DIRECTORATES AND DEPARTMENTS UNDER EASTERN REGIONAL CO-ORDINATING COUNCIL (ERCC)

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

A peaceful, progressive and a developed Region.

MISSION

To provide effective and efficient management services and backstopping, through monitoring, evaluation, coordination and harmonization of plans and programmes of District Assemblies, Department and Agencies by the utilization of quality human and financial resource for the overall development of the Region.

Directorates and Departments under Eastern Regional Co-ordinating Council (ERCC)

1. General Administration Department
2. Regional Human Resources Management Department
3. Department of Social Protection
4. Department of Community Development
5. Department of Town and Country Planning
6. Public Works Department
7. Department of Parks and Gardens
8. Department of Housing
9. National Board for Small-Scale Industries
10. Regional Births and Deaths Registry Department
11. Regional Controller and Accountant-General's Department
12. Department of Urban Roads
13. Veterinary Services Department
14. Department of Agriculture
15. Regional National Sports Authority
16. National Youth Authority
17. Regional Education Directorate
18. Ghana Library Authority
19. Regional Health Directorate
20. Department of Children
21. Department of Women
22. Regional Social Welfare Department
23. Regional community development Department
24. Regional feeder roads Department
25. Land Use and Spatial Planning
26. Regional Statistical Service Department

Our Responsibilities

1. Monitor, coordinate, and evaluate the performance of District Assemblies within the region.
2. Monitor the use of funds mobilized by District Assemblies or allocated by central government agencies.
3. Review and coordinate public services across the region.
4. Approve the by-laws of District Assemblies, ensuring consistency with national legislation.
5. Provide backstopping support to District Assemblies lacking skills or workforce for efficient function performance.
6. Resolve conflicts between District Assemblies and various government bodies, NGOs, or individuals.
7. Oversee second-cycle educational institutions and regional hospitals on behalf of Ministries of Education and Health.
8. Perform additional functions mandated by legislation or regulations.
9. Provide necessary information and data to assist District Planning Authorities in formulating district development plans.
10. Coordinate and harmonize district plans with national development policies and priorities, ensuring alignment and approval by the appropriate commission or authority.
11. Monitor and evaluate the implementation of programs and projects by District Planning Authorities.
12. Act on behalf of the Commission concerning national programs and projects in the region as directed.
13. Facilitate communication and collaboration between District Planning Authorities and relevant stakeholders.
14. Conduct research and analysis to identify emerging challenges and opportunities within the region, informing policy decisions and strategic planning processes.
15. Coordinate disaster preparedness and response efforts at the regional level in collaboration with relevant stakeholders.

2.1 Description of activities of each Department and Directorates

Departments/Directorates	Responsibilities/Activities
General Administration Department	• Collaborates with other line Regional Directors for the achievement of organizational goals. • Represents the Local Government Service externally. • Facilitates harmonious relationship between the Region and the Local Government Services. (LGS) • Ensures active stakeholder participation in the identification, planning, implementation, monitoring and evaluation of programs/projects. • Develops and coordinates the implementation of policies and programmes. • Manages Transport Unit, Records Unit, Estate Unit, Secretarial Unit, General Stores, Protocol, procurement Unit.
Regional Human Resources Management Department	• Performance Management. • Human resource planning, promotions, and recruitment. • Regular updates of staff records. • Training and development. • Review and implementation of HR policies. • Support effective salary administration..

Department of Social Protection	• Provides technical advice to Regional Coordinating Council on community development issues. • Holds community briefing sessions on the role of the Assembly and its Departments with key stakeholders in the Region. • Assists in the mobilization of resources for community development interventions. • Holds community briefing sessions on the role of the Assembly and its Departments with key stakeholders in the Region. • Identifies, maintains, and updates data on various groups in the Region.
Department of Community Development	• Identifies, maintains, and updates data on various groups in the Region. • Conducts community needs assessment and surveys. • Assists in the mobilization of resources for community development interventions. • Provides technical backstopping to the MMDAs and ensures the development of capabilities, skills, and knowledge of staff. • Provides technical support to development partners.
Department of Town and Country Planning	• 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 programs. • Assists in awareness creation on human settlement and spatial development policies. • Facilitates and participates in research activities.

Public Works Department	• Developing disaster preparedness and response plans. • Implementing environmental conservation projects. • Operating and managing public transportation systems. • Handling solid waste management initiatives.
Department of Parks and Gardens	• Maintain parks and gardens. • Design landscapes for aesthetic appeal and biodiversity. • Conserve natural habitats and wildlife. • Manage recreational facilities within parks. • Coordinate events and activities in parks.
Department of Housing	• Regulate and enforce housing standards, codes, and regulations to ensure safe and habitable living conditions. • Monitor and evaluate the effectiveness of housing policies and programs, adjusting as needed to address emerging challenges and priorities. • Coordinate with urban planning departments to integrate housing development with broader urban development goals and initiatives.

National Board for Small-Scale Industries (NBSSI)	• Supports the development of small-scale industries within the Eastern Region through capacity building, access to finance, and market linkages. • It advocates for policies that support the growth and sustainability of small-scale industries, including lobbying for favorable regulatory environments, incentives, and access to markets. • NBSSI facilitates access to finance and markets for small-scale industries, providing support in securing loans, grants, and networking opportunities to expand their reach and profitability.
Regional Births and Deaths Registry Department	• Oversees the registration and certification of all births and deaths occurring within the Eastern Region. It ensures the accurate documentation of vital events and issues legally recognized documents such as birth certificates and death certificates in accordance with established procedures.
Regional Controller and Accountant – General’s Department	• The department receives all public and trust monies payable into the consolidated fund, ensuring proper documentation and accountability. • It is responsible for maintaining, preparing, and publishing financial statements on the consolidated fund monthly and annually, promoting transparency and accountability. • Ensures timely and accurate distribution of government funds for salaries, pensions, and projects to regional institutions, following approved budget and guidelines.

Department of Urban Roads	• Gather and maintain comprehensive data on urban roads infrastructure, facilitating informed planning and development initiatives tailored to the region's needs. • Monitor to ensure that funds from road fund and other sources are used/utilized judiciously. • Facilitate the prioritization of work and preparation of annual plans for infrastructure works in the Region.
Veterinary Service Department	• Conducts surveillance activities to monitor and control the spread of animal diseases, implementing preventive measures and interventions to safeguard public health and agricultural interests. • Tasked with promoting the health and well-being of animals through various measures such as disease prevention, vaccination programs, and veterinary care services. • Provide technical assistance and support to livestock farmers, offering guidance on breeding practices, nutrition, housing, and management techniques to optimize productivity and profitability.
Department of Agriculture	• Facilitate agricultural development through support programs and technical assistance. • Formulate and implement policies to address agricultural challenges and foster sectoral growth. • Offers support and assistance to farmers, including access to agricultural inputs such as seeds, fertilizers, and equipment, as well as training programs to enhance agricultural productivity and sustainability.

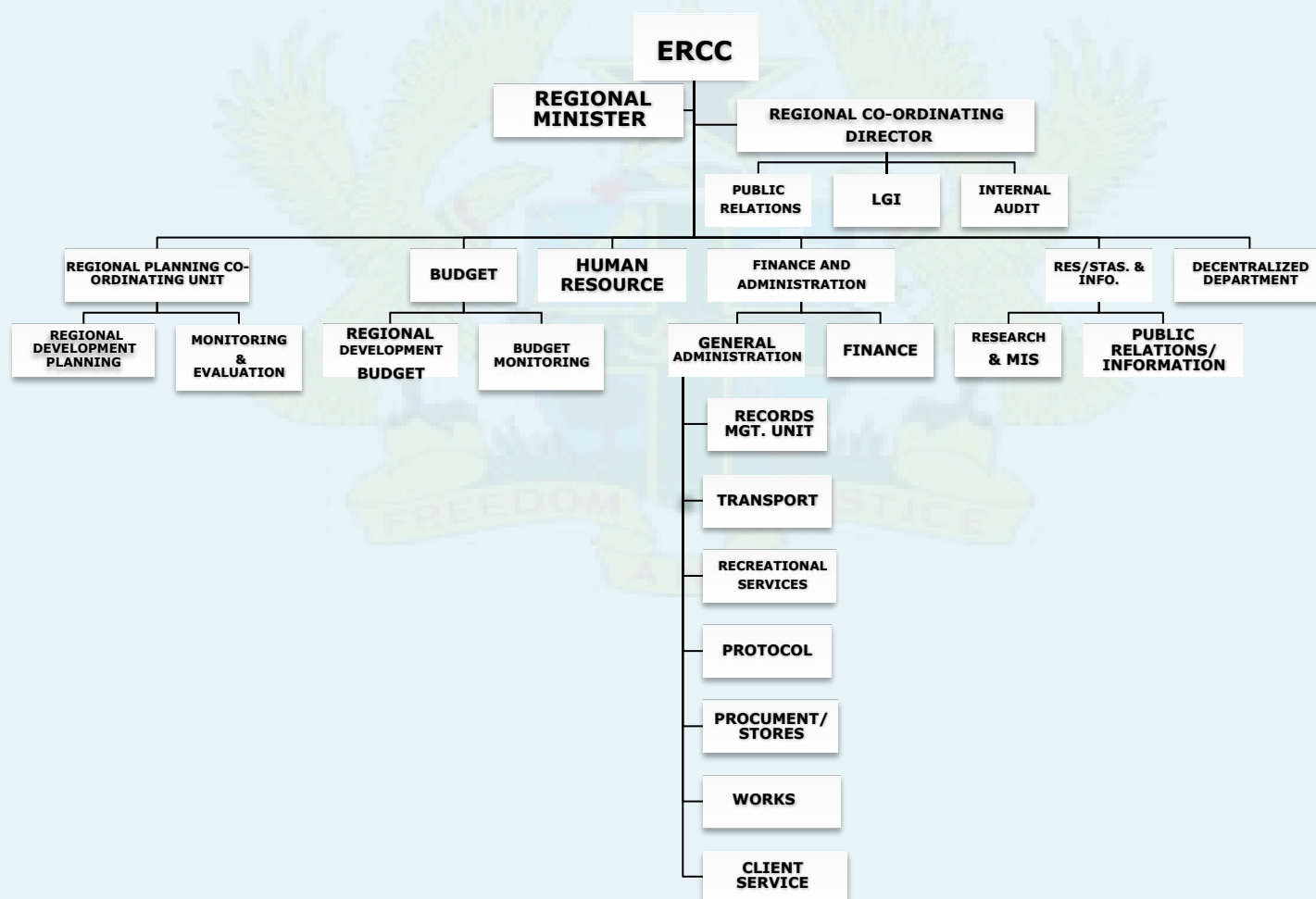
Regional National Sports Authority	• The authority actively promotes the development of sports within the Eastern Region, organizing events and activities to encourage participation and interest in various sports disciplines. • Ensures the development, establishment, and effective management of public sporting facilities within the region, aiming to provide accessible and well-maintained venues for sporting activities. • It coordinates the usage of public sporting facilities, scheduling events, practices, and competitions to maximize utilization and accommodate various sporting activities and community needs.
National Youth Authority	• The authority coordinates youth-related activities, including events, workshops, and community projects, to promote positive youth engagement and social impact. • The authority implements programs and initiatives aimed at fostering the development and empowerment of young people across the region. • It advocates for the interests and rights of young people, addressing their concerns and promoting their participation in decision-making processes at various levels.
Regional Education Directorate	• It provides administrative support to schools within the region, including curriculum guidance, teacher training, and resource allocation to enhance teaching and learning outcomes. • Oversees the implementation of educational policies and initiatives within the region, ensuring alignment with national educational goals and standards.

Ghana Library Authority	• The authority plays a role in preserving Ghana's cultural heritage by collecting, archiving, and promoting access to historical and cultural materials through library collections and special programs. • Promotes literacy and lifelong learning initiatives by providing library services, literacy programs, and educational resources to support the educational and personal development needs of individuals.
Regional Health Directorate	• The directorate oversees healthcare delivery within the region, ensuring that health services are provided efficiently and effectively to meet the needs of the population. • The directorate promotes public health initiatives and campaigns to raise awareness about preventive health measures, healthy lifestyles, and disease prevention strategies among the population. • It conducts epidemiological surveillance to monitor the prevalence of diseases and outbreaks within the region, implementing measures to prevent and control the spread of communicable diseases.
Department of Children	• Safeguarding children's rights. • Providing support for child welfare. • Implementing child-focused policies and programs. • Ensuring the protection of vulnerable children. • Facilitating access to education, healthcare, and social services for children.

Department of Women	• Addresses gender-related issues and promotes the empowerment of women within the Eastern Region through various programs and initiatives. • It provides support and assistance to women, including access to education, healthcare, economic opportunities, and legal aid, to enhance their well-being and socio-economic status. • The Department of Women advocates gender equality, supports women's welfare, and mainstreams gender considerations in policies and programs.
Regional Social Welfare Department	• Providing social assistance and support services to vulnerable populations within the region. • Implementing social welfare programs and initiatives aimed at addressing poverty, homelessness, and social exclusion • Conducting assessments and evaluations to determine eligibility for social welfare benefits and support. • Facilitating access to healthcare, education, housing, and other essential services for individuals and families in need.
Regional Community Development department	• Promoting social cohesion and inclusivity through community engagement and participation. • Providing technical assistance and capacity-building support to local communities for sustainable development. • Mobilizing resources and coordinating efforts to address community needs and priorities. • Conducting needs assessments and surveys to identify areas for intervention and investment.

Regional Feeder Roads Department	• Planning and development of feeder road networks within the region. • Maintenance and rehabilitation of existing feeder roads to ensure accessibility and safety. • Implementation of road construction projects to improve connectivity and facilitate transportation of goods and services. • Conducting regular inspections and assessments of feeder roads to identify maintenance needs and prioritize repair works.
Land Use and Spatial Planning	• Developing land use plans to guide the allocation and management of land resources within the region. • Conducting spatial analysis and mapping to assess current land use patterns and identify areas for development or conservation. • Formulating zoning regulations and land use policies to regulate development activities and ensure sustainable land use practices. • Reviewing development proposals and issuing permits in accordance with land use regulations and planning guidelines.
Regional Statistical Service department	• Collecting, compiling, and analyzing statistical data within the region to provide accurate and reliable information for decision-making. • Conducting surveys and censuses to gather demographic, economic, and social data on various aspects of the region's population and economy. • Providing statistical support to government agencies, businesses, researchers, and other stakeholders for planning, policy formulation, and research purposes. • Disseminating statistical information through reports, publications, and online databases to ensure accessibility and transparency.

2.2 EASTERN REGIONAL CO-ORDINATING COUNCIL'S ORGANOGRAM



2.3 CLASSES AND TYPES OF INFORMATION

LIST OF VARIOUS CLASSES OF INFORMATION IN THE CUSTODY OF THE INSTITUTION:

1. Audit Committee Reports.
2. Minutes of Audit Committee Meeting
3. Minutes of Management Meeting.
4. Annual Procurement Plan.
5. Suppliers database.
6. Minutes of staff durbar.
7. Official correspondences.
8. Yearly Financial Statements.
9. Annual Budget Performance Report.
10. Annual Work Plan.
11. Information / Operation Manuals.
12. Staff List.
13. Training Plan.
14. Staff Attendance Reports.
15. Training Reports.
16. Sensitization Reports
17. RTI Application Templates.
18. Disciplinary Reports.
19. Work Improvement Initiative Reports.
20. Internal Audit Annual Work Plan.
21. Internal Audit Report.
22. Progress Reports.
23. Annual Administration Performance Report. etc.

Types of Information Accessible at a fee:

Access to information is provided at no cost. However, charges apply only for printing if a hard copy is requested.

3.0 PROCEDURE IN APPLYING AND PROCESSING REQUESTS

Section 18 of the RTI Act, 2019 (APCagTe 19589) 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 ERCC. To requests for information under the RTI Act from ERCC, 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 ERCC 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 ERCC's official website on www.easternregion.gov.gh or the Ministry of Information website on www.moi.gov.gh
- 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/ thumb print.

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 a 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 requests 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 thumb print 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/she reviews and identify which part is exempt based on Section 5 to 16 of the RTI Act ,2019 (Act 2019) 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. Applicants 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 the 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).

a. 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.

b. The Information Officer would in such situations notify the applicants of an extension as well as the period and reason for the extension. An extension should not be more than seven days.

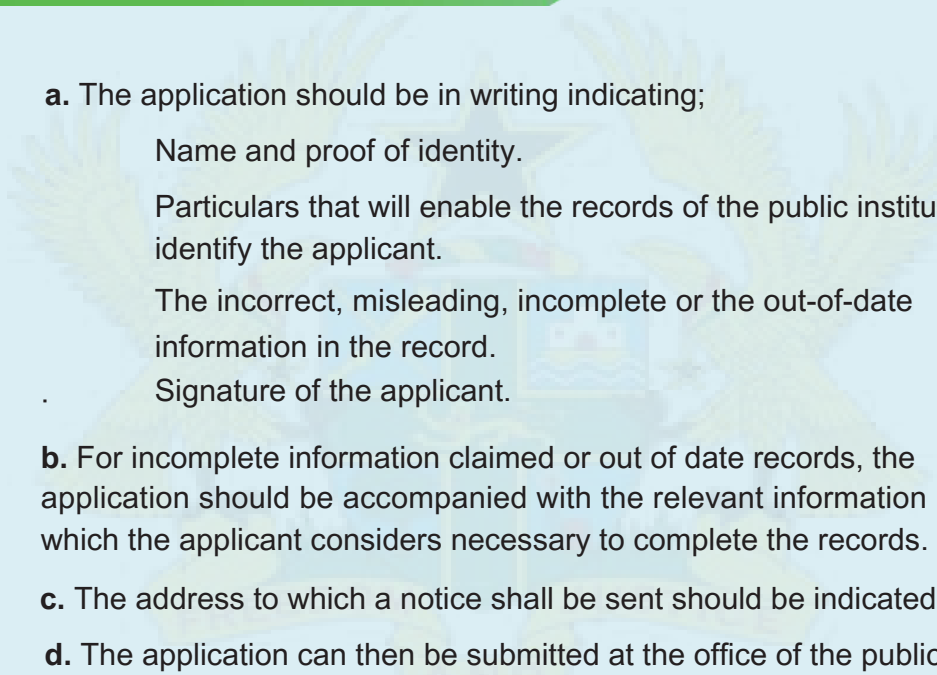
c. In giving applicants access to information, the applicant would be given the opportunity to inspect the information or receive a copy physically or in any other form required such as electronic, magnetic, optical or otherwise, including a computer print-out, various computer storage devices and web 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.

4.0 AMENDMENT OF PERSONAL RECORDS

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.

5.0 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 a 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:

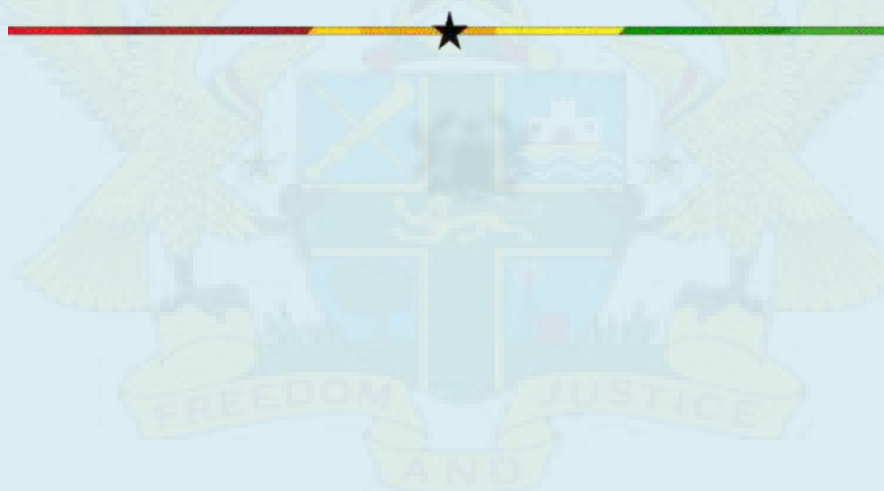
- ❖ reproduction of personal information
- ❖ information in the public interest
- ❖ information that should be provided within the stipulated time under the Act 989.
- ❖ an applicant who is poor or has a disability
- ❖ time spent by the information officer to examine and ensure the information is not exempt
- ❖ preparing the information

REVENUE ITEM	APPROVED FEES AND CHARGES (GH¢)
For every photocopy of an A4 size page or part thereof	0.50
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	1.00
For a copy in a computer-readable form on an external storage device	-
For a transcription of visual images, for an A4 size page or part thereof	1.00
For a copy of visual images	-
For a transcription of an audio record, for an A4 size page or part thereof	1.00
For a copy of an audio record	-

6.0 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.	Taxpayer 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: _____
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>	

7.0 APPENDIX B: CONTACT OF EASTERN REGIONAL CO-ORDINATING COUNCIL'S INFORMATION OFFICER

Name of Information/Designated Officer:

WIAFE KOJO DAVID

Telephonel E-mail of Information Unit:

0541700615/david.wiafe@isd.gov.gh/ercrti@gmail.com

Postal Address of the institution:

Eastern Regional Co-ordinating Council,
P.O. Box 303, Ministries, Koforidua.

Digital Address: EN-001-2997

8.0 APPENDIX C: ACRONYMS

Acronym	Literal Translation
<i>NBSSI</i>	<i>National Board for Small-Scale Industries.</i>
<i>ERCC</i>	<i>Eastern Regional Co-ordinating Council.</i>
<i>s.</i>	<i>Section.</i>
<i>LGI</i>	<i>Local Government Inspectorate.</i>
<i>MIS</i>	<i>Management Information System.</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal, and District assemblies.</i>
<i>gh</i>	<i>Ghana.</i>
<i>gov</i>	<i>Government.</i>

9.0 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.

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

This image shows a full page of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook or legal stationery. There are no margins, text, or other markings on the page.

This image shows a full page of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There are no vertical margin lines or other markings on the page.

Contact us with feedback and comments

The Public Relations/InformationUnit invites comments and suggestions on the Right to Information Manual. Please send these comments to david.wiafe@isd.gov.gh or send them to Room 18. ERCC, Koforidua.



Eastern Regional Co-ordinating Council