



**Government of Ghana**

# Right to Information Manual

<NATIONAL INFORMATION  
TECHNOLOGY AGENCY (NITA)>

<2025>

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# 1. Overview

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This Right to Information (RTI) Manual seeks to make available to the public and applicants for information the classes of information accessible in this institution. It reveals the various departments within the institution and specific classes of information that can be obtained from each of them.

The Manual has been compiled in compliance with Section 3 of the Right to Information Act, 2019 (Act 989). Inspection of this Manual is not to attract any fee or charges since the Manual only seeks to point users to the information available for access within the institution. Request for a hard copy of this Manual, however, shall attract a charge which covers the unit cost of the Manual.

**1.1 Purpose of Manual** – To inform/assist the public on the organizational structure, responsibilities and activities of the *National Information Technology Agency (NITA)* and provide the types of information and classes of information available at *National Information Technology Agency* including the location and contact details of its information officer and unit.

## **2. Directorates and Departments under the National Information Technology Agency (NITA)**

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 world-class ICT organization with secure infrastructure, systems and services.

### **MISSION**

NITA exists to create an enabling environment for effective deployment and use of ICT by all sectors, through the implementations of policies and regulatory frame work.

### **Directorates and Departments under National Information Technology Agency (NITA)**

- Finance and Administration Division
- Applications Division
- Infrastructure and Operations Division
- Planning, Research Monitoring and Evaluation Division
- Standards and Regulation Division
- Human Resource Division
- Regional Offices
- Internal Audit
- Corporate Affairs

### **Responsibilities of the Institution:**

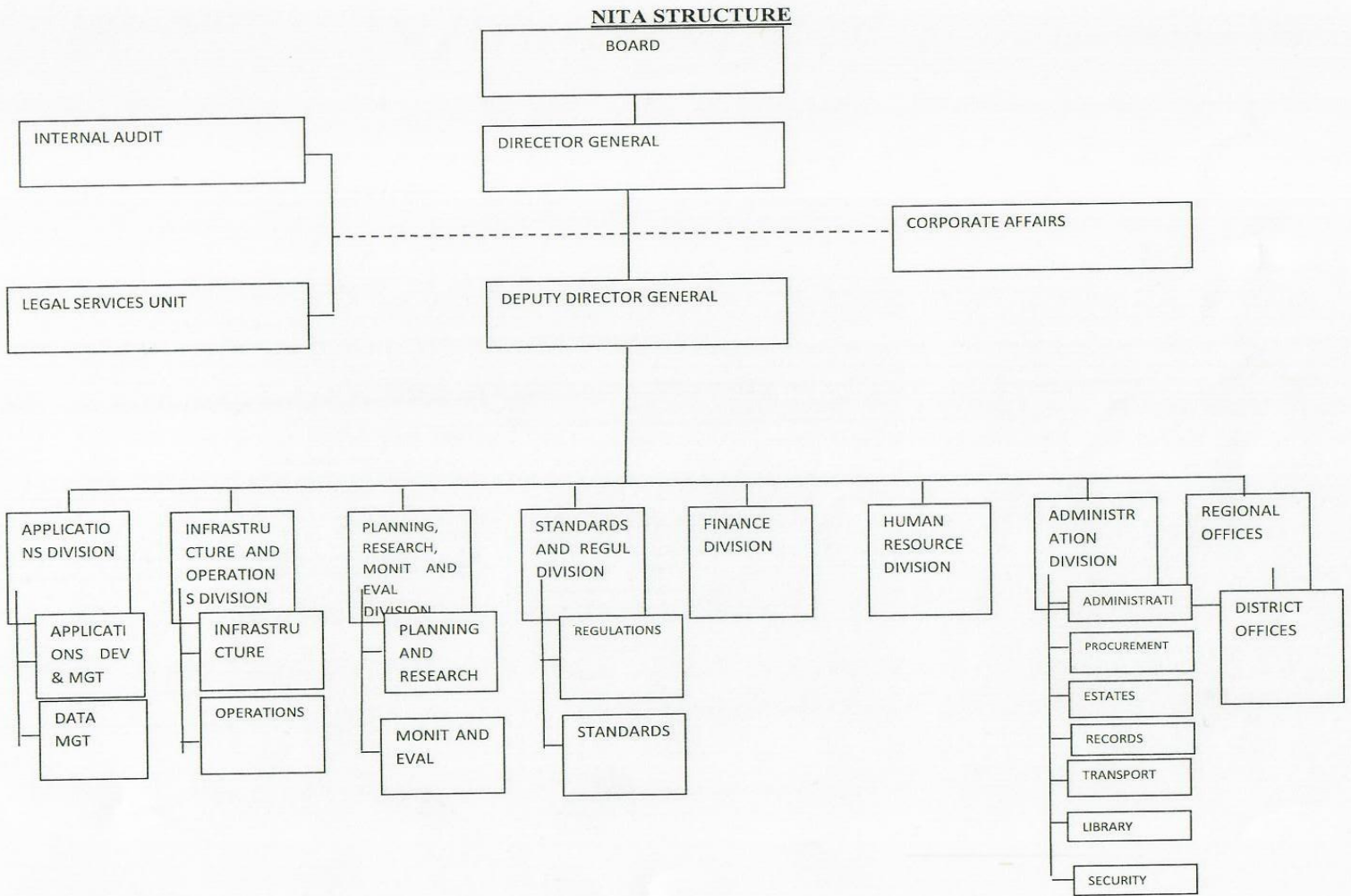
Provision of ICTs services and regulating the ICT space in Ghana

## 2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Finance and Administration	<ul style="list-style-type: none"> <li>✓ preparation of budgets</li> <li>✓ implementation of financial policies</li> <li>✓ Processing invoices and balance sheets.</li> <li>✓ Preparing monthly, quarterly and annual financial reports</li> <li>✓ Ensure proper function of archive and documentation system.</li> </ul>
Planning, Research Monitoring and Evaluation Division	<ul style="list-style-type: none"> <li>✓ Planning and overseeing new marketing initiatives.</li> <li>✓ Contacting potential clients to establish rapport and arrange meetings.</li> <li>✓ Developing goals for the development teams and business growth and ensuring they are met.</li> <li>✓ Finding and developing new markets and improving sales.</li> </ul>
Technical Division	<ul style="list-style-type: none"> <li>✓ Helping with the management of various types of projects related to network services.</li> <li>✓ Creating strategies to improve the efficiency of the network making cost-cutting recommendations to management.</li> <li>✓ coordinate with the other department regarding all the network equipment at the local site.</li> <li>✓ Monitoring of the Information Communication Technology infrastructure within the Company.</li> <li>✓ responsible for hosting websites, co-location and the virtual private network (VPN) of the company.</li> <li>✓ Security incident response and information risk management.</li> <li>✓ Responsible for information risk management.</li> <li>✓ Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.</li> </ul>

	<ul style="list-style-type: none"> <li>✓ Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.</li> <li>✓ Adhering to all company policies and procedures.</li> </ul>
Standards and Regulations Division	<ul style="list-style-type: none"> <li>✓ Develops IT standards and policies</li> <li>✓ Regulates the ICT space</li> <li>✓ Ensures IT compliance within Ghana</li> <li>✓ Keeping up to date with changes in regulatory legislation and guidelines</li> <li>✓ Ensuring compliance with regulations set by the Agency.</li> <li>✓ Ensuring that quality standards are met and submissions meet strict deadlines</li> </ul>
Internal Audit	<ul style="list-style-type: none"> <li>✓ Ensures compliance within the agency</li> <li>✓ Verification of payroll</li> <li>✓ Appraise and report on the soundness and application of the system of controls in the agency</li> <li>✓ Evaluates the effectiveness of the risk management and governance process of the agency and contribute the improvement of that risk management and governance process</li> <li>✓ Provide assurance on the efficiency, effectiveness and economy in the administration of the programs of the agency</li> </ul>
Regional Offices	<ul style="list-style-type: none"> <li>✓ Assist in resolving IT related challenges at the regional level</li> <li>✓ Ensures IT standards compliance at the regional level</li> </ul>
Corporate Affairs	<ul style="list-style-type: none"> <li>✓ Designing programmes to create and maintain a positive image of the agency to the external public.</li> <li>✓ Managing the production and dissemination of information with targeted public through</li> </ul>

	<p>appropriate channels in line with the Agencies mission and vision.</p> <ul style="list-style-type: none"> <li>✓ Leading the implementation of the Corporation's media-relations strategy to enhance goodwill and positive coverage for the Corporation.</li> <li>✓ Planning &amp; managing the Corporation's key events.</li> <li>✓ Managing the development and implementation of Corporate Social Responsibility programmes.</li> </ul>
Human Resource	<ul style="list-style-type: none"> <li>✓ Ensure Compliance with Labour Laws.</li> <li>✓ Recruitment and training of staffs.</li> <li>✓ Payroll and Benefits.</li> <li>✓ Record Keeping and Tax Compliance.</li> <li>✓ Employee Performance Improvement Plans.</li> </ul>
Applications	<ul style="list-style-type: none"> <li>✓ Responsible for domain name registry.</li> <li>✓ Develop App, assist with SMART workplace.</li> <li>✓ Responsible for the migration of MMDA's to the Agencies systems.</li> <li>✓ Provide hardware services.</li> </ul>
Legal	<ul style="list-style-type: none"> <li>✓ Review and advice legal documents.</li> <li>✓ Compile legal register.</li> <li>✓ Represent the Agency in court.</li> </ul>
Right to Information	<ul style="list-style-type: none"> <li>✓ Responsible for receiving and processing applications for information and producing the information within the procedures and periods as prescribed by law.</li> <li>✓ Prepare the Agency's annual and monthly RTI reports</li> <li>✓ Compile the Agency's Information Manual</li> </ul>



## 2.2 National Information Technology Agency’s Organogram

## 2.3 Classes and Types of information

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

**1. Finance and Administration**

- Minutes of meetings
- General correspondence and reports
- Internal Memos
- Projects and Proposals

- Administrative Workflow
- Imprest File
- Payment Vouchers
- Financial Reports (Quarterly and Annual)
- Bank statements
- Cheque books and Bank deposit slips

## **2. Technical Division**

- Domain Registration
- SMART workplace Platform
- Websites (gov.gh)
- Infrastructure and Operations

## **3. Planning, Research Monitoring and Evaluation Division**

- Debtors database
- Invoices
- Annual Action Plan
- Annual Report
- NITA-SIGA Performance Contract
- NITA-SIGA Performance Report
- Quarterly Report
- Annual Budget
- Quarterly Budget
- Project Reports
- Government Tech Maturity Index of Ghana Reports

## **4. Human resources Division**

- Leave Applications
- Staff Transfers/Posting
- Assumption/Release Letters
- Retirement/Resignation Letters
- Performance Appraisals

## **5. Standards and Regulations Division**

- Data Center Standards

- Electronic Records and Data Management Standards
- LANWAN Standards
- Management of IT Infrastructure Standards
- Systems and Application Standards
- IT Governance Standards
- IT Backup Policy

## **6. Corporate Affairs**

- Public Relations
- Media Engagement and outreach
- Socia Media Platforms Monitoring
- Stakeholder Engagements
- National ICT Week Celebration

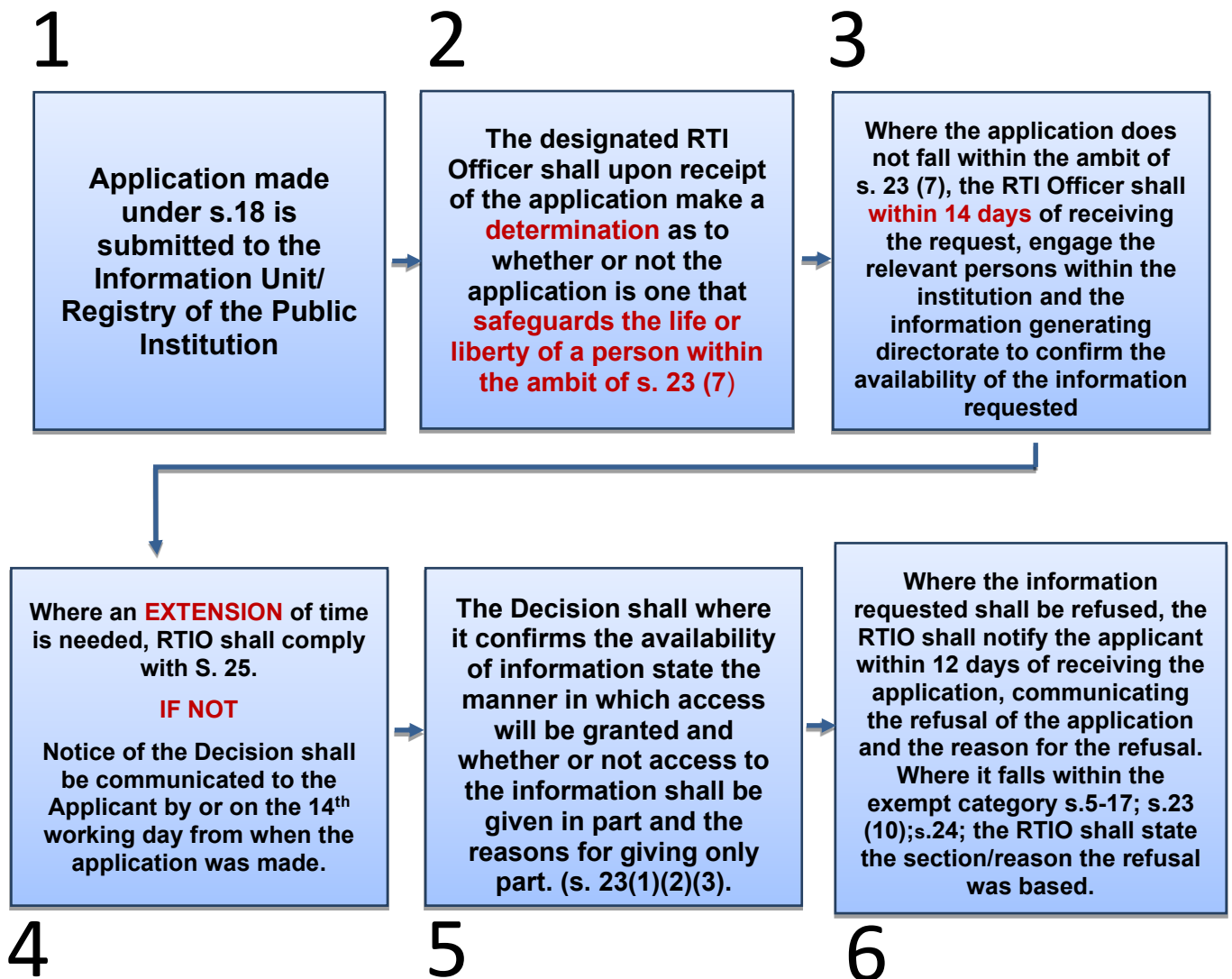
## **7. Legal Division**

- Advisory on legal documents
- Legal Register
- Court Representation

## **8. Right to Information (RTI) Division**

- RTI Annual Report
- Information Manual
- Monthly Reports
- RTI Sensitization

## Processing and Decision on Application – S. 23



### **3. Amendment of Personal Record**

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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

## **4. Fees and Charges for Access to Information**

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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.

## **5. Appendix A: Standard RTI Request Form**

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[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):			

<p>10.</p>	<p><b>Manner of Access:</b></p>	<p><input type="checkbox"/> Inspection of Information</p> <p><input type="checkbox"/> Copy of Information</p> <p><input type="checkbox"/> Viewing / Listen</p> <p><input type="checkbox"/> Written Transcript</p> <p><input type="checkbox"/> Translated (specify language) <input style="width: 150px; height: 20px;" type="text"/></p>
<p>10 (a).</p>	<p><b>Form of Access:</b></p>	<p><input type="checkbox"/> Hard copy    <input type="checkbox"/> Electronic copy    <input type="checkbox"/> Braille</p>
<p>11.</p>	<p><b>Contact Details:</b></p>	<p><input type="checkbox"/> Email Address _____</p> <p><input type="checkbox"/> Postal Address _____</p> <p><input type="checkbox"/> Tel: _____</p>
<p>12.</p>	<p><b>Applicant's signature/thumbprint:</b></p>	
<p>13.</p>	<p><b>Signature of Witness (where applicable)</b></p> <p><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></p>	

## **6. Appendix B: Contact Details of NITA's Information Unit**

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### **Name of Information/Designated Officer:**

Zaliatu Abdallah

### **Telephone/Mobile number of Information Unit:**

0249955300

### **Postal Address of the institution:**

PMB Ministries, Accra

## 7. Appendix C: Acronyms

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Table 1 Acronyms

<b>Acronym</b>	<b>Literal Translation</b>
<i>RTI</i>	<i>Right to Information</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>s.</i>	<i>section</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>LAN</i>	<i>Local Area Network</i>
<i>WAN</i>	<i>Wide Area Network</i>
<i>SOC</i>	<i>Security Operations Centre</i>
<i>NOC</i>	<i>Network Operations Centre</i>

## 8. Appendix D: Glossary

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

Table 2 Glossary

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>