UPPER WEST REGIONAL CO-ORDINATING COUNCIL

Government of Ghana

Right to Information Manual

UPPER WEST REGIONAL
COORDINATING COUNCIL
(UWRCC)

2022

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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 ***Upper West Regional Coordinating Council*** **(UWRCC)** and provide the types of information and classes of information available at UWRCC, including the location and contact details of its information officers and units.

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2. Directorates and Departments under Upper West Regional Coordinating Council

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 be a responsible, accountable, transparent and a responsible administrative body that guarantees corporate administration of the Upper West Region for accelerated economic growth and development.

MISSION

The Office of the Upper West Regional Coordinating Council exists to ensure total development of the Region through improvement of Human and Natural Resources of the Region through effective monitoring, coordination and evaluation of activities and plans of Municipal/District Assemblies, Ministries, Departments and Agencies as well as Non-Governmental Organizations.

Directorates and Departments under Upper West Regional Coordinating Council (UWRCC
1. Administration.
2. Human Resource Management Unit (HR).
3. Budget Unit.
4. Public Relations / Clients Service Unit.
5. Records Unit.
6. Procurement Unit.
7. Development Planning and coordinating Unit.
8. Finance / Accounts.
9. Internal Audit Unit.
10. Public Works Department.
11. Birth and Death Registry Department.
12. Land Use and Spatial Planning Authority.
13. Department of Social Welfare.
14. Environmental Health and Sanitation Department.
15. Department of Community Development.
16. Department of Urban Roads.
17. Department of Parks and Gardens.
18. Department of Cooperatives.

Responsibilities of the Office of the UWRCC:

The office of the UWRCC is responsible for assisting the Regional coordinating council in the performance of its functions which include:

- Monitor, coordinate and evaluate the performance of the districts assemblies in the region.
- Monitor the use of funds mobilized by the districts assemblies; or allocates and release to the assemblies by an agency of the central government.
- Review and coordinates public service general in the region.
- Approves byelaws of the district assemblies in the region.
- Provides backstopping support to the performance of any fraction to the district assemblies which are deficient in terms of skills and workforce.
- Resolves any conflict between DA's in the region and any agency of the central government, public corporations, statutory body, NGO's and individuals.
- Oversees the responsibility for second cycle educational institutions and regional hospitals in the region on behalf of the Ministry of Education and Health.
- Provides a planning authority with information and data necessary to assist the authority in the formulation of district development plan.
- Coordinates the plans and programs of district planning authorities and harmonizes the plans and programs with national development policies and priorities for consideration and approval by NDPC.
- Monitors and evaluates the implementation of the programmes and projects of the district planning authorities.

s.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
1. ADMINISTRATION	1. The unit is responsible for providing administrative leadership, guidance and management of UWRCC to help achieve its mandate. 2. Coordinates the activities of all units and departments of Upper West Regional Coordinating Council (UWRCC). 3. Facilitates and provides services to the organization of meetings of UWRCC; e.g. REGSEC, HOD and tender committee, etc. 4. Prepares draft addresses for the Regional Minister to attend functions. 5. Facilitates the provision of office consumable for all units of the office of the UWRCC. 6. Coordinates vehicle and transport services of office of the UWRCC. 7. Coordinates the allocation of both office and residential accommodation to officers in the region. 8. Provide backstopping support to Assemblies in the Region. 9. Coordinates the organization of regional and national events in the Region. 10. Handle all protocol duties of the office of the UWRCC.
2. HUMAN RESOURCE MANAGEMENT DEPARTMENT (HR)	1. Prepares training modules necessary to enhance staff development (capacity building and career development). 2. Facilitates staff performance planning and appraisal. 3. Manages staff leaves (annual, study and casual leaves). 4. Ensures a healthy and safe working environment. 5. Manages HRMIS Software. 6. Manages staff salary issues. 7. Manages staff pension and gratuities.

3. BUDGET UNIT	1. Keeps proper updates of all financial projects 2. Collates inputs and prepares draft consolidated budget of UWRCC. 3. Preparation of regional integrated budgeting system (RIBS) Budgets. 4. Collates, prepares and reports on regional integrated budgeting system (RIBS) quarterly revenue/expenditure. 5. Streamlines MMDA's Composite Budgets. 6. Monitors MMDA's composite budgets performance quarterly / annually and produce report. 7. Collates MMDA's and MDA's composite budgets into aggregated (Regional) budget). 8. Collates and prepares aggregated composite budget quarterly and annual progress report. 9. organizes regional budget hearings 10. Coordinates regional budget committee meetings.

4. PUBLIC RELATIONS UNIT/CLIENT SERVICE UNIT	1. Plans publicity strategy to improve and maintain the image of UWRCC. 2. Uses appropriate medium of communication to deal with enquiries from public, the press and other organizational stakeholders. 3. Uses various communication tools such as interviews, press conferences and media presentations to project the image of UWRCC. 4. Collaborates with other Departments/ units to manage and update the official website and social network pages of the UWRCC. 5. Oversees the production of public affairs visuals (film & video), audio and electronic materials. 6. Keeping and maintenance records of all events, photographs, videos, press cuttings, documentaries of UWRCC. 7. Advises and brief senior management on how to respond to issues during crisis. 8. Responsible for the preparation of Regional minister's weekly engagements chart. 9. Attending programs with the minister. 10. Addresses clients concerns. 11. Logs clients complains and routes to the appropriate officers or units for redress. 12. Maintains visitors book.

5. RECORDS UNIT	1. Ensures that documents and information are properly store to ensure confidentiality and accessibility. 2. Receives record and distributes incoming and internally created mails of all kinds (letters, memoranda and faxes). 3. Open and index files, attach relevant papers and pass the files to action officers. 4. Buildup and control all officially registered files and other documentations received in the unit. 5. Ensures effective files indexing, classification and tracking procedures. 6. Provision of storage, repository and reference services for all officially registered files and other documentations. 7. Recording, arrangement and timely dispatch of all correspondences of UWRCC. 8. Review and Disposal of all outdated files or other records in accordance with retention periods as agreed between the Public Records and Archives Administration Department (PRAAD), Ministry, Department or Agency concerned and other relevant officials.
6. PROCUREMENT UNIT	1. Responsible for managing the procurement services. 2. Providing technical support on procurement services of OUWRCC. 3. Prepares and manages procurement plan for OUWRCC. 4. Ensures effective management of tender processes OUWRCC. 5. Keeps records of stock level to ensure availability of goods for operational requirement of OUWRCC. 6. Supervises stores management and asset disposal. 7. Drafts tender documents and advertisement. 8. Coordinates the process of tender opening and quotation. 9. Manages database of procurement management services. 10. Evaluates suppliers, products, and services, negotiates contracts, and ensures that approved purchases are cost-efficient and of high quality.

7. REGIONAL PLANNING AND COORDINATION UNIT(RPCU-UWRCC)	1. Monitor, coordinates, Evaluates and harmonize all developmental projects and programs in the region. 2. Under takes routine performance monitoring of MMDA's 3. Monitors the usage of funds allocated to MMDA's and MDA's. 4. Provide technical support service to MMDA's in various issues. 5. Serve as the technical support unit of the OUWRCC. 6. Provides of relevant data to MMDA'S in the preparation of development plans. 7. Demand, collate and harmonize reports / data from stakeholder MMDA's for onward submission to NDPC. 8. Ensure that development plans of MMDA's / MDA's are policy complacent and standard. 9. Provide Technical Backstopping to MMDA's 10. Secretariat to RPCU and RTRB.
8. FINANCE / ACCOUNTS UNIT	1. Engages all financial matters of UWRCC in accordance with the approved finance and administration regulations. 2. Ensuring the accuracy of financial documents, as well as their compliance with relevant laws and regulations. 3. Preparing and maintaining important financial reports. 4. Preparing tax returns and ensuring that taxes are paid properly and on time. 5. Evaluating financial operations to recommend best-practices, identify issues and strategize solutions, and help organizations run efficiently. 6. Offering guidance on cost reduction, revenue enhancement, and profit maximization. 7. Conducting forecasting and risk analysis assessments 8. Prepares Monthly Expenditure returns. 9. Responsible for monthly reconciliation statement for various accounts. 10. Prepares final accounts.

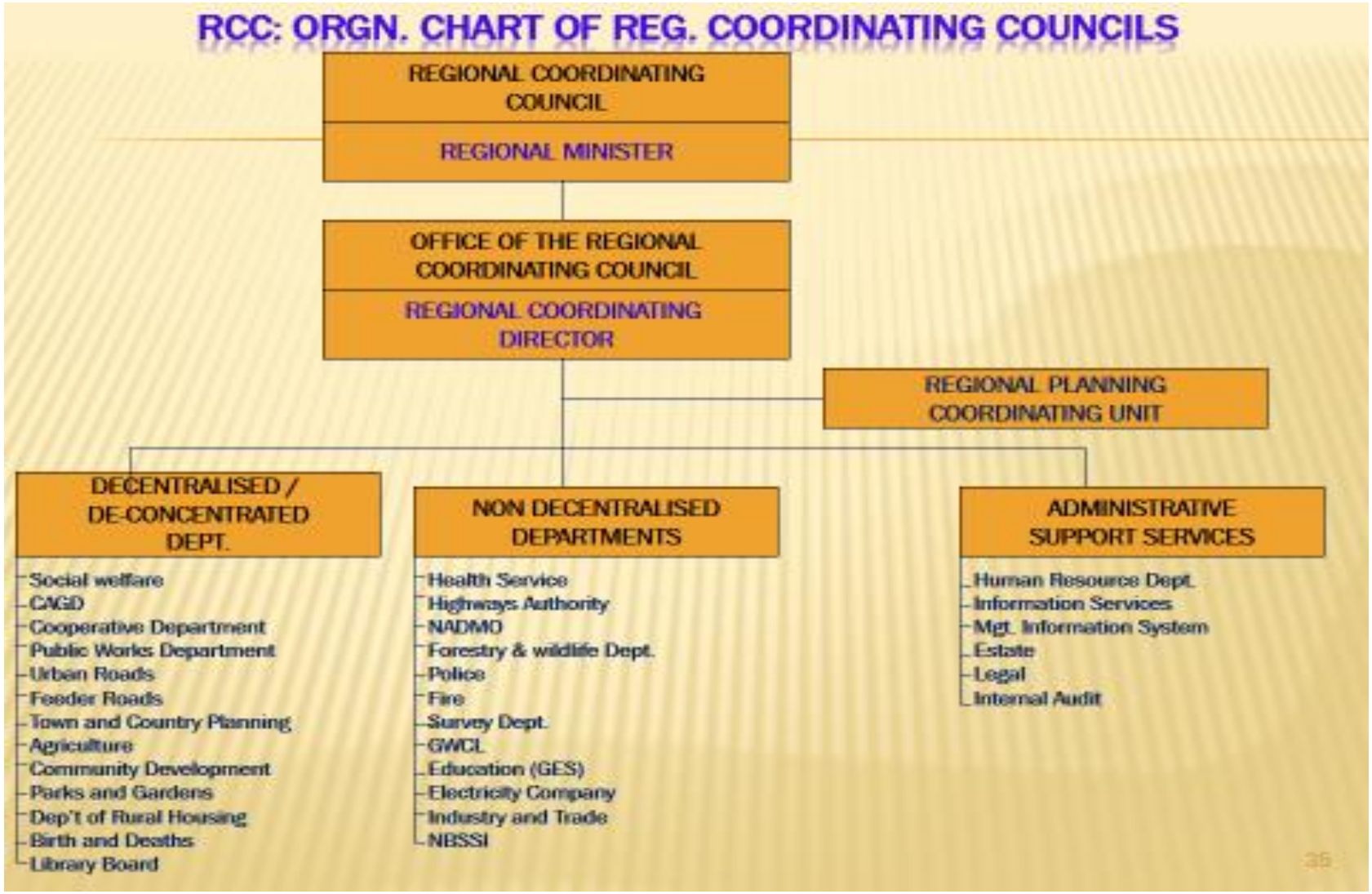
9. INTERNAL AUDIT UNIT	1. Ensures transparency and accountability in the use of state resources of UWRCC through compliance with financial management and accounting practices and regulation laid down by the Procurement Authority, Internal Audit Agency, Audit Service and the Financial Administration Act. 2. Reports any suspected fraud and misuse of public funds/ assets to appropriate authority. 3. Evaluates compliance of UWRCC with relevant laws, policies, Standards, systems and procedures. 4. Ensures that audit issues are implemented in UWRCC. 5. Prepares and submit quarterly and annual reports to various stakeholders. 6. Evaluates the effectiveness of the risk management process and constitutes to the improvement of the process. 7. Prepares annual audit work plan and submit to the principal spending officer and Audit Committee for approval.
10. PUBLIC WORKS DEPARTMENT	1. Supervision and construction of government projects. 2. Pre-contract administration MMDA's projects. 3. Post contract administration of MMDA's projects. 4. Building maintenance (Government Bungalows, Offices and other landed properties). 5. Consultancy services. 6. Interior decorations and furniture services. 7. Sanitary services.
11. BIRTH AND DEATH REGISTRY DEPARTMENT	1. Registration of births and deaths. 2. Certification of Births and Deaths registration. 3. Provision of Reliable, accurate and timely information/data on births and deaths. 4. Education of public on the importance of vital registration. 5. Conduct mobile registration outreach to deprived communities.
12. LAND USE AND SPATIAL PLANNING AUTHORITY	1. Convene four (4) quarterly Regional spatial planning committee meetings. 2. Prepare spatial development framework for Upper West Region. 3. Conduct quarterly monitoring of district physical planning.

13. DEPAERTMENT OF SOCIAL WELFARE	1. Enforce laws regarding maintenance of children by their parents. 2. Facilitates the process of adoption. 3. Registration, Renewal, Licensing and monitoring of children's homes/orphanages. 4. Registration, renewal licensing of foster care parents. 5. Registration of Early Childhood care Centre's. 6. An implementing authority of the Children's Act, Juvenile justice act, and Disability act in cooperation with other stakeholders. 7. Monitors the disbursement and utilization of disability common fund through the MMDA's social welfare officers. 8. Registration, renewal and monitoring of NGO's. 9. Serve as an implementing institution of the LEAP programme. 10. Register and renew NHIS cards for all LEAP beneficiaries and other indigenes.
14. DEPARTMENT OF ENVIRONMENTAL HEALTH AND SANITATION	1. Ensure hygienic collection, transportation and disposal of solid waste in all the Municipal/District Assemblies. 2. Monitor the inspection of domiciliary and hospitality industry premises to detect and ensure abatement of nuisances. 3. Promote hygienic education in all the MMDA's in the Region. 4. Facilitates the organization of National Sanitation day. 5. Ensures compliance enforcement through prosecution of sanitary offenders. 6. Public sensitization on Environmental Health activities. 7. Monitors activities of latrine artisans. 8. Facilitates celebration of World Toilet Day 9. Collates District reports on sanitation and presentation quarterly. 10. Monitors community led Total Sanitation (CLTS). 11. Verification of potential open defecation free communities (ODF).

15. DEPARTMENT OF COMMUNITY DEVELOPMENT	1. Facilitates dissemination of development related information to people at grassroots level (sensitization on topical issues). 2. Expose women and other venerable groups to available opportunities for enhancing their social-economic status. 3. Provide counseling, guidance, conflict resolution and other services to unit committees and other community based organizations (CBOs). 4. Extend support services in awareness creation community animation, mass/community mobilization to other development partners. 5. Promotes behavior and social change through communication for development(C4D) strategy
16. DEPARTMENT OF URBAN ROADS	1. Maintenance of Arterial, Critical collectors and sensitive local Road network and related facilities in the Region. 2. Undertake traffic management activities of the road network (Arterial, Critical collectors and sensitive local Roads) 3. Provide technical backstopping for the Department of Urban Roads (DUR) offices at the MMDA's. 4. Undertake monitoring and evaluation of the activities of the Municipal DUR's.

17. DEPARTMENT OF PARKS AND GARDENS	1. Develop public parks for ecotourism and recreation 2. Assist in the monitoring and evaluation of land scaping in the infrastructural development in the MMDAs. 3. Facilitate and participate in research activities. 4. Propagate and cultivate horticultural products for sale to the general public. 5. Maintain and sustain land scape beatification of build-up and natural environment as well as prestige projects with good management programmes.
18. DEPARTMENT OF COOPERATIVES	1. Registration, supervising and monitoring of cooperative societies. 2. Audit and inspection of cooperative societies. 3. Handling enquiries from cooperative societies. 4. Arbitration and settlement of disputes within cooperative societies. 5. Amalgamation, dissolution and liquidation of registered cooperative societies. 6. Counseling the cooperatives and public on cooperative matters. 7. Implementation of government policies.
19. **Security Unit**	1. Responsible for ensuring the safety of the staff and property of UWRCC.

s.1 Upper West Regional Coordinating Council Organogram



s.1 AGENCIES UNDER UPPER WEST REGIONAL COORDINATING COUNCIL (Where applicable)

Agencies under Upper West Regional Coordinating Council
N/A

s.1 Classes and Types of information

List of various classes of information in the custody of the institution:
1. Administrative files. 2. Financial records. 3. Staff data/records. 4. Procurement data. 5. Incoming and outgoing correspondences. 6. Audit response and correspondences.
Types of Information Accessible at a fee:
NOT APPLICATION

20. Processing and Decision on Application – S. 23

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 **Right to Information Commission.** To requests for information under the RTI Act from the **Right to Information Commission,** applicants are to follow these basic procedures:

20.1 The Application Process

a. Application by any person or organization who seeks access to information in the custody of **Right to Information Commission** 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 **Right to Information Commission'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 (if any).
- 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.

20.2 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.

20.3. 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 access
- The expected publication or submission day of the information in the case of a deferred access.
- The prescribed fee(s)

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 record
- 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.

21. 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.

s.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

22. 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.

23. 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.	**TIN Number**			
7.	**If Represented, Name of Representative:**			
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."***	

Appendix B: Contact Details of UWRCC Information Unit

Name of Information/Designated Officer:

AARON BAKYEREYELE

Telephone/Mobile number of Information Unit:

0542589623 / 0201803019

Postal Address of the institution:

BOX 151, REGIONAL COORDINATING COUNCIL- WA. UPPER WEST REGION.

24. 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*
DA's	*District Assemblies*
s.	*section*
MMDAs	*Metropolitan, Municipal and District Assemblies*
UWRCC	*Upper West Regional Coordinating Council*
OUWRCC	*Office of the Upper West Regional Coordinating Council*
REGSEC	*Regional Security Council*
PRAAD	*Public Records and Archives Administration Department*
NG0's	*Non-Governmental Organization's*
NDPC	*National Development Planning Commission*
HOD	*Head of Department*
HRMIS	*Human Resource Management Information System*
RIBS	*Regional Integrated Budgeting System*
RPCU	*Regional Planning and Coordinating Unit*
RTRB	*Regional Tender Review Board*
LEAP	*Livelihood Empowerment Against Poverty*
NHIS	*National Health Insurance Scheme*
DUR	*Department of Urban Roads*
CBO's	*Community Base Organization's*
CLTS	*Community Led Total Sanitation*
ODF	*Open Defecation*
C4D	*Community for development*

25. 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*