



GOVERNMENT OF GHANA

RIGHT TO INFORMATION MANUAL

FEBRUARY 2026

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1.0 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 of the Republic, Nana Addo Dankwa Akuffo-Addo. The Act gives substance to the constitutional right to information provided in Article 21 (1) (f) of the Constitution, which gives citizens the qualifications and conditions to access official information held by government institutions.

Following Section 80, the Act applies to information that existed before its enactment or which will come after.

- 1.1 Purpose of Manual** – To inform/assist the public on the organizational structure, responsibilities, and activities of the Ministry of Works, and Water Resources (MWHWR) and provide the types and classes of information available at MWHWR, including the location and contact details of its information officers and units.

2.0 DIRECTORATES AND DEPARTMENTS UNDER THE MINISTRY OF WORKS, HOUSING AND WATER RESOURCES

This section describes the Ministry’s vision and mission. It also includes the names of all Directorates and Departments under the Ministry, a description of the organizational structure and responsibilities, details of activities and classes, and types of information accessible at a fee.

VISION

Sustainable development and management of Public Works, Housing and water resources for all.

MISSION

The Ministry of Works, Housing and Water Resources exists to formulate, monitor and evaluate the implementation of policies, plans and programmes for the sustainable management and provision of public landed properties, flood control systems and coastal protection works, safe water and affordable housing using technical expertise and innovative methods, for all people living in the country.

2.1 DIRECTORATES AND UNITS UNDER MINISTRY OF WORKS, HOUSING AND WATER RESOURCES (MWHWR)

DIRECTORATES

1. General Administration (GA)
2. Policy, Planning, Budgeting, Monitoring and Evaluation (PPBME)
3. Research, Statistics and Information Management (RSIM)
4. Human Resource Development and Management (HRMD)
5. Works (W)
6. Housing (H)
7. Finance (F)
8. Water (W)
9. Procurement (P)

Responsibilities of the Institution:

In line with Sections 11 and 13 of the Civil Service Act, 1993 (PNDC Law 327) and by Executive Instrument (EI) 1 2025, the Ministry of Works, Housing and Water Resources is mandated to initiate and formulate policies for the Works, Housing and Water sector of the economy, as well as coordinate, monitor and evaluate the implementation of plans, programmes, and performance of the sector for national development.

- (a) Initiate and formulate policies, taking into account the needs and aspirations of the people.
- (b) Undertake development planning in consultation with the National Development Planning Commission; and
- (c) Co-ordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Sector”

Based on the above framework the Ministry of Works, Housing and Water Resources performs the following specific functions:

- (a) Initiate and formulate works, housing and water policies taking into account the needs and aspirations of the people.
- (b) Collaborate with MDAs to effectively disseminate information about Government policies, programmes and activities of the sector.
- (c) Coordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Works, Housing and Water Resources Sector.

- Develop appropriate regulations to stimulate competition in the Works, Housing and Water Resources Sector.
- (e) Develop policies to build capacity for the sector.
 - (f) Exercise oversight responsibility over the construction and maintenance of central strategic facilities.
 - (g) Create an enabling environment to support government businesses and public-private partnerships within the sector.
 - (h) Promote innovation, research and development, training, and investment in the sector.
 - (i) Support creative and innovative research in the production and use of local building materials.
 - (j) Promote optimum peaceful co-existence of Landlords and Tenants through education and reconciliation.
 - (k) Monitor and evaluate the implementation of policies and the performance of the sector.

2.2 DESCRIPTION OF ACTIVITIES OF EACH DIRECTORATE AND UNITS

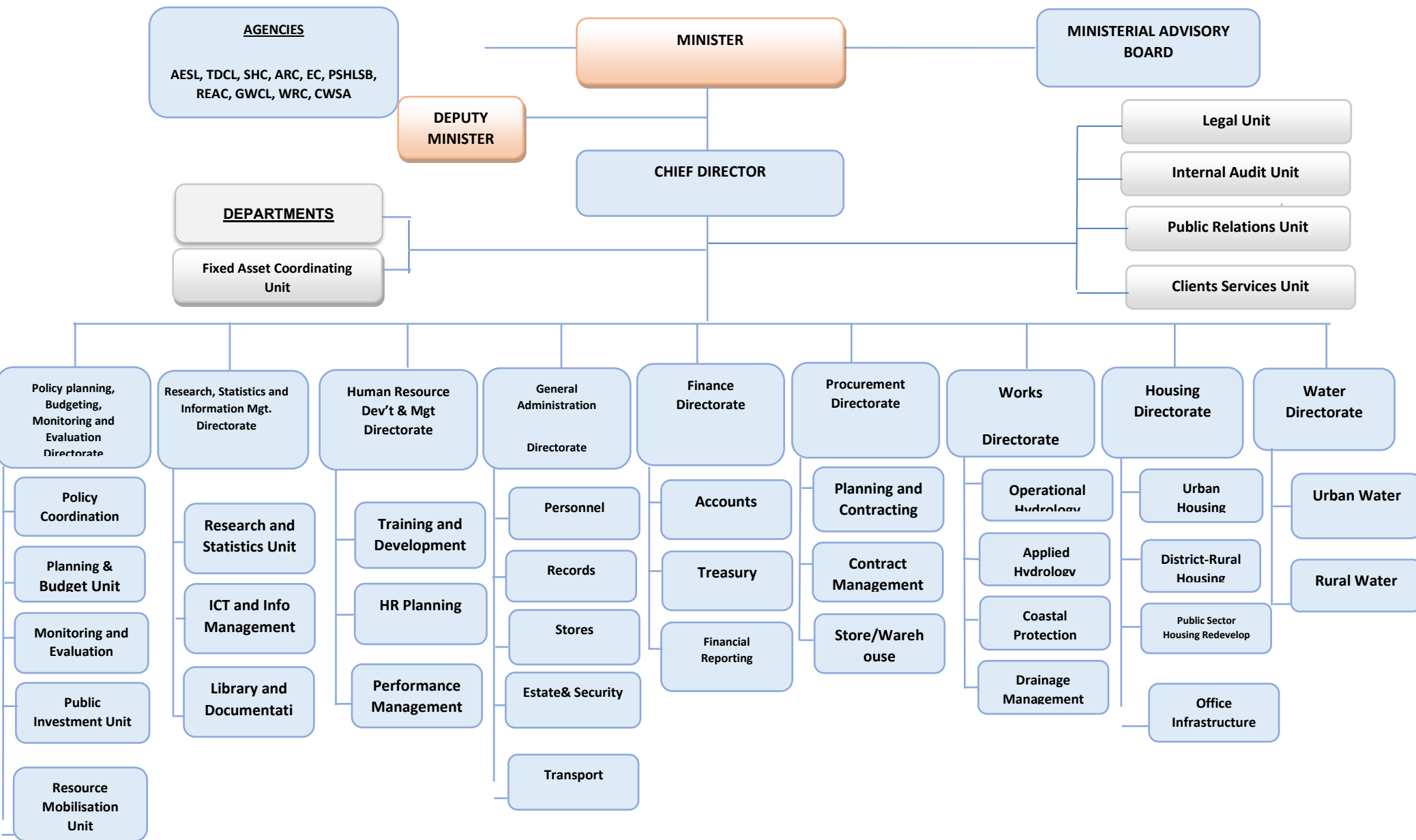
| Directorate | Responsibilities/Activities |
|--|---|
| General Administration (GA) | <p>The Directorate provides administrative, managerial, secretarial, logistical and maintenance support to ensure the attainment of organizational goals.</p> <p>The Directorate further ensures that services and facilities necessary to support the administrative and other functions of the Ministry are available. It also ensures the provision of an effective and efficient system for internal checks.</p> <p>It has five (5) functional areas, Personnel, Records Management, Estates and Security, and Transport Units.</p> |
| Policy, Planning, Budgeting, Monitoring and Evaluation (PPBME) | <p>This directorate is responsible for the development of comprehensive and sustainable policies, legislation, plans, programs, and resource flows for the sector in collaboration with relevant stakeholders. It caters to the design and application of monitoring and evaluation systems for purposes of assessing the operational effectiveness of the Ministry, its implementing Departments and Agencies, as well as the activities of</p> |

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| | <p>other key stakeholders in meeting the sector’s short, medium, and long-term objectives and targets.</p> <p>It also coordinates the preparation of the sector’s budget and the medium-term development Plan.</p> <p>The PPBME Directorate has three (3) functional areas comprising the Policy Planning Unit (PPU), Budget Unit, and Monitoring and Evaluation (M&E) Unit.</p> |
| <p>Research, Statistics and Information Management (RSIM)</p> | <p>The Directorate provides the needed input for policy formulation and decision making through collection, analysis of both primary and secondary data, as well as operational research and documentation.</p> <p>The Directorate has two (2) functional areas; Research & Statistics unit, and ICT and Information Management Unit.</p> |
| <p>Human Resource Management and Development (HRMD)</p> | <p>The Directorate is responsible for ensuring the availability of required and adequately trained staff for the Ministry's effective operations through modern human resource planning, the required skill mix for effective and efficient functioning, and the implementation of approved Civil Service human resource policies and practices.</p> <p>The Directorate also provides HR services to the sector's Departments and Agencies and connects them to the Office of the Chief of Civil Service and the Public Services Commission.</p> <p>Training and Development, Human Resource Planning and Strategy, and Performance Management Units are its three (3) functional areas.</p> |
| <p>Works(W)</p> | <p>The Directorate provides technical support and consultancy services to public projects. It collaborates with the PPBME Directorate for the formulation of policies, plans, programs, project guidelines and standards for the provision of consultancy and contracting services as well as the maintenance and protection of state buildings and properties. It also has a supervisory role for coastal protection projects and operational hydrology works.</p> |

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| | <p>It has five (5) functional areas comprising Operational Hydrology, Maintenance, Coastal Protection, Drainage, and Contractor’s Classification Units.</p> |
| Housing (H) | <p>The Housing Directorate provides technical and professional advice and services. It also works with the PPBME Directorate to develop policies, plans, programs, and projects and monitor their implementation to facilitate the provision of safe, adequate, and decent housing.</p> <p>It has three (3) functional areas; Urban Housing, Rural Housing, and Building Materials Units.</p> |
| Finance (F) | <p>The Directorate deals mainly with general accounting and the disbursement of the Ministry’s approved budget. It also safeguards the interest of the ministry in all financial transactions relating to revenue and expenditure and ensures good financial administration.</p> <p>The Finance Directorate has three (3) functional areas; General Accounts, Treasury, and Resource Mobilization units.</p> |
| Water (W) | <p>The Directorate's main focus is coordinating the Ministry's policies, programmes, and projects in the water resources management and drinking water subsector.</p> <p>The Directorate collaborates with key Sub-Sector Agencies, including the Water Resources Commission, Ghana Water Company Limited, and the Community Water and Sanitation Agency, for effective service delivery.</p> |
| Procurement | <p>The Directorate is responsible for managing the procurement services and providing technical support on procurement processes for the Ministry. It also ensures the proper storage of all goods procured and ensures that stocks are replaced on time at the Ministry.</p> |

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| Internal Audit Unit (IAU) | The Internal Audit Unit provides objective, assurance, evaluates the effectiveness of risk management, internal controls and governance processes for effective and efficient service delivery. |
| Public Relations Unit (PR) | The Unit develops, implements, and reviews communication strategies to market and communicates the Ministry's policies, programs, projects, and activities to the public. Also, receive and manage public responses and enquires. |
| Project Coordinating Unit | The Unit is responsible for all projects and programs that are national in character and fall under the direct supervision of the ministry. These include: <ul style="list-style-type: none">• Affordable Housing Projects• Coastal Protection Works• Drainage Management |
| Legal Unit | The Unit is responsible for providing legal and legislative support services to the Ministry by ensuring legal interpretations and input into the formulation of policies and other international protocols, conventions, and treaties. |

2.3 MINISTRY OF WORKS, HOUSING AND WATER RESOURCES' ORGANOGRAM



2.4 DEPARTMENTS AND AGENCIES UNDER MINISTRY OF WORKS, HOUSING AND WATER RESOURCES

| Agencies under MWH |
|--|
| <ol style="list-style-type: none"> 1. TDC DEVELOPMENT COMPANY LIMITED (TDC) 2. ARCHITECT REGISTRATION COUNCIL (ARC) 3. STATE HOUSING COMPANY LIMITED (SHC) 4. DEPARTEMNT OF RURAL HOUSING (DRH) 5. RENT CONTROL DEPARTMENT (RCD) 6. PUBLIC SERVANTS HOUSING LOANS SCHEME BOARD (PSHLSB) 7. HYDROLOGICAL SERVICES DEPARTMENT (HSD) 8. ENGINEERING COUNCIL (EC) 9. ARCHITECTURAL AND ENGINEERING SERVICES LIMITED (AESL) 10. PUBLIC WORKS DEPARTMENT (PWD) 11. THE REAL ESTATE AGENCY COUNCIL (REAC) 12. WATER RESOURCES COMMISSION (WRC) 13. GHANA WATER COMPANY LIMITED (GWCL) 14. COMMUNITY WATER AND SANITATION AGENCY(CWSA) |

| TDC DEVELOPMET COMPANY LIMITED (TDC LTD) | |
|---|--|
| <p>Responsibilities of TDC:</p> <p>TDC Development Company's core business is the construction of houses, commercial properties, management of rental units and Site and Service Schemes under which lands are improved with utility services for residential, commercial, industrial and other complimentary uses. Other services include:</p> <ol style="list-style-type: none"> a. Search Application. b. Change of Address. c. Processing of Certified True Copies. d. Joint Tenancy/ Addition of Name. e. Transfer/Portion Transfer of property. | <p>Details of Activities:</p> <p>TDC Development Company Limited is responsible for planning, layout and development of the acquisition area. It carries out technical tasks which cut across architectural design, quantity surveying, surveying, building inspection and various engineering activities.</p> <p>The company manages all the houses within the acquisition area with responsibilities covering rent collection, property transfer and housing maintenance. It also manages land leases; sale of the house ownership schemes and monitor compliance with conditions of such leases.</p> |

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| <p>f. Assignment.</p> <p>g. Consent to Mortgage/Mortgage in Principle.</p> <p>h. Preparation of Lease Document.</p> <p>i. Processing of Additional Land Application.</p> <p>j. Revision of Layout.</p> <p>k. Processing of Change of Land use.</p> <p>l. Preparation of Reminders & rate Revision Notices: and</p> <p>m. Lease Surrender & Renewal</p> | |
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| ARCHITECT REGISTRATION COUNCIL (ARC) | |
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| <p>Responsibilities of the Council:</p> <p>The council is to prescribe or approve courses of study for, and the conduct and standards of qualifying examinations for registration as a registered architect under this.</p> | <p>Details of Activities:</p> <p>Improvement of management performance through highly skilled and motivated employees, as well as an efficient administration and information management system for the architectural profession and public security</p> |

| STATE HOUSING COMPANY LIMITED (SHCL) | |
|---|---|
| <p>Responsibilities of the Company:</p> <p>SHC is to serve the housing needs of all income groups, including those who do not have comparable housing options through conventional financial channels.</p> | <p>Details of Activities:</p> <ul style="list-style-type: none"> ▪ Housing Development ▪ Serviced Sites/Plots ▪ Estate Management |

| DEPARTMENT OF RURAL HOUSING (DRH) | |
|--|--|
| <p>Responsibilities of the Department:</p> <p>Contribute to sustainable housing development and delivery of housing in rural and peri-urban communities by advocating and providing for decent and affordable housing; embracing the use of local building materials and technology; setting and monitoring the implementation of best practice standards; and implementing capacity-building interventions to enable and support national development.</p> | <p>Details of Activities:</p> <ul style="list-style-type: none"> ▪ Make Inputs into policies and develop programs to increase access to safe, decent and affordable housing in the rural areas. ▪ Facilitate the dissemination of creative and innovative research findings in the production and use of improved local building materials. ▪ Collaborate with the Ministry to evolve policies and programs for the creation of employment opportunities for unemployed youth to acquire employment skills in construction. ▪ Implement national programs in the rural housing sector. ▪ Develop appropriate planning modules for specific interventions and needs. ▪ Coordinate and monitor national programs in the rural housing sector. |

| RENT CONTROL DEPARTMENT (RCD) | |
|---|---|
| <p>Responsibilities of the Department:</p> <p>To manage and regulate the private housing industry in Ghana with cooperation from private landlords and tenants and to promote optimum peaceful co-existence through education and reconciliation and by the implementation of the Rent Laws.</p> | <p>Details of Activities:</p> <ul style="list-style-type: none"> • Assess recoverable rent of any premises on an application made by a landlord, tenant, or person interested in the premises. • Investigate complaints by landlords against tenants regarding rent arrears and complaints, tenants or persons interested in the premises and any other matter mentioned in the Rent Act. • Investigate and determine any matter relating to the Rent Act by the Minister or a Rent Magistrate. |

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| | <ul style="list-style-type: none"> • Prepare rent register. |
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| PUBLIC SERVANTS HOUSING LOANS SCHEME BOARD (PSHLSB) | |
|---|---|
| <p>Responsibilities of the Department:</p> <p>The Public Servants Housing Loans Scheme Board (PSHLSB) was established by NRC Decree 319 of March 1975 because of Governments’ effort to provide decent shelter for Public Servants</p> | <p>Details of Activities:</p> <ul style="list-style-type: none"> ▪ Construction of new residential properties ▪ Extending or refurbishing existing residential properties ▪ Paying off loans on properties already acquired ▪ Purchasing of existing residential properties. |

| HYDROLOGICAL SERVICES DEPARTMENT (HSD) | |
|--|---|
| <p>Responsibilities of the Department:</p> <p>HSD is responsible for the protection of the coastline from coastal erosion, flooding and other coastal-related issues.</p> | <p>Details of Activities:</p> <ul style="list-style-type: none"> • Management of urban stormwater drainage systems to mitigate the effect of floods and improve sanitation in urban areas by undertaking engineering surveys and designing stormwater drainage systems. • Organizing and supervising National Flood Emergency Relief Programs. |

| ENGINEERING COUNCIL (EC) | |
|---|--|
| <p>Responsibilities of the Council:</p> <p>The council is to regulate and secure the highest professional standards in the practice of Engineering in the country.</p> | <p>Details of Activities:</p> <p>The council is to effectively promote the advancement of science, engineering technology and create confidence within society through the regulation of the standard of engineering practice</p> |

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| Approved provisional charges for the registration of engineering practitioners and firms | and the licensing of competent institutions and professional bodies to uphold the standards. |
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ARCHITECTURAL AND ENGINEERING SERVICES LIMITED (AESL)

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| <p>Responsibilities of the Department:</p> <p>AESL has provided services in the design as well as construction supervision of various clients.</p> <p>Valuation of properties for Clients as SSNIT, SIC, GOIL and various other institutions and individuals</p> | <p>Details of Activities:</p> <p>The AESL, a firm of consulting Engineers, Architects and surveyors, exists to provide innovative and high-quality services/solutions in the design and supervision of projects.</p> |
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PUBLIC WORKS DEPARTMENT (PWD)

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| <p>Responsibilities of the Department:</p> <p>To implement government policy on good construction practice, effective management and maintenance of public buildings, contract administration and to offer technical advice to government at central and local levels.</p> | <p>Details of Activities:</p> <ul style="list-style-type: none"> ▪ Building Maintenance ▪ Consultancy Services ▪ Minor Construction Works |
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THE REAL ESTATE AGENCY COUNCIL (REAC)

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|---|--|
| <p>Responsibilities of the Department:</p> <p>The Real Estate Agency Council (REAC) is a government agency established to register and license professionals and entities, enforce provisions of the law and</p> | <p>Details of Activities:</p> <ul style="list-style-type: none"> ▪ Influence pricing ▪ Improve standards ▪ Reduce risk ▪ Monitoring and reducing money laundering |
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| <p>regulate all the players in the Ghanaian real estate agency sector.</p> <p>REAC protects consumers' interest in real estate transactions and ensures the public engage confidently with trusted real estate professionals, in all aspects.</p> | <ul style="list-style-type: none"> ▪ Data availability |
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| GHANA WATER COMPANY LIMITED (GWCL) | |
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| <p>Responsibilities of the Department:</p> <p>The Ghana Water Company Limited (GWCL) is responsible for the production, distribution, and management of urban water supply in Ghana.</p> | <p>Details of Activities:</p> <ul style="list-style-type: none"> • Water Supply Management – GWCL is responsible for sourcing, treating, and distributing potable water to urban communities across Ghana. • Water Treatment – It ensures that raw water from rivers, lakes, and reservoirs undergoes proper purification processes to meet health and safety standards. • Infrastructure Development & Maintenance – GWCL constructs, expands, and maintains water treatment plants, pipelines, and storage facilities to ensure a reliable water supply. • Water Quality Assurance – GWCL ensures that the water supplied meets national and international quality standards through regular testing and monitoring. • Billing & Revenue Collection – It oversees metering, billing, and collection of payments from customers for water usage. • Leakage and Waste Management – The company detects and repairs leaks in pipelines to minimize water loss and improve efficiency. |

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| | <ul style="list-style-type: none"> • Customer Service & Public Awareness – GWCL handles customer complaints, provides information on water usage, and educates the public on water conservation. • Policy Implementation & Regulation Compliance – It adheres to government policies and regulatory frameworks for water management and sanitation. |
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COMMUNITY WATER AND SANITATION AGENCY (CWSA)

Responsibilities of the Department:

The Community Water and Sanitation Agency (CWSA) is responsible for the provision of safe water, sanitation, and hygiene services to rural communities and small towns in Ghana.

Details of Activities:

- **Rural Water Supply Management** – CWSA facilitates the development, management, and maintenance of water supply systems in rural areas and small towns.
- **Infrastructure Development** – It oversees the construction of boreholes, hand-dug wells, small-town water systems, and rainwater harvesting facilities.
- **Sanitation and Hygiene Promotion** – CWSA promotes improved sanitation practices, including household and community latrines, to enhance public health.
- **Capacity Building & Community Engagement** – It trains local communities, Water and Sanitation Management Teams (WSMTs), and district assemblies to manage and maintain water and sanitation facilities.
- **Partnership with Stakeholders** – CWSA collaborates with local governments, NGOs, private organizations, and development partners to enhance water and sanitation services.

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| | <ul style="list-style-type: none"> • Policy Implementation & Regulation Compliance – It ensures that rural water and sanitation programs align with national policies and international guidelines. • Monitoring & Quality Control – CWSA ensures the sustainability of water and sanitation systems through regular monitoring, evaluation, and technical support. • Public Awareness & Education – It educates communities on the importance of clean water, proper sanitation, and hygiene practices to prevent waterborne diseases. |
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| THE WATER RESOURCES COMMISSION (WRC) | |
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| <p>Responsibilities of the Department:</p> <p>The Water Resources Commission (WRC) of Ghana is responsible for the regulation, management, and protection of the country's water resources.</p> | <p>Details of Activities:</p> <ul style="list-style-type: none"> • Water Resource Management – WRC oversees the sustainable use, allocation, and conservation of Ghana's water resources, including rivers, lakes, groundwater, and wetlands. • Policy Development & Regulation – It formulates policies and regulations for water resource utilization to ensure fair and sustainable access for domestic, agricultural, industrial, and environmental purposes. • Water Use Permitting & Licensing – WRC grants permits and licenses to individuals, industries, and organizations that extract, use, or discharge water resources. • Protection of Water Bodies – The commission enforces measures to prevent pollution and degradation of water bodies through monitoring, |

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| | <p>regulations, and environmental impact assessments.</p> <ul style="list-style-type: none"> • Research & Data Collection – WRC conducts studies on water availability, quality, and usage patterns to support effective planning and decision-making. • Conflict Resolution & Stakeholder Coordination – It mediates conflicts related to water resource usage and collaborates with government agencies, local authorities, and international organizations. • Climate Change & Disaster Management – WRC develops strategies to address the impact of climate change on water resources and supports disaster preparedness related to floods and droughts. • Public Awareness & Education – It promotes water conservation and educates the public on sustainable water management practices. |
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2.5 CLASSES AND TYPES OF INFORMATION

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| List of various classes of information in the custody of the institution: |
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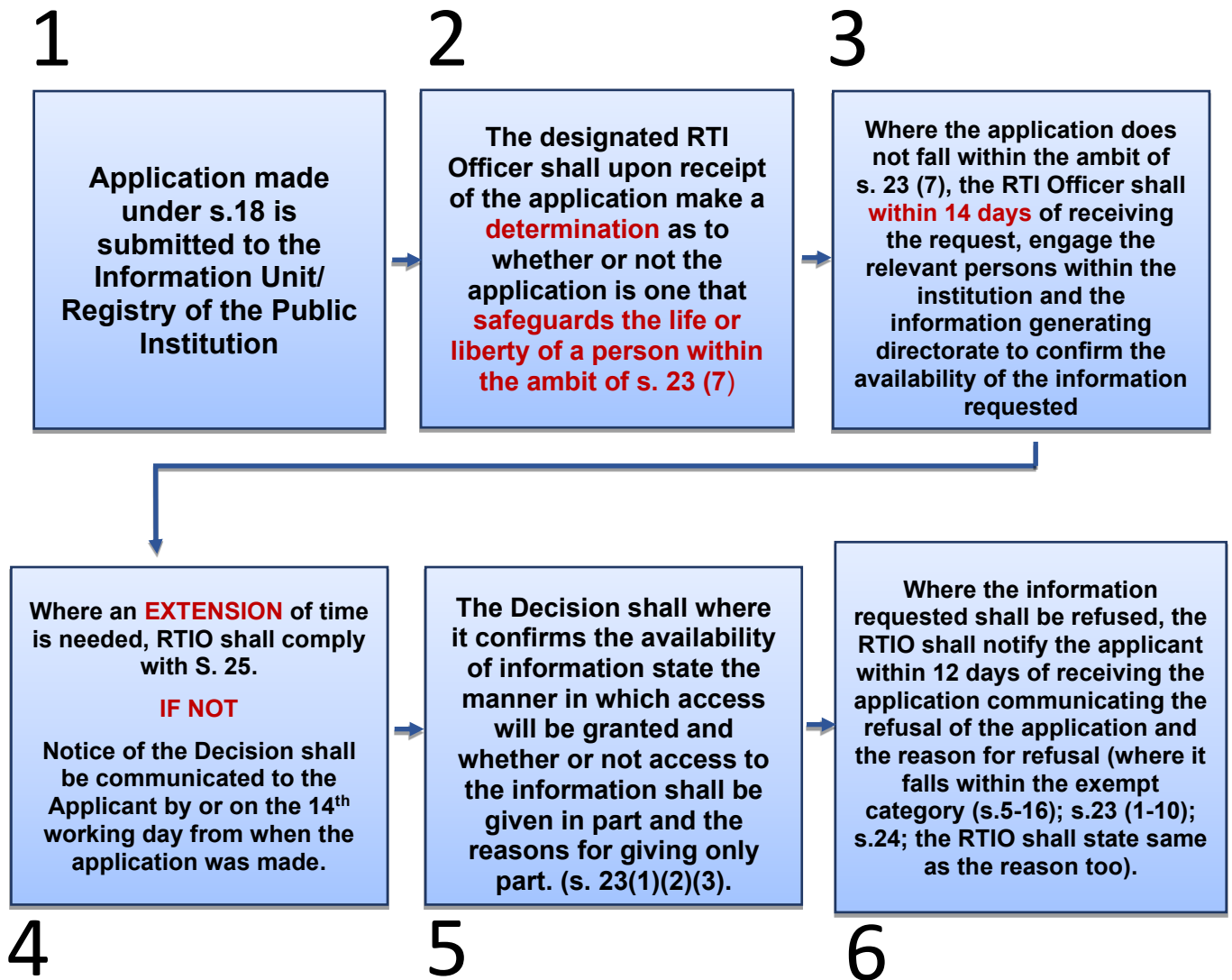
- | |
|---|
| <ol style="list-style-type: none"> 1. Policy Papers 2. Projects on Drainage 3. Projects on Sea Defense 4. Projects on Housing 5. Contractors' Classification 6. Procurement of Goods and Services, Works and Consultancy 7. Speeches 8. Information on the National Rental Assistance Scheme 9. Water Projects |
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| Types of Information Accessible at a fee (Printing Fee): |
|---|

1. Policy Papers
2. Projects on Drainage
3. Projects on Sea Defense
4. Projects on Housing
5. Contractors' Classification
6. Procurement of Goods and Services, Works and Consultancy
7. Speeches
8. Information on the National Rental Assistance Scheme
9. Water Projects

- Where a request is made for information to be provided in a language other than the language in which the information is held.
- When a request is made for written transcript of the information held by MWH.
- Where a request is made for information to be provided in a conversion of reformatting. s (75) (3,4,5) of RTI Act 989.

3.0 PROCESSING AND DECISION ON APPLICATION – S. 23



4.0 AMENDMENT OF PERSONAL RECORD

A person granted access to information in a public institution's records may apply for an amendment if the information misrepresents their records, is incorrect, misleading, or incomplete.

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 to identify the applicant
 - The incorrect, misleading, incomplete or 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 by 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
- an applicant who is poor or has a disability
- time spent by the information officer 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 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.

6.0

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 <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) | | |
| | | <div style="border: 1px solid black; width: 150px; height: 20px; margin-left: 100px;"></div> | | |

| | | |
|---------|--|--|
| 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> | |

6.0 Appendix B: Contact Details of MWHWR's Information Unit

Name of Information/Designated Officer:

Elvis Adjei-Baah

Telephone/Mobile number of Information Unit:

0249532984

Postal Address of MWHWR:

P. O. BOX, M43
 MINISTRIES
 ACCRA

7.0 Appendix C: Acronyms

Table 1 Acronyms

| Acronym | Literal Translation |
|----------------|--|
| <i>AESL</i> | <i>Architectural And Engineering Services Limited</i> |
| <i>IAU</i> | <i>Internal Audit Unit</i> |
| <i>ARC</i> | <i>Architect Registration Council</i> |
| <i>CSU</i> | <i>Client Service Unit</i> |
| <i>DRH</i> | <i>Department Of Rural Housing</i> |
| <i>EC</i> | <i>Engineering Council</i> |
| <i>EI</i> | <i>Executive Instrument</i> |
| <i>GA</i> | <i>General Administration</i> |
| <i>HRMD</i> | <i>Human Resource Development and Management</i> |
| <i>HSD</i> | <i>Hydrological Services Department</i> |
| <i>LU</i> | <i>Legal Unit</i> |
| <i>MDA</i> | <i>Ministries, Departments and Agencies</i> |
| <i>MWHWR</i> | <i>Ministry of Works, Housing and Water Resources</i> |
| <i>PCU</i> | <i>Project Coordinating Unit</i> |
| <i>PNDCL</i> | <i>Provisional National Defense Council Law</i> |
| <i>PPBME</i> | <i>Policy Planning, Budgeting, Monitoring and Evaluation</i> |
| <i>PR</i> | <i>Public Relations Unit</i> |
| <i>PSHLSB</i> | <i>Public Servants Housing Loans Scheme Board</i> |
| <i>PWD</i> | <i>Public Works Department</i> |
| <i>RCD</i> | <i>Rent Control Department</i> |
| <i>RSIM</i> | <i>Research, Statistics and Information Management</i> |
| <i>RTI</i> | <i>Right to Information</i> |
| <i>S</i> | <i>Section</i> |
| <i>SHCL</i> | <i>State Housing Company Limited</i> |
| <i>GWCL</i> | <i>Ghana Water Company Limited</i> |
| <i>WRC</i> | <i>Water Resources Commission</i> |
| <i>CWSA</i> | <i>Community Water and Sanitation Agency</i> |
| <i>TDCL</i> | <i>TDC Development Company Limited</i> |

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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 |
|------------------------------|--|
| <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> |