



Government of Ghana

Right to Information Manual

PUBLIC SERVICES COMMISSION (PSC)

2025

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1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President, Nana Addo Dankwa Akuffo-Addo. The Act gives substance to the constitutional right to information provided under Article 21 (1) (f) of the Constitution, enabling citizens access to official information held by government institutions, and the qualifications and conditions under which the access may be obtained. In accordance with Section 80, the Act applies to information which came into existence before, or which will come into existence after the commencement of the Act.

1.1 Purpose of Manual – To inform and assist the public on the organizational structure, responsibilities and activities of the Public Services Commission (PSC) and provide the types of information and classes of information available at PSC, including the location and contact details of its Information Officers and units.

2. Directorates and Departments under Public Services Commission (PSC)

This section describes the institution's vision and mission and lists the names of all Directorates and Departments under the institution, including the description of organizational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

VISION

The vision for PSC is to become ***“A Leading and Dependable Partner in Human Resource Management and Organizational Development in Public Service Delivery”***

MISSION

The PSC exists to promote and safeguard integrity, accountability and excellence in human resource management practices, corporate governance, and organizational development in public service organizations for the delivery of services to the satisfaction of the citizenry through regulation, consultation, supervision, and advice.

Directorates and Departments under the Public Services Commission (PSC)

1. Management Services Division

- Human Resource planning Unit.
- Organizational Review and Development Unit.
- Performance Management Unit.

2. Human Resource Policy Division

- Appointments and Promotions Unit.
- Petition, Appeals, Grievances and Employee Counseling Unit.
- Human Resource Development and Examinations Unit.

3. Research Monitoring and Evaluation Division

- Research Unit.
- Monitoring and Evaluation Unit.

4. Finance and Administration Division

- Finance Unit.
- Human Resource Unit.
- Administration Unit (Procurement, Transport, Estates, Records Management, I.T. Support)

5. Management Information System Division.

- Support Unit (SU).
- Functional and Technical Unit (F & T)

Responsibilities of the Institution:

The functions of the Commission, as specified in the Public Services Commission Act, 1994 (Act 482), and amended by Section 3 of the Fair Wages and Salaries Commission Act, 2007, (Act 737), are to:

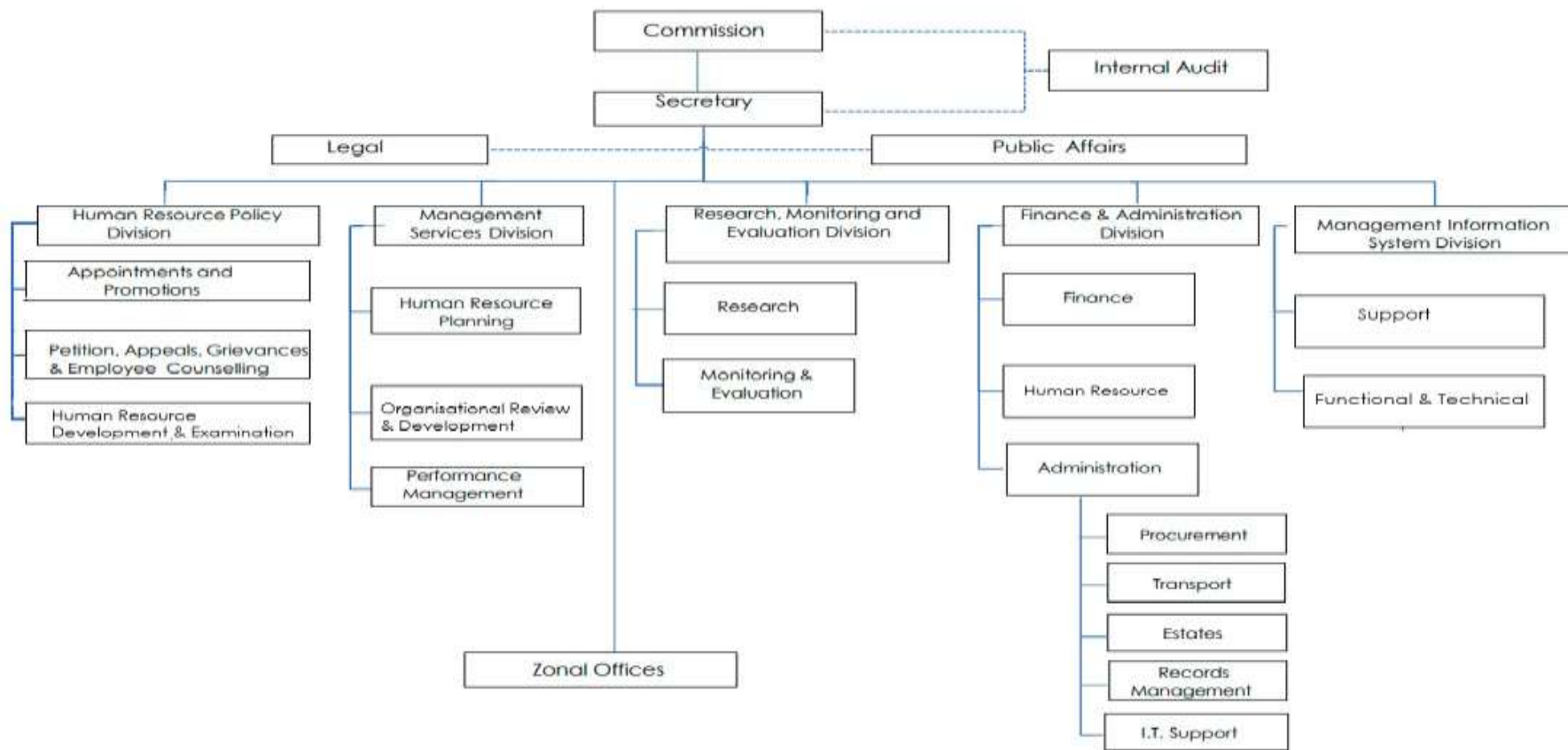
- a) advise Government on the criteria for appointment to public offices as well as persons to hold or act in Public Services;
- b) promote efficiency, accountability and integrity in the Public Services;
- c) prescribe appropriate systems and procedures for the management of personnel records within the Public Services;
- d) identify, explore and promote the recruitment of suitable personnel into the Public Services, acting in collaboration with educational authorities;
- e) undertake planning of manpower requirements of the Public Services, using data from the educational institutions and other sources;
- f) improve recruitment policies and techniques by introducing modern methods of judging suitability of officers;
- g) conduct examinations and interviews for appointment to posts and for promotions in the public Service or within public corporations to ensure uniformity of standards of selection and qualifications;
- h) review the organizational structure and manpower requirements of agencies and bodies in the Public Services and advise Government on such manpower rationalization as may be necessary for maximum utilization of human resources in the Public Services;
- i) oversee the human resources development activities of the Public Services organizations to ensure career planning and career development in the Public Services;
- j) conduct, in collaboration with training institutions, personnel research into human resources management in the Public Services in order to improve personnel practices and their utilization in the Public Services; and,
- k) Perform any other duties assigned to it under the Constitution or any other enactment.

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Management Services Division (MSD).	<p>The Division focuses on the manpower planning, performance management and organization development activities. It also undertakes the following:</p> <ul style="list-style-type: none"> a) public service-wide manpower planning and deployment. b) organizational systems review and development. c) formulating strategies to achieve optimum staff performance in the public service organizations.
Human Resource Policy Division (HRPD).	<p>The Human Resource Policy Division focuses on the main policy coordination and formulation wing of the Commission.</p> <p>It also undertakes all human resource management activities including recruitment, promotions, training, examinations, and orientation for Governing Boards/Councils and advice the Commission on Human Resource Policies.</p>
Research Monitoring and Evaluation Division (RMED).	<p>The Division has the responsibility of undertaking research activities on behalf of the Commission. It also performs the following:</p> <ul style="list-style-type: none"> a) formulation and implementation of research programmes of the Commission. b) monitoring the Commission's programmes and its impact.
Finance and Administration Division (F&AD).	<p>The Finance and Administration Division provides for the initiation of action for the formulation and implementation of internal human resource, administration, planning and financial management policies and programs for the Commission.</p>
Management Information System Division (MISD).	<p>This Division focuses on the HRMIS technical support and migration activities. It is also responsible for all the administrative, planning and the monitoring activities.</p>

2.2 PUBLIC SERVICES COMMISSION'S ORGANOGRAM

PUBLIC SERVICES COMMISSION ORGANISATIONAL STRUCTURE



2.3 AGENCIES UNDER PUBLIC SERVICES COMMISSION

Agencies under Public Services Commission pursuant to Article 190
<p>A) 1. Civil Service. 2. Office of the Head of Local Government Service (OHLGS). 3. Health Service. 4. Education Service. 5. Judicial Service. 6. Audit Service. 7. Prisons Service. 8. Parliamentary Service. 9. Statistical Service. 10. National Fire Service. 11. Customs, Excise and Preventive Service. 12. Internal Revenue service. 13. Police Service. 14. Immigration Service. 15. Legal Service.</p> <p>B) Public corporations other than those set up as commercial ventures; C) Public services established by this Constitution; and D) Such other public services as Parliament may by law prescribe.</p>

Office of The Head of Civil Services (OHCS)	
<p>Responsibilities of the Agency: Formulate/ review the HRM related policies, guidelines, standards, and programs for the service and facilitate their implementation.</p>	<p>Details of Activities: Develop and ensure the implementation of a robust performance management system for the civil service.</p>

Monitor and coordinate all human resource management related programs in Ministries and Departments to ensure uniformity in the application of rules and adherence to standards.	Develop and facilitate the conduct of systematic, competency-based training for the acquisition of skills and consistent with the needs of the service.
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Office of The Head of Local Government Service	
<p>Responsibilities of the Agency:</p> <p>Provide technical support to MMDAs and RCCs.</p> <p>Provide technical assistance to MMDAs and RCCs to enable them to effectively perform their functions.</p> <p>Conduct organizational and job analysis for RCCs and MMDAs.</p>	<p>Details of Activities:</p> <p>Conduct management audits for RCCs and MMDAs to improve the overall management of the service.</p> <p>Design and co-ordinate management systems and processes for RCCs and MMDAs.</p>

Ghana Health Service	
<p>Responsibilities of the Agency:</p> <p>Ensuring access to health.</p> <p>Planning, organizing, and administering comprehensive health services with special emphasis on primary healthcare.</p>	<p>Details of Activities:</p> <p>Access to health at the community, sub district, district, and regional level by providing health services or contracting out service provision to other recognized health care providers.</p> <p>Promoting health, mode of healthy living and good health habits by people.</p>

Ghana Education Service	
<p>Responsibilities of the Agency:</p> <p>To provide and oversee education in the country.</p> <p>To promote the efficiency and full development of talents among its members.</p>	<p>Details of Activities:</p> <p>Provide and oversee basic education (pre- tertiary), technical education as well as special education.</p> <p>To maintain professional standards and the conduct of its personnel.</p>

Judicial Service of Ghana	
Responsibilities of the Agency: Article 125 (5) of the 1992 Constitution provides that: "The Judiciary shall have jurisdiction in all matters civil and criminal, including matters relating to this Constitution, and such other jurisdiction as Parliament may, by law, confer on it".	Details of Activities: To propose for the consideration of Government, judicial reforms to improve the level of administration of justice and efficiency in the Judiciary. To be a forum for consideration and discussion of matters relating to the discharge of the functions of the Judiciary and thereby assist the Chief Justice in the performance of his/her duties with a view to ensuring efficiency and effective realization of justice.

Ghana Audit Service	
Responsibilities of the Agency: To audit the public accounts of Ghana. Take into custody written declarations of all properties and or liabilities owned by public officers. Determine and approve the form or manner that public accounts shall be kept.	Details of Activities: Submit audit reports on the public accounts of Ghana and the statement of the Central Bank's foreign exchange receipts and payments or transfers to Parliament. Draws attention to irregularities in the accounts audited and make appropriate recommendations.

Ghana Prisons Service	
Responsibilities of the Agency: In charge of the safe custody of prisoners. Responsible for the welfare of prisoners.	Details of Activities: Execution of sentences in a humane manner to reduce recidivism (re-offending).

	<p>Offering opportunities to prisoners to develop their skills through vocational training, moral and formal education.</p> <p>Encouraging public/private participation in the provision of skills training.</p> <p>Improvement in the welfare of prisoners (i.e., healthcare, clothing, bedding, feeding, recreation, library facilities, etc.).</p> <p>Protection of the rights of prisoner.</p>
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Parliamentary Service Board	
<p>Responsibilities of the Agency:</p> <p>To facilitate the work of parliament through the provision of support services to the House including its committees and agencies for the purpose of ensuring full and effective exercise of the powers of Parliament.</p>	<p>Details of Activities:</p> <p>Enhances the dignity of the house and adequately inform on Parliamentary activities.</p> <p>It ensures transparency, non-partisanship, and a high sense of professionalism.</p>

Ghana Statistical Service	
<p>Responsibilities of the Agency:</p> <p>Advise Government and all stakeholders on all matters relating to statistical information.</p> <p>Collect, compile, analyze, abstract, and publish statistical information.</p>	<p>Details of Activities:</p> <p>Conduct statistical surveys and censuses in Ghana and also organize a coordinated scheme of economic and social statistics in Ghana.</p>

Ghana National Fire Service	
Responsibilities of the Agency: As established by Act 219, it is responsible for firefighting and extinguishment, and to render humanitarian services.	Details of Activities: Prevention and management of undesired fires and other related matters. Fire prevention and safety and other emergencies thereby preventing the people, industry, crops, and the vegetation.

Ghana Revenue Authority	
Responsibilities of the Agency: As regulated by law, GRA's mandate is to ensure maximum compliance with all tax laws in order to warrant a sustainable revenue stream for government, trade facilitation, a controlled and safe flow of goods across the country's borders.	Details of Activities: To mobilize revenue for national development in a transparent, fair, effective, and efficient manner. Maintain security presence at all entry and exit points of the country. Plan and execute physical patrols/ambushes, snap checks of all parts of the country including unapproved routes and territorial waters of the country. Pre-empt, detect, and prevent all offences of the customs laws as well as statuses of other relevant bodies. Boardings and rummaging of aircraft, vessels, vehicles and other means of conveyances upon suspicion.

Ghana Police Service	
Responsibilities of the Agency: The protection of life and property. Prevention and detection of crime. Apprehension and prosecution of offenders.	Details of Activities: Preservation of peace and good order. Enforcement of all laws Acts, Decrees, and other regulations with which it is directly charged.

Ghana Immigration Service	
Responsibilities of the Agency: Regulate and monitor the entry, residence, employment and exit of all foreigners.	Details of Activities: Monitoring of Ghanaian movement in and out of the country.

Legal Service	
Responsibilities of the Agency: The General Legal Council is the main regulatory body responsible for the conduct and administration of legal education and upholding standards of legal professional discipline in Ghana.	Details of Activities: Empowered and authorized to determine the policy and focus of legal education and training as well as the regulation of professional legal practice.

2.4 Classes and Types of Information

List of various classes of information in the custody of the Public Services Commission:

1. Human Resource Management Information System.
2. Scheme of Service.
3. Human Resource Management Policy Manual and Framework.
4. Employment into the Public Service.
5. Appointment into the Public Service (In General)
6. Promotions in the Public Service.
7. Examinations in the Public Service.
8. Petitions and Appeals and Grievances in the Public Service.
9. Advise on Human Resource Management Issues.
10. Organizational Reviews and Developments.
11. Development Review of Conditions of Service
12. Assistance in Performance Management.
13. Corporate Governance Manual.
14. Staff Performance Appraisal Form for Public Services
15. Performance Management Policy.
16. Service Charter.

Types of Information Accessible at a fee:

Not Applicable.

3. Procedure in Applying and Processing Requests

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 Public Services Commission. To requests for information under the RTI Act from the Public Services Commission, 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 Public Services 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 Public Services 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.
 - 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.

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 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.

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. 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 the access.
- The expected publication or submission day of the information in the case of a deferred access.
- The prescribed fee (s.24).

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 records.
- 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.

4. Amendment of Personal Record

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

4.1 How to apply for an Amendment

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

5. Fees and Charges for Access to Information

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

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, 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 stipulated time under the Act
- 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

6. Appendix A: Standard RTI Request Form

[Reference No.:]

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



1.	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	Individual <input type="checkbox"/>	Organization/Institution <input type="checkbox"/>	
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	<input type="checkbox"/> National ID Card	<input type="checkbox"/> Passport	<input type="checkbox"/> Voter's ID
		<input type="checkbox"/> Driver's License		
8 (a).	Id. No.:			
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):			

10.	Manner of Access:	<input type="checkbox"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input style="width: 150px; height: 20px;" type="text"/>
10 (a).	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	Contact Details:	<input type="checkbox"/> Email Address _____ <input type="checkbox"/> Postal Address _____ <input type="checkbox"/> Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) <i>"This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."</i>	

7. Appendix B: Contact Details of PSC's Information Unit

Name of Information/Designated Officer:

STELLA AMADI KODIE

Telephone/Mobile number of Information Unit:

0540502499

Postal Address of the institution:

P.O.BOX GP 1618, Accra.

8. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<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>PSC</i>	<i>Public Services Commission</i>
<i>MSD</i>	<i>Management Services Division</i>
<i>HRPD</i>	<i>Human Resource Policy Division</i>
<i>RMED</i>	<i>Research Monitoring and Evaluation Division</i>
<i>F&AD</i>	<i>Finance and Administration Division</i>
<i>MISD</i>	<i>Management Information System Division</i>
<i>PSOs</i>	<i>Public Service Organizations</i>
<i>HRMIS</i>	<i>Human Resource Management Information System</i>
<i>IT</i>	<i>Information Technology</i>
<i>RCC</i>	<i>Regional Coordinating Council</i>

9. Appendix D: Glossary

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

Table 2 Glossary

Term	Definition
<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>