



Government of Ghana

Right to Information Manual

GHANA HEALTH SERVICE (GHS)

2021

Table of Contents

Table of Contents.....	i
1. Overview.....	1
2. Directorates under GHANA HEALTH SERVICE (GHS)	2
2.1 Description of Activities of each Directorate.....	3
2.2 GHANA HEALTH SERVICE Organogram	8
2.3 Classes and Types of information.....	8
3. Procedure in Applying and Processing Requests	9
3.1 The Application Process	9
3.2 Processing the Application.....	10
3.3 Response to Applicants	11
4. Amendment of Personal Record	12
4.1 How to apply for an Amendment.....	12
5. Appendix A: Standard RTI Request Form	13
6. Appendix B: Contact Details of GHS Information Unit	16
7. Appendix C: Acronyms	17
8. Appendix D: Glossary	18

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 GHANA HEALTH SERVICE (GHS) and provide the types of information and classes of information available at GHS, including the location and contact details of its Information Officers and units.

2. Directorates under Ghana Health Service (GHS)

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

All communities having access to timely, quality and comprehensive health care.

MISSION

To provide and prudently manage comprehensive and accessible health service with special emphasis on primary health care at regional, district and sub-district levels in accordance with approved national policies.

Directorates under Ghana Health Service

1. Office of the Director General
2. Finance Division
3. Family Health Division
4. Health, Administration, Support Services Division
5. Health Promotion Division
6. Human Resource Division
7. Institutional Care Division
8. Internal Audit Division
9. Public Health Division
10. Policy, Planning, Monitoring and Evaluation Division
11. Research and Development Division
12. Supplies, Stores and Drugs Management Division
13. Regional Health Directorates

Responsibilities of the Institution:

1. Ensuring access to health services at the community, sub-district, district and regional levels by providing health services or contracting out service provision to other recognized health care providers
2. Setting technical guidelines to achieve policy standards set by MOH
3. Planning, organizing and administering comprehensive health services with special emphasis on primary healthcare
4. Developing mechanisms for the equitable distribution of health facilities in rural and urban districts

5. Managing and administering health institutions within the Service
6. Contracting with teaching hospitals for the treatment of referred patients
7. Promoting health, mode of healthy living and good health habits by people
8. Establishing effective mechanisms for disease surveillance, disease prevention and control
9. Promoting the efficiency and advancement of health workers through in-service and continuing education
10. Managing the assets and properties of the Service to ensure the most effective use
11. Determining with the approval of the Minister of Health charges for health services rendered by the Service
12. Performing any other function that is relevant to the promotion, protection and restoration of health.

2.1 Description of Activities of each Directorate

Directorate	Responsibilities/Activities
Office of the Director General	The Office of Director General (ODG) provides day-to-day administration of Ghana Health Service as a corporate entity and acts as the lead and steward of the Service.
Finance Division	<p>The mandate includes:</p> <ul style="list-style-type: none"> • Securing and ensuring sound and efficient management of the financial resources of the Service. • Reporting and accounting for the available financial resources. • Ensuring discipline in the execution of approved budgets. • Assisting management to review, design and implement internal controls to ensure proper

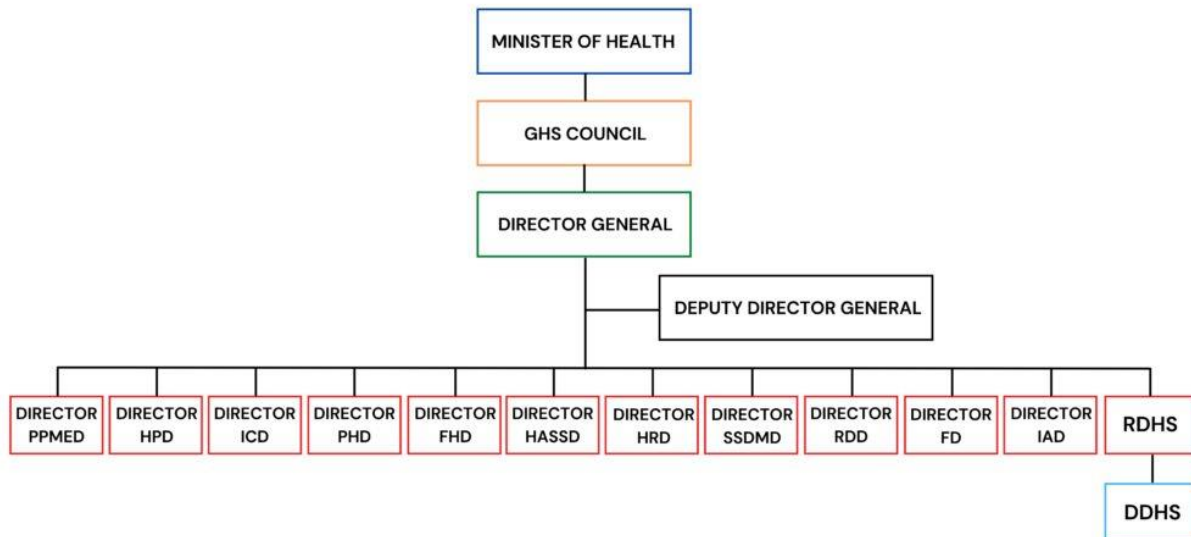
	<p>use, accounting and reporting for funds and to achieve full compliance to relevant laws, policies and procedures,</p> <ul style="list-style-type: none"> • Providing information to assist management to make sound decisions, and • Ensuring the effective utilization and functioning of approved financial management software and electronic platforms and • Assisting management to establish and implement effective risk management practices.
Family Health Division	<p>The mandate includes translating maternal, child and adolescent health and nutrition policies for implementation, monitoring the implementation of these policies and strategies, resource mobilization, ensuring timely implementation of activities and providing strategic information to inform policy formulations. The Division also provides technical support to regions and sub-regional levels where actual implementation is undertaken.</p>
Health, Administration, Support Services Division	<p>The Division is responsible for:</p> <ul style="list-style-type: none"> • Coordination of information and provision of support and guidance for the design of policies and strategies in collaboration with other Divisions for the prudent development of health infrastructure (estate, transport & equipment) consistent with service delivery priorities. • Initiation, facilitation of award and monitoring of the implementation of contracts for transport, equipment, general services and infrastructure provision. • Provision of general administrative and support services for the effective and efficient delivery of functions of the Service.
Health Promotion Division	<p>The mandate is to provide a sustained health promotion service that contributes to improving health and wellbeing in line with the health sector goal of ensuring a healthy and productive population capable of reproducing itself safely. This is done through promotion of early preventative strategies, promotion</p>

	of healthy behaviors and wellbeing, and creation of environments where individuals, families and communities are informed, empowered and live healthier happier lives.
Human Resource Division	The mandate is to ensure the availability, equitable deployment, capacity development, effective utilization and motivation of health workforce for the Ghana Health Service (GHS).
Institutional Care Division	The mandate is to: <ul style="list-style-type: none"> • Ensure the development of comprehensive clinical care development policies, sustainable strategic plans, programs and budgets to cover all activities of the Service at all levels. • Undertake periodic review of the activities of the Ghana Health Service and that of its Programme implementation partners in the area of clinical care. • Cater for the design and application of support, monitoring and evaluation systems for purposes of assessing and improving the operational effectiveness of the Ghana Health Service's clinical care interventions and infection control.
Internal Audit Division	The mandate is to assist GHS management and the Council achieve the Programme and operational goals and objectives of the Service through the conduct of audits and professional evaluations of the GHS activities. The Division also provides advice and counsel, as needed to GHS management on such things as risk exposure within an activity/structure, as well as proposes new controls and changes in management practices/procedures.
Public Health Division	The Division is responsible for: <ul style="list-style-type: none"> • Safeguarding and improving the health of the general population / communities • Developing public health interventions targeted at people in communities • Promoting general socio-economic development, preventing diseases, promoting healthy practices, treating diseases (especially

	<p>mass treatment), and rehabilitating patients afflicted with diseases</p> <ul style="list-style-type: none"> • Developing partnerships with relevant stakeholders
<p>Policy, Planning, Monitoring and Evaluation Division</p>	<p>The mandate is to:</p> <ul style="list-style-type: none"> • Ensure the development of comprehensive operational policies, sustainable strategic plans, systems, programs, and budgets to cover all activities of the GHS and its partners. • Develop an integrated Health Information System for decision-making performance monitoring. • Design and apply monitoring and evaluation systems and tools for purposes of assessing the operational effectiveness of programs. • Initiate or support the development of new products (international/local) based on credible research for the advancement of the objectives of the Ghana Health Service.
<p>Research and Development Division</p>	<p>The mandate is to strengthen, harmonize, coordinate, and support research for the Health Sector Policy Program Development and Implementation. It also generates information through relevant research to strengthen decision making, setting of health priorities, ensure efficient resource allocation, and inform intervention planning and implementation in order to deliver better health services to improve the health status of the Ghanaian population.</p>
<p>Supplies, Stores and Drugs Management Division</p>	<p>The Division is responsible for:</p> <ul style="list-style-type: none"> • Implementing the annual procurement plans with relevant stakeholders in accordance with the provisions of the Ghana Public Procurement Act (PPA), 663, 2003 as Amended • Providing direction and strategic advice to the corporate arm of GHS in all matters related to procurement and supply chain management. • Coordinating capacity building in supply chain management at the various levels of the health system. • Ensuring commodity security to support Health Service Delivery

Regional Health Directorates	<p>The mandate is to provide and prudently manage comprehensive and accessible health services with special emphasis on primary health care at regional, districts and sub-districts levels in accordance with approved national policies. The RHD also works with headquarters, its partners, and other stakeholders to increase access to health services, through the provision of health infrastructure, human resources, logistics/health commodities, public health and clinical care interventions.</p>
------------------------------	--

2.2 Ghana Health Service's Organogram



2.3 Classes and Types of information

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

- Administrative Information
- Financial Information
- Legal Information
- Annual Report Information
- Health Promotion Information
- Evaluation and Monitoring Information
- Procurement Information
- Research Information

Types of Information Accessible at a fee:

- Copies of Legal documents or contracts
- Hard copies of Policy Documents, Articles, Manuals and Guidelines and Annual Review.

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 Ghana Health Service. To requests for information under the RTI Act from the Ghana Health Service, 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 Ghana Health Service 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 Ghana Health Service 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.

5. 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:	<input type="checkbox"/>	<input type="checkbox"/>	
		Individual	Organization/Institution	
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/> 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:	<input type="checkbox"/> <input type="checkbox"/> Inspection of Information Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> <input type="checkbox"/> Written Transcript Translated (specify language) <input style="width: 150px; height: 20px;" type="text"/>
10 (a).	Form of Access:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Hard copy Electronic copy 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. Appendix B: Contact Details of GHS Information Unit

Name of Information/Designated Officer:

Eugenia Adobea Addo

Telephone/Mobile number of Information Unit:

rti@ghs.gov.gh

Postal Address of the institution:

Ghana Health Service, PMB, Ministries, Accra

7. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<i>GHS</i>	<i>Ghana Health Service</i>
<i>RTI</i>	<i>Right to Information</i>
<i>RHD</i>	<i>Regional Health Directorates</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>s.</i>	<i>section</i>

8. Appendix D: Glossary

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

Table 2 Glossary

Term	Definition
Access	<i>Right to Information</i>
Access to information	<i>Right to obtain information from public institutions</i>
Contact details	<i>Information by which an applicant and an Information Officer may be contacted</i>
Court	<i>A court of competent jurisdiction</i>
Designated officer	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
Exempt information	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
Function	<i>Powers and duties</i>
Government	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
Information	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
Information officer	<i>The Information Officer of a public institution or the officer designated to whom an application is made</i>
Public	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
Public institution	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
Right to information	<i>The right assigned to access information</i>
Section	<i>Different parts of the RTI Act</i>