

# Right to Information Manual



**OFFICE OF THE HEAD OF CIVIL SERVICE**  
OHCS

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## 1. Overview

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This Right to Information (RTI) Manual seeks to make available to the public and applicants for information the classes of information accessible in the Office of the Head of the Civil Service (OHCS). It reveals the various departments, directorates, units and structures within the OHCS and specific classes of information that can be obtained from each of them.

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

**1.1 Purpose of Manual** – To inform the public about the organizational structure, responsibilities and activities of the OFFICE OF THE HEAD OF THE CIVIL SERVICE (OHCS) and provide the types of information and classes of information available at OHCS, including the location and contact details of its information officers and units.

## **2.0. Directorates and Departments under OFFICE OF THE HEAD OF CIVIL SERVICE (OHCS)**

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

### **VISION**

The vision of the OHCS is “to be a modernized client-sensitive public organization, providing world-class services and policy advice to government and the entire citizenry”.

### **MISSION**

The Office of the Head of Civil Service exists to manage human resources, and promote efficient records management, organizational development, and value for money procurement for the delivery of results-oriented, knowledge-driven services by Civil Service Organizations towards the attainment of national goals.

### **Directorates, Departments, Units and Training Institutions under OFFICE OF THE HEAD OF CIVIL SERVICE (OHCS)**

#### **Directorates**

1. Finance and Administration Directorate
2. Career Management Directorate
3. Planning, Budgeting, Monitoring and Evaluation Directorate
4. Recruitment, Training and Development Directorate
5. Research, Statistics and Information Directorate

#### **Secretariat /Units**

6. Civil Service Council Secretariat
7. Reforms Coordinating Unit
8. Internal Audit Unit
9. Public Relations Unit

#### **Departments**

10. Procurement and Supply Chain Management Department
11. Management Services Department
12. Public Records and Archives Administration Department

#### **Training institutions**

13. Government Secretarial School

14. Civil Service Training Centre  
15. Institute of Technical Supervision

**Responsibilities of the Institution:**

- Formulate/review the HRM related policies, guidelines, standards and programmes for the Service and facilitate their implementation.
- Monitor and coordinate all Human Resource Management related programmes in Ministries and Departments to ensure uniformity in the application of rules and adherence to standards.
- Develop and ensure the implementation of a robust performance management system for the Civil Service.
- Develop and facilitate the conduct of systematic, competency-based training for the acquisition of skills consistent with the needs of the Service.
- Exercise oversight responsibility for the management of Civil Service Training Institutions.
- Develop record management policies and standards for records keeping in public institutions.
- Monitor and restructure the record management system and train staff in line with international best practices.
- Provide requisite environment for the storage, retrieval and use of archival materials.
- Design and Institutionalise structures and systems to facilitate effective and efficient delivery of public procurement and Supply Chain management processes in the Civil Service.

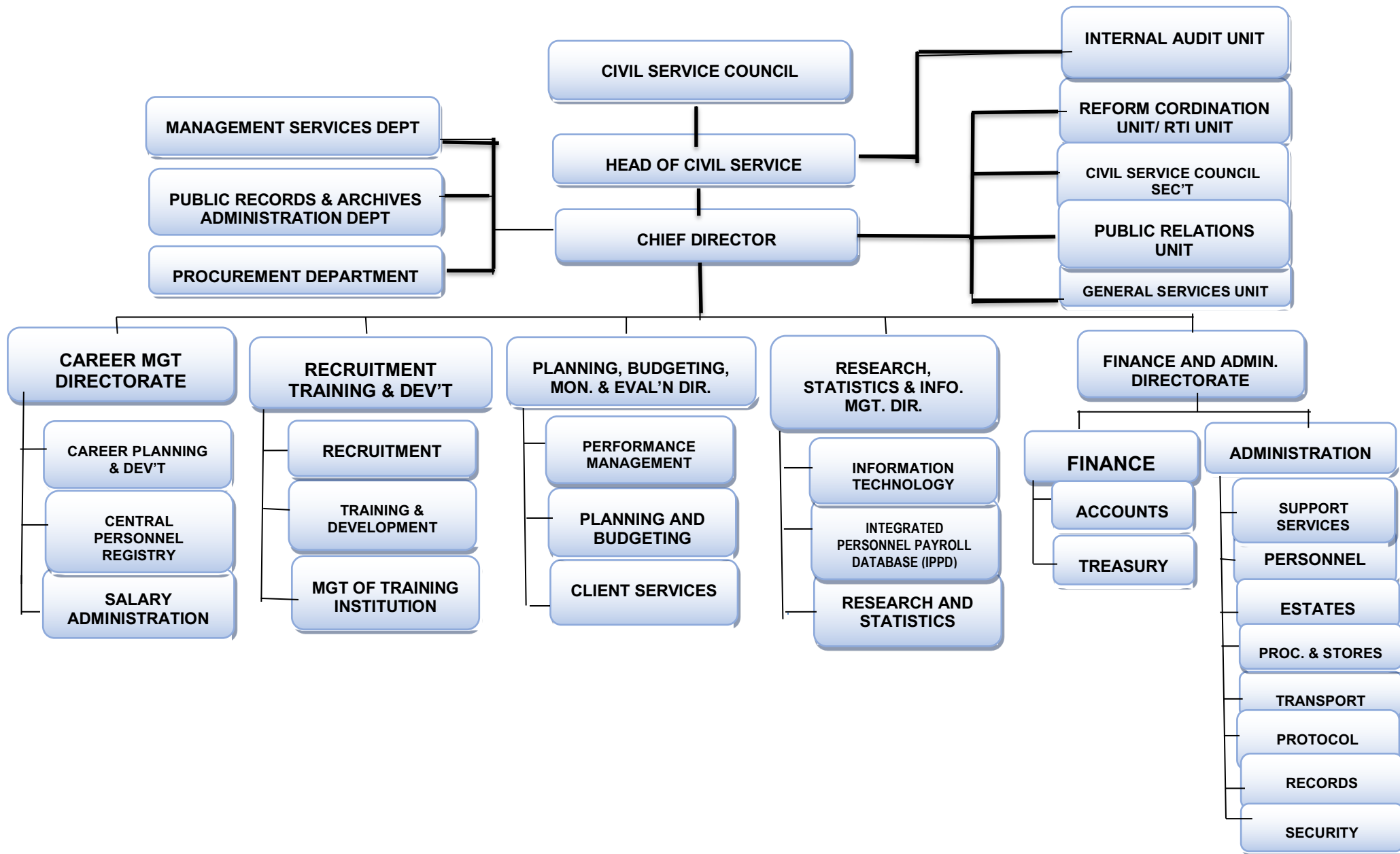
## 2.1 Description of Activities of each Directorate, Unit, Department and Training Institution

Directorate/Department/Unit	Responsibilities/Activities
FINANCE AND ADMINISTRATION DIRECTORATE	The Finance and Administration Directorate (F&A) is responsible for planning, coordinating and executing Administrative Services, Human Resource (HR) Management strategies and Financial & Accounting systems, which aim at improving efficiency and effectiveness of official work performance and financial performance compliance at the OHCS.
CAREER MANAGEMENT DIRECTORATE	The Career Management Directorate (CMD) is responsible for facilitating the career management of officers through postings, transfers, promotions, secondments and the development and review of Schemes of Service for the occupational classes in the Civil Service.

PLANNING, BUDGETING, MONITORING AND EVALUATION DIRECTORATE	The Planning, Budgeting, Monitoring and Evaluation Directorate (PBMED) is mandated to facilitate the inculcation of Performance Management values into the Civil Service through the formulation and dissemination of appropriate policy guidelines on the Performance Management System and Service Delivery for improved performance.
RECRUITMENT, TRAINING AND DEVELOPMENT DIRECTORATE	The Recruitment Training and Development Directorate (RTDD) exists to ensure the expeditious processing of recruitment of Officers into the Civil Service as well as to spearhead the training and skills acquisition of Civil Servants to deliver quality services to Government and the public.
RESEARCH, STATISTICS AND INFORMATION DIRECTORATE	The Research, Statistics and Information Management Directorate (RSIMD) is responsible for providing research, statistical information, communication as well as internet access and networking to the various Directorates of the OHCS and the Civil Service as a whole, in order to assist in policy formulation and decision making.
CIVIL SERVICE COUNCIL SEC.	The secretariat provides administrative and secretarial support for the Civil Service Council. They also facilitate the appointment and promotions of Category 'A' Posts in the Civil Service.
REFORMS COORDINATING UNIT	Facilitates the development and implementation of reform initiatives in the Civil Service and Monitor and evaluate reform programmes in the Civil Service.
INTERNAL AUDIT UNIT	The Internal Audit Unit ensures that financial, managerial and operating information provided internally and externally is accurate, reliable and timely and complies with the laws, policies, plans, standards and procedures.
PUBLIC RELATIONS UNIT	Develop, implement and review communication strategies for OHCS. The Unit also prepares publicity brochures, hand-outs and communicate client feedback on the various OHCS social media handles to management for consideration.
PROCUREMENT AND SUPPLY CHAIN MANAGEMENT DEPARTMENT	The Procurement and Supply Chain Management Department (PSCMD) is responsible for ensuring that all Government non-pay spend (Goods, works, technical service and consultancy services) are in accordance with relevant legislations
MANAGEMENT SERVICES DEPARTMENT	The Management Services Department (MSD) is mandated to undertake consultancy assignments, management reviews, operational audit and systems and operational studies of Ministries, Departments, Public

	Boards and Corporations either at the request of the MDAs, MMDAs or a superior authority
PUBLIC RECORDS AND ARCHIVES ADMINISTRATION DEPARTMENT	As mandated by the PRAAD Act 535 of 1997, the Department is responsible for managing records in all public institutions from creation to disposition and any other duties that would enhance the preservation of public records.
GOVERNMENT SECRETARIAL SCHOOL	The Government Secretarial School has a mandate of offering training for the Secretarial Staff of the Ghana Civil Service through the use of a modern and effective training environment. The school also undertakes refresher courses/on-the-job training courses for organizations; interviewing applicants for job consultancy services to organizations for testing and existing staff for promotion; and examines and awards certificates for courses and examinations conducted.
CIVIL SERVICE TRAINING CENTRE	The core mandate of Civil Service Training Centre (CSTC) is to deliver leading edge Civil and Public Service training to improve the functional effectiveness and efficiency of Civil and Public servants through adult learning approaches and activities
INSTITUTE OF TECHNICAL SUPERVISION	The Institute of Technical Supervision is mandated to train lower and middle level Technical Supervisory Management Officers within the Civil and Public Services with the vision to become a Centre of excellence in training Technical Supervisory Managers to enhance effective supervision of all government administration projects

## 2.2 OFFICE OF THE HEAD OF CIVIL SERVICE's Organogram

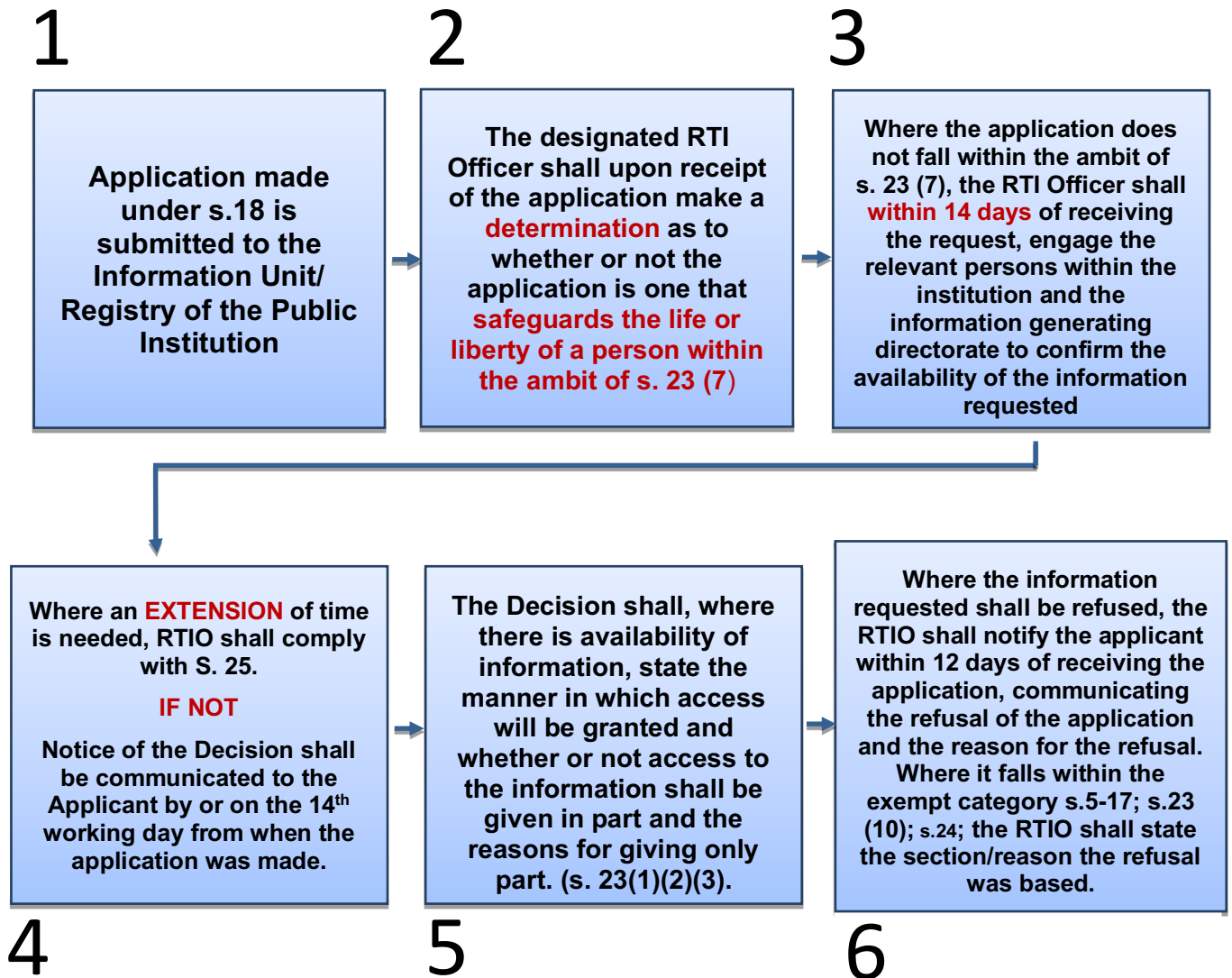




## 2.3 Classes and Types of information

<b>List of various classes of information in the custody of the institution:</b>
<ol style="list-style-type: none"> <li>1. Service wide Annual Performance Report</li> <li>2. Civil Service Week Celebration Report</li> <li>3. National Anti-Corruption Action Plan (NACAP) Annual Report</li> <li>4. Public Sector Reforms for Result Project (PSRRP) OHCS Annual Reports</li> <li>5. OHCS Medium Term Performance Report</li> <li>6. OHCS Budget Implementation Annual Report</li> <li>7. Guidelines on Appointment, Upgrading, Conversion and Promotion</li> <li>8. Posting Policy</li> <li>9. Scheme of Services for Occupational Classes</li> <li>10. Employee Handbook</li> <li>11. Guidelines on Study Leave Facilities</li> <li>12. Code of Conduct</li> <li>13. Administrative Instructions</li> <li>14. Training Calendars for ITS and CSTC</li> <li>15. Client Service Charter</li> <li>16. Management Reviews/ Organizational Arrangement Reports</li> <li>17. Organizational Structures</li> <li>18. Establishment Schedules &amp; Manuals</li> <li>19. Code of Ethics of PSCMD</li> <li>20. Guideline on the implementation of the Public Financial Management Act 2016: Act 921(Reference for principal spending officers and Principal Accountant Holders)</li> </ol>
<b>Types of Information Accessible at a fee:</b>
<ol style="list-style-type: none"> <li>1. Employee Handbook</li> <li>2. Scheme of Services for Occupational Classes</li> <li>3. Posting Policy</li> <li>4. Guidelines on Appointment, Upgrading, Conversion and Promotion</li> </ol>

### 3.0. Processing and Decision on Application – S. 23



## **4.0. Amendment of Personal Record**

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

### **4.1 How to apply for an Amendment**

- a. The application should be in writing indicating.
  - Name and proof of identity.
  - Particulars that will enable the records of the public institution identify the applicant
  - The incorrect, misleading, incomplete or the out-of-date information in the record.
  - Signature of the applicant and
- 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.

*Also, all procedure for amendment of personnel record as may apply in relevant documents in the Public Service should be followed.*

## 5.0. Fees and Charges for Access to Information

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

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, 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 (amendment of personal records)
- 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.

**6.0. Appendix A: Standard RTI Request Form**

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[Reference No.: .....]

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



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

10.	<b>Manner of Access:</b>	<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).	<b>Form of Access:</b>	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	<b>Contact Details:</b>	<input type="checkbox"/> Email Address _____ <input type="checkbox"/> Postal Address _____ <input type="checkbox"/> Tel: _____
12.	<b>Applicant's signature/thumbprint:</b>	
13.	<b>Signature of Witness (where applicable)</b>  <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>	

## **7.0. Appendix B: Contact Details of Office of the Head of Civil Service's Information Unit**

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**Name of Information/Designated Officer:**

ELIZABETH OBENG-YEBOAH

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

0302964106

**Postal Address of the institution:**

P.O. BOX M49 MINISTRIES, ACCRA

**Email Address:**

rcu@ohcs.gov.gh



## 8.0. Appendix C: Acronyms

Acronym	Literal Translation
CMD	Career Management Directorate
CSTC	Civil Service Training Center
F&A	Finance and Administration
HR	Human Resource
MDA	Ministries, Departments and Agencies
MMDAs	Metropolitan, Municipal and District Assemblies
NACAP	National Anti-Corruption Action Plan
OHCS	Office of the Head of Civil
PBMED	Planning, Budgeting, Monitoring and Evaluation Directorate
PRAAD	Public Records and Archives Administration Department
PSCMD	Procurement and Supply Chain Management Department
PSRRP	Public Sector Reforms for Results Project
RSIMD	Research, Statistics and Information Directorate
RTDD	Recruitment, Training and Development Directorate
RTI	Right to Information
S.	Section

## 9.0. 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.

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
Form of access	Manner in which information is given specified in section 28
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