

## **Government of Ghana**

Ministry of Tourism, Culture and Creative Arts (MoTCCA)

2024

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## 1. Overview

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

**1.1 Purpose of Manual** – To inform/assist the public on the organizational structure, responsibilities and activities of the Ministry of Tourism, Culture and Creative Arts and provide the types of information and classes of information available at MoTCCA, including the location and contact details of its information officers and units.

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# 2. Directorates and Departments under Ministry of Tourism, Culture and Creative Arts (MoTCCA)

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

#### **VISION**

To develop sustainable tourism pivoted on Ghanaian culture and Creative Arts as a key driver to accelerated national development.

#### **MISSION**

The Ministry exists to create a conducive environment for sustainable growth and development of Tourism, Arts and Culture to contribute enormously to GDP through effective and efficient use of appropriate policies, plans, programs and projects. It is also to develop and sustain public private partnership with the Diaspora for resource mobilization and investment.

# **Directorates and Departments under Ministry of Tourism, Culture and Creative Arts** (MoTCCA)

- Policy Planning Monitoring and Evaluation
- Research Statistics and Information Management
- 3. Human Resource Management Directorate
- 4. Finance and Administration
- 5. Internal Audit Unit
- 6. Public Affairs and Communications Unit
- 7. Client Service Unit

### Responsibilities of the Institution:

- 1. Formulate policies, plans and programs
- 2. Promulgation of legislation and regulations on Tourism, Culture and Creative Arts
- 3. Conducting research into regional and global trends in Tourism, Culture and Creative Arts

- 4. Development of the human resource within the private and public sectors
- 5. Coordination and collaboration with other government agencies and development partners
- 6. Development of policies and programs to link up with Africans including Ghanaians in the Diaspora
- 7. Monitoring and Evaluation of sector's performance.
- 8. To formulate policies that can stimulate the investment and foreign exchange required.
- 9. To co-ordinate, collaborate and forge closer links with other Government Agencies

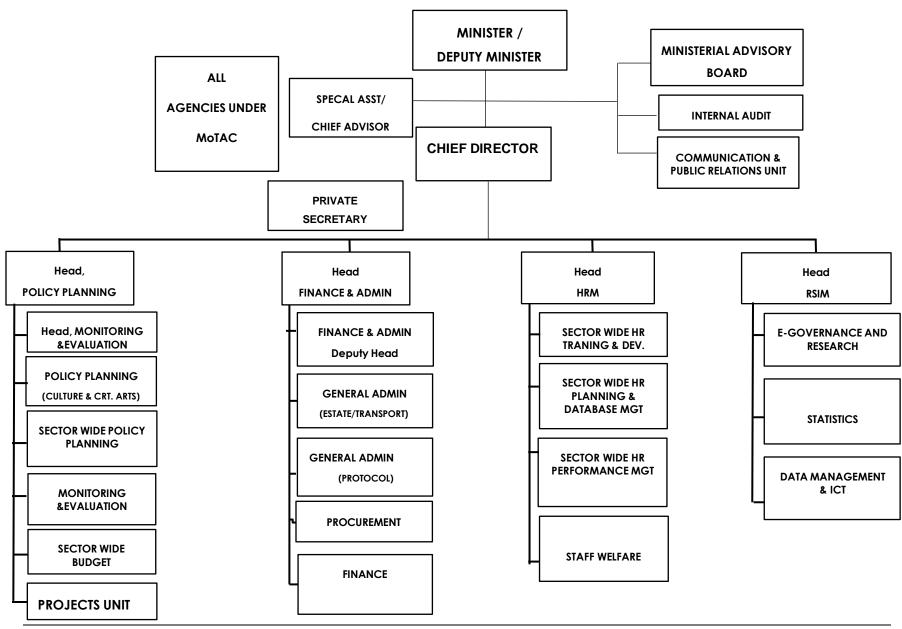
# 2.1 Description of Activities of each Directorate and Department

<Briefly list and state the activities of each directorate and Department listed above. Example, Human Resource Directorate – Responsible for ....>

Directorate/Department	Responsibilities/Activities
Policy Planning Monitoring and Evaluation (PPME)	Coordination of policy formulation, strategic planning, resource allocation and budgeting.
Research Statistics and Information Management (RSIM)	Research and information management and dissemination.
Human Resource Management Directorate (HRMD)	Ensures an effective and stable management framework consistent with the overall manpower needs of the sector.
Finance and Administration (F&A)	General administration and ensures proper financial management in compliance with regulations in administering the operations of the Ministry.

Internal Audit Unit	Ensures government resources are being safeguarded and used judiciously to attain national goals.
Public Affairs and Communications Unit (PACU)	Develops, implements and reviews communication strategies to project the Ministry's policies and initiatives.
Client Service Unit (CSU)	Provides information on the Ministry's activities to clients and the general public and obtains feedback for policy formulation.

## 2.2 Ministry of Tourism, Culture and Creative Arts's Organogram



# 2.3 AGENCIES UNDER THE MINISTRY OF TOURISM, CULTURE AND CREATIVE ARTS

#### Agencies under Ministry of Tourism, Culture and Creative Arts

- 1. Ghana Tourism Authority (GTA)
- 2. Ghana Museums and Monuments Board (GMMB)
- 3. National Theatre of Ghana (NTG)
- 4. National Commission on Culture (NCC)
- 5. Ghana Tourist Development Company (GTDC)
- 6. Kwame Nkrumah Memorial Park (KNMP)
- 7. W.E.B Du Bios Centre
- 8. Hotel Catering and Tourism Training Institute (HOTCATT)
- Bureau of Ghana Languages (BGL)
- 10. National Folklore Board (NFB)
- 11. Pan African Writers Association (PAWA)
- 12. National Film Authority (NFA)
- 13. Creative Arts Council (CAC)

#### **Ghana Tourism Authority**

#### Responsibilities of the Agency:

- The regulation of tourism enterprises namely accommodation, catering, travel and tour and charter operations through registration, inspection, licensing and classification.
- Promotion and marketing of tourism both in Ghana and abroad, including the publication of tourism publicity.

- Participating in both Local and International Fairs and Exhibitions
- Organization of Regional Tourism Awards
- Organization of Chocolate Day Celebration
- Licensing of accommodations, food and beverages establishments

- Carrying out research and studies on trends in the tourism industry both at home and abroad to aid decision and policy making.
- Facilitating the development of tourist facilities and products.
- Facilitating human resource development in the tourism industry both the public and private sectors.

- Organization of business forum and trade exhibitions
- Supports other Agencies of the Ministry to
- organize forums and other activities

#### Ghana Museums and Monuments Board

#### **Responsibilities of the Agency**

- Equipping and managing all material cultural (moveable and immovable) and natural heritage of the nation.
- Establishing, equipping and managing new museums.
- Controlling the export, import, sale and change of ownership of material cultural properties through licensing and issuance of permit.
- Establishing National register and keeping inventory of all material cultural

- Provide advisory services to institutions and individuals on programs in the heritage industry
- Support the development of private and institutional museums
- Provide cultural heritage conservation service
- Conduct archaeological surveys
- Provide specialized technical support to heritage management
- Develop Management of Conservation Plans for the

heritage

(moveable and immovable) and natural heritage of Ghana.	operation of the forts and castles in Ghana
Identifying and recommending for declaration as national monuments, structures, objects and sites of historical and cultural significance	
Undertaking research and publication of all matters relating to material cultural (movable and immovable) and natural	

National Theatre of Ghana		
Details of Activities:		
Organize Performances in the following areas		
<ul><li>Poetry shows,</li></ul>		
<ul> <li>Concert Party</li> </ul>		
<ul> <li>Wednesday Theatre</li> </ul>		
❖ Drama,		
❖ Dance		
❖ Music		

#### NATIONAL COMMISSION ON CULTURE

#### Responsibilities of the Agency:

- Initiate policies and programs for the dissemination of ideas
- Promote the evolution of an integrated National Culture.
- Translate the objectives, programs and the spirit of the democratic process into the habits of the Ghanaian people
- Seek to promote an educational system that motivates and stimulates creativity
- Establish a code of behavior compatible with Ghanaian tradition
- Promote national self-reliance and selfsufficiency
- Work in collaboration with other agencies
- Establish administrative structures and recommend the provision of funds for the implementation of cultural programs.

#### **Details of Activities**

Organize the following:

- Radio Programs on relevant customs and tradition of the people
- School outreach programs
- Training Workshops
- Talents and Skills development shows
- Debate Contest
- Cultural Awareness Day celebrations
- Promotes the consumption of Made-in-Ghana products via the media

#### **Ghana Tourist Development Company**

#### Responsibilities of the Agency:

- To promote and mobilize resources for investment in tourism undertakings and services
- To seek equity participation in joint ventures with Ghanaians as well as foreign concerns and individuals in tourist development projects.
- To provide financial and technical assistance for small businesses in the tourist industry and improve the efficiency and level of services.
- Provide a congenial and viable investment environment accessible to both foreign and local development funds.
- To ensure that sound business principles are applied to and form the basis of all investment decisions.
- To ensure that relevant and maximum competencies are installed in the management and marketing of identified ventures to ensure commercial success.
- Creatively devising a system and developing a network that brings together investors, potential ventures, finance and technical expertise for the successful implementation of projects.

- Management of some Receptive Facilities like Akim Oda Big Tree Receptive Facility, Atibie Kwahu and others
- Operations of Car Rental and Tour Services
- Major stakeholder in some hotels in Ghana

#### Kwame Nkrumah Memorial Park

#### Responsibilities of the Agency:

- · Tour guiding of visitors
- Acquisition / collection of Dr. Nkrumah's Relics
- Conservation of Nkrumah's relics for posterity
- Participation on exhibition e.g., NAFAC
- Documentation and protection of Dr. Nkrumah's personal relics

#### **Details of Activities:**

Organize the following:

- Re-enactment of Declaration of Independence
- Emancipation Day Wreath-Laying Ceremony and Colloquium in collaboration with other Agencies of the Ministry
- Participation in International World Tourism Day Celebrations
- Du Bois-Padmore-Nkrumah Annual Memorial Lectures in collaboration with other Agencies

#### W. E. B. DU BOIS Centre

#### **Responsibilities of the Agency:**

- Promote the ideals of Pan Africanism among the Diaspora and continental Africans
- Foster research and dissemination of knowledge
- To promote the constructive interaction between Africans and the rest of the world
- Encourage the appreciation and continual reevaluation of African Cultural Heritage
- Seek to illuminate the place of people of African descent
- Encourage the participation of men and women of the African Diaspora in the progress of Ghana as well as the rest of Africa

#### **Details of Activities:**

Organize the following:

- The annual Dubois-Padmore-Nkrumah Lecture series which brings speakers from Africa and Diaspora in collaboration with other Agencies of the Ministry
- Mount periodic exhibitions and performances by affiliated artists, as well as the Senior High School programs through their Pan African Clubs
- The celebration of the Black History month to recognize the achievements of blacks all over the world
- The African Union Fashion Show, Exhibition

and Craft Bazaar

#### **Hotel Catering and Tourism Training Institute**

#### Responsibilities of the Agency:

 To develop and enhance qualified manpower in the tourism and hospitality industry

#### **Details of Activities:**

- Developed Strategic Plan and Service Delivery Standard to guide training within the sector
- Recruitment of Instructors
- Admission of students
- Engagement in Publicity trough newspapers, radio, flyers and forums
- Organize training for Kitchen Staff in some MDAs

#### **Bureau of Ghana Languages**

#### Responsibilities of the Agency:

- Writing and publishing of books in the eleven Ghanaian Languages studied educational institutions
- Translation of documents from English into the Ghanaian Languages and vice versa
- Research into the various Ghanaian cultures for preservation in books films and other retrievable facilities
- Assessment, editing and proofreading of manuscripts for private authors
- Vetting of Ghanaian language publications in accordance with the correct orthography, among others

- Exhibition of Ghanaian language books during Book Fairs
- Art and Craft Bazaars
- Embark on sales of and promotion of Ghanaian language publications by moving from school to school
- Educate the masses on the Covid-19 pandemic using Ghanaian language (All the Presidential Addresses on Covid-19 and its associated Ministerial briefings by the Ministry of Information and its allied Health Ministry have

been translated into 14 Ghanaian languages)

#### **National Folklore Board**

#### Responsibilities of the Agency:

RTI Manual Template Version 1.0

- Administer, monitor and register expressions of folklore on behalf of the Republic
- Maintain a register of expressions of folklore at the Copyright Office
- Preserve and monitor the use of expressions of folklore in the Republic
- Provide members of the public with information and advice on matters relating to folklore
- Promote activities which will increase public awareness on the activities of the Board
- Promote activities for the dissemination of expressions of folklore within the Republic and abroad

#### **Details of Activities:**

- Grants permission for use of expressions of folklore outside the authorized scope (use for commercial purpose)
- Monitor the use of folklore material within and outside Ghana
- Disseminates information on folklore through the media
- Promotion of dissemination of expressions of folklore

8

#### **Pan African Writers Association**

#### Responsibilities of the Agency:

- To provide a forum for all writers of African and those of African origin
- To encourage the establishment and recognition of only one National Writers Association in each African country
- To seek and vigorously defend freedom of expression for all Africans as well as the material and spiritual interests of all African Writers Associations
- To promote literacy and eradicate illiteracy in Africa
- To encourage the inclusion of African literary works in the curriculum of educational institutions
- To promote African languages and the translation of African literature into African languages

- Organization of International Literary Workshops, Conferences and seminars
- Institution of Continental Literary Prizes
- Establishment of National Writers
   Associations and Book Clubs in the African continent
- Encouragement of Literary Exchange Programs between African Writers
- Publications of Pan African Newsletters, Journals and Collection of Creative works
- Establishment of Writers Residencies in Africa

#### **National Film Authority**

#### Responsibilities of the Agency:

- Evolve a dynamic, economically self-sustaining
- and culturally conscious film industry in the country in the national interest;
- Promote the creation of a conducive environment for the local production, distribution, exhibition and marketing of films;
- Encourage the use of films to project the identify and image of the Republic;
- Promote and facilitate co-production between local and foreign producers;
- Regulate foreign participation in the Ghanaian film industry:
- Promote the moral ethical and aesthetic values of Ghanaian society;
- Advise the Minister on matters affecting the film industry;

#### **Details of Activities:**

- Advise the minister on matters affecting the Film Industry
- Facilitate the establishment of a circuit for the distribution and marketing of Ghanaian films throughout the country and internationally
- Promote the use of films for public education on national integration, unity and cohesion, and the mobilization of the people for behavioral and attitudinal change to enhance national development
- Represent the country in its relations with other countries in matters relating to the film industry
- Set standard for training and accreditation of practitioners in the film industry
- Oversee the Film Development Fund
- Regulate the importation, distribution and marketing of foreign films

\*

NATIONAL FILM AUTHORITY – (cont'd)	Details of Activities –(cont'd)
	<ul> <li>i) Ensure the development and administration of a code of ethics for the film industry;</li> </ul>
	ii) the establishment and maintenance of a National Film Archive; iii) the maintenance of optimal technical standards for productions; and compliance with the laws regulating copyright and disbursement of royalties in conjunction with the Copyright Administrator;
	conduct or commission research that is necessary on films and the film industry in the country and the world at large;
	set standards for training and accreditation of practitioners in the film industry;
	• oversee the Film Development Fund;
	(i) act as an arbiter in disputes related to the production, distribution, exhibition and marketing of films;
	(j) promote the distribution, exhibition and marketing abroad of local films;
	<ul> <li>(k) establish a committee to pass and classify films before the films are distributed, exhibited or marketed;</li> <li>(l) register and licence</li> <li>(i) premises intended for the exhibition of films; and</li> <li>(ii) libraries and shops which sell or rent out films;</li> </ul>
	determine the registration and licensing fees to be paid with the approval of Parliament;
	discourage the exhibition of films that expose children and other vulnerable groups to physical or moral hazards;
	<ul> <li>ensure that films do not portray any race,</li> </ul>

nationality, ethnic, religious or vulnerable groups like persons with disability, the aged, women or children in a demeaning manner:

- ensure that films do not offend the sensibilities of any section of the society or arouse ethnic, social or religious misunderstanding or hostility;
- regulate the importation, distribution and marketing of foreign films;
- take steps to safeguard the interests of authors and rights owner[sic] in respect of the downloading and use of their films and related products on the internet; and exploit the potential of films as an awarenessbuilding medium to encourage the creation of a common identity for Ghanaians, Africans and people of African descent, throughout the world by
  - (i) ensuring that scripts and productions reflect the dignity and pride of African people and promote the positive aspects of their culture.
  - (ii) inculcating in citizens and the African, the spirit of heroism in persons who can serve as role models for people in different areas of human endeavour.
  - (iii) encouraging the use of local and African languages, customs, music, dance and other national symbols in film production,
  - (iv) making training institutions link up with second cycle and tertiary institutions in film education,
  - (v) facilitating the training of film practitioners [sic]; and
  - (vi) supporting the making of films that take cognisance of our positive cultural practices and Traditions.

#### **Creative Arts Council**

#### Responsibilities of the Agency:

- To help champion and develop Ghana's Creative Industry through regenerating and enriching the lives of communities
- Enhance the tourism sector
- Inspire education by developing talents and innovation
- prescribe standards for the regulation of the creative arts industry;
- create an enabling environment through direct and indirect support for arts education, artistes, creative arts practitioners and organizations nationally and internationally
- promote collaborations with institutions created for the regulation of the specific domains
- grow the creative arts industry nationally and internationally through partnership and industry development assistance that facilitates pathway and ensures that access to the market by creative arts practitioners are enhanced

- Organize the group
- Advocate for better conditions for them to operate
- Support them with training etc.
- ensure the effective organization and management of the creative arts industry; and foster an enabling environment for industry-led approaches to boost the growth and competitiveness of the creative arts industry
- advise the Minister on matters relating to standards for the regulation of the creative arts industry
- facilitate the engagement of the creative arts industry players by providing a forum for meeting with the creative arts industry operators
- encourage public and private sector interface and alignment by providing a forum for arts industry practitioners to meet with relevant public sector organisations and agencies
- promote new trends in the creative arts industry in relation to the organization and management of creative arts enterprises;
- oversee cross sector challenges as they affect the creative arts industry and manage the challenges;
- source and manage finance and investments in the creative arts sector; facilitate the

professional development of creative artistes and emerging generational talents;

- collaborate with relevant institutions to facilitate the protection of the intellectual property rights of creative artistes by organizing seminars for creative arts operators to create awareness about intellectual property rights of the operators and to facilitate the registration of the works of creative arts operators
- develop and promote a creative arts industry labour market; keep, maintain and publish a register of creative arts industry and ensure the enforcement of each of the constitutions establishing an association of creative arts operators;
- facilitate the provision of infrastructure for the development of the creative arts industry;
- undertake research and documentation with respect to the creative arts,
- facilitate the training of creative arts industry operators in the area of innovation, packaging, marketing and fund raising
- ensure the effective organization and management of the creative arts industry; foster an enabling environment for industryled approaches to boost the growth and competitiveness of the creative arts industry

## 2.4 Classes and Types of information

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

1. Human Resource

- 2. Finance
- 3. Tourism Research
- 4. Tourism Product Development (Tourist Sites etc.)
- 5. Tourism Development Projects (Marine Drive Tourism Investment Project and the Ghana Tourism Development Project)
- 6. Tourism Policies, Monitoring and Evaluation
- 7. Laws / Regulation

### Types of Information Accessible at a fee:

1. <List and Press enter for additional numbering>

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

1

Application made under s.18 is submitted to the Information Unit/
Registry of the Public Institution

2

The designated RTI
Officer shall upon receipt
of the application make a
determination as to
whether or not the
application is one that
safeguards the life or
liberty of a person within
the ambit of s. 23 (7)

3

Where the application does not fall within the ambit of s. 23 (7), the RTI Officer shall within 14 days of receiving the request, engage the relevant persons within the institution and the information generating directorate to confirm the availability of the information requested

Where an EXTENSION of time is needed, RTIO shall comply with S. 25.

#### **IF NOT**

Notice of the Decision shall be communicated to the Applicant by or on the 14<sup>th</sup> working day from when the application was made. The Decision shall where it confirms the availability of information state the manner in which access will be granted and whether or not access to the information shall be given in part and the reasons for giving only part. (s. 23(1)(2)(3).

Where the information requested shall be refused, the RTIO shall notify the applicant within 12 days of receiving the application, communicating the refusal of the application and the reason for the refusal.

Where it falls within the exempt category s.5-17; s.23 (10);s.24; the RTIO shall state the section/reason the refusal

was based.

4

5

6

### 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. Fees and Charges for Access to Information

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

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, a reasonable transcription cost may be requested by the Information Officer. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

#### Under Section 75 (2), fees are not payable for:

- reproduction of personal information
- information in the public interest
- information that should be provided within stipulated time under the Act
- an applicant who is poor or has a disability
- time spent by the information officer in reviewing the information
- time spent by the information officer to examine and ensure the information is not exempt
- preparing the information

Section 76 subjects the retention of charges received by a public institution to the Constitution. Thus, a public institution is authorized to retain charges received under the Act to be used only to defray expenses incurred by the public institution in the performance of functions under the Act and be paid into a bank account opened for the purpose with the approval of the Controller and Accountant-General.

# 6. Appendix A: Standard RTI Request Form

[Reference No......] APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO **INFORMATION ACT, 2019 (ACT989)** 

RTI Manual Template Version 1.0

Name of Applicant:

1.

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

		Viewing / Listen Written Transcript
		Translated (specify language)
10 (a).	Form of Access:	Hard copy Electronic copy Braille
11.	Contact Details:	
		Email Address
		Postal Address
		Tel:
12.	Applicant's signature/thumb	print:
13.	3. Signature of Witness (where applicable)  "This request was read to the applicant in the language the applicant understands and the applicant appeared to	
	have understood the content of the request."	

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

# Name of Information/Designated Officer:

Martha Kakra Donkor

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

0249299098

## Postal Address of the institution:

Ministry of Tourism, Culture and Creative Arts P.O. Box GP 4386, Accra, Ghana

# 8. Appendix C: Acronyms

Instructions: Provide a list of acronyms and associated literal translations used within the manual. List the acronyms in alphabetical order using the table below.

Table 1 Acronyms

Acronym	Literal Translation
RTI	Right to Information
MDA	Ministries, Departments and Agencies
S.	section
MMDAs	Metropolitan, Municipal and District Assemblies
BGL	Bureau of Ghana Languages
CAC	Creative Arts Council
CSU	Client Service Unit
F&A	Finance and Administration
GMMB	Ghana Museums and Monuments Board
GTA	Ghana Tourism Authority
GTDC	Ghana Tourist Development Company
HOTCATT	Hotel Catering and Tourism Training Institute
HRMD	Human Resource Management
KNMP	Kwame Nkrumah Memorial Park
NCC	National Commission on Culture
NFA	National Film Authority
NFB	National Folklore Board
NTG	National Theatre of Ghana
PACU	Public Affairs and Communication Unit
PAWA	Pan African Writers Association
PPME	Policy Planning Monitoring and Evaluation
RSIM	Research Statistics and Information Management

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