



GOVERNMENT OF GHANA

MINISTRY OF WORKS AND HOUSING
(MWH)

RIGHT TO INFORMATION MANUAL

2023

Table of Contents

Table of Contents.....	i
1.0 Overview.....	1
2.0 Directorates and Departments under the Ministry of Works and Housing (MWH)	2
2.2 Description of Activities of each Directorate and Units	3
2.3 Ministry of Works and Housing's Organogram.....	7
2.4 DEPARTMENTS AND AGENCIES UNDER MINISTRY OF WORKS AND HOUSING.....	8
2.5 Classes and Types of information.....	13
3.0 Processing and Decision on Application – S. 23	14
4.0 Amendment of Personal Record	15
4.1 How to apply for an Amendment	15
5.0 Fees and Charges for Access to Information.....	16
7.0 Appendix A: Standard RTI Request Form	17
6.0 Appendix B: Contact Details of MWH's Information Unit.....	20
7.0 Appendix C: Acronyms	21
8.0 Appendix D: Glossary	22

1.0 Overview

- This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President of the Republic, Nana Addo Dankwa Akuffo-Addo. The Act gives substance to the constitutional right to information provided in Article 21 (1) (f) of the Constitution, which gives citizens the qualifications and conditions to access official information held by government institutions.

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

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

2.0 Directorates and Departments under the Ministry of Works and Housing (MWH)

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

VISION

Robust and sustainable Development of Public Works and Housing.

MISSION

The Ministry of Works and Housing exists to formulate, monitor, and evaluate the implementation of policies, plans, and programs. This function is necessary for the sustainable management of public landed properties, drainage, coastal protection works, and operational hydrology as well as to secure safe, decent, and affordable housing for the citizens.

2.1 Directorates And Units under Ministry of Works and Housing (MWH)

DIRECTORATES

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

Responsibilities of the Institution:

In line with Sections 11 and 13 of the Civil Service Act 1993 (PNDCL 327) and by executive instrument (EI 28,2017), the Ministry of Works and Housing is mandated to initiate and formulate policies for the Works and Housing sector, as well as coordinate, monitor, and evaluate the implementation of plans, programs, and performance for national development.

Specifically, the Ministry performs the following functions;

- (a) Initiate and formulate housing and works policies taking into account the needs

- and aspirations of the people.
- (b) Collaborate with MDAs to effectively disseminate information about Government policies, programs and activities of the sector.
 - (c) Coordinate, monitor and evaluate the efficiency and effectiveness of the performance of the Works and Housing Sector.
 - (d) Develop appropriate regulations to stimulate competition;
 - (e) Develop policies to build capacity for the sector;
 - (f) Exercise oversight responsibility over the construction and maintenance of central strategic facilities;
 - (g) Create an enabling environment to support government businesses and public-private partnerships within the sector.
 - (h) Promote innovation, research and development, training, and investment in the sector
 - (i) Support creative and innovative research in the production and use of local building materials.
 - (j) Promote optimum peaceful co-existence of Landlords and Tenants through education and reconciliation
 - (k) Monitor and evaluate the implementation of policies and the performance of the sector.

2.2 Description of Activities of each Directorate and Units

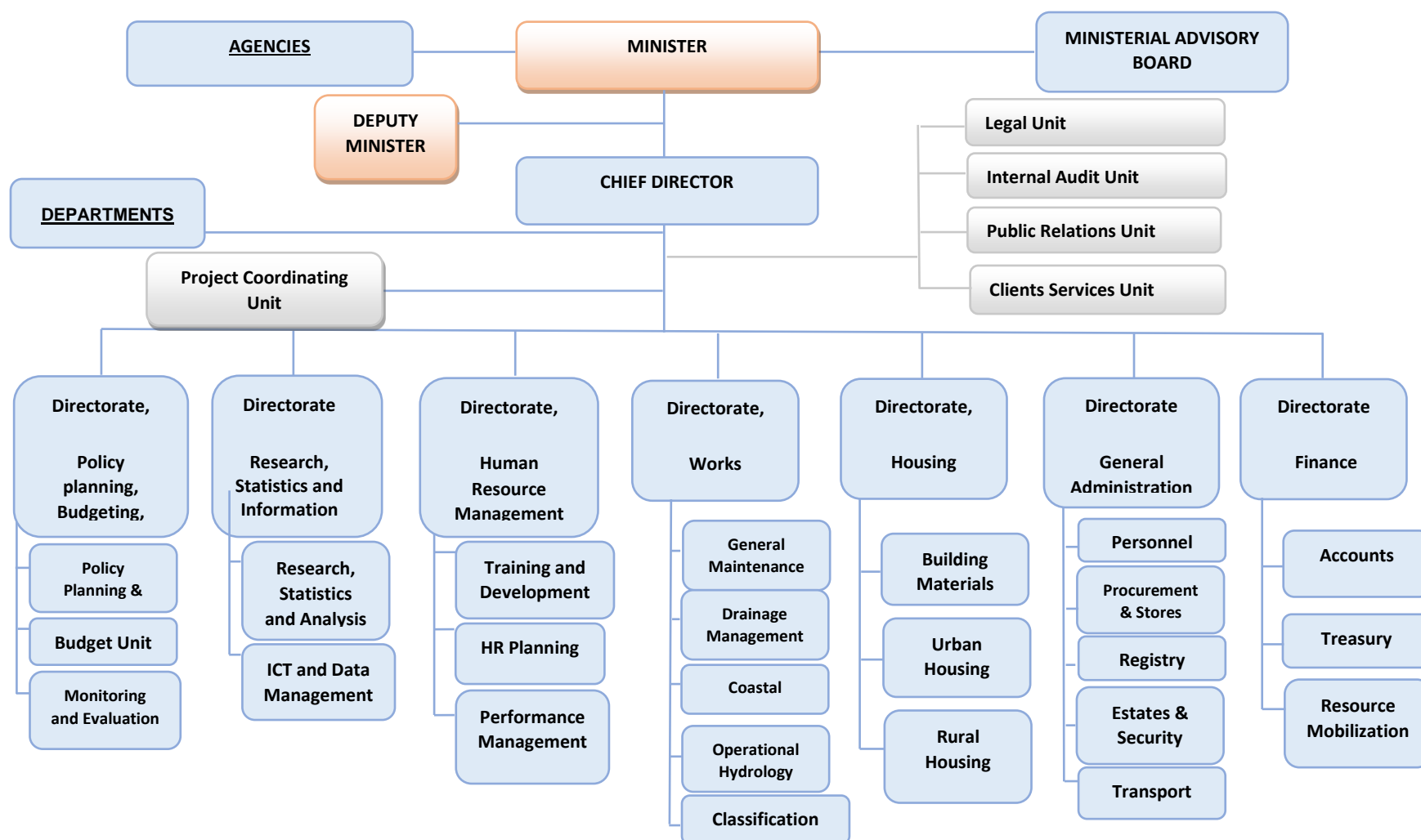
Directorate	Responsibilities/Activities
General Administration (GA)	<p>The Directorate provides administrative, managerial, secretarial, logistical and maintenance support to ensure the attainment of organizational goals.</p> <p>The Directorate further ensures that services and facilities necessary to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

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

	It has five (5) functional areas comprising Operational Hydrology, Maintenance, Coastal Protection, Drainage, and Contractor's Classification Units.
Housing (H)	<p>The Housing Directorate provides technical and professional advice and services. It also works with the PPBME Directorate to develop policies, plans, programs, and projects and monitor their implementation to facilitate the provision of safe, adequate, and decent housing.</p> <p>It has three (3) functional areas; Urban Housing, Rural Housing, and Building Materials Units.</p>
Finance (F)	<p>The Directorate deals mainly with general accounting and the disbursement of the Ministry's approved budget. It also safeguards the interest of the ministry in all financial transactions relating to revenue and expenditure and ensures good financial administration.</p> <p>The Finance Directorate has three (3) functional areas; General Accounts, Treasury, and Resource Mobilization units.</p>

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

2.3 Ministry of Works and Housing's Organogram



2.4 DEPARTMENTS AND AGENCIES UNDER MINISTRY OF WORKS AND HOUSING

Agencies under MWH
<ol style="list-style-type: none"> 1. TDC DEVELOPMENT COMPANY LIMITED (TDC) 2. ARCHITECT REGISTRATION COUNCIL (ARC) 3. STATE HOUSING COMPANY LIMITED (SHC) 4. DEPARTEMNT OF RURAL HOUSING (DRH) 5. RENT CONTROL DEPARTMENT (RCD) 6. PUBLIC SERVANTS HOUSING LOANS SCHEME BOARD (PSHLSB) 7. HYDROLOGICAL SERVICES DEPARTMENT (HSD) 8. ENGINEERING COUNCIL (EC) 9. ARCHITECTURAL AND ENGINEERING SERVICES LIMITED (AESL) 10. PUBLIC WORKS DEPARTMENT (PWD)

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

<ul style="list-style-type: none"> h. Preparation of Lease Document; i. Processing of Additional Land Application; j. Revision of Layout; k. Processing of Change of Land use; l. Preparation of Reminders & rate Revision Notices: and m. Lease Surrender & Renewal 	
--	--

ARCHITECT REGISTRATION COUNCIL (ARC)	
Responsibilities of the Council: <p>The council is to prescribe or approve courses of study for, and the conduct and standards of qualifying examinations for registration as a registered architect under this.</p>	Details of Activities: <p>Improvement of management performance through highly skilled and motivated employees, as well as an efficient administration and information management system for the architectural profession and public security</p>

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

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

RENT CONTROL DEPARTMENT (RCD)	
<p>Responsibilities of the Department:</p> <p>To manage and regulate the private housing industry in Ghana with cooperation from private landlords and tenants and to promote optimum peaceful co-existence through education and reconciliation and by the implementation of the Rent Laws.</p>	<p>Details of Activities:</p> <p>Assess recoverable rent of any premises on an application made by a landlord, tenant, or person interested in the premises.</p> <p>Investigate complaints by a landlord against a tenant in respect of rent arrears and complaints by a landlord, tenant, or person interested in the premises against any person in respect of any other matter mentioned in the Rent Act and decide thereon.</p> <p>Investigate and determine any matter relating to the Rent Act by the Minister or a Rent Magistrate.</p> <p>Prepare rent register.</p>

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

HYDROLOGICAL SERVICES DEPARTMENT (HSD)	
Responsibilities of the Department: <p>HSD is responsible for the protection of the coastline from coastal erosion, flooding and other coastal-related issues.</p>	Details of Activities: <p>Management of urban stormwater drainage system to mitigate the effect of floods and improve sanitation in urban areas by undertaking engineering surveys and designing stormwater drainage system.</p> <p>Organizing and supervising National Flood Emergency Relief Programs.</p>

ENGINEERING COUNCIL (EC)	
Responsibilities of the Council: <p>The council is to regulate and secure the highest professional standards in the practice of Engineering in the country.</p> <p>Approved provisional charges for the registration of engineering practitioners and firms</p>	Details of Activities: <p>The council is to effectively promote the advancement of science, engineering technology and create confidence within society through the regulation of the standard of engineering practice and the licensing of competent institutions and professional bodies to uphold the standards.</p>

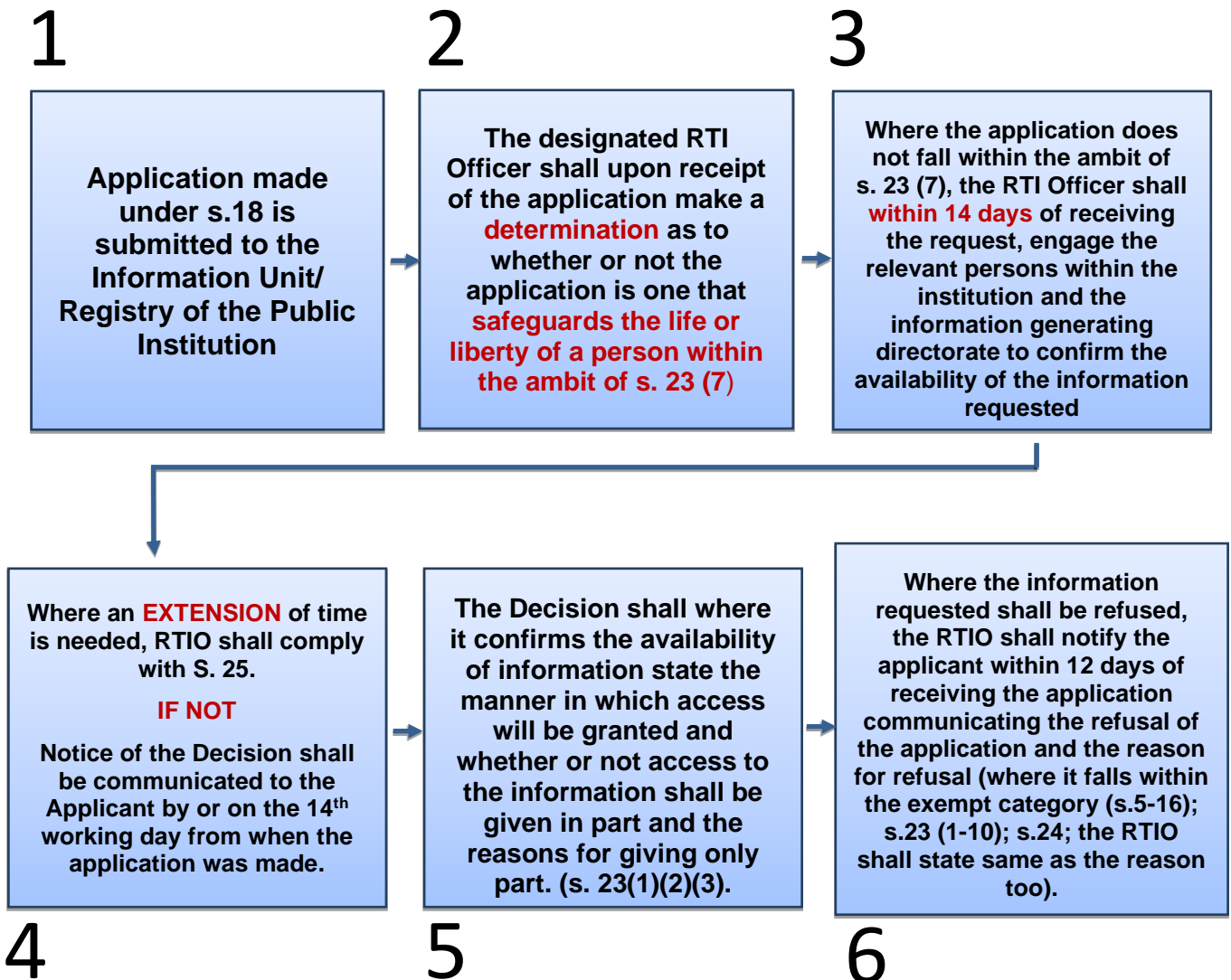
ARCHITECTURAL AND ENGINEERING SERVICES LIMITED (AESL)	
Responsibilities of the Department: <p>AESL has provided services in the design as well as construction supervision of various clients.</p> <p>Valuation of properties for Clients as SSNIT, SIC, GOIL and various other institutions and individuals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

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

2.5 Classes and Types of information

List of various classes of information in the custody of the institution:
<ol style="list-style-type: none"> 1. Policy Papers 2. Projects on Drainage 3. Projects on Sea Defense 4. Projects on Housing 5. Contractors' Classification 6. Procurement of Goods and Services, Works and Consultancy 7. Speeches
Types of Information Accessible at a fee:
<ol style="list-style-type: none"> 1. Policy Papers 2. Projects on Drainage 3. Projects on Sea Defense 4. Projects on Housing 5. Contractors' Classification 6. Procurement of Goods and Services, Works and Consultancy 7. Speeches <ul style="list-style-type: none"> ▪ Where a request is made for information to be provided in a language other than the language in which the information is held. ▪ When a request is made for written transcript of the information held by MWH. ▪ Where a request is made for information to be provided in a conversion of reformatting. s (75) (3,4,5) of RTI Act 989.

3.0 Processing and Decision on Application – S. 23



4.0 Amendment of Personal Record

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

4.1 How to apply for an Amendment

- a. The application should be in writing indicating;
 - Name and proof of identity.
 - Particulars that will enable the records of the public institution 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

5.0 Fees and Charges for Access to Information

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

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When 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 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.

7.0 Appendix A: Standard RTI Request Form

[Reference No.:]

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



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

10.	Manner of Access:	<input type="checkbox"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input 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>	

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

Name of Information/Designated Officer:

Elvis Adjei-Baah

Telephone/Mobile number of Information Unit:

0249532984

Postal Address of MWH:

P. O. BOX, M43
MINISTRIES
ACCRA

7.0 Appendix C: Acronyms

Table 1 Acronyms

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

8.0 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.

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>