



Government of Ghana

Right to Information Manual

VOLTA RIVER AUTHORITY (VRA)

2021

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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 [Volta River Authority \(VRA\)](#) and provide the types of information and classes of information available at VRA, including the location and contact details of its Information Officers and unit.

2. Directorates and Departments under Volta River Authority (VRA)

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 be A Model of Excellence for Power Utilities in Africa

MISSION

We exist to power economies and raise the living standards of the people of Ghana and West Africa. We supply electricity and related services in a reliable, safe, and environmentally friendly manner to add economic, financial and social values to our customers and meet stakeholders' expectations.

Directorates and Departments under VOLTA RIVER AUTHORITY (VRA)

• Corporate Office

1. Internal Audit
2. Corporate Strategy

• Engineering & Operations Branch

3. Engineering Services
4. Hydro Generation
5. Technical Services
6. Commercial Services
7. Thermal Generation (SBU)
8. Environment & Sustainable Development

• Services Branch

9. Human Resources
10. Real Estate & Security Services
11. Legal Services
12. VRA Academy

• Finance Branch

13. Finance

<p>14. Procurement</p> <p>15. Management Information Services</p> <p>16. Investment</p>
<p>The Authority's primary function is to generate and supply electrical energy for industrial, commercial and domestic use in Ghana. VRA is also responsible for safe-guarding the health and socio-economic well-being of inhabitants of the communities alongside the lake, and management of any incidental issues, including maintenance of the environment. The Authority also provides other ancillary services through its subsidiaries.</p>

2.1 Description of Activities of each Directorate and Department

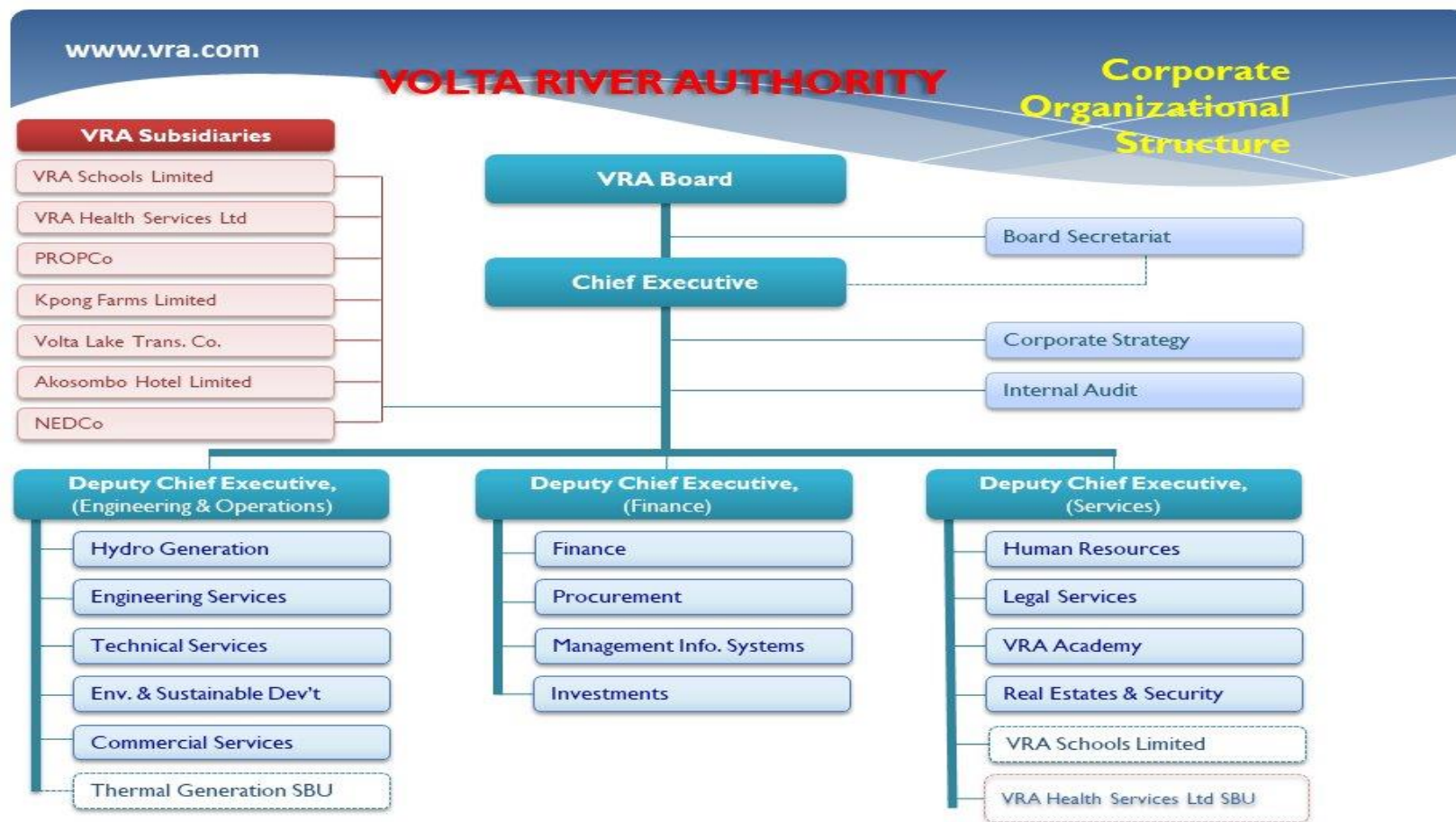
Directorate/Department	Responsibilities/Activities
1. Internal Audit	To enhance and protect the Authority's value by providing independent risk-based and objective assurance, advice and insight to the VRA Board and Management to improve the operations of the Authority and its Subsidiaries. This is done through a systematic and disciplined evaluation approach, which seeks to help the Authority accomplish its objectives and improve the effectiveness of risk management, control and governance processes.
2. Engineering Services	To provide timely and competitively priced engineering services to VRA Departments/ Business Units in the areas of planning, designing, construction, project management and other engineering activities.
3. Hydro Generation	To operate, maintain and manage the Authority's hydro and Solar PV generating facilities to produce good quality, cost-effective and reliable electrical energy.
4. Technical Services	To provide best practices in project management support and power systems monitoring services while ensuring a safe and efficient operations of VRA's generating facilities. The Department is also

	responsible for the management of the Authority's knowledge assets to create a learning organization and maintain a buffer of experienced technocrats to provide technical support to the core operational Departments in accordance with standard safety procedures and further promote safety awareness and practices in the Authority.
5. Environment & Sustainable Development	To monitor and co-ordinate programmes to mitigate the impact of the Authority's operations on the environment and surrounding communities.
6. Thermal Generation (SBU)	To produce electric power in a safe, efficient, reliable and profitable manner with due regard to environmental integrity, by developing and utilizing flexible, technically capable and highly motivated workforce, to meet customer demands and satisfaction.
7. Commercial Services	To lead the commercial operations of VRA's power business. This includes negotiating and administering Power Sale and Purchase Agreements (PSPAs), Gas Sales Agreements (GSAs), maintaining relationships with customers, regulators and other stakeholders, as well as securing new markets and business opportunities to enhance profitability and consolidate VRA's position as a market leader.
8. Human Resources	To provide leadership in the recruitment, development, welfare and retention of the human capital through the formulation and implementation of appropriate organisational structures, policies and processes to ensure the attainment of the Authority's business objectives.
9. Real Estate & Security Services	To plan, acquire, develop, maintain and manage the real estates, townships and associated facilities of the Volta River Authority in a profitable manner as well as provide security and fire protection services to all institutional assets and

	their occupants at all times in a cost-effective, efficient and reliable manner.
10. Legal Services	To provide effective legal services and advice to the Authority and its subsidiaries in a cost-effective manner, to ensure that the Authority and its subsidiaries have adequate legal protection in all their operations.
11. VRA Academy	To provide a platform for structured and systematic learning and development for staff of VRA, as well as other power utility companies in Ghana, West Africa and beyond, while generating income for the Authority.
12. Finance	To provide excellent financial services for the effective management and control of resources of the Authority. To also provide external financial and business consultancy services to the Authority's Subsidiaries and Network Businesses and to maintain proper accounting records for all the Authority's financial transactions in line with generally accepted principles and standards.
13. Procurement	To provide professional, transparent, auditable, efficient, legally acceptable and timely procurement services to Clients in a manner that optimises value for money whilst setting standards for other procurement entities in Ghana and Africa.
14. Management Information Services	To facilitate the achievement of the Authority's business objectives by providing timely, cost-effective and reliable Information Technology (IT) services and value-adding solutions to Departments/ Business Units.
15. Investment	1. To provide strategic leadership, direction, coordination and monitoring of the activities of the VRA Subsidiaries and Strategic Business Units (SBUs), and

	2. To secure the best investment return to the Authority
16. Corporate Strategy	To assist the Executive to formulate, implement, monitor and evaluate the Authority's Strategy and associated risks.

2.2 VOLTA RIVER AUTHORITY's Organogram



2.3 AGENCIES (SUBSIDIARIES) OF VOLTA RIVER AUTHORITY

Agencies (Subsidiaries) under Volta River Authority
<ol style="list-style-type: none"> 1. Northern Electricity Distribution Company (NEDCo) 2. Akosombo Hotel Limited (AHL) 3. VRA Health Services Limited (VHSL) 4. Property Holding Company (PROPCo) 5. Volta Lake Transport Company (VLTC) 6. Kpong Farms Limited (KFL) 7. VRA International Schools (VISL)

1. Northern Electricity Distribution Company (NEDCo)	
<p>Responsibilities of the Agencies (Subsidiary):</p> <p>To supply safe and reliable electricity to homes and businesses in northern Ghana and neighboring countries in a commercially viable manner</p>	<p>Details of Activities:</p> <p>Distributes electricity in the Upper East, Upper West, North East, Savannah, Northern, Bono, Bobo East, Ahafo, parts of Oti, Ashanti and Western North regions of Ghana.</p>

2. Akosombo Hotel Limited (AHL)	
<p>Responsibilities of the Agency (Subsidiary):</p> <p>To own, operate, manage hotel, tourist facilities and resorts</p>	<p>Details of Activities:</p> <p>AHL runs a three-star hotel, restaurant, accommodation, modern facilities, and pleasure activities (Dodi Princess 11 and Dodi Island) on and around the Volta Lake for profitability.</p>

3. VRA Health Services Limited (VHSL)	
<p>Responsibilities of the Agencies (Subsidiary):</p> <p>To provide and maintain a cost-effective health delivery system that adequately caters for the health needs of staff and their families, retirees, and inhabitants of areas affected by the operations of the Authority and other persons and/ or organisation.</p>	<p>Details of Activities:</p> <ol style="list-style-type: none"> 1. They are established to safeguard the health and safety of VRA employees, their families and dependents, the inhabitants of the Akosombo Township and lake areas/Aboadze/Akuse/Accra. 2. VHSL also provides social responsibility for communities alongside the river banks and those impacted by VRA's operations. 3. Provides general OPD and specialists services to the general population. 4. VHSL also manages the health policy of the authority and serves as an advisory institution on health-related matters for the executive and management of VRA

4. Property Holding Company (PROPCo)	
<p>Responsibilities of the Agencies (Subsidiary):</p> <p>To own, hold and manage efficiently the commercial real estate assets of the Volta River Authority</p>	<p>Details of Activities:</p> <ol style="list-style-type: none"> 1. Property Development and Investment 2. Property Services 3. Property and Facilities Management 4. Hospitality Services 5. Professional and Corporate Real Estate Services

5. Volta Lake Transport Company (VLTC)	
<p>Responsibilities of the Agency (Subsidiary):</p> <p>To operate river transportation for passengers, bulk haulage of petroleum products and significant quantities of cement, and cross-lake ferry services along the Volta Lake.</p>	<p>Details of Activities:</p> <ol style="list-style-type: none"> 1. To operate as public carriers of all forms of water-borne transport including hovercraft, for persons and/or freight on the Volta Lake. 2. To act as ship owners, charterers, warehouseman, storekeepers, bailees, wharfingers, lighter men, and stevedores. 3. In addition, to operate other forms of transport including rail and road transport as may be necessary for or ancillary to the business of the company.

6. Kpong Farms Limited (KFL)	
<p>Responsibilities of the Agency (Subsidiary):</p> <p>Carries out mechanized commercial farming, agro-processing and provision of machinery services.</p>	<p>Details of Activities:</p> <ol style="list-style-type: none"> 1. Harness the Volta Lake to irrigate the fields for rice cultivation, processing and marketing.

7. VRA International Schools Limited (VISL)	
<p>Responsibilities of the Agency (Subsidiary):</p> <ol style="list-style-type: none"> 1. To provide pre-tertiary education within the Ghana Education Service (GES) context leading to the award of West African Examinations Certificates (WASSCE/BECE) 2. To provide the Cambridge International Examinations (Cambridge 'O' Level certificate) and the Scholastic Aptitude Test (SAT) 	<p>Details of Activities:</p> <ol style="list-style-type: none"> 1. To provide best quality and affordable pre-school, first and second cycle education to children within the operational areas of the VRA and beyond, and to progressively become a viable stand-alone entity capable of accomplishing its mandate on sound commercial basis.

2.4 Classes and Types of Information

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

COMMERCIAL SERVICES DEPARTMENT

- Power Sales Purchase Agreements
- Regulated and Deregulated Customer Tariff Proposals
- VRA Hedging Policy Statement and Proposals
- Power Billing
- Summary of Supply
- Demand and Commercial Analysis Regarding VRA LNG Import Project
- Natural Gas Supply
- Ghana Gas
- Ghana National Petroleum Company (GNPC)
- Oil and Gas
- VRA Electricity Imports/ Exports/ Crude Oil and Gas Imports
- World Cool Limited
- Tariff Adjustment Proposals
- VRA Hedging Policy Statements and Proposals
- West African Power Pool
- 450 WAPP Domunli Power Project

- Green Source
- EDF Project
- Wind Energy Project
- Coal-fired Power Plant (2*350 MW) between VRA and Shenzhen
- Consultancy Services

HUMAN RESOURCES DEPARTMENT

- Compensation Data
- Correspondence with customers and vendors
- Administrative Correspondence (pertaining to formulation, planning, implementation, modification, redefinition of programs, services, projects and the regulations, policies and procedures that govern them)
- General Correspondence (non-administrative)
- Disciplinary Report
- Employee demographic records
- Employment applications
- HR Annual Performance Reports
- Payroll records & summaries including expense reports and records related to employee leave, Personnel files, terminated employees
- Program and/or project files (not grant specific)
- Query Letters
- Report on Measures to Promote Health & Well-being of Staff
- Retirement and pension records including Summary Plan Descriptions
- Service Level Agreement (SLA)
- Staff Annual Performance Report

HYDRO GENERATION DEPARTMENT

- Correspondence
- Plant & Departmental Reports
- Policy Document
- Incident Report
- Initial Project Briefs
- Service Level Agreements
- Evaluation/Process layout/drawing
- Technical Instruction & Methodology (TIMS 2)
- Work Safety, Documents (Risk Assessment report etc.)
- Operating Procedures (OTO etc.)
- Operation Reports
- Operating Manuals

- Operating Drawings
- Station & Event Logs
- Enterprise Asset Management (EAM) Reports
- Inventory logs via EAM
- Material Safety Data Sheets (MSDS)
- Goods Receipts
- Request for Quotations (RfQs)
- Purchase Order
- Technical Instruction & Methodology (TIMS 1a & 1b)
- Maintenance Procedure
- Maintenance Manuals
- Completion and Commissioning Reports
- Progress Reports & Test Results
- Electrical and Mechanical Drawings
- Equipment Drawings
- Daily Maintenance Activity Logs

INTERNAL AUDIT DEPARTMENT

- Internal Audit Notice
- Internal Audit Special Reports
- Operational documents: Internal Audit Manual, Internal Audit Charter, Reports, Other Correspondences

LEGAL SERVICES DEPARTMENT

- Agreements
- Deeds
- Tenancy Agreements
- Contracts
- Projects

PROCUREMENT DEPARTMENT

- Contracts Awarded
- ETC Minutes (In Minutes Book)
- Procurement Plan
- Solicitation Documents: Tender Documents, Expression of Interest, Request for Proposals/Quotations
- Supplier database (on System, i.e., Oracle)

ENVIRONMENT & SUSTAINABLE DEVELOPMENT DEPARTMENT

- Aquaculture Development Framework & Guidelines document
- Aquatic weeds management
- Clients/Companies Business Profiles
- Community development programme
- Contract document with Environmental consultants'/Contractors
- Corporate Social responsibility Actions
- Data on Pest Control & Disinfestations
- Diving Manuals & Brochures
- EIA Reports for power and non-power facilities
- Environmental auditing reports
- Environmental management plans
- Environmental policies & procedures
- Environmental Sustainability reports
- EPA Certificates
- Greenhouse Gas inventory Reports
- List of aquaculture developers
- Marine Fuel usage
- Material Data Sheets
- Other Administrative Reports (Weekly, Monthly, Budgets & Expenditures, Fuel Supplies/Usage etc.)
- Safety & Security Incident Reports
- Survey Maps/Plans
- Tree Planting & Reforestation Programmes
- Vessels & Equipment Hiring Prices & Terms/Conditions
- Vessels & Stores Inventories
- Vessels Movements Logbooks & Engineer's Logbooks
- Vessels, Dredge, Excavators, Other Equipment & Floating Crafts Manuals
- Vessels/Floating Crafts Condition Survey & Valuation Reports
- Yacht's Visitors Logbooks

REAL ESTATE & SECURITY SERVICES DEPARTMENT

- Acquisitions
- Recreational Centres
- Town management
- Projects
- Leases
- Compensations

- Reports
- Housing
- Resettlement
- Tenancy agreements

TECHNICAL SERVICES DEPARTMENT

- Safety policy
- Corporate health and safety handbook
- Standard protection code
- Safety audit reports
- Fire safety audit reports
- Staff safety training/meeting records
- Contractor's Health and Safety Manual
- Emergency response plans
- Incidence register
- Incident investigation reports
- Legal compliance register
- Safety culture survey reports
- Central Safety Committee safety review
- Technical audit reports
- List of Standards used to carry out technical audits
- Technical audit policies and procedures
- Local Content Policy
- 11kV Distribution Service Manual
- Transport policy and procedures
- Accident investigation reports

THERMAL GENERATION

- Work safety documents
- Operating procedures
- Operating Manuals
- Proprietary operating drawings
- Working Instructions
- Maintenance procedures
- Work completion reports

- Proprietary sectional drawings
- Proprietary process drawings
- Goods Receipt inspection sheets
- Material Safety Data Sheets
- Commercial and shipping Invoices
- Waybills
- Inventory log via Oracle EAM
- Purchase Orders
- Evaluation and tender reports
- RfQs
- Services completion Reports.

MANAGEMENT INFORMATION SERVICES DEPARTMENT

- General administration
- Reports- Audit, Annual, Monthly, Adhoc
- IT Projects
- Publications & Subscriptions
- Telex
- Software Licence and Subscriptions
- Contracts and Service Level Agreements
- IT Vendors - OEMs
- Service Providers, O
- EM Authorized Dealers
- Employee Management - Training, Assessment etc.,
- IT Asset Inventory - Software, Devices, etc.,
- IT Acts and Regulations
- Procurement - purchase for Corrective and Preventative Maintenance of IT Infrastructure

CORPORATE STRATEGY DEPARTMENT

- Corporate Plan
- Performance Contract
- Corporate Performance Monitoring & Evaluation Report (Quarterly)
- Audited Financial Statement
- Corporate Budget
- Annual Work Program
- Integrated SOE Database forms
- VRA Strategic Risk Management Register
- VRA Risk Mitigation Monitoring Reports

- Departmental Balanced Scorecard Performance Report (2016 to 2021)
- Departmental Balanced Scorecard Performance Results (2016 to 2021)
- Balanced Scorecard Report for VISL, VHSL and PROPCo 2016 to 2021
- Balanced Scorecard Results for VISL, VHSL and PROPCo 2016 to 2021
- Corporate Balance Scorecard Performance Results (2018 to 2021)
- Departmental Annual Business Plans (2013 to 2017)

INVESTMENT DEPARTMENT

- Project Information Memorandum (PIM)
- Presentation/ Teaser
- Business Plan
- Business/Financial Model
- Expression of Interest (EOI)
- Request for Proposal (RFP)
- Evaluation Report- EOI & RFP
- Valuation Report
- Due Diligence Report
- Operating and Financial Reports
- Audited Financial Reports
- Operating and Financial Monitoring and Evaluating Spreadsheet
- Monthly Reports
- Quarterly Reports
- Annual Reports

Types of Information Accessible at a fee:

Will be determined on a case-by-case basis

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 [Volta River Authority](#). To request for information under the RTI Act from the [Volta River Authority](#), 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 [Volta River Authority](#) 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 [Volta River Authority](#)'s official website or the Ministry of Information website.

- b. In making the request, the following information must be provided:
 - Date of the Application.
 - Name of the applicant or the person on whose behalf an application is being made.
 - Name of the organization represented by the applicant.
 - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
 - Brief description of information being sought. (Applicants 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 understands 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. Applicants should, however, note that the time limit does not apply to applications transferred to another public institution or which have 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:	Individual <input type="checkbox"/>	Organization/Institution	<input type="checkbox"/>
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	<input type="checkbox"/> National ID Card	<input type="checkbox"/> Passport	<input type="checkbox"/> Voter's ID
		<input type="checkbox"/> Driver's License		
8 (a).	Id. No.:			
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):			

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

6. Appendix B: Contact Details of VRA's Information Unit

Name of Information/Designated Officer:

Samuel deGraft-Johnson

Telephone/Mobile number of Information Unit:

0575423334

Postal Address of the institution:

P.O.BOX MB77, ACCRA, GHANA

7. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
AHL	<i>Akosombo Hotel Limited</i>
KFL	<i>Kpong Farms Limited</i>
MDA	<i>Ministries, Departments and Agencies</i>
MMDAs	<i>Metropolitan, Municipal and District Assemblies</i>
NEDCo	<i>Northern Electricity Distribution Company</i>
PROPCo	<i>Property Holding Company</i>
RTI	<i>Right to Information</i>
SBU	<i>Strategic Business Unit</i>
VHSL	<i>VRA Health Services Limited</i>
VISL	<i>VRA International Schools</i>
VLTC	<i>Volta Lake Transport Company</i>
VRA	<i>Volta River Authority</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
<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 performs 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>