

**GOVERNMENT OF GHANA**

**RIGHT TO INFORMATION  
MANUAL**

**VOLTA RIVER AUTHORITY**

2023

Document Number: **VRA/RTI/2023**



**VOLTA  
RIVER  
AUTHORITY**

VRA ●●● We Add Value to Lives

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# 1. Overview

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This Right to Information (RTI) Manual is pursuant to the provisions of the Right to Information Act, 2019, (Act 989) passed by Parliament and assented to by the President, Nana Addo Dankwa Akuffo-Addo on May 21, 2019. The Act gives substance to the right to information provision under Article 21 (1) (f) of the Constitution, which states that “All persons shall have the right to information subject to such qualifications and laws as are necessary in a democratic society”. This article grants citizens access to official information held by government institutions. Act 989 specifies the processes, qualifications and conditions under which access may be obtained. Section 80 of Act 989 provides that “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 organisational 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. Branches 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 organisational 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 generate power 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.

#### Branches and Departments under VOLTA RIVER AUTHORITY (VRA)

##### • Corporate Office

1. Internal Audit
2. Corporate Strategy
3. Corporate Affairs & External Relations Unit

##### • Engineering & Operations Branch

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

##### • Services Branch

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

##### • Finance Branch

13. Finance & Investment

- 14. Procurement
- 15. Management Information Systems
- 16. Digital Transformation & Innovation Unit

The Authority's primary function is to generate power for industrial, commercial, and domestic use in Ghana. VRA is also responsible for safeguarding 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.

## 2.1 Description of Activities of each Department

Department	Responsibilities/Activities
1. Internal Audit	<ol style="list-style-type: none"> <li>1. To perform financial, management/operational, information and operating technology audits throughout the Authority and its Subsidiaries using a risk-based approach.</li> <li>2. To provide advisory services on overall governance, risk management and control to the VRA Board and the Executives.</li> <li>3. To Lead or participate in shareholder audits of institutions of which the Authority has special interest.</li> <li>4. To undertake inquiry into perceived conflicts of interest, misapplications and/or abuse of resources, theft, non-compliance, negligence, procedural deficiencies, and management systems control breaches, and recommend necessary actions.</li> <li>5. To monitor the implementation of Internal and External Auditors' recommendations in addition to directives from the VRA Board, Audit Committee, and statutory Bodies.</li> <li>6. To co-ordinate audit activities with External Auditors to facilitate proper audit coverage, elimination of duplication of effort and improvement in the efficiency and effectiveness of audit activities.</li> </ol>

2. Engineering Services	To provide least cost power infrastructural and generation expansion and operational plans to meet its customers' demand. Offering timely and competitively priced engineering/ consulting services to VRA Departments, Subsidiaries or Business Units and other stakeholders in dam safety, reservoir management, generation and operational planning, engineering design and capital projects development and services management.
3. Hydro Generation	To manage, operate, and maintain the Authority's Hydro generating facilities to produce quality electricity reliably, efficiently, safely, and sustainably to meet stakeholders' requirements.
4. Technical Services	<ol style="list-style-type: none"> <li>1. To provide quality assurance, power support services and safety management of the Authority's (power) operations.</li> <li>2. To provide timely transport management services (including maritime services).</li> <li>4. To efficiently implement CAPEX projects, together with utility distribution services within Akuse &amp; Akosombo township and neighbouring communities.</li> <li>5. To monitor the implementation of recommendations prescribed by external regulatory agencies.</li> </ol>
5. Environment & Sustainable Development	<ol style="list-style-type: none"> <li>1. To mitigate the impact of the adverse effects of the Authority's operations on the environment and on people.</li> <li>2. To develop, review and recommend policies, procedures, directives, and programmes for the management of environmental issues relating to the Authority's functions for the guidance of all Departments.</li> <li>6. To prepare Environmental Impact Assessment reports on projects to be embarked on by the Authority and secure permits from the Environmental Protection Agency.</li> <li>7. To review and monitor projects of all environmental related activities of the Authority.</li> <li>8. To ensure activities carried out on the Lake conform to Lake Traffic Regulations.</li> <li>9. To ensure the dredging of the Lower Volta Basin.</li> <li>10. To initiate action and ensure reforestation at the Volta Basin</li> </ol>

	<ol style="list-style-type: none"> <li>11. To submit periodic reports on corporate environmental activities to Management and Environmental Protection Agency.</li> <li>12. To carry out interventions to mitigate aspects of the adverse environmental, health and social impacts on project affected communities as well as administer various pest and diseases vector management interventions within VRA operational enclaves.</li> <li>13. To co-ordinate the implementation of commitments outlined in the Environment Management Plan (EMP) for Akosombo and Kpong Hydroelectric Power Plants.</li> <li>14. To undertake environmental compliance monitoring in fulfilment of regulatory requirements for Akosombo and Kpong Hydroelectric Plants.</li> <li>15. To report on environmental regulatory requirements.</li> </ol>
6. Thermal Generation	<p>To manage, operate and maintain the Authority's thermal power generating plants at Aboadze and Tema/Kpone in a safe, efficient, reliable, and cost-effective manner with due regard to environmental integrity to meet the national grid requirements.</p>
7. Commercial Services	<ol style="list-style-type: none"> <li>1. 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).</li> <li>2. To maintain relationships with our Customers, Regulators, and other Stakeholders.</li> <li>3. To secure New Markets and Business Opportunities, to enhance sustainability and consolidate VRA's position as a Market Leader.</li> </ol>
8. Human Resources	<ol style="list-style-type: none"> <li>1. To assist the Authority to attain excellence through its employees by implementing and maintaining systems and policies to plan; recruit; develop; and retain the right number of committed and multi-skilled employees thriving within a harmonious work environment.</li> <li>2. To provide systems, policies, and procedures for the effective and efficient management of the Industrial &amp; Employee Relations and Compensation function to ensure overall staff satisfaction and promote a harmonious industrial climate for increased productivity.</li> <li>3. To provide Industrial Relations Services/Consulting support to the Authority's Subsidiaries to promote a harmonious industrial climate in those businesses.</li> <li>4. To provide systems, policies, and procedures for the effective and efficient management of the Resourcing and Documentation functions</li> </ol>

	<p>to ensure that the right people are in the right places in their right numbers.</p> <p>5. To effectively manage employee records/database on the Oracle HRMS/files.</p> <p>6. To develop and implement Policies, Procedures, Structures, and Initiatives to align with the Authority's Culture, Values, People and Behaviours to ensure overall organisational effectiveness of the Authority and its subsidiaries within a competitive business environment.</p> <p>7. To effectively manage the BSC-Employee Performance Management System and associated rewards to increase and sustain productivity.</p> <p>8. To co-ordinate training and development function in liaison with the VRA Academy and other training providers.</p> <p>9. To provide systems, policies, and procedures for the effective and efficient management of the Authority's Succession Planning and Staff Rotation processes.</p> <p>10. To provide excellent HR services to Departments/Units as well as Employees in the Areas/Work locations.</p> <p>11. To promote a Value-Driven Culture.</p> <p>12. To establish and maintain an Early Warning System to identify and report on potential threats to industrial harmony.</p>
9. Real Estate & Security Services	<p>1. To plan, acquire, develop, maintain, and manage the Authority's Townships, Estates and Properties.</p> <p>2. To provide integrated property services, which include: Property and Facilities Management, Hospitality Services, General Property Advisory services, and Security Services.</p> <p>3. To be a Real Estate and Service provider of choice, focusing on customer satisfaction.</p>
10. Legal Services	<p>1. To safeguard the interest of the Authority through the delivery of reliable, top-notch legal services in a professional manner.</p> <p>2. To provide efficient and effective legal advice and services to all Volta River Authority Departments to enable the Authority realise its objectives.</p> <p>3. To provide support and liaison for the effective running of the Boards of Takoradi International Company (TICo), Takoradi Power Company (TAPCo) as well as Boards of Non-Power Subsidiaries of VRA: Volta Lake Transport Company (VLTC), Akosombo Hotels Limited (AHL), Kpong Farms Limited (KFL); in addition to the Boards of the VRA</p>



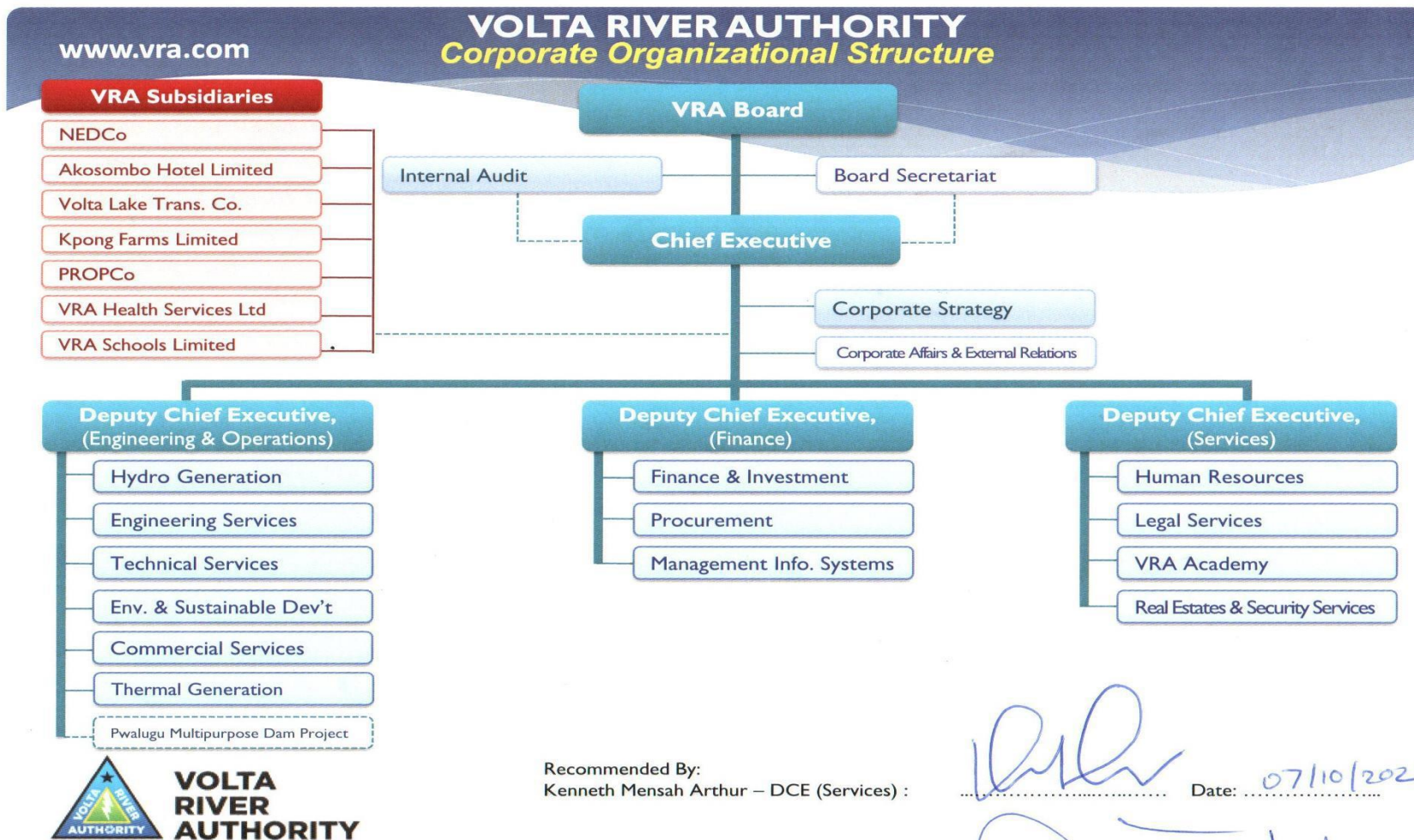
	<p>subsidiary companies - VRA Property Holding Company Limited (PROPCo), VRA Health Services Limited (VHSL) and VRA International Schools Limited.</p> <ol style="list-style-type: none"> <li>4. To monitor existing and upcoming legislations and advise the Authority of any legal implications on its operations.</li> <li>5. To draft/review contracts and participate in contract negotiations and other meetings.</li> <li>6. To provide legal advice/opinion, handle court cases as well as Insurance Issues.</li> <li>7. To update the Legal Services Department (LSD) Contracts and Insurance Register.</li> <li>8. To study existing and upcoming legislations and advise relevant Departments to be compliant with the applicable laws.</li> </ol>
11. VRA Academy	<ol style="list-style-type: none"> <li>1. To prepare and submit VRA staff development plans and budgets to State Interest and Governance Authority (SIGA).</li> <li>2. To design, develop and deliver training Programmes for VRA.</li> <li>3. To formulate and execute plans, programmes, and strategies for the effective utilisation of resources for the overall development of the Department.</li> <li>4. To initiate and implement strategies that promote and support Corporate strategic objectives.</li> <li>5. To initiate training programmes for the development of staff of power utilities, mining and manufacturing industries in Ghana and beyond.</li> <li>6. To maintain security and staff/public safety in accordance with VRA Safety standards and policy.</li> <li>7. To co-ordinate and initiate programmes that will promote creative and innovative work culture within VRA.</li> <li>8. To ensure effective utilisation of VRA knowledge asset.</li> <li>9. To formulate strategies for partnership/collaboration with agencies for sponsorship and knowledge sharing.</li> </ol>
12. Finance & Investment	<p>To provide timely and accurate financial information and services to all stakeholders in a professional manner as well as continuously support activities of VRA's subsidiaries and SBUs to yield self-sustained commercial entities.</p>

13. Procurement	To provide professional procurement and inventory management services to our clients, while being the benchmark for other procurement entities.
14. Management Information Systems	To provide excellent customer-focused Information Management services by value-adding solutions to Departments/Strategic Business Units and support to improve business processes as well as manage information to drive the objectives of the Authority.
15. Corporate Strategy	<ol style="list-style-type: none"> <li>1. To assess VRA's Business Environment (both External and Internal) to inform strategic decision making.</li> <li>2. To assist the Executive &amp; Management to formulate, implement, and evaluate Corporate Strategy.</li> <li>3. To advise the Executive &amp; Management on the strategic management of the Authority's resources.</li> <li>4. To provide feedback to the Executive on strategy implementation outcomes to inform future corporate decision-making.</li> <li>5. To communicate VRA's Corporate Strategy across the organisation.</li> <li>6. To identify and compile various functional activities of the Authority, which may pose risks, and provide the appropriate advice on how to mitigate such risks.</li> <li>7. To identify and compile the various functional activities of the Authority, which may require compliance obligations, and provide the appropriate advice on how risk associated with non-compliance can be mitigated.</li> <li>8. To engage relevant State Institutions/Agencies and other key stakeholders on strategic matters.</li> <li>9. To develop insightful reports and advise on feasibility, effectiveness, and conformance of long and short-range strategic plans in achieving the Authority's growth and sustainability goals.</li> <li>10. To facilitate strategic Management review sessions/ meetings.</li> </ol>
16. Corporate Affairs & External Relations Unit	<ol style="list-style-type: none"> <li>1. To implement the Authority's Communication Plan to improve brand visibility and enhance corporate reputation.</li> <li>2. To collaborate with relevant Departments to enhance the image and reputation of the Authority.</li> </ol>

	<ol style="list-style-type: none"> <li>3. To manage the Authority's relationship with internal and external stakeholders/partners.</li> <li>4. To produce and deliver Corporate Annual Reports, Newsletters, diaries, calendars and other corporate literature.</li> <li>5. To undertake Public Education activities.</li> <li>6. To provide coverage for corporate events and activities.</li> <li>7. To discharge the Authority's Right to Information (RTI) responsibilities.</li> <li>8. To undertake media scouting to secure the Authority's interest.</li> <li>9. To undertake regular website and intranet portal content updates.</li> <li>10. To provide Protocol Services and honour travel requests of Management and Staff.</li> <li>11. To implement the Corporate Social Responsibility (CSR) agenda of the Authority and serve as a liaison between impacted communities/external stakeholders and the Authority.</li> </ol>
17. Digital Transformation & Innovation Unit	<ol style="list-style-type: none"> <li>1. To nurture key initiatives prioritised by the Executive and aligned with the Corporate Strategy.</li> <li>2. To catalyse rapid development of proofs-of-concept and their promotion to all VRA Business Units.</li> <li>3. To continuously reimagine how VRA delivers its mandate and design novel ways to empower the organisation to respond to the ever-evolving energy landscape, utilising cutting-edge digital tools, strategies, and standards.</li> <li>3. Responsible for VRA's cyber security initiatives, collaborating with IT and OT administrators to define cyber security requirements and provide leadership in response to and recovery from disruptive and destructive information security events.</li> </ol>

4. To serve as the central point for business data integration and analytics, where complete, authentic, and accurate business operations data is used for data-driven decision-making.
5. To establish standards, policies and procedures for Enterprise-wide Digital Transformation and ensure compliance with established standards, policies, and procedures to guide digital culture.
6. To collaborate with internal and external stakeholders to coordinate digitalisation efforts across the Authority and deploy business intelligence and analytic solutions that will drive business value.
7. To promote cutting-edge R&D and serve as a "thought leadership" hub while building solid internal collaborations to ensure cross-organisational outcomes.

## 2.2 VOLTA RIVER AUTHORITY's Organogram



Recommended By:  
Kenneth Mensah Arthur – DCE (Services) :

*[Signature]* Date: 07/10/2022

Approved By:  
Emmanuel Antwi-Darkwa – (Chief Executive) :

*[Signature]* Date: 7/10/2022

## 2.3 AGENCIES (SUBSIDIARIES) OF VOLTA RIVER AUTHORITY

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

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

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

### 3. VRA Health Services Limited (VHSL)

#### Responsibilities of the Agencies (Subsidiary):

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.

#### Details of Activities:

1. Safeguards the health and safety of VRA employees, their families and dependents, the inhabitants of the Akosombo Township and lake areas/Aboadze/Akuse/Accra.
2. Provides social responsibility for communities alongside the river banks and those impacted by VRA's operations.
3. Provides general Outpatient Department (OPD) and specialists services to the general population.
4. 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. Volta Lake Transport Company (VLTC)

#### Responsibilities of the Agency (Subsidiary):

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.

#### Details of Activities:

1. Operates as public carriers of all forms of water-borne transport including hovercraft, for persons and/or freight on the Volta Lake.
2. Acts as ship owners, charterers, warehouseman, storekeepers, bailees, wharfingers, lighter men, and stevedores.
3. Operates other forms of transport including rail and road transport as may be necessary for or ancillary to the business of the company.

<b>6. VRA International Schools Limited (VISL)</b>	
<p><b>Responsibilities of the Agency (Subsidiary):</b></p> <ol style="list-style-type: none"> <li>1. To provide pre-tertiary education within the Ghana Education Service (GES) context leading to the award of West African Examinations Certificates (WASSCE/BECE).</li> <li>2. To provide the Cambridge International Examinations (Cambridge 'O' Level certificate) and the Scholastic Aptitude Test (SAT).</li> </ol>	<p><b>Details of Activities:</b></p> <ol style="list-style-type: none"> <li>1. Provides 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.</li> </ol>

<b>5. Kpong Farms Limited (KFL)</b>	
<p><b>Responsibilities of the Agency (Subsidiary):</b></p> <p>To carry out mechanised commercial farming, agro-processing, and provision of machinery services.</p>	<p><b>Details of Activities:</b></p> <ol style="list-style-type: none"> <li>1. Harnesses the Volta Lake to irrigate the fields for rice cultivation, processing, and marketing.</li> </ol>



## 2.4 Classes and Types of Information

### List of Various Classes of Information in the Custody of the Institution:

#### COMMERCIAL SERVICES DEPARTMENT

- Electricity Generation data (for VRA & IPPs on the GRID) in kWh
- Energy Balance Data
- Information on Import and Export of Electricity
- Quality of Service Data (Generation Availability, Utilisation Factor)
- Bulk Customers Data
- Gas Supply and Consumption Information
- Fuel Purchase Information
- Information on Electricity Consumption at Power Plants
- Electricity Purchases at Bulk Supply Point
- Original Copies of Power Supply and Purchase Agreements
- Copies of Gas Sales Agreements
- Copies of Memoranda of Understanding
- Non-Disclosures with Stakeholders

#### HYDRO GENERATION DEPARTMENT

- Personal Files
- Correspondences
- Plant & Departmental Reports
- Policy Document
- Incident Reports
- Initial Project Briefs
- Service Level Agreements
- Evaluation/Process layout/drawings
- Technical Instruction & Methodology (TIMS 2)
- Work Safety Documents (Risk Assessment report etc.)
- Operating Procedures
- Order to Operate (OTO)
- Operation Reports (Generation Data, Water Level etc.)
- Operating Manuals
- Operating Drawings
- Station & Event Logs
- Enterprise Asset Management (EAM) Reports
- Inventory logs via EAM
- Waybills
- Material Safety Data Sheets (MSDS)

- Goods Receipts
- Request for Quotes (RfQs)
- Purchase Orders
- Technical Instruction & Methodology (TIMS 1a & 1b)
- Maintenance Procedures
- Maintenance Manuals
- Completion and Commissioning Reports
- Progress Reports & Test Results
- Electrical and Mechanical Drawings
- Equipment Drawings
- Daily Maintenance Activity Logs

#### **INTERNAL AUDIT DEPARTMENT**

- Audit Charter
- Audit Manual
- Strategic and Annual Work Plans
- Assurance, Consulting, Monitoring and Special Engagements Reports
- Audit Committee and Statutory Reports

#### **LEGAL SERVICES DEPARTMENT**

- Procurement Contracts
- Engineering Contracts
- Power Sales Purchasing Agreements
- Consultancy Services
- Commercial Liabilities
- Land Documents
- Insurance Contracts
- Service Agreements
- Financial Agreements

#### **PROCUREMENT DEPARTMENT**

- Public Procurement Authority (PPA) Certificates
- Business/Company Registration Certificates
- VAT Certificates
- SSNIT Clearance Certificates
- Tax Clearance Certificates
- Performance Securities
- Tender Securities
- Food And Drugs Authority Certificates

- National Petroleum Authority Licenses
- License for Supplying Restricted Drugs by Wholesale (Pharmacy Act 1994)
- Over-the-Counter Licenses
- Electricity/Water Bill of Office Space or Tenancy Agreements
- Valid Auctioneer Certificates
- Ministry of Interior Auctioneer licenses
- Environmental Protection Agency (EPA) Certificates for Scrap Dealers who sell Petroleum.
- Manufacturers Authorisation
- Power of Attorney

### **ENVIRONMENT & SUSTAINABLE DEVELOPMENT DEPARTMENT**

- Environmental Impact Statement Reports
- Environmental Management Plans
- Annual Environmental Reports
- Quarterly Environmental Reports
- Environmental Permits for all VRA Projects
- Corporate Greenhouse Inventory Reports
- Water Quality Data on potable water distribution
- Water Quality Data on performance of Oxidation ponds
- Effluent Discharge data into the Kpong Head Pond
- Salinity data at the Ada Estuary
- Material Data Safety Sheet on Pesticides used
- Areas and quantities of Aquatic Weeds cleared in the Volta Basin
- Test results of Transformers containing PCBs
- Service Level Agreements with external agencies on Pest disinfection
- Reports on Schistosomiasis Control in the Volta Basin
- Agreements with External agencies on Schistosomiasis Management within the Volta Basin

### **REAL ESTATE & SECURITY SERVICES DEPARTMENT**

- Data on persons whose properties (land, buildings, economic trees/crops) are affected by VRA's projects
- Land documents on VRA's Projects (Hydro-Electric, Thermal and Solar Projects)
- Data on Renovated houses and yearly renovations
- Data on Renovated offices
- Data on Repair and Maintenance Works
- Data on lease documents for properties belonging to VRA.
- Data on lease documents on properties leased out by VRA to private individuals, institutions, and companies

- Data on persons who have been paid compensation for their properties (land, buildings, economic trees/crops) affected by VRA's projects (Hydro-Electric, Thermal and Solar Projects)
- Statutory Reports
- Departmental Balanced Score Cards
- Reports: Annual, Mid- Year, Quarterly, Monthly Report, Weekly
- Labour Return Reports
- Business & Budget Planning Report
- Contracts and Casuals Reports
- Financial Reports
- Monthly Vehicle Operational Charts I & II
- Training & Medical Reports
- Data on persons who were resettled during the development of the Akosombo and Kpong Hydro-Electric Dam Projects
- Data on household identification cards for all persons that were resettled.
- Data on settlers who were allocated farmlands during the creation of the Kpong Hydro-Electric Dam
- Executive Instruments, which were used to acquire the fifty-two (52) Resettlement Townships for Akosombo and the Six (6) Resettlement Townships under the Kpong Acquisition
- Tenancy Agreements

#### **TECHNICAL SERVICES DEPARTMENT**

- Projects
- Reports
- Acquisitions

#### **THERMAL GENERATION**

- Contracts
- Reports (SIGA, Public Utilities Regulatory Commission (PURC) and Projects)
- Purchase Orders
- Memos

#### **MANAGEMENT INFORMATION SYSTEMS DEPARTMENT**

- General Administration
- Reports- Audit, Annual, Monthly, Quarterly
- IT Projects
- Publications & Subscriptions
- Telex
- Software Licenses and Subscriptions
- Contracts and Service Level Agreements
- IT Vendors – Original Equipment Manufacturers (OEMs)

- Service Providers
- Voice Over Internet Protocol (VOIP), Oracle Enterprise Resource Planning (ERP) Cloud Fusion
- 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
- School Management System (SMS)
- Library Information System (LIS)
- Internship (Attachments Trainees)
- Health Services
- Departmental Business Plan/ Budget
- Equipment Distribution and Inventory

#### **CORPORATE STRATEGY DEPARTMENT**

- Corporate Plan
- Performance Contract
- Corporate Performance Monitoring & Evaluation Report (Quarterly)
- Audited Financial Statement
- Corporate Budget
- Annual Work Program
- Quarterly Work Program
- Integrated State-Owned Enterprises (SOE) Database forms
- VRA Strategic Risk Management Register
- VRA Risk Management Plan
- VRA Risk Mitigation Monitoring
- VRA Compliance Register
- Departmental Balanced Scorecard Performance Report
- Balanced Scorecard Results for VISL, VHSL and PROPCo
- Corporate Balanced Scorecard Performance Reports
- Departmental Annual Business Plans

#### **ENGINEERING DEPARTMENT**

- Generation & System Planning
- Emergency Preparedness Plan
- Reservoir Management Reports
- Infrastructure Services
- Dam Safety Reports

- Engineering Procurement and Construction (EPC) Contracts

#### **FINANCE & INVESTMENT DEPARTMENT**

- Reports (Monthly, Quarterly, Annual)
- Business Plans
- Operating and Financial Reports
- Audited Financial Reports
- Project Information Memorandum (PIM)
- Presentation/Investment Teaser
- Business/Financial Models
- Expression of Interests (Eoi)
- Request for Proposals (RfP)
- Proposals from Bidders
- Evaluation Reports (Eoi& RfP)
- Valuation Reports
- Due Diligence Reports

#### **HUMAN RESOURCES DEPARTMENT**

- Employment related data on employee jobs and positions
- Job Descriptions
- Job Requirements
- Salary Information
- Benefits
- Information on Retirees
- Beneficiary nomination of employees
- HR Policies and Procedures

#### **VRA ACADEMY**

- Personnel Management
- Training
- Sales/Revenue
- Contracts/Proposals
- Security/Safety
- Quality of Service: Facilitator's Competency
- Quality of Service: Clients' Satisfaction and Collaboration
- Marketing
- Clients/Customers
- Partnership/Collaboration

#### **CORPORATE AFFAIRS & EXTERNAL RELATIONS**

- Corporate Annual Reports
- Sustainability Reports
- Newsletters

- Strategic and Annual Work Plans
- Corporate Brands Manual
- Community Development Programme Plans

**DIGITAL TRANSFORMATION & INNOVATION**

- DTI Mandate
- DTI Blueprint
- Digitalised Operational Data
- Data Governance Framework
- Data Strategy Document
- Cybersecurity Policy

**Types of Information Accessible at a fee:**

- A request made for information to be provided in a language other than the language in which the information is held.
- A request made for a written transcript of information held by a public institution.
- A request made for information to be provided in a medium or format in which the information is held.



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### 3. Procedure in Applying and Processing Requests

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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 organisation who seeks access to information in the custody of [Volta River Authority](#) must be made in writing or by using the Standard RTI Application Form. (**See Appendix A for the Standard RTI Application Form**). A copy of the form can be downloaded on the [Volta River Authority](#)'s official website (<https://www.vra.com>), completed and submitted electronically via email address: [vra.rti@vra.com](mailto:vra.rti@vra.com).

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 organisation represented by the applicant.
- Available contact details of the applicant or address of the person/organisation 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.?)

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- 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. Section 23 of the Act provides “Where an application for access is received by a public institution, the Information Officer shall take a decision on the application and send a written notice to the applicant within fourteen days from date of receipt of the application”. Thus, 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.

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## **4. 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.
- 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.

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## 5. Fees and Charges for Access to Information

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Section 75(1) of the RTI Act mandates applicants seeking access to information under this Act to pay the fee or charge approved by Parliament in accordance with the Fees and Charges (Miscellaneous Provisions) Act, 2009 (Act 793).

The table below outlines the approved Fees and Charges for the reproduction of information under the RTI Act.

<b>REVENUE ITEM</b>	<b>APPROVED FEES AND CHARGES (GH¢)</b>
For every photocopy of an A4 size page or part thereof	0.27
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0.38
For a copy in a computer-readable form on an external storage device	0.29
For a transcription of visual images, for an A4 size page or part thereof	1.28
For a copy of visual images	3.50
For a transcription of an audio record, for an A4 size page or part thereof	0.70
For a copy of an audio record	1.0

According to Section 75 of the RTI Act, fees shall apply to the situations stated below:

- Where a request is made for information to be provided in a language other than the language in which the information is held, the Information Officer may request the applicant to pay the reasonable costs for translating the information into the language requested by an applicant.
- Where a request is made for a written transcript of the information held by a public institution, the Information Officer may request the applicant to pay the reasonable cost of the transcription.
- Where a request is made for information to be provided in a medium or format in which the information is held, the information Officer may request the applicant to pay the reasonable cost of media conversion or reformatting.

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Section 75(2), however, requires that a fee or charge shall not be payable for:

- The reproduction of personal information of the applicant;
- The reproduction of personal information of a person on whose behalf an application is made;
- The reproduction of information which is in the public interest;
- Information that should have been provided within the stipulated time under this Act;
- Information to an applicant who is indigent;
- Information to a person with disability;
- Time spent by an information Officer or information reviewing Officer in reviewing the information requested;
- Time spent by an information Officer or information reviewing Officer in examining whether the information requested is exempt information; or
- Preparing the information for which access is to be provided.

Under Section 76 of the RTI Act, public institutions are mandated to retain charges received under the performance of RTI functions. The retained charges shall be used to defray expenses incurred by the public institutions in the performance of functions under the Act, and be paid into a bank account opened for this purpose, with the approval of the Controller and Accountant-General.

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## 6. 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)



	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	Individual <input type="checkbox"/>	Organisation/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. of Applicant:			
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>	

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

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**Name of Information/Designated Officer:**

Samuel deGraft-Johnson

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

057542335

**Postal Address of the institution:**

P.O.BOX MB77, ACCRA, GHANA

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## 8. Appendix C: Acronyms

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Table 1 Acronyms

<b>Acronym</b>	<b>Literal Translation</b>
<b>AHL</b>	<i>Akosombo Hotel Limited</i>
<b>BECE</b>	<i>Basic Education Certificate Examination</i>
<b>BSC</b>	<i>Balance Score Card</i>
<b>EAM</b>	<i>Enterprise Asset Management (EAM)</i>
<b>EMP</b>	<i>Environment Management Plan</i>
<b>ERP</b>	<i>Enterprise Resource Planning</i>
<b>Eoi</b>	<i>Expression of Interest</i>
<b>EPC</b>	<i>Engineering Procurement and Construction</i>
<b>GSAs</b>	<i>Gas Sales Agreements</i>
<b>GES</b>	<i>Ghana Education Service</i>
<b>GOG</b>	<i>Government of Ghana</i>
<b>HR</b>	<i>Human Resources</i>
<b>IPPs</b>	<i>Independent Power Producers</i>
<b>KFL</b>	<i>Kpong Farms Limited</i>
<b>KWh</b>	<i>Kilowatt-hour</i>
<b>IT</b>	<i>Information Technology</i>
<b>LIS</b>	<i>Library Management System</i>
<b>LSD</b>	<i>Legal Services Department</i>
<b>MDA</b>	<i>Ministries, Departments and Agencies</i>
<b>MMDAs</b>	<i>Metropolitan, Municipal and District Assemblies</i>
<b>MSDS</b>	<i>Material Safety Data Sheets</i>
<b>NEDCo</b>	<i>Northern Electricity Distribution Company</i>
<b>NTDP</b>	<i>Neglected Tropical Diseases Programme</i>
<b>OEMs</b>	<i>Original Equipment Manufacturers</i>
<b>OPD</b>	<i>Outpatient Department</i>
<b>OTC</b>	<i>Over-the-counter</i>
<b>PIM</b>	<i>Project Information Memorandum</i>

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<b>Acronym</b>	<b>Literal Translation</b>
<b>PPA</b>	<i>Public Procurement Authority</i>
<b>PROPCo</b>	<i>Property Holding Company</i>
<b>PSPAs</b>	<i>Power Sale &amp; Purchase Agreements</i>
<b>RfP</b>	<i>Request for Proposals</i>
<b>PURC</b>	<i>Public Utilities Regulatory Commission</i>
<b>RfQs</b>	<i>Request for Quotes</i>
<b>RTI</b>	<i>Right to Information</i>
<b>SAT</b>	<i>Scholastic Aptitude Test</i>
<b>SBU</b>	<i>Strategic Business Unit</i>
<b>SIGA</b>	<i>State Interest &amp; Governance Authority</i>
<b>SMS</b>	<i>School Management System</i>
<b>SOE</b>	<i>State-Owned Enterprise</i>
<b>SSNIT</b>	<i>Social Security &amp; National Insurance Trust</i>
<b>TAPCo</b>	<i>Takoradi Power Company</i>
<b>TICo</b>	<i>Takoradi International Company</i>
<b>TIMS</b>	<i>Technical Instruction &amp; Methodology</i>
<b>UHAS</b>	<i>University of Health and Allied Sciences</i>
<b>VHSL</b>	<i>VRA Health Services Limited</i>
<b>VISL</b>	<i>VRA International Schools</i>
<b>VLTC</b>	<i>Volta Lake Transport Company</i>
<b>VOIP</b>	<i>Voice Over Internet Protocol</i>
<b>VRA</b>	<i>Volta River Authority</i>
<b>WASSCE</b>	<i>West African Senior School Certificate Examination</i>

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## 9. Appendix D: Glossary

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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 organisation 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>

**For Further Information, Please  
Contact: The RTI Office**

Volta River Authority  
Electro-Volta House  
P.O. Box MB 77 Accra, Ghana  
Digital Address: GA-145-7445

Tel. 0575423335  
Email: [vra.rti@vra.com](mailto:vra.rti@vra.com)