



Government of Ghana

Right to Information Manual

**CAPE COAST METROPOLITAN
ASSEMBLY (CCMA)**

2025

Table of Contents

Table of Contents	i
1. Overview	1
2. Directorates and Departments under Cape Coast Metropolitan Assembly (CCMA)	2
2.1 Description of Activities of each Directorate and Department	4-5
2.2 Cape Coast Metropolitan Assembly’s Organogram	6
2.3 Classes and Types of information.....	7
3. Processing and Decision on Application – S. 23	8-11
4. Amendment of Personal Record	102
4.1 How to apply for an Amendment.....	10
5. Fees and Charges for Access to Information	13
6. Appendix A: Standard RTI Request Form	14-16
7. Appendix B: Contact Details of Cape Coast Metro Information Unit	17
8. Appendix C: Acronyms	16
9. Appendix D: Glossary	17

Overview

The Right to Information Manual (“The Manual”) seeks to make available to the public and applicants for information the classes of information accessible in this institution. It reveals the various department and structures within the institution and specific classes of information that can be obtained from each of them.

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

1.1 Purpose of Manual – To inform/assist the public on the organizational structure, responsibilities and activities of the Cape Coast Metropolitan Assembly (CCMA) and provide the types of information and classes of information available at CCMA, including the location and contact details of its information officers and units.

Departments under Cape Coast Metropolitan Assembly (CCMA)

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 create and maintain a smart, sustainable, resilient city.

MISSION

The Cape Coast Metropolitan Assembly exists to improve the quality of life of the people living within the city of Cape Coast by providing leadership and opportunities for social and economic development whilst maintain a clean and secured environment.

Directorates and Departments/Unit under Cape Coast Metro Assembly (CCMA)

1. Ghana Education Service (GES)
2. Central Administration
3. Department of Social Welfare and Community Development
4. Department of Spatial Planning and Land Use
5. Department of Food and Agriculture (MOFA)
6. Ghana Health Service (GHS)
7. NADMO
8. Ghana Enterprise Agency
9. Department of Urban Roads
10. Forestry Services Division
11. Department of Transport
12. Legal Department
13. Budget and Rating
14. Human Resources department
15. Waste Management
16. Works Department
17. Management Information System Unit
18. Statistical Department

19. Internal Audit Unit
20. Records Management Unit
21. Revenue Mobilisation Unit
22. Procurement Unit
23. Planning Unit
24. Finance Department
25. Metro Guards Unit
25. Environmental Health Unit
25. Right to Information Unit
26. Client Service Unit
27. Stores Unit
28. Birth and Death Registry
29. Non-Formal Education Unit
30. Cooperative Department
31. Cape Coast North Sub-Metro
32. Cape Coast South Sub-Metro

Responsibilities of the Institution:

- The preparation of development plans and budgets relating to the approved plans
- Formulating and executing plans, programmes and strategies for the effective mobilization of resources for the overall development of the District.
- Promoting and supporting production activity and social develop in the district, and removal of obstacles to initiative and development.
- Initiating programmes for the development of basic infrastructure.
- Developing, improving and managing human settlements and the environment
- Maintaining security and public safety in co-operation with national and local security agencies.
- Ensuring ready access to Courts in the district for the promotion of justice.
- Initiating, sponsoring or carrying out studies for enhancing functions
- Co-ordinating, integrating and harmonizing and creation of programmes and projects under approved development plans for the district and other development programmes promoted or carried out by Ministries,
- Departments, Public corporations and other statutory bodies and non-governmental organisations in the District.

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Ghana Education Service (GES)	Responsible for pre-school, special school, basic education, youth and sports, development or organization and library services
Central Administration	Responsible for the provision of support" services, effective and efficient general administration and organization of the Assembly
Department of Social Welfare and Community Development	Assist the Assembly to formulate and implement social welfare and community development policies within the framework of national policy; facilitate community-based rehabilitation of persons with disabilities; assist and facilitate the provision of community care services. Provides Services related to Child Rights, Protection & Promotion, Stakeholders Engagements &Community Awareness /Social &Public Education/Sensitization Programmes on Child and Family Welfare issues.
Department of Spatial Planning and Land Use	Advise the Metropolitan Assembly on national policies on physical planning, land use and development;
Ministry of Food and Agriculture (MOFA)	Assist in the formulation and implementation of agricultural policy for the Assembly within the framework of national policies;
Ghana Health Service (GHS)	Assist to formulate, plan and implement district health policies within the framework of national health policies and guidelines, promote and encourage good health and sanitation; facilitate diseases control and prevention

NADMO	Assist in planning and implementation of programmes to prevent and/or mitigate disaster in the District within the framework of national policies;
Ghana Enterprise Agency	Facilitate the implementation of policies on trade, industry and tourism in the Assembly
Department of Transport	Assist the Assembly formulate and implement policies on transport services within the framework of national policies
Department of Urban Roads	Plan, provide and manage the urban road network; assist in building capacity in the Assembly to provide quality urban transport systems for the safe mobility of goods and services
Forestry Services Division	Assist the Assembly in the formulation of policies for the conservation of natural resources in the district within the framework of national policy on natural resources, conservation and report on the implementation of the policies and programmes to the Assembly;
Legal Department	Provide legal advice to the Assembly; Assist or facilitate the drawing up of rules and regulations to guide the activities of the Assembly; represent the Assembly in all legal proceedings;
Budget and Rating	Facilitate the preparation and execution of the budget of the District Assembly; facilitate the preparation, collation and submission of annual estimates by other Departments, Agencies and Institutions in the District; Assist in the translation of the medium-term programme of the Assembly into the Metro investment programme;
Human Resource	The Department ensures that the Assembly has the requisite skill set or mix to meet service level standards through the application of best human resource practices in a transparent manner

Waste Management	Mandated to provide facilities, infrastructural services and programmes for effective and efficient waste management for the improvement in environmental sanitation, the protection of the environment and the promotion of public health.
Works Dept.	Assist the Assembly to formulate policies on works within the framework of national policies; provide technical and engineering assistance on works undertaken by the Assembly
Planning Unit	Preparation of development plans (MTDP) Helps in Coordination of activities of other Department
Finance Department	Responsible for the sound financial management of the Metropolitan Assembly's resources
Statistics Department	Assist the Assembly in the collection, compilation, analysis, publishing and dissemination of data as well as responding to request for data from stakeholders
IT Unit	The IT Unit is responsible for managing the IT or the Digital infrastructure of the assembly.
Internal Audit	The Internal Audit overall responsibility to give assurance to management on the assemblies' activities.
Records Management Unit	Keeping records and disposal of records.
Procurement Unit	Supervision of procurement process, ensure that procurement procedures are followed, preparation of tender document and related document
Metro Guards Unit	Issuance of stickers and Metro driving license, Inspection of license and facilitates and enforcement of zebra crossing within the Metropolis.
Environmental Health Unit	To ensure clean, Health, Safe environment for human and animal habitation, To ensure and also protect Public Health, Enforce Public Health laws, Conduct Health education, promotion activities
Right to Information Unit	Facilities access to information, Receive and process application for information. Prepare and updates information manual. Submit report to Right To Information Commission.

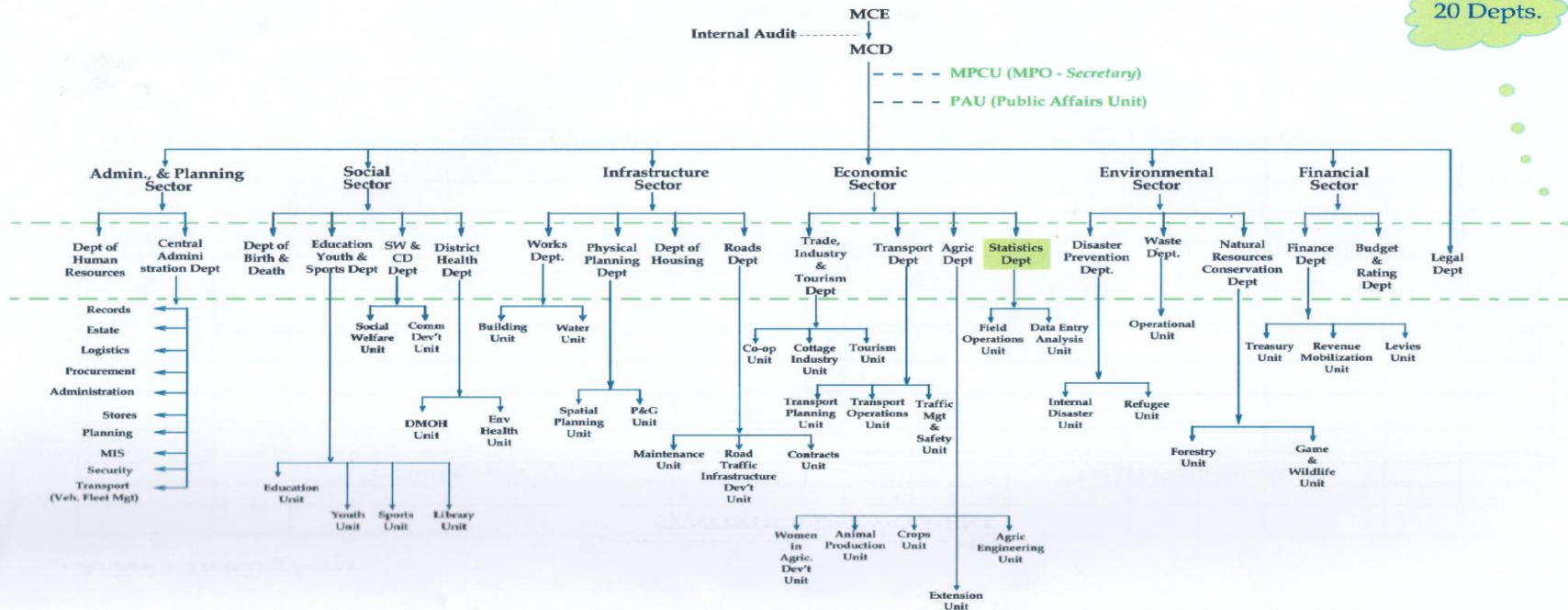
2.2 CAPE COAST METROPOLITAN ASSEMBLY'S ORGANOGRAM

Statistics Department Operational Manual

10.0 APPENDICES

METROPOLITAN DEPARTMENTS ORGANOGRAM (FUNCTIONAL)

20 Depts.



Statistics Department Operational Manual

2. CLASSES AND TYPES OF INFORMATION

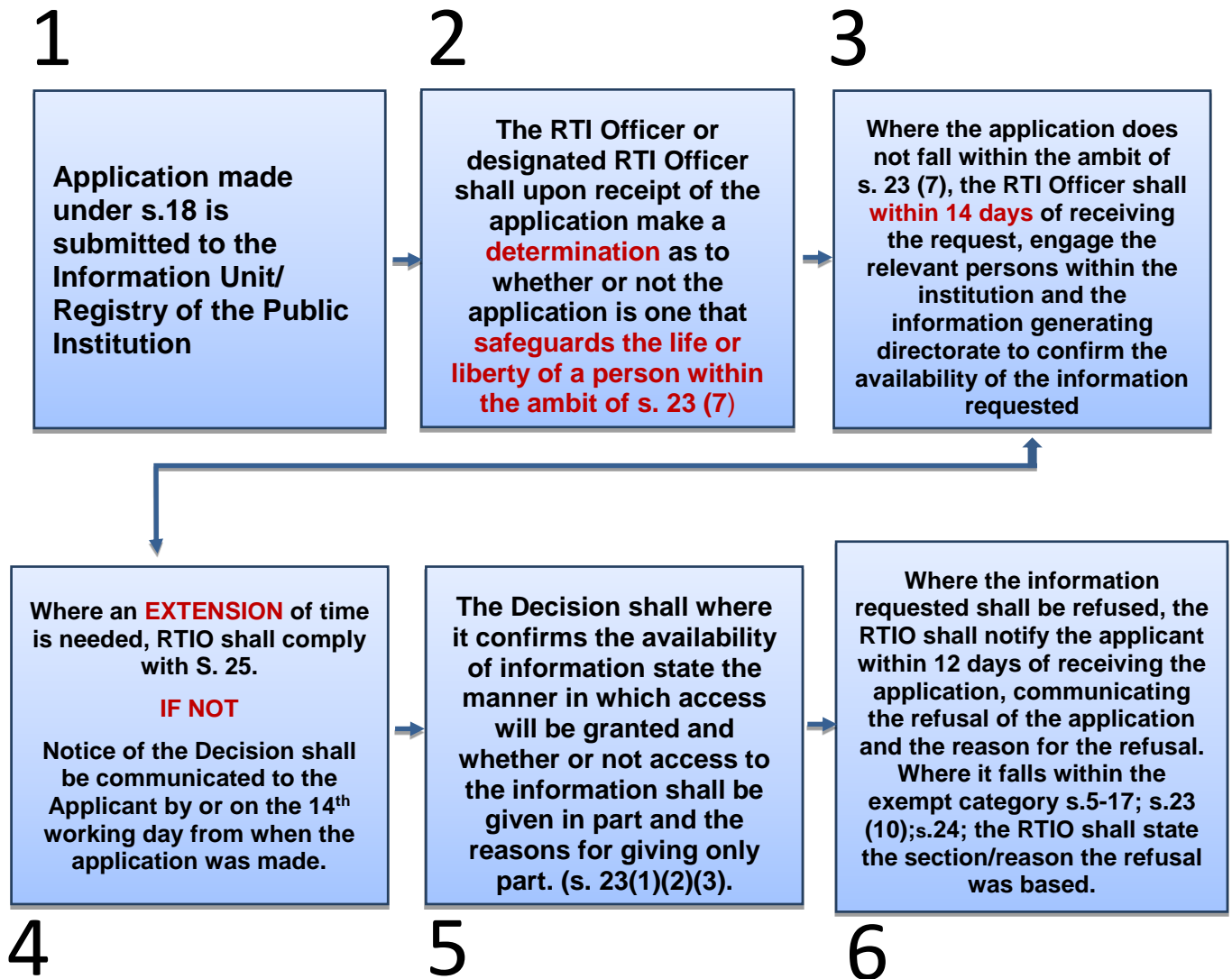
List of various classes of information in the custody of the institution:

1. Legal (Correspondence, legal and important matters, Deeds, Mortgages, bills of sales, license agreements, Minutes)
2. Justice and Security
3. Public health
4. Business registration
5. Marriage
6. Works and tender documents, suppliers/Contractor's data, List of contracts, annual procurement plan, any other procurement related documents.
7. Development plans
8. Financial statements
9. Audit reports, Audit plan, Internal Audit Charter, status of implementation and management response.
10. Budget, Fee fixing, composite budget, budget committee reports
11. Information Manual
12. Population Figures
13. Administrative Data comprising data from various department
14. Metro/Communities population Size
15. Contract/Project documents (Award of Contract)
16. Annual Performance Report
17. Staff, Retirement and Pension Records
18. Back up data
19. Data and feasibility studies file.
20. Child Right, Protection & Promotion
21. Community Care
22. Information on Liquid and Solid Waste management.

Types of Information Accessible at a fee:

1. Request for information in a language other than the language in which the information is held. (s.75) (3).
2. 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).
3. Cost of media conversion or reformatting. (s.75) (5).

3. PROCESSING AND DECISION ON APPLICATION – S.23



4.0 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 addressed to the head of the institution 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
- e. A statutory declaration must be attached.

5. FEES AND CHARGES FOR ACCESS TO INFORMATION

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

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

6. 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	<input type="checkbox"/> 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>	

7. APPENDIX B: CONTACT DETAILS OF CCMA'S RTI INFORMATION UNIT

Name of Information/Designated Officer:

PHILIP NEME

Telephone/Mobile number of Information Unit:

Tel: 0312-291355 Mob :0201783302 / 0248965802

Email

philip.neme@isd.gov.gh / isdccma2021@gmail.com

Postal Address of the institution:

INFORMATION SERVICE DEPARTMENT, RTI UNIT CAPE COAST METRO ASSEMBLY
P. O BOX 200, CAPE COAST CENTRAL REGION.

8. APPENDIX C: ACRONYMS

Table 1 Acronyms

Acronym	Literal Translation
CCMA	<i>Cape Coast Metropolitan Assembly</i>
GES	<i>Ghana Education Service</i>
GHS	<i>Ghana Health Service</i>
MDA	<i>Ministries, Departments and Agencies</i>
MOFA	<i>Ministry of Food and Agriculture</i>
MMDAs	<i>Metropolitan, Municipal and District Assemblies</i>
MTDP	<i>Medium Term Development Plans</i>
NADMO	<i>National Disaster Management Organization</i>
NBSSI	<i>National Board for Small Scale Industry</i>
RTI	<i>Right to Information</i>
RTIO	<i>Right to Information Officer</i>
s.	<i>Section</i>
TIN	<i>Tax Identification Number</i>

9. APPENDIX D: GLOSSARY

This Glossary presents clear and concise definitions for terms used in this manual that may be unfamiliar to readers listed in alphabetical order.

Definitions for terms are based on section 84 of the RTI Act.

Table 2 Glossary

Term	Definition
<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>