

GOVERNMENT OF GHANA
RIGHT TO INFORMATION COMMISSION

NATIONAL IDENTIFICATION AUTHORITY
INFORMATION MANUAL
[2026]

NATIONAL IDENTIFICATION AUTHORITY
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MINISTRIES POST OFFICE
ACCRA



**NATIONAL
IDENTIFICATION
AUTHORITY**

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1. Overview

This Right to Information (RTI) Manual is produced pursuant to the provisions of Act, (Act 989) by Parliament. 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 National Identification Authority (NIA) and provide the types and classes of information available at NIA, including the location and contact details of its Information Officers and Units.

2. Directorates under the National Identification Authority

This section describes the institution's vision and mission and lists the names of all directorates 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 provide a robust national identification system that fosters a trusted society through digitalization for the economic, political, and social development of Ghana.

MISSION

To deliver exceptional identity services through a digitalized ecosystem for the promotion of safety, security, good governance, and development in a trusted Ghanaian society.

Directorates under National Identification Authority (NIA)
<ol style="list-style-type: none">1. Administration2. Human Resource3. Corporate Affairs4. Finance5. Internal Audit6. Operations7. Policy Planning, Research, Monitoring & Evaluation8. Technology & Biometrics9. Legal

2.1 Description of activities of each Directorate

Directorate/Department	Responsibilities/Activities
Administration	<ul style="list-style-type: none"> • The Administration Directorate is responsible for handling all administrative tasks and provides internal support services required for the effective and efficient operation of the NIA; • The Directorate also has the responsibility to ensure there is effective executive and administrative support to the NIA Governing Board and its Committees; • Handling all administrative tasks and providing internal support services for the effective and efficient operation of the NIA; • Ensuring proper handling, recording, classification, and filing of documents and overseeing and managing the library services of the organization; • Ensuring the effective management of the NIA assets and transport facilities; • Providing total security of the NIA assets and other facilities across the country; • Ensuring the extensive and intensive marketing of the services of the NIA to the general public; • Ensuring that the required resources and inputs are made available for the smooth operation of the Authority; • Ensuring the development, implementation, and review of administrative systems of the Authority; • Coordinating plans to ensure the availability of resources to support the activities of the Authority; • Ensuring the implementation, monitoring, and evaluation of programmes and activities of the Directorate; and

	<ul style="list-style-type: none"> • Ensuring the effective implementation of procurement processes, contract awards and administrations that ensure value for money.
Human Resource	<ul style="list-style-type: none"> • Providing technical, administrative, and leadership directives for the effective and efficient performance of the human resource functions of the Authority including: <ul style="list-style-type: none"> ❖ Staffing and Employee Relations <ul style="list-style-type: none"> • Responsible for recruitment, selection, placement, and also promotion of staff of the Authority; • Ensuring employee wellbeing and the establishment of a conducive and enabling work environment; and • Creating and maintaining positive relationships with employees. ❖ Training and Organisational Development <ul style="list-style-type: none"> • Ensuring the development, implementation, and review of training policies; and • Coordinating the implementation of the Performance Management System of the Authority. ❖ Compensation and Benefits <ul style="list-style-type: none"> • Coordinating the implementation of the Performance Management System of the Authority; • Analyzing, managing, and computing employees' salaries, benefits, allowances and incentives; • Developing and maintaining of an effective HR Management System Information System (HRMIS) for the Authority; and • Ensuring the organizational design and HR planning of the Authority.
Corporate Affairs	<p>The Corporate Affairs Directorate is responsible for:</p> <ul style="list-style-type: none"> • Providing inputs for the formulation of policies;

	<ul style="list-style-type: none">• Ensuring the effective and efficient management of human, materials and financial resources of the Directorate;• Ensuring the design and implementation of communication strategy of the Authority;• Ensuring the issuance of press releases of the Authority's activities;• Nurturing relations with the media and organizing media briefings;• Reviewing and recommending appropriate actions on media coverage of the Authority's mandate and activities;• Ensuring the production and distribution of promotional materials;• Overseeing the protocol activities of the Authority;• Ensuring public education and sensitization on the Authority's policies, programmes and activities;• Ensuring the creation of corporate literature and other forms of communication media;• Collaborating with the Technology & Biometric Directorate for the update of information on the Authority's website and social media platforms;• Ensuring the development and maintenance of database on key stakeholders of the Authority;• Ensuring the management of clients service activities of the Authority;• Establishing, maintaining, and overseeing the implementation of regular channels of communication with traditional, print and electronic media;• Ensuring the preparation of budget and work plan of the Directorate; and• Ensuring the preparation of annual and other periodic reports of the Directorate.
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<p>Finance</p>	<ul style="list-style-type: none"> • The Finance Directorate is charged with the duty of controlling expenditure on any service in respect of which public funds have been appropriated. It is responsible for: • Collecting revenue and paying that revenue into the consolidated fund; • Ensuring the overall objectives of the Authority are achieved; • Participating in the annual budgeting and planning process of the authority. • Preparing and maintaining timely accurate financial statements and reports per accounting principles and laws (Public Financial Management Act/Regulation); • Implementing and complying with financial and accounting policies and procedures (PFMR); • Managing the Authority's cash flow and ensuring there are enough funds available to meet the day-to-day payments; • Contributing to the management and improvement of the operations by measuring and reporting regularly on key issues crucial to the success of the Authority; • Working with departmental heads to prepare the Authority's budgets and forecasts, and to report back on the progress against these throughout the year; • Providing information to assist management in making key strategic decisions; • Documenting and the controlling of income and outgoing cash flows as well as the actual handling of the cash flows; and • Paying bills, wages, and salaries among many others.
<p>Internal Audit</p>	<ul style="list-style-type: none"> • Coordinates all internal audit functions of the Authority.

	<ul style="list-style-type: none"> • Evaluating the effectiveness of the risk management and governance process of the Authority and contribute to the improvement of that risk management and governance process; • Providing assurance on the efficiency, effectiveness, and economy in the administration of the programs and operations of the Authority; • Evaluating the Authority's compliance with enactments, policies, standards, systems, and procedures; • Undertaking IT systems Management Audit; • Conducting investigative Audit when malfeasance or other wrongdoing is suspected in the Authority; • Issuing quarterly Internal Audit reports to the Audit Committee, Internal Audit Agency (IAA), and the Executive Secretary; • Ensuring resources are acquired economically, used efficiently, and adequately protected; • Ensuring programs, plans, and objectives are achieved; • Ensuring quality and continuous improvement programs are fostered in the Authority and are recognized and addressed appropriately; • Improving management control and the Authority's image may be identified during audits and communicated to the appropriate level of management; and • Appraising and report on the soundness and application of the system of controls operating in the Authority.
Operations	<ul style="list-style-type: none"> • Conducting analysis of policy initiatives directed by the NIA Governing Board to facilitate the presentation of operational plans, budgets, and reports on how to give effect to decentralizing the structures,

	<p>processes, and overall, the rollout of operational initiatives through the Head of Operations to the Board through the Executive Secretary;</p> <ul style="list-style-type: none"> • Engaging internal stakeholders of the Authority on implementing policy directives issued by the NIA Governing Board; • Responsible for the defining, acquiring, distributing, and storing of logistical resources to regional, premium, and district offices and Ghana Mission to support planned operational activities and other designated registration assignments; • Running of permanent offices in Regional and District Capitals, and ensure the smooth running of field registrations and exercises; • Responsible for the operational logistics, planning, deployment, inventory management, and coordination of field logistics activities; • Designing frameworks, organization, and implementation of organization-wide operational, registration initiatives, standards, processes, procedures, supervisory and compliance mechanisms; • Dealing with field recruitment, training, and deployment of officials required to execute outreach registration initiatives and activities; • Developing, and issuing departmental directives, instructions, circulars, and informational write-ups through approved organizational and communication channels; and • Undertaking regular review of the operational activities and recommends appropriate actions for Board consideration.
<p>Policy Planning, Research, Monitoring & Evaluation</p>	<ul style="list-style-type: none"> • Coordinating the implementation, monitoring, and evaluation of policy programs and activities of the Authority;

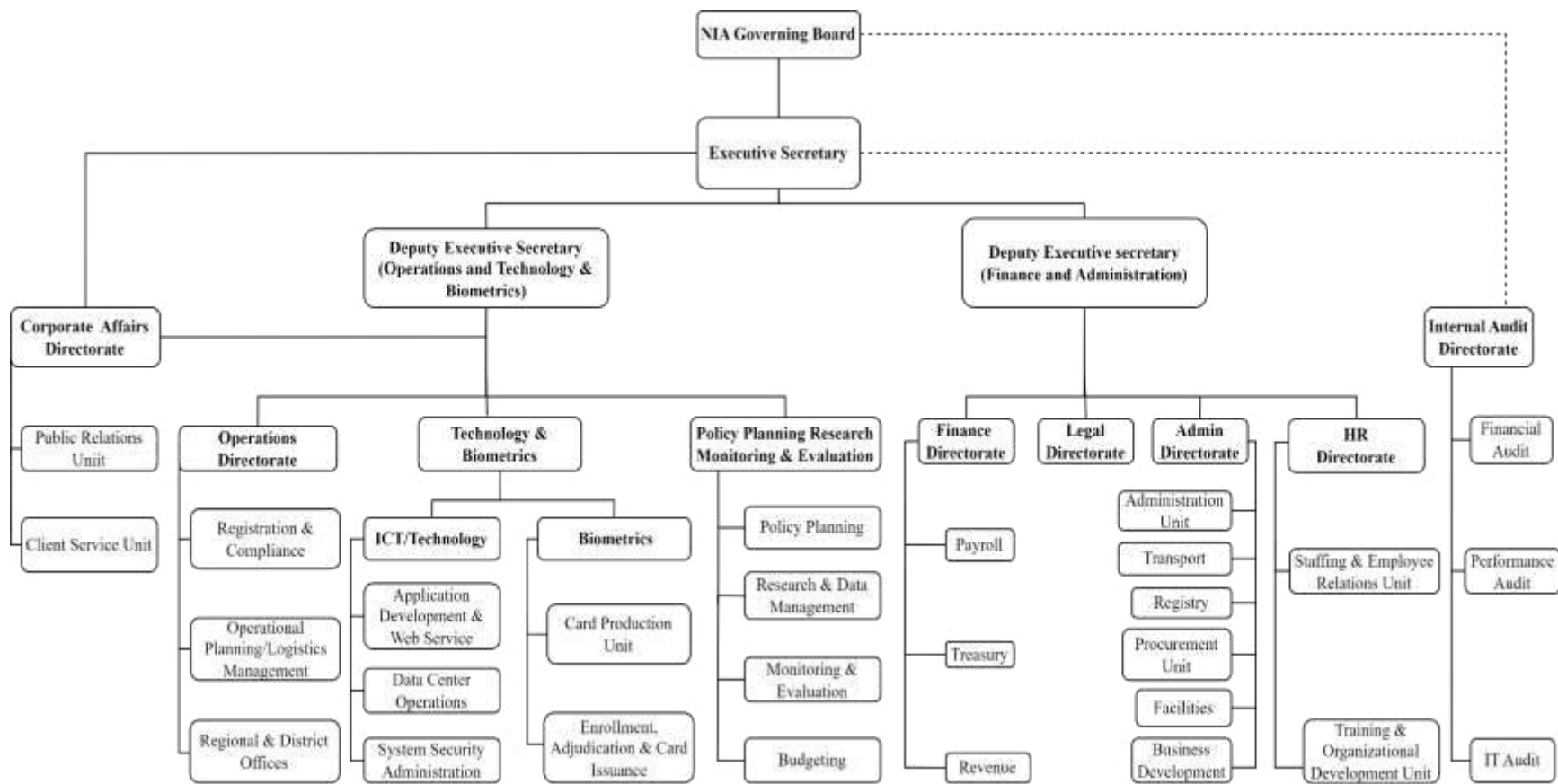
	<ul style="list-style-type: none"> • Coordinating the conduct of research analysis and publication; • Developing the annual research, monitoring, and evaluation plan; • Preparing and submitting quarterly, annual, and any other reports of the Authority; • Developing and implementing an efficient data collection system for research, monitoring, and evaluation; • Reviewing departmental reports and presentations; • Reviewing Commissioned reports and advisees appropriately; • Providing input for the evaluation of planning-related legislation; • Ensuring good internal communication and progress, and impact on NIA's monitoring evaluation systems; • Coordinating the preparation of annual reports of the Authority; • Analyzing existing policies and submits proposals for review and formulation of new policies; • Coordinating the preparation of annual reports of the Authority; • Providing inputs for the formulation of policies; • Ensure the preparation of the strategic plan of the Authority; • Coordinating the preparation of mid-year and annual budgets and work plans of the Authority; • Ensuring the development of guidelines, strategies, and performance indicators of research, monitoring, and evaluation activities of the directorate; • Coordinating preparation of the Authority's Medium-Term Development and Annual Actions Plan in accordance with the National
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	<p>Development Planning Commission (NDPC) and other relevant stakeholder guidelines; and</p> <ul style="list-style-type: none"> • Ensuring the conduct of impact assessment of programs and activities of the Authority.
<p>Technology & Biometrics</p>	<p>The Technology and Biometric Directorate is responsible for:</p> <ul style="list-style-type: none"> • The technical operation of the National Identification System (NIS) and the management of the IT infrastructure and services of the NIA; • Ensuring the effective and efficient management of the NIS which encompasses the enrollment system, verification system, and the user agency data integration and harmonization infrastructure. • Ensuring the confidentiality, integrity, and availability of the data. • Ensuring high-security card production processes, quality assurance, and compliance to achieve the strategic objectives of the NIA. • Coordinating and supervising the preparation of technological plans for the department. • Coordinating and supervising appropriate Cybersecurity and Network Security Infrastructure implementation for the Authority • Coordinates and supervises the development and implementation of appropriate back-end and front-end technological setups to support the biometrics systems in the Authority. • Coordinating and supervising the preparation and submission of annual budget and periodic operational reports. • Ensuring the establishment of appropriate operational systems and manuals to ensure compliance with statutory regulations and corporate policies/standards.

	<ul style="list-style-type: none"> • Responsible for the Authority's budget to acquire strategic IT and communication resources, yearly budget and periodic reports on operating results. • Ensuring the development of the Authority's information strategy that will facilitate the achievement of the overall corporate objectives • Ensuring that IT systems user-training programmes are conducted by and ensures that staff have the opportunity to efficiently use the existing IT system. • Ensuring the efficient collection, organization, maintenance, preservation, dissemination, retention and eventual disposal of the information and knowledge base of the Authority to ensure accessibility and usage. • Reviewing the performance of staff in the Technology and Biometrics department. • Managing the periodic submission of technical reports on the performance to the Executive Secretary. • Supervising the production and distribution of ID Cards • Providing inputs for the formulation of card-based policies, procedures and ensure compliance. • Providing guidance and assistance in the development and implementation of new innovations in the identification technology, as appropriate.
Legal	<p>The Legal Directorate is primarily responsible for:</p> <ul style="list-style-type: none"> • Handling legal affairs including legal drafting, contract issues, registration protocols, and identification regulations; • Contributing to the formulation of the Authority's strategy and ensures that all legal

	<p>policies and procedures are sound and support the performance of the Authority;</p> <ul style="list-style-type: none">• Ensuring the implementation and maintenance of the Authority's legal policy and procedures;• Representing the Authority in both defense and prosecution lawsuits and oversees the legal activities of the Authority with the objective of protecting the Authority's interest and rights;• Providing inputs for the formulation of budget of the Authority by the Budget Committee; and• Supervising contractual matters related to the provision of identity verification services.
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2.2 National Identification Authority Organogram



2.3 Classes and Types of Information

List of various classes of information in the custody of the institution:**Administration Directorate**

1. Minutes of monthly management meeting
2. Minutes of Entity Committee Meetings

Human Resource Directorate

3. HR Annual Work Plan
4. Staff list
5. Bio-data of staff
6. Staff payroll data
7. Training Plan
8. Draft Organizational Manual
9. Operational Manual
10. Job schedules of staff
11. Planning phase, mid-year, and end-of-year staff appraisal reports
12. Mid and end-of-year staff movement reports
13. Mid and end-of-year staff attendance reports
14. Mid and end-of-year training reports
15. Work Improvement Initiative Report
16. Mid-year coaching report
17. Report on efforts to ensure discipline

Corporate Affairs Directorate

18. Reports on training
19. Reports on events and meetings
20. Reports of Monitoring
21. Reports on Press Engagements
22. Reports on Stakeholder Engagements

Finance Directorate

23. Annual Financial Statement records
24. General ledgers records
25. Records of accounts
26. Payroll records and summaries

Internal Audit Directorate

27. Strategic Internal Audit Plan
28. Risked-Based Annual Internal Audit Work Plan
29. Internal Audit Report
30. Quarterly Audit Reports

Operations Directorate

31. Reports on NIA's Registration Centres
32. Reports on monitoring
33. Reports on field activities
34. Reports on registration logistics
35. Stakeholder Engagement

Policy Planning, Research, Monitoring & Evaluation Directorate

36. Annual Budget Report
37. Quarterly budget implementation reports
38. Mid-year budget fiscal policy review
39. Annual Action Plan
40. Monitoring and Evaluation Framework

Technology & Biometrics Directorate

41. Reports on database management
42. Reports on registration statistics
43. Reports on technical issues

Types of Information Accessible at a fee:

Every information is accessible at a fee unless otherwise exempt under the Act 989.

3. Procedure in Applying and Processing Requests

Section 18 of the RTI Act provides specific guidelines for applications for access to information kept by a public institution. It is thus important that a request for information be made in accordance with the provisions under this section. The Information Officer or a designated officer is responsible for dealing with applications made to the National Identification Authority. To requests for information under the RTI Act from the National Identification Authority, applicants are to follow these basic procedures:

3.1 The Application Process

- a. An application by any person or organization that seeks access to information in the custody of the National Identification 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 National Identification 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 the 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 the information being requested and the mode of transmission. Example (do you need a 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 requests 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 must be 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.

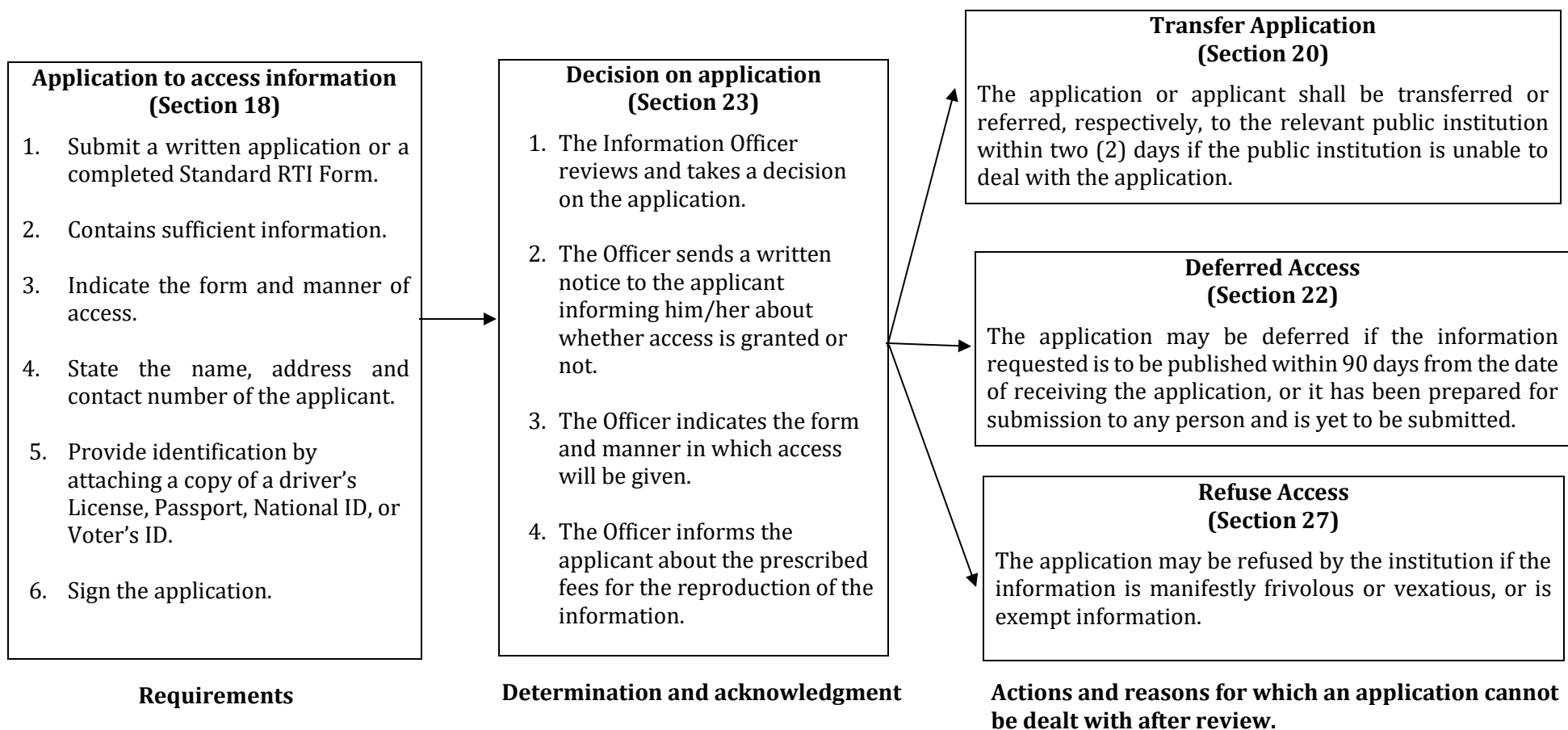
3.2 Processing the Application

- 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 identifies which part is exempt based on Sections 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.

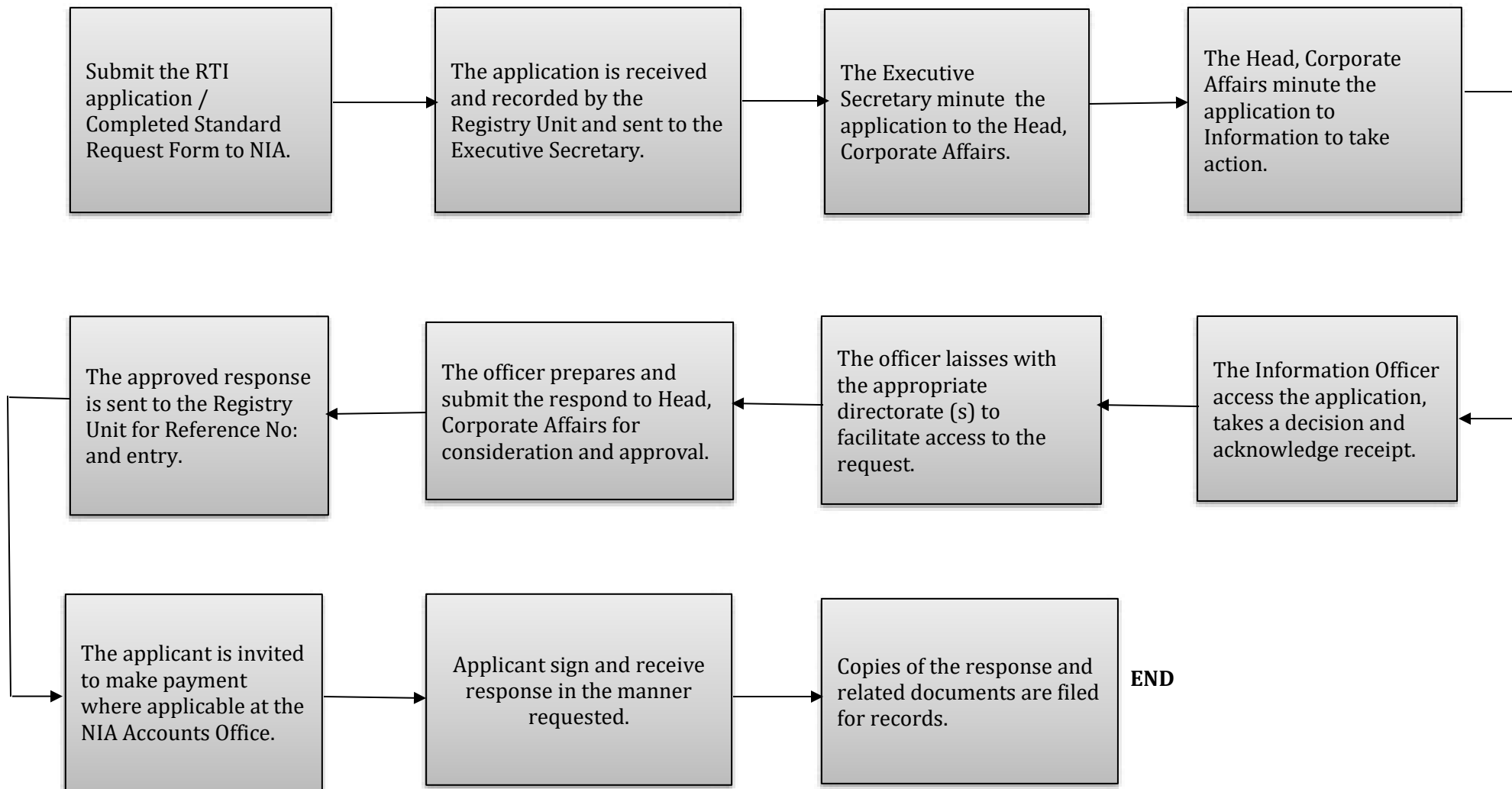
3.3 Response to Applicants

- 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 has been refused due to failure to pay the 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 deferred access.
 - The prescribed fee (s.24).
- b. The Information Officer can request an extension to the deadline if:
 - The 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.
- e. 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.

3.4 Request to Information (RTI) Requirements & Processes



3.5 National Identification Authority (NIA) RTI Application Process Flow



4. Amendment of Personal Records

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 to 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 by the relevant information that 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 a request is made for a written transcript of the information, the information officer may request 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 the stipulated time under the Act
- an applicant who is poor or has a disability
- 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"/> <input type="checkbox"/> Organization/Institution		
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 <input type="checkbox"/> Card <input type="checkbox"/> Passport Voter's ID <input type="checkbox"/> Driver's License		
8 (a).	Id. No.:			
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):			
10.	Manner of Access:	<input type="checkbox"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input type="text"/>		
10 (a).	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille		

<p>11.</p>	<p>Contact Details:</p>	<p><input type="checkbox"/> Email Address _____</p> <p><input type="checkbox"/> Postal Address _____</p> <p><input type="checkbox"/> Tel: _____</p>
<p>12.</p>	<p>Applicant's signature/thumbprint:</p>	
<p>13.</p>	<p>Signature of Witness (where applicable)</p> <p><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></p>	

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

Name of Information/Designated Officer:

THEOPHILUS ANKOMAH

Telephone/Mobile number of Information Unit:

0302999306

Postal Address of the institution:

P.O BOX M680, MINISTRIES, ACCRA

8. Appendix C: Acronyms

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

Table 1 Acronyms

Acronym	Literal Translation
<i>RTI</i>	<i>Right to Information</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>s.</i>	<i>Section</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>NIA</i>	<i>National Identification Authority</i>
<i>NIS</i>	<i>National Identification System</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>