



NATIONAL IDENTIFICATION AUTHORITY

Government of Ghana

Right to Information Manual

NATIONAL IDENTIFICATION AUTHORITY (NIA)

2024

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1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President, Nana Addo Dankwa Akuffo-Addo. The Act gives substance to the constitutional right to information provided under Article 21 (1) (f) of the Constitution, enabling citizens access to official information held by government institutions, and the qualifications and conditions under which the access may be obtained. In accordance with Section 80, the Act applies to information which came into existence before, or which will come into existence after the commencement of the Act.

1.1 Purpose of Manual – To inform/assist the public on the organizational structure, responsibilities and activities of the National Identification Authority (NIA) and provide the types of information and classes of information available at NIA, including the location and contact details of its Information Officers and units.

2. Directorates and Departments under National Identification Authority (NIA)

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 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)
1. Administration
2. Human Resource
3. Corporate Affairs
4. Finance
5. Internal Audit
6. Operations
7. Policy Planning, Research and Monitoring
8. Technology & Biometrics
9. Legal & Compliance

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 Board and its Committees; • Responsible for handling all administrative tasks and provides internal support services for the effective and efficient operation of the NIA; • Ensure proper handling, recording, classification, and filing of documents and overseeing and managing the library services of the organization; • Ensure the effective management of the NIA assets and transport facilities; • Provides total security of the NIA assets and other facilities across the country; • Ensure the extensive and intensive marketing of the services of the NIA to the general public; • Ensure that the required resources and inputs are made available for the smooth operation of the Authority; • Ensure the development, implementation, and review of administrative systems of the Authority; • Coordinate plans to ensure the availability of resources to support the activities of the Authority and;

	<ul style="list-style-type: none"> • Ensure the implementation, monitoring, and evaluation of programmes and activities of the Directorate.
Human Resource	<ul style="list-style-type: none"> • Provides 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; • Ensure 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"> • Ensure the development, implementation, and review of training policies and; • Coordinates the implementation of the Performance Management System of the Authority. ❖ Compensation and Benefits <ul style="list-style-type: none"> • The Directorate is also responsible for coordinating the implementation of the Performance Management System of the Authority; • Analyzing, managing, and computing employees' salaries, benefits, allowances and incentives; • The development and maintenance of an effective HR Management System Information System (HRMIS) for the Authority and; • Ensures the organizational design and HR planning of the Authority.

Corporate Affairs	<ul style="list-style-type: none"> • The Corporate Affairs Directorate oversees all communication activities within the National Identification Authority (NIA); • Responsible for managing relationships with various media outlets; • Facilitating internal communication by keeping NIA staff informed and engaged; • Developing communication policies and ensuring compliance with these policies across the organization and; • Ensuring good quality customer service and building up a good corporate image and good relations with the various publics and stakeholders, obtaining favorable publicity, and effective handling of unfavorable events.
Finance	<ul style="list-style-type: none"> • Is charged with the duty of controlling expenditure on any service in respect of which public funds have been appropriated. • Is responsible for collecting revenue and paying that revenue into the consolidated fund; • Ensures the overall objectives of the organization are achieved; • Participating in the annual budgeting and planning process of the authority. • Preparation and maintaining timely accurate financial statements and reports per accounting principles and laws (Public Financial Management Act/Regulation); • Implementation and compliance with financial and accounting policies and procedures (PFMR); • Is responsible for management of the organization's cash flow and ensuring there are enough funds available to meet the day-to-day payments; • Is responsible for contributing to the management and improvement of the operations by measuring and reporting

	<p>regularly on key issues crucial to the success of the organization;</p> <ul style="list-style-type: none"> • Works with departmental heads to prepare the organization's budgets and forecasts, and to report back on the progress against these throughout the year; • Is responsible for providing information to assist management in making key strategic decisions; • Is responsible for the documentation and the controlling of income and outgoing cash flows as well as the actual handling of the cash flows; • Is responsible for the payments of bills, wages, and salaries among many others and; • Any other duties assigned by the Executive Secretary.
Internal Audit	<ul style="list-style-type: none"> • Appraise and report on the soundness and application of the system of controls operating in the Authority; • Evaluate the effectiveness of the risk management and governance process of the Authority and contribute to the improvement of that risk management and governance process; • Provide assurance on the efficiency, effectiveness, and economy in the administration of the programs and operations of the Authority; • Evaluates the Authority's compliance with enactments, policies, standards, systems, and procedures; • Undertake IT systems Management Audit; • Conduct investigative Audit when malfeasance or other wrongdoing is suspected in the Authority and; • Issue quarterly Internal Audit reports to the Audit Committee, Internal Audit Agency (IAA), and the Executive Secretary.

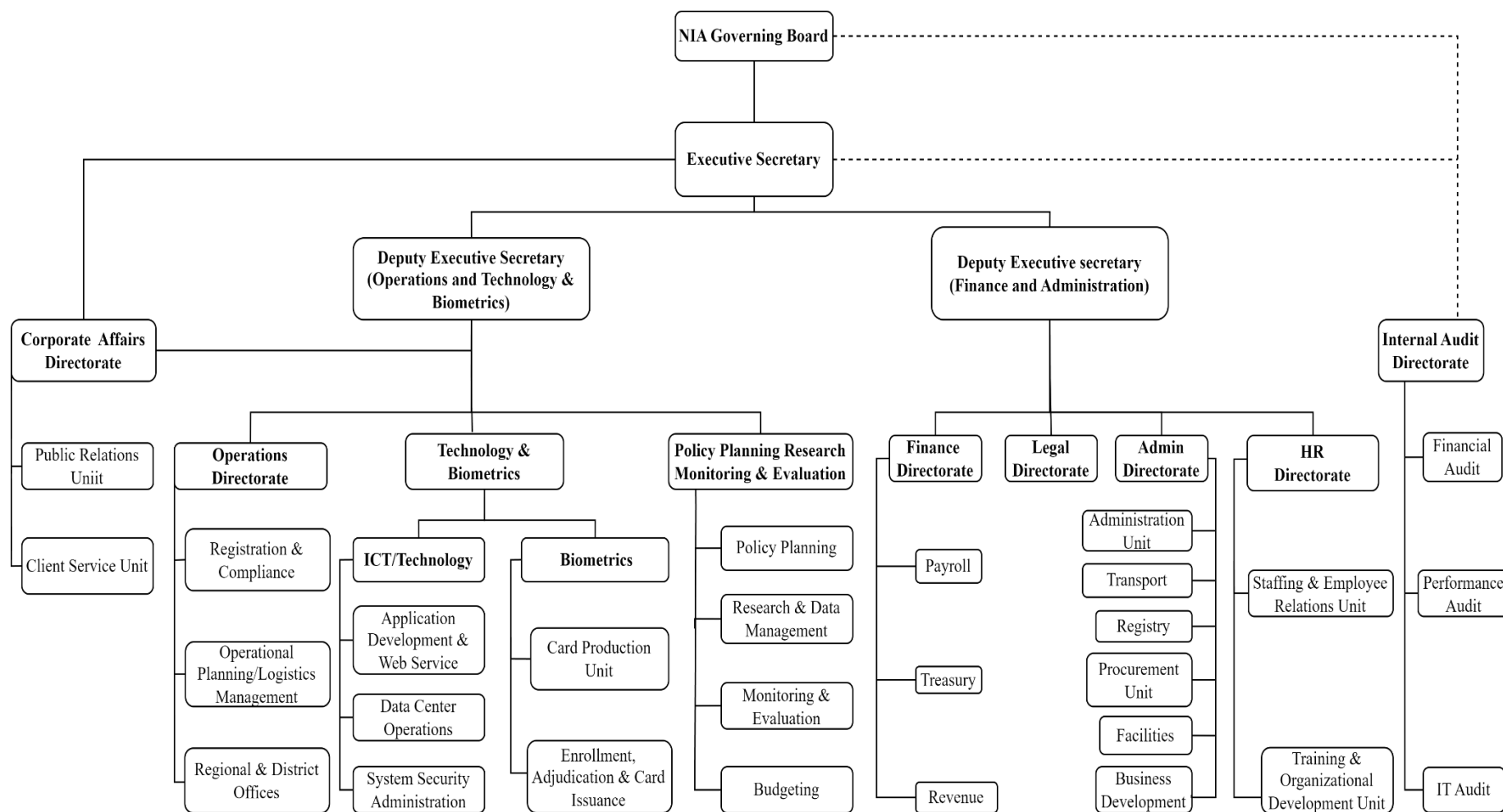
<p>Operations</p>	<ul style="list-style-type: none"> • Conduct of analysis of policy initiatives directed by the NIA Governing Board to facilitate the presentation of operational plans, budgets, and reports on how to give effect to decentralizing the structures, processes, and overall, the rollout of operational initiatives through the Head of Operations to the Board through the Executive Secretary; • Engaging with internal stakeholders of the Authority on implementing policy directives issued by the NIA Governing Board; • Responsible for the definition, acquisition, distribution, and storage of logistical resources to regional, premium, and district offices and Ghana Mission to support planned operational activities and other designated registration assignments; • Establishment and 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; • Responsible for the design of frameworks, organization, and implementation of organization-wide operational, registration initiatives, standards, processes, procedures, supervisory and compliance mechanisms; • Deal 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;
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	<ul style="list-style-type: none"> • Undertakes regular review of the operational activities and recommends appropriate actions for Board consideration.
Policy Planning, Research and Monitoring	<ul style="list-style-type: none"> • Coordinates the implementation, monitoring, and evaluation of policy programs and activities of the Authority; • Coordinates the conduct of research analysis and publication; • Develop the annual research, monitoring, and evaluation plan; • Prepares and submits quarterly, annual, and any other reports of the Authority; • Develop and implement an efficient data collection system for research, monitoring, and evaluation; • Review and departmental reports and presentations; • Also, review Commissioned reports and advisees appropriately; • Provides input for the evaluation of planning-related legislation; • Ensures good internal communication and progress, and impact on NIA's monitoring evaluation systems; • Coordinates the preparation of annual reports of the Authority; • Analyses existing policies and submits proposals for review and formulation of new policies; • Coordinates the conduct of research analysis and publication; • Provide inputs for the formulation of policies; • Ensure the preparation of the strategic plan of the Authority;

	<ul style="list-style-type: none"> • Coordinates the preparation of annual and mid-year budget and work plan of the Authority; • Ensure the development of guidelines, strategies, and performance indicators of research, monitoring, and evaluation activities of the directorate; • Coordinates preparation of the Authority's Medium-Term Development and Annual Actions Plan in accordance with the National Development Planning Commission (NDPC) and other relevant stakeholders guidelines; • Develop and implement an efficient data collection system for research, monitoring, and evaluation and; • Ensure the conduct of impact assessment of programs and activities of the Authority.
Technology & Biometrics	<ul style="list-style-type: none"> • Responsible for the technical operation of the National Identification System (NIS) and the management of the IT infrastructure and services of the NIA. • Ensures the effective and efficient management of the NIS which encompasses the enrollment system, verification system, and the user agency data integration and harmonization infrastructure. • Ensure the confidentiality, integrity, and availability of the data. • Ensure high-security card production processes, quality assurance, and compliance to achieve the strategic objectives of the NIA.
	<ul style="list-style-type: none"> • Responsible for handling legal affairs including legal drafting, contract issues, registration, and identification regulations; • Contributes to the formulation of the Authority's strategy and ensures that all legal policies and procedures are sound

	<p>and support the performance of the Authority;</p> <ul style="list-style-type: none">• Ensures the implementation and maintenance of the Authority's legal policy and procedures and;• Acts on behalf of 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.
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2.2 National Identification Authority's 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. Draft operational manual
10. Job schedules of staff
11. Planning phase, mid-year and end of year staff appraisal reports
12. Signing of performance agreement report
13. Mid and end of year staff movement reports
14. Mid and end of year staff attendance reports
15. Mid and end of year of training reports
16. Work improvement initiative report
17. Mid-year coaching report
18. Report on efforts to ensure discipline

Finance Directorate

19. Annual Financial Statement records
20. General ledgers records
21. Records of accounts
22. Payroll records and summaries

Internal Audit Directorate

- 23. Strategic Internal Audit Plan
- 24. Risked Based Annual Internal Audit Work Plan
- 25. Internal Audit Report

Policy Planning, Research and Monitoring Directorate

- 26. Annual budget report
- 27. Quarterly budget implementation reports
- 28. Report on stakeholder consultative engagement
- 29. Mid-year budget fiscal policy review
- 30. Annual action plan
- 31. Monitoring and evaluation framework

Technology & Biometrics Directorate

- 32. Report on database management
- 33. Report on registration statistics
- 34. Reports on technical issues

Types of Information Accessible at a fee:

Not available

3. Procedure in Applying and Processing Requests

Section 18 of the RTI Act provides specific guidelines for application for access to information kept by a public institution. It is thus important that request for information be made in accordance with provisions under this section. The Information Officer or a designated officer is responsible for dealing with applications made to the 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. Application by any person or organization who seeks access to information in the custody of 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 information being sought. (Applicant are to specify the class and type of information including cover dates).
 - Payment of relevant fee if applicable.
 - Signature/ thumbprint.
- c. Provision of identification

The applicant must present at least one (1) of the following valid identification cards (IDs) to serve as proof of identity:

 - Driver's License.
 - Passport.
 - National ID.
 - Voter's ID.
- d. The applicant should state the format of information being requested and the mode of transmission. Example (do you need certified true copy, normal photocopy or

electronic copies. Would you want to receive it through a postal address, e-mail, courier services, fax etc.?)

- e. Where an applicant cannot write due to illiteracy or a disability, he/she may make the request orally. However, oral request must conform to the following guidelines;
- The Information Officer must reduce the oral request into writing and give a copy of the written request as recorded for the applicant to authenticate. (s. 18) (3).
 - The Information Officer shall clearly and correctly read and explain the written request to the understanding of the applicant.
 - A witness must endorse the face of the request with the writing; *“the request was read to the applicant in the language the applicant understand and the applicant appeared to have understood the content of the request.”*
 - The applicant must then make a thumbprint or mark on the request.

3.2 Processing the Application

- Applications would be treated on a priority basis. The Information Officer is responsible for handling requests to ensure that statutory deadlines are met.
- He reviews and identify which part is exempt based on Section 5 to 16 of the RTI Act and determines which of the units in the institution have the records or is responsible for the subject matter of the request.
- Provision is made under section 20 for the transfer of an application within a period of not more than ten days of receipt where the public institution to which the application was initially made is unable to deal with the application. In such situations, applicants would be notified accordingly with the reasons and dates of transfer.
- For information readily available in official publications, the Information Officer shall direct the applicant to the institution having custody of that publication and notify the public institution of the request. (s.21).
- If a requested information is not readily accessible, the estimated time it will take to search for the information would be communicated to the applicant.

3.3 Response to Applicants

a. The Information Officer is required under section 23 of the RTI Act to notify applicants within fourteen (14) days from the date of receipt. Applicant 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 prescribed deposit or fee. (s.23)

(6). The notice should state:

- Whether or not full access to the requested information will be granted or only a part can be given and the reason.
- The format and mode of the access.
- The expected publication or submission day of the information in the case of a deferred access.
- The prescribed fee (s.24).

b. The Information Officer can request an extension to the deadline if:

- Information requested is voluminous.
- It is necessary to search through a large number of records.
- The information has to be gathered from more than one source.
- Consultation with someone outside the institution is required.

c. The Information Officer would in such situations notify applicants of an extension as well as the period and reason for the extension. An extension should not be more than seven days.

d. In giving applicants access to information, the applicant would be given the opportunity to inspect the information or receive a copy physically or any other form required such as electronic, magnetic, optical or otherwise, including a computer print-out, various computer storage devices and web portals.

- Where access cannot be given in the form specified by the applicant, access can be given in some other form. In such cases, the applicant shall be provided with a reason why access cannot be given in the specified form.

4. Amendment of Personal Record

A person given access to information contained in records of a public institution may apply for an amendment of the information if the information represents the personal records of that person and in the person's opinion, the information is incorrect, misleading, incomplete or out of date.

4.1 How to apply for an Amendment

- a. The application should be in writing indicating;
 - Name and proof of identity.
 - Particulars that will enable the records of the public institution identify the applicant.
 - The incorrect, misleading, incomplete or the out of date information in the record.
 - Signature of the applicant.
- b. For incomplete information claimed or out of date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- c. The address to which a notice shall be sent should be indicated.
- d. The application can then be submitted at the office of the public institution.
- 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, 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 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"/> Organization/Institution <input type="checkbox"/>		
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	<input type="checkbox"/> National ID Card <input type="checkbox"/> Passport <input type="checkbox"/> Voter's ID <input type="checkbox"/> Driver's License		
8 (a).	Id. No.:			
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):			

10.	Manner of Access:	<input type="checkbox"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input 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 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
RTI	Right to Information
MDA	Ministries, Departments and Agencies
s.	Section
MMDAs	Metropolitan, Municipal and District Assemblies
<Acronym>	<Literal Translation>
<Acronym>	<Literal Translation>

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
Access	<i>Right to Information</i>
Access to information	<i>Right to obtain information from public institutions</i>
Contact details	<i>Information by which an applicant and an Information Officer may be contacted</i>
Court	<i>A court of competent jurisdiction</i>
Designated officer	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
Exempt information	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
Function	<i>Powers and duties</i>
Government	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
Information	<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>
Information officer	<i>The Information Officer of a public institution or the officer designated to whom an application is made</i>
Public	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
Public institution	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
Right to information	<i>The right assigned to access information</i>
Section	<i>Different parts of the RTI Act</i>