



**Government of Ghana**

# Right to Information Manual

Ghana Free Zones Authority (GFZA)

2024

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# 1. Overview

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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 Ghana Free Zones Authority (GFZA) and provide the types of information and classes of information available at GFZA, including the location and contact details of its Information Officers and units.

## 2. Directorates and Departments under Ghana Free Zones Authority (GFZA)

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

Achieve more- Export, Beyond the Horizon, Into Africa and the rest of the World.

### MISSION

To help transform Ghana into the Gateway to Africa ( Africa Continental Free Trade Area-AfCFTA) by creating an attractive and conducive business environment through the provision of competitive Free Zone incentives and operation of an efficient "one-stop-shop" for the promotion and enhancement of domestic and foreign investment.

#### Directorates and Departments under Ghana Free Zones Authority (GFZA)

1. Administration
2. Corporate Affairs, Business Development and Research and Marketing and Investment Promotion.
3. Compliance & Monitoring
4. Enclave and Zones
5. Finance
6. Internal Audit
7. Legal
8. Management Information Systems

#### Responsibilities of the Institution:

GFZA main role is to facilitate, regulate and monitor activities in the free zones, other functions of the Authority are:

- Grant licenses to applicants.
- Assist applicants for licenses under Act 504 by providing services for obtaining other relevant licenses, permits and facilities.
- Examine and recommend for approval, proposals relating to the development and activities of the free zones.
- Monitor the activities, performance and development of Free Zone Developers and Enterprises to ensure compliance to the Free Zone Act and any other laws relevant to free zone activities.
- Register and keep records and data on the programmes of developers, operators and enterprises in free zones.

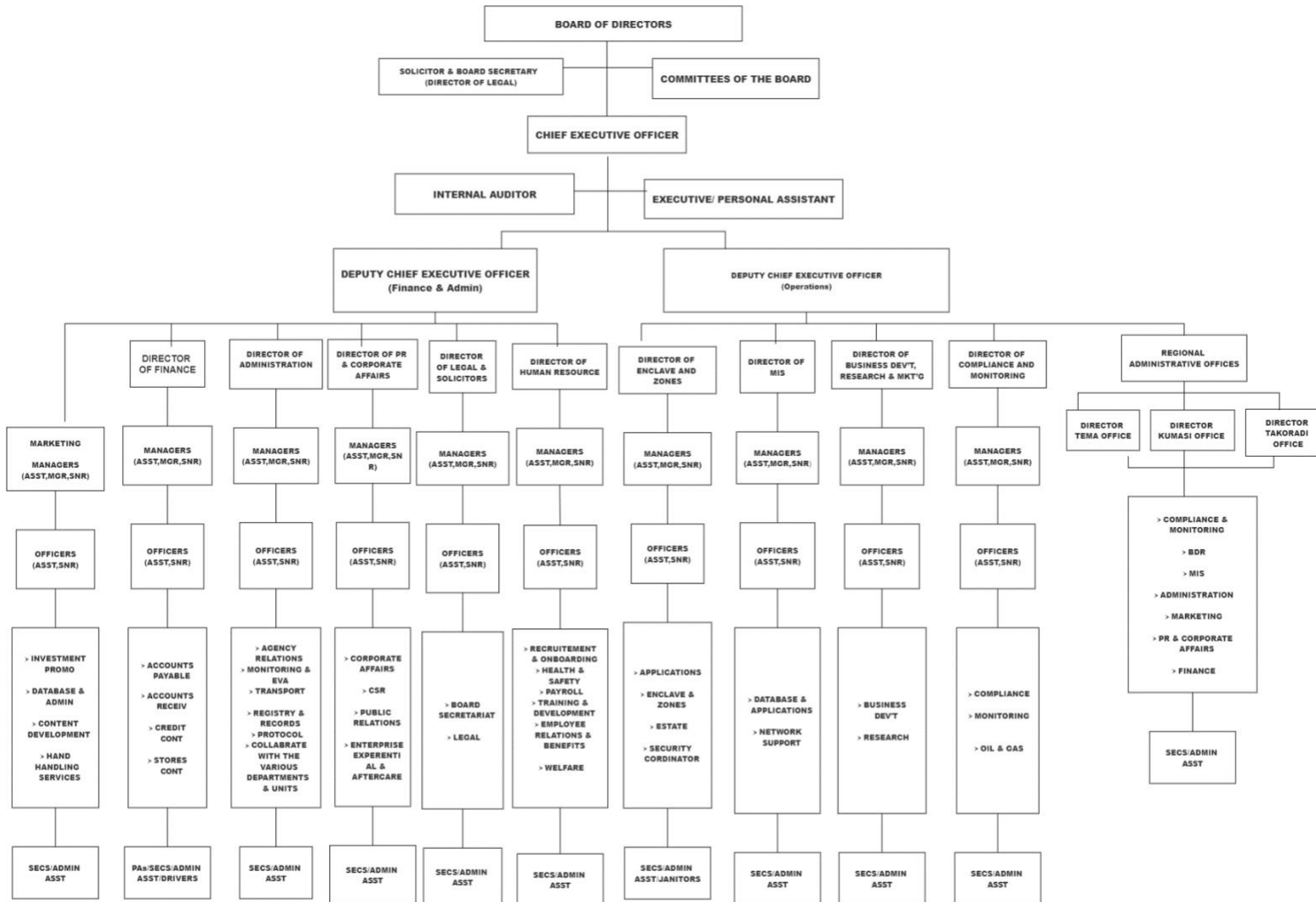
- Perform such other functions as are incidental to the foregoing.

## 2.1 Description of Activities of each Directorate and Department

| Directorate/Department   | Responsibilities/Activities   |
|--|---|
| Administration   | <ul style="list-style-type: none"> <li>• To provide administrative and logistical support for effective running of the Authority through coordination of day-to-day operational activities and implementation of administrative and human resource management policies and procedures.</li> </ul>   |
| Corporate Affairs, Business Development and Research and Marketing and Investment Promotion. | <p><b>Corporate Affairs and PR</b></p> <ul style="list-style-type: none"> <li>• The Corporate Affairs and PR is the Unit that is responsible for upholding all internal and external relations between the Authority and its enterprises, stakeholders, and the government in the conduct of GFZA's activities. The Unit is also responsible for creating and communicating a favorable public image on behalf of the Authority through the media.</li> </ul> <p><b>Business Development and Research and Marketing and Investment Promotion.</b></p> <ul style="list-style-type: none"> <li>• The Unit's responsibility is to acquire new businesses with the ambition to expand GFZA's clientele and to drive sustainable financial growth through boosting and forging strong relationships with investors and prospective investors.</li> <li>• The main area of focus is to generate new leads with the aim of creating and bringing in more investors.</li> <li>• The Department also organizes the promotion and dissemination of information on the GFZA with the intention of attracting prospective clients and project the image of the Authority.</li> <li>• The Unit also manages relationships with sister-investment promotion agencies and diplomatic missions</li> </ul> |
| Compliance & Monitoring  | <ul style="list-style-type: none"> <li>• Provide assurance on efficiency and effectiveness of operations required for the achievement of the Authority's objectives by providing risk driven</li> </ul>   |

|  |  |
|--|--|
|  | <p>compliance audit and monitoring advisory services to management.</p>  |
| Enclave ,Zones and Application Processing and Evaluation | <ul style="list-style-type: none"> <li>• Managing the Enclaves (Operative and Designated) of the Ghana Free Zones Authority as well as the Estate (Secretariat and Agencies) of the Authority.</li> <li>• Ensuring that the necessary information and inputs for policy formulation and decision making on enclave and estate management are made available to management periodically.</li> <li>• The Evaluation and Application processing Unit oversees bringing on board all new investors interested in the attainment of Free Zones Enterprise status thus explains to prospective investors about the procedures and requirements for free zones applications. The department also collates and evaluates all applications from the investors by ensuring that it complies with the Free Zones regulation (1618) specified in the Act 504.</li> </ul> |
| Finance  | <ul style="list-style-type: none"> <li>• To manage and supervise all accounts related issues and day to day transactions.</li> <li>• Prepare and report financial position to Chief Executive Officer and the Authority and Implement internal financial control systems expenditure and revenue variance and reports accordingly.</li> </ul>  |
| Internal Audit   | <ul style="list-style-type: none"> <li>• To provide an avenue to ensure the implementation and adherence to the required auditing practices of the GFZA in order to enhance judicious use of resources also to ensure compliance with the rules, laws, procedures and regulation of the GFZA and as well as those from government.</li> </ul>  |
| Legal  | <ul style="list-style-type: none"> <li>• To serve as Secretary at all Governing Board meetings and defend the interest of the Authority in all suits.</li> <li>• Provide legal opinion and advice in civil matters and ensure that recommendations are complied with.</li> </ul>   |
| Management Information Systems                           | <ul style="list-style-type: none"> <li>• To maintain internal procedures to collect and collate information and secure the Secretariat's information and also to support the successful implementation of the UNIPASS systems in house.</li> </ul>   |

2.2  **GFZA ORGANOGRAM STRUCTURE** 



## 2.3 Classes and Types of Information

|   |
|---|
| <b>List of various classes of information in the custody of the institution:</b>  |
| <ol style="list-style-type: none"><li>1. Information about the Ghana Free Zones Authority (Establishment, Functions and Services provided).</li><li>2. Information about Licensed Free Zones Enterprises (FZEs) and their operations.</li><li>3. Legal Documents (MoUs with Investment Agencies, Diplomatic Missions, Offer of Land, Land Registration, Settlement etc.)</li><li>4. Information about Enclave development and occupancy on designated enclaves.</li></ol> |
| <b>Types of Information Accessible at a fee:</b>  |
| <ol style="list-style-type: none"><li>1. Approved List of Licensed Free Zone Enterprises.</li></ol>   |



### 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 Ghana Free Zones Authority. To requests for information under the RTI Act from the Ghana Free Zones 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 Ghana Free Zones 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 Ghana Free Zones 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**

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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.

## 5. Appendix A: Standard RTI Request Form

[Reference No.: .....]

# APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO INFORMATION ACT, 2019 (ACT 989)



|        |   |   |   |                                     |
|--------|---|---|---|-------------------------------------|
| 1.     | Name of Applicant:  |   |   |                                     |
| 2.     | Date:   |   |   |                                     |
| 3.     | Public Institution:   |   |   |                                     |
| 4.     | Date of Birth:  | DD  | MM  | YYYY                                |
| 5.     | Type of Applicant:  | Individual <input type="checkbox"/>       | Organization/Institution <input type="checkbox"/> |                                     |
| 6.     | Tax Identification Number   |   |   |                                     |
| 7.     | If Represented, Name of Person Being Represented:   |   |   |                                     |
| 7 (a). | Capacity of Representative:   |   |   |                                     |
| 8.     | Type of Identification:   | <input type="checkbox"/> National ID Card | <input type="checkbox"/> Passport                 | <input type="checkbox"/> Voter's ID |
|        |   | <input type="checkbox"/> Driver's License |   |                                     |
| 8 (a). | Id. No.:  |   |   |                                     |
| 9.     | Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests): |   |   |                                     |

|         |  |   |
|---------|--|---|
| 10.     | Manner of Access:  | <input type="checkbox"/> Inspection of Information<br><input type="checkbox"/> Copy of Information<br><input type="checkbox"/> Viewing / Listen<br><input type="checkbox"/> Written Transcript<br><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 _____<br><input type="checkbox"/> Postal Address _____<br><input type="checkbox"/> Tel: _____  |
| 12.     | Applicant's signature/thumbprint:  |   |
| 13.     | Signature of Witness (where applicable)<br><br><i>"This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."</i> |   |

## **6. Appendix B: Contact Details of GFZA's Information Unit**

**Name of Information/Designated Officer:**

Anita Quashie

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

0244299908

**Postal Address of the institution:**

P. O. Box M626 Ministries Accra, Ghana



## 7. Appendix C: Acronyms

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Table 1 Acronyms

| <b>Acronym</b> | <b>Literal Translation</b>                             |
|----------------|--|
| <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>FZE's</i>   | <i>Free Zone Enterprises</i>                           |
| <i>MoU</i>     | <i>Memorandum of Understanding</i>                     |

## 8. Appendix D: Glossary

This Glossary presents clear and concise definitions for terms used in this manual that may be unfamiliar to readers listed in alphabetical order. Definitions for terms are based on section 84 of the RTI Act.

Table 2 Glossary

| Term                  | Definition   |
|-----------------------|--|
| 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>  |



Our Ref: \_\_\_\_\_

**7<sup>TH</sup> OCTOBER 2022**

**FOR IMMEDIATE RELEASE**

**FEES AND CHARGES (MISCELLANEOUS PROVISIONS) ACT, 2022 (ACT 1080)**

Pursuant to Section 75 (1) of the Right to Information Act, 2019 (Act 989), the Right to Information Commission hereby notify the general public that, Parliament has approved the fees and charges related to the cost associated with access to information.

The fees and charges approved by Parliament can be found in the Fees and Charges (Miscellaneous Provisions) Act, 2022, (Act 1080).

Below is the details of the approved fees to cover the cost associated with application for, or access to information.

| REVENUE ITEM   | APPROVED FEES AND CHARGES (GHS) |
|--|---------------------------------|
| 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 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 audio record   | 1.00                            |

All must therefore be guided by this directive.

Thank you

  
**YAW SARPONG BOATENG**  
**EXECUTIVE SECRETARY**



**CC: ALL PUBLIC INSTITUTIONS**

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