Government of Ghana

Right to Information Manual

Ghana Free Zones Authority (GFZA)

2026

Document Number: GFZA/RTI/2026

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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 Akufo-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 departments.

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. Human Resource 3. Corporate Affairs and PR 4. Business Development and Research 5. Marketing and Investment Promotion 6. Agribusiness and AfCFTA 7. Compliance 8. Monitoring 9. Estate Enclave and Zone Development 10. Applications 11. Procurement 12. Finance 13. Internal Audit 14. Legal 15. Management Information Systems
Responsibilities of the Institution: GFZA's 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 with 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

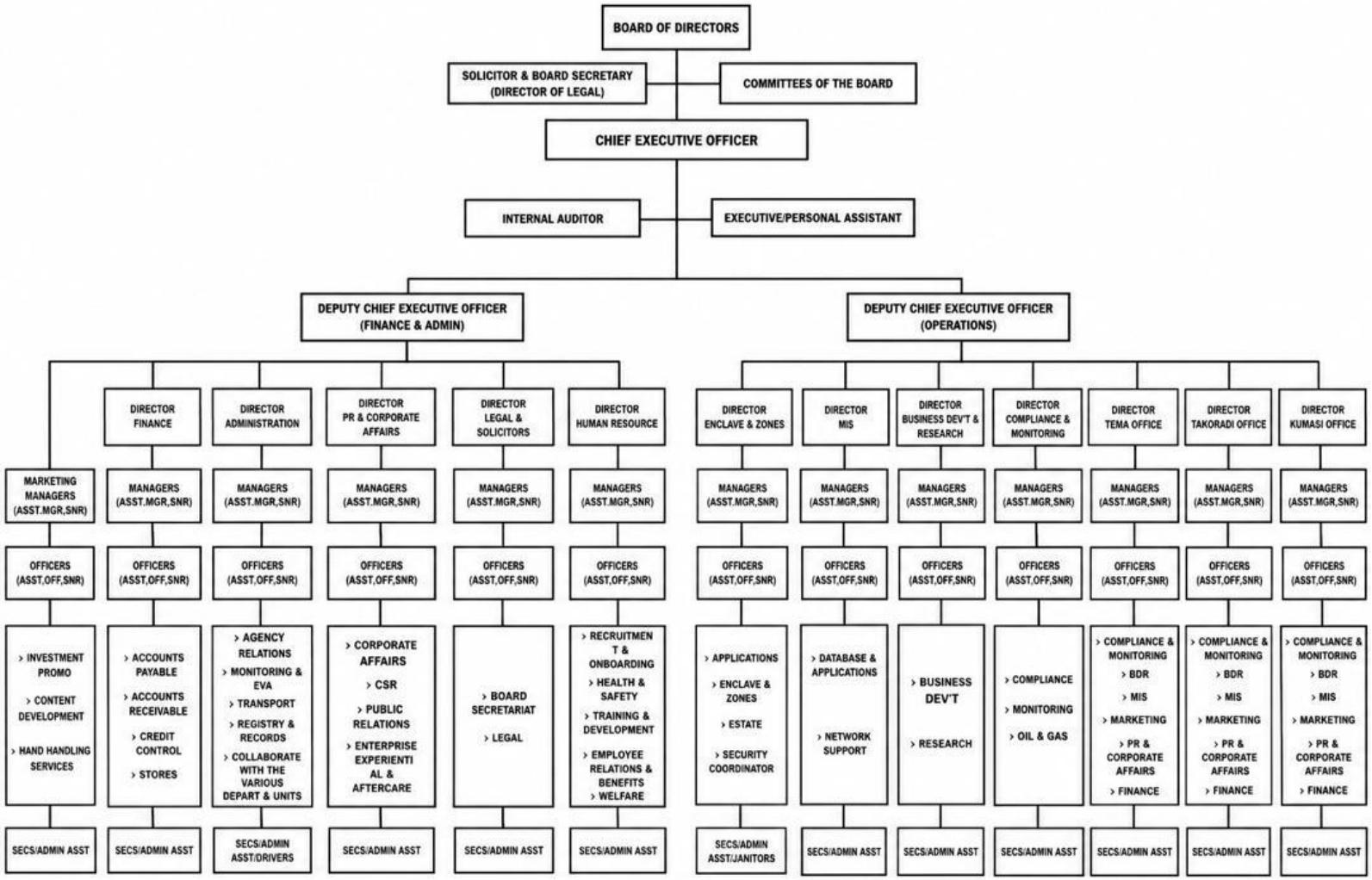
Directorate/Department	Responsibilities/Activities
Administration	• To provide administrative and logistical support for effective running of the Authority through coordination of day-to-day operational activities and implementation of administrative and human resource management policies and procedures.
Corporate Affairs Business Development and Research Marketing and Investment Promotion. Agribusiness and AfCFTA	**Corporate Affairs and PR** • To serve as the strategic communication, public relations, and stakeholder engagement hub of the Authority. • To shape and project the Authority's image and manage both internal and external communications in alignment with the Authority's mandate; strengthening stakeholder confidence and FZE relations; enhancing internal communication and organizational cohesion; ensuring complaints from FZEs are resolved; and supporting the Authority's strategic investment promotion efforts through effective branding and public engagement. **Business Development and Research** • 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.

	• To generate new leads to attract and bring in more investors. **Marketing and Investment Promotion.** • To organize the promotion and dissemination of information on the GFZA with the intention of attracting prospective clients and projecting the image of the Authority. • To manage relationships with sister investment promotion agencies and diplomatic missions and plan joint investment programmes. **Agribusiness** • To promote investment in the processing, packaging and manufacturing of agricultural products; support the development of specialised agro-processing Free Zones enclaves and industrial clusters; facilitate linkages between Free Zones Enterprises, local farmers, cooperatives and aggregators to ensure reliable supplies of agricultural raw materials for processing and export; and collaborate with relevant institutions to identify international markets, promote agricultural exports and facilitate market access under the AfCFTA, ECOWAS and other trade arrangements.
Human Resource	• To provide Quality Services in Support of the Authority's Principles, Values, Vision and Mission as well as the Total Operation in Meeting the Strategic Goals through its most valuable resource – Its Staff. • To act as a link between Management and Staff, focusing on policies, systems, and practices that support the Authority's growth while promoting Staff well-being: It focuses on the following: Recruitment & On-Boarding; the right talents are hired to drive productivity, growth, and long-term success. • To ensure that employees are equipped with the necessary skills and knowledge through orientations, professional training, and workshops to enhance their knowledge and competencies.

	• To monitor employee performance through appraisals and recognition initiatives, including promotions and Employee of the Year Awards. • To ensure adherence to labour laws, health and safety standards, and organisational policies; serve as a liaison between staff and approved medical facilities to ensure that employees and their families receive the necessary medical care; and organise health and safety programmes, including breast cancer and prostate cancer awareness campaigns.
Compliance Monitoring	• To assure the efficiency and effectiveness of operations required for the achievement of the Authority's objectives by providing risk-driven compliance audit and monitoring advisory services to management.
Estate Enclave and Zones Development	• To manage the Enclaves (Operative and Designated) of the Ghana Free Zones Authority as well as the Estate (Secretariat and Agencies) of the Authority. • To ensure that the necessary information and inputs for policy formulation and decision-making on enclave and estate management are made available to Management periodically.
Application Processing and Evaluation	• To oversee the onboarding of all new investors interested in obtaining Free Zones Enterprise status and explain to prospective investors 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.
Finance	• To manage and supervise all accounts-related issues and day-to-day transactions. • To prepare and report on financial position to the Chief Executive Officer and the Authority, and implement internal financial control systems, expenditure and revenue variance reports accordingly.

Internal Audit	• To provide an avenue to ensure the implementation and adherence to the required auditing practices of the GFZA to enhance judicious use of resources, and to ensure compliance with the rules, laws, procedures and regulations of the GFZA and those from government.
Legal	• To serve as Secretary at all Governing Board meetings and defend the interest of the Authority in all suits. • To provide legal opinions and advice on civil matters and ensure that recommendations are complied with.
Management Information Systems	• To maintain internal procedures to collect and collate information and secure the Secretariat's information and to support the successful implementation of the UNIPASS systems in-house.
Procurement	• To be responsible for planning, coordinating, and managing the procurement of goods, works, and services required to support the effective operations of the Ghana Free Zones Authority (GFZA). The Department ensures that procurement activities are undertaken in a transparent, competitive, cost-effective, timely, and compliant manner, in accordance with applicable public procurement laws, regulations, and procedures. Its functions include identifying procurement needs, preparing procurement plans and specifications, managing tendering and evaluation processes, engaging and managing suppliers and service providers, monitoring contract performance and delivery, maintaining procurement records, and ensuring value for money in the use of the Authority's resources.

2.2 GHANA FREE ZONES AUTHORITY GFZA ORGANOGRAM STRUCTURE GHANA FREE ZONES AUTHORITY GFZA



2.3 Classes and Types of Information

List of various classes of information in the custody of the institution:
1. Information about the Ghana Free Zones Authority (Establishment, Functions and Services provided). 2. Information about Licensed Free Zones Enterprises (FZEs) and their operations. 3. Legal Documents (MoUs with Investment Agencies, Diplomatic Missions, Offer of Land, Land Registration, Settlement, etc.) 4. Information about Enclave development and occupancy on designated enclaves.
Types of Information Accessible at a fee:
1. Approved List of Licensed Free Zone Enterprises.

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 requests 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 Ghana Free Zones Authority. For 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 the 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. (Applicants are to specify the class and type of information, including cover dates).
- Payment of relevant fee if applicable.
- Signature/ thumbprint.

c. Provision of identification

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

- Driver's License.
- Passport.
- National ID.
- Voter's ID.

d. The applicant should state the format of information being requested and the mode of transmission. Example (do you need 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, an 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 identifies which part is exempt based on Sections 5 to 16 of the RTI Act and determines which of the departments in the institution have the records or are 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 the 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 have 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 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:

- Information requested is voluminous.
- It is necessary to search through many records.
- The information must 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 allowed to inspect the information or receive a copy physically or in 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 to identify the applicant.
   - The incorrect, misleading, incomplete, or 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 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** ☐ **Organization/Institution** ☐		
6.	**Tax Identification Number**			
7.	**If Represented, Name of Person Being Represented:**			
7 (a).	**Capacity of Representative:**			
8.	**Type of Identification:** ☐ **National ID Card** ☐ **Passport** ☐ **Voter's ID** ☐ **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 in multiple applications for multiple requests):**			

10.	**Manner of Access:**	☐ **Inspection of Information** ☐ **Copy of Information** ☐ **Viewing / Listen** ☐ **Written Transcript** ☐ **Translated (specify language)** ☐
10 (a).	**Form of Access:**	☐ **Hard copy** ☐ **Electronic copy** ☐ **Braille**
11.	**Contact Details:**	☐ **Email Address**_____ ☐ **Postal Address**_____ ☐ **Tel:** _____
12.	**Applicant's signature/thumbprint:**	
13.	**Signature of Witness (where applicable)** ***"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."***	

6. Appendix B: Contact Details of GFZA's Information Department

Name of Information/Designated Officer:

Anita Quashie

Telephone/Mobile number of Information Department:

0244299908

Postal Address of the institution:

P. O. Box M626 Ministries Accra, Ghana

7. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
RTI	*Right to Information*
MDA	*Ministries, Departments and Agencies*
s.	*section*
MMDAs	*Metropolitan, Municipal and District Assemblies*
FZE's	*Free Zone Enterprises*
MoU	*Memorandum of Understanding*

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