



**Government of Ghana**

**Right to Information Manual**

**GHANA TOURISM AUTHORITY (GTA)**

**2024**

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**Document Number: GTA/RTI/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 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 Tourism Authority (GTA) and provide the types of information and classes of information available at GTA, including the location and contact details of its Information Officers and units.

## **2. Directorates and Departments under Ghana Tourism Authority (GTA)**

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**

The vision of GTA is to be the main driver for the growth of Tourism and to see Ghana become the leading sustainable Tourist destination in West Africa by 2026.

### **MISSION**

To ensure the sustainable development of tourism through:

- Deployment of the Best Technology and ICT.
- Effective Regulation and Standardization.
- Strengthening Partnerships (Multi- Agency partnerships, Public – Private Partnerships, Stakeholder partnerships).
- Aggressive Marketing and Robust Investment promotion.
- Uplifting Industry Service, Safety and Health Standards.
- Enhancing accountability and shared responsibility.

### **Directorates and Departments under Ghana Tourism Authority (GTA)**

#### **DIRECTORATES:**

1. CHIEF EXECUTIVE OFFICER
2. DEPUTY CHIEF EXECUTIVE OFFICER / GENERAL SERVICES
3. DEPUTY CHIEF EXECUTIVE OFFICER / OPERATIONS

#### **OPERATIONAL DEPARTMENTS:**

1. MARKETING
2. PRODUCT DEVELOPMENT AND INVESTMENT(PDI)
3. RESEARCH, MONITORING AND EVALUATION
4. STANDARDS AND QUALITY ASSURANCE
5. REGIONAL OFFICES

**SUPPORTING DEPARTMENTS:**

1. CORPORATE AFFAIRS
2. FINANCE
3. ADMINISTRATION
4. HUMAN RESOURCE

**Responsibilities of the Institution:**

The Ghana Tourism Authority is a Ghanaian State Agency under the Ministry of Tourism, Arts, and Culture responsible for the regulation of tourism enterprises namely accommodation, food, beverage and entertainment, travel and tour, charter flight operations etc. As stipulated by the Tourism Act, 2011(Act 817), the Ghana Tourism Authority shall:

- i. Identify and acquire suitable land for tourism development.
- ii. Collect, compile and publish information and statistics in respect of all tourism activities.
- iii. Take appropriate measures for the safety and security of consumers of the tourism industry.
- iv. Advise the Minister on policy issues generally on matters related to the tourism industry.
- v. Develop standards and guidelines for designs for use at tourist attractions and enterprises to reflect Ghanaian culture.
- vi. Establish standards, guidelines, guidelines and codes of practice in relation to carrying on or running a tourist enterprise and attractions.
- vii. Ensure the management and development of appropriate designs for tourist sites.
- viii. Regulate and monitor the activities of licenses.

## 2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
<p><b>CHIEF EXECUTIVE OFFICER</b></p>	<ul style="list-style-type: none"> <li>• Exercise oversight responsibility for the efficient and effective management of the resources (human, material and financial) of the Authority.</li> <li>• Initiates action for the formulation and implementation of policies and programmes of the Authority.</li> <li>• Represents the Authority at local and international levels on matters concerning the developmental projects and operations.</li> <li>• Advises the Board and implements its decisions on corporate and operational policies.</li> <li>• Prepares and submits the annual budgets of the Authority to the Board for the approval.</li> <li>• Prepares and submits annual and other periodic reports to the Board.</li> <li>• Signs and seals conceptual agreements between individual or groups of persons and the Authority on approval by the Board.</li> <li>• Appraises the performance of staff of the Authority.</li> <li>• Collaborates and builds relationships with government, public and private sector partners and other stakeholders in carrying-out the mandate of the Authority.</li> </ul> <p><b>There are two (2) units under this Department, namely:</b></p> <ol style="list-style-type: none"> <li>1. Audit unit</li> <li>2. Legal Unit</li> </ol>



	<ul style="list-style-type: none"> <li>• Advises on the development and implementation strategies for resource mobilization from both private and public sectors.</li> <li>• Provides inputs, information and data for the formulation of policies.</li> <li>• Supervises the implementation of the Authority's policies, bye-laws, instruments and objectives.</li> <li>• Participate in all development and contract negotiations on behalf of the Authority.</li> <li>• Supervises the activities of the Regional Directors in matters relating to operational services.</li> <li>• Exercise oversight responsibility for the efficient and effective management of the resources (human, material and financial) in the operational services.</li> <li>• Coordinates the preparation and submission of the operational directorate's budgetary proposals for incorporation into the corporate annual budget.</li> <li>• Appraises the performance of staff of the Operational Departments of the Authority.</li> </ul>
<p><b>DEPUTY CHIEF EXECUTIVE OFFICER (GENERAL SERVICES)</b></p>	<ul style="list-style-type: none"> <li>• Exercise oversight responsibility for the efficient and effective management of general services of the Authority.</li> <li>• Ensures that statutory financial obligations affecting the Authority are observed.</li> <li>• Ensures a strong and effective framework of corporate governance within the Authority.</li> <li>• Assesses and provides advice on the financial health of the Authority in relations to the policies and programs.</li> </ul>



	<ul style="list-style-type: none"> <li>• Leads in the preparation and presentation of the Authority's budget.</li> <li>• Participates in all development and contract negotiations on behalf of the Authority.</li> <li>• Monitors the implementation of the Authority's Annual Budget.</li> <li>• Directs action and matters relating to general services submitted to the Head Office by Regional Directors.</li> <li>• Oversees the preparation and implementation of performance management as well as staff development policies and programs.</li> <li>• Coordinates the development and implementation strategies for resources mobilization from both private and public sectors.</li> <li>• Appraise the performance of staff of the general services departments of the Authority.</li> </ul>
<b>MARKETING</b>	<ul style="list-style-type: none"> <li>• Promoting and marketing the country as a tourist destination in Ghana, overseas and regional markets.</li> <li>• Responsible for initiating the production and distribution of promotional materials.</li> <li>• Liaising with private sector and other stakeholders on production of appropriate promotional materials for the industry.</li> <li>• Develop, plan and organize innovative special tourism events of domestic and international significance.</li> <li>• Promoting Domestic Tourism and creating awareness of the benefits of Tourism.</li> </ul>

	<ul style="list-style-type: none"> <li>• Developing strategies for effective marketing and promotion.</li> <li>• Advertise in international MICE journals and magazines.</li> <li>• Producing MICE brochures, video and other branded materials.</li> <li>• Organizing familiarization visits for international Professional Congress Organizers, Incentive Tour Operators, Associations, Publishers and Writers within the Business and MICE space.</li> <li>• Organizes the Authority's conferences, seminars, summits and exhibitions.</li> </ul>
<p><b>RESEARCH, MONITORING AND EVALUATION</b></p>	<ul style="list-style-type: none"> <li>• Develops appropriate performance indicators that are in tandem with expected goals/objectives of the Authority.</li> <li>• Develops and strengthens the Authority's monitoring and evaluation framework, systems and tools.</li> <li>• Coordinates the implementation of monitoring and evaluation systems including documentation of achievements, targets and general tracking and measurement of programme performance.</li> <li>• Collaborate with relevant national organisations and institutions for the collection and analysis of key data and operational information for the development of Tourism Satellite Account (TSA).</li> <li>• Facilitate the calculation of economic impact of travel and tourism to help policy makers make</li> </ul>

	<p>strategic decisions, assess capital investment and gauge government support.</p> <ul style="list-style-type: none"> <li>• Monitors and evaluate the effectiveness of policies, programs and projects.</li> <li>• Coordinates data collection, compilation, analysis and dissemination.</li> <li>• Ensures timely preparation and publication of Tourism Research and operational reports.</li> <li>• Supervises research activities to support the Authority and Tourism sector in decision making.</li> <li>• Ensures the maintenance of statistical database for tourism development.</li> <li>• Conduct studies on travel patterns, tourism trends, current market dynamics and emerging trends in the industry.</li> <li>• Lead in the preparation of a strategic plan in the Authority.</li> <li>• Evaluate the social and environmental consequences of tourism development in Ghana.</li> <li>• Ensure that the department conducts M&amp;E activities in line with the Authority’s corporate policies, procedures and requirements.</li> <li>• Provides relevant operational support to the departments and regional offices.</li> <li>• Engage all relevant stakeholders in research to address identified research gaps.</li> </ul>
<p><b>PRODUCT DEVELOPMENT AND INVESTMENT</b></p>	<ul style="list-style-type: none"> <li>• Provision of conceptual and land plans for the development of tourism products and encourage investors interest by developing investors</li> </ul>

	<p>information profile on potential and priority projects.</p> <ul style="list-style-type: none"> <li>• Collaborate with relevant Public Sector Agencies for the development of tourism infrastructure.</li> <li>• Formulation of Strategic framework and plans for Area Development Schemes within the identified tourism zones and routes to ensure environmental conservation and cultural preservation of resources.</li> <li>• Appraisal and advice on private sector projects to meet the required economic, environmental and socio-cultural guidelines and industry standards.</li> <li>• Coordination of the Board’s planning and development programmes into actionable projects for the ease of monitoring and evaluation.</li> <li>• Provision of strategies to negotiate with potential investment partners and provide regulatory indicates for aid donors to ensure that counterpart finding and project activities are within the Board’s budget and regulations of its operations respectfully.</li> <li>• Providing extension services to investors (including appraising projects, proposals and sourcing)</li> </ul>
<p><b>STANDARD AND QUALITY ASSURANCE</b></p>	<ul style="list-style-type: none"> <li>• Coordinating the registration and inspection of tourism establishments in the country.</li> <li>• Collection of data for the formulation of policies for the Department.</li> <li>• Monitoring and evaluating the implementation of the Authority’s policies, programmes relating to standards and quality assurance.</li> <li>• Developing project strategy, operational work plans, budgets and reports on integrated programmes.</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordinating the development of performance indicators for the assessment of standards of tourism plants (tourism facilities), both formal and informal.</li> <li>• Overseeing the registration and inspection of travel and tours, car rentals and charter flight.</li> <li>• Coordinating the classification, grading and licensing of tourism facilities in the country.</li> <li>• Investigating complaints from clients of tourism related establishments and recommends appropriate action.</li> <li>• Identifying best practices and trends in the global tourism industry for adoption to improve on the quality of standards in the accommodation, catering and leisure establishments.</li> </ul>
<b>CORPORATE AFFAIRS</b>	<ul style="list-style-type: none"> <li>• Writing of news stories, rejoinders, press releases, script for radio and TV commercials, speeches and reports etc.</li> <li>• Preparation of media plans, synopsis for interview and interview schedules.</li> <li>• Responsible for the preparation of newsletters, calendars, leaflets, brochures and publication of house journal.</li> <li>• Serves as the link between the Authority and its public (both internal and external).</li> <li>• Educating the publics on the activities of the Authority.</li> <li>• Coordinating stakeholders' interaction with agencies within the tourism industry.</li> <li>• Responsible for facilitating crisis communication.</li> </ul>

<p><b>HUMAN RESOURCE</b></p>	<ul style="list-style-type: none"> <li>• Promoting high standards in the tourism industry through training and human resource development.</li> <li>• Helping in capacity building in both the public and private sectors of the industry.</li> <li>• Leading the development of human resource policies, procedures and strategies to support the attainment of Authority's objectives.</li> <li>• Providing advisory services on all aspects of the labor law, regulations and practices to ensure that all legal requirements and best practices are maintained.</li> <li>• Ensuring effective and efficient administration of human resources in Authority.</li> <li>• Ensuring the development and maintenance of Human Resource Management Information Systems for the Authority.</li> <li>• Implementation of human resource programs including recruitment, selection, performance management, career development and succession planning of the Authority.</li> <li>• Managing the performance of staff of the Authority.</li> <li>• Ensuring the availability of services and facilities necessary to support operation of the Authority.</li> </ul>
<p><b>FINANCE</b></p>	<ul style="list-style-type: none"> <li>• Advises management on Financial Administration Act, Internal Audit Agency Act, Procurement Act and any other financial regulations approved by the Government.</li> <li>• Ensuring the timely preparation of periodic financial reports of the Authority.</li> <li>• Ensuring the judicious use of funds in accordance with relevant financial regulations.</li> </ul>

	<ul style="list-style-type: none"> <li>• Identifying sources of funding to improve revenue base of the Authority.</li> <li>• Developing financial policies and procedures for planning and budgeting.</li> <li>• Preparation of the annual budget of the Authority.</li> <li>• Cooperating with external auditors for the preparation of accounts.</li> <li>• Taking action on financial recommendations contained in audit reports.</li> </ul>
<b>ADMINISTRATION</b>	<ul style="list-style-type: none"> <li>• Exercises managerial and administrative oversight for all activities of the Department.</li> <li>• Coordinates plans to ensure the availability of resources to support the activities of the Authority.</li> <li>• Designs and maintains an effective system for monitoring and evaluating the activities of the Department for maximum results.</li> <li>• Provides inputs for annual budget and the strategic planning process.</li> <li>• Provides inputs for preparation of the Annual Performance Report.</li> <li>• Prepares monthly, quarterly and annual Performance Reports of the Department.</li> <li>• Coordinates the development of framework for policies and practices related to administration and logistics.</li> <li>• Coordinates the development and management of ICT infrastructure for the Authority.</li> <li>• Coordinates the preparation of procurement plans and facilitates the timely procurement of materials requirements for the Authority.</li> </ul>

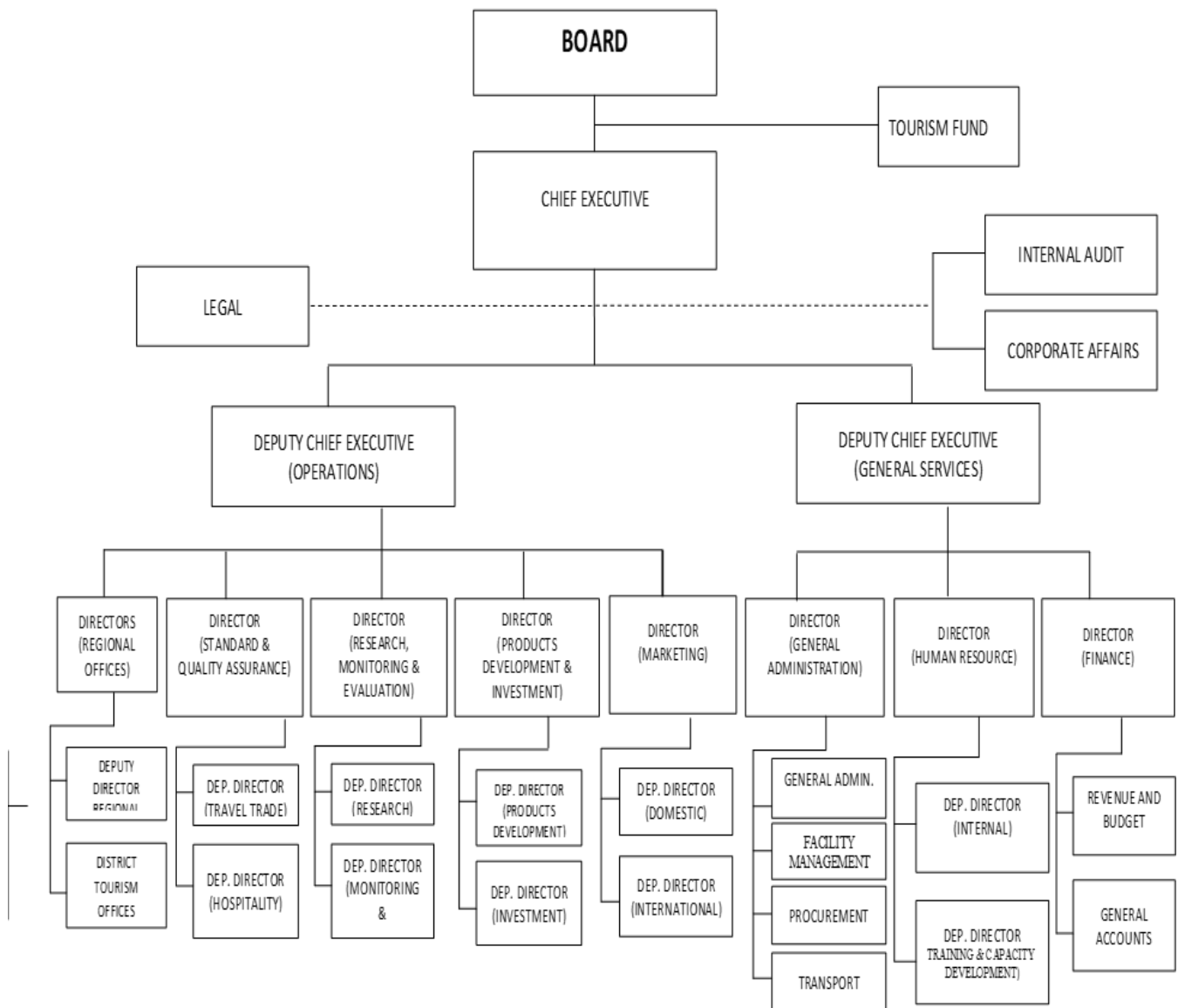
	<ul style="list-style-type: none"> <li>• Oversees the development of appropriate procedures relating to requisition, ordering, receiving and inspecting, storing and payment of goods, services and works.</li> <li>• Supervises the disposal of unserviceable and obsolete plants and equipment.</li> <li>• Submits reports on the activities of the Department.</li> <li>• Coordinates the organization of all meetings, seminars, workshops and conferences required to support all Departments of Authority.</li> <li>• Oversees the management of the Authority's physical assets.</li> </ul>
<p><b>TOURISM DEVELOPMENT FUND</b></p>	<ul style="list-style-type: none"> <li>• Responsible for conducting field visits to ascertain the accuracy of 1% tourism levy collections and remittances by tourism operators across the country.</li> <li>• Conduct audit of accounts and records of tourism enterprises to ascertain the correct amount of levy to be paid.</li> <li>• Educate and sensitize tourism enterprises on how to correctly compute the 1% tourism levy and make payments.</li> <li>• Address complaints and challenges from tourism enterprises pertaining to the 1% tourism levy.</li> <li>• Reconciliation of payments of 1% tourism levy payments by tourism enterprises.</li> <li>• Responsible for registering new tourism establishments and generating tourism levy registration account numbers.</li> </ul>



	<ul style="list-style-type: none"> <li>• Resolve issues bothering the remittance of 19% tourism levy regarding the Trans flow platform used by the receiving banks.</li> </ul>
<p><b>REGIONAL OFFICES</b></p>	<ul style="list-style-type: none"> <li>• Coordinates all activities for the efficient and effective management of the resources (human, material and financial) of the Authority in the Region.</li> <li>• Coordinating the collection of all revenue due the Authority in the Region and render appropriate accounts to the corporate head office.</li> <li>• Supervising the development and execution of all tourism plans and programmes in the Region.</li> <li>• Supervising the collection of tourism data on all tourism plants in the Region.</li> <li>• Coordinating the collection of information and data for the production and distribution of promotional materials.</li> <li>• Supervising the planning and organization of tourism fairs, exhibitions and other tourism related activities in the Region.</li> <li>• Monitoring and evaluating the implementation of the Authority's policies, programmes and bye laws in the Region.</li> <li>• Coordinating the collation of regional inputs for the preparation of National Tourism Development plan and related framework.</li> <li>• Facilitating the organization of sight-seeing tour to places of historical, cultural and scenic interest for tourism.</li> </ul>

- Liaises with the Regional Coordinating Council and MDAs and MMDAS on matters relating to tourism and tourism related programmes/events.

## 2.2 Ghana Tourism Authority’s Organogram



## 2.3 Classes and Types of information

<b>List of various classes of information in the custody of the institution:</b>
<p>List of various classes of information in the custody of the institution;</p> <p><b>A. <u>Information on how to register and license;</u></b></p> <ol style="list-style-type: none"> <li>1. Accommodation (hotels, hostels, motels, guest houses and serviced apartments).</li> <li>2. Food, Beverage and Entertainment (Restaurant, movie house, night club, pub etc.)</li> <li>3. Travel trade (travel and tours, car rental, tour guide and tour operators).</li> <li>4. Tourist sites.</li> </ol> <p><b>B. <u>Information on:</u></b></p> <ol style="list-style-type: none"> <li>1. Tourism arrivals</li> <li>2. Tourism receipts</li> <li>3. Average spending of the tourist</li> <li>4. Generating market</li> <li>5. Number of days spent by international tourists.</li> <li>6. Number of days spent by domestic tourist</li> <li>7. Fairs and exhibitions attended.</li> <li>8. Tourism events</li> <li>9. MICE- conferences</li> <li>10. Tourism stakeholders</li> </ol>
<b>Types of Information Accessible at a fee:</b>
None

### **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 Tourism Authority. To requests for information under the RTI Act from the Ghana Tourism 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 Tourism 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 Tourism 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.
- e. A statutory declaration must be attached.

## **5. Fees and Charges for Access to Information**

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

		<input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input style="width: 150px; height: 20px;" type="text"/>
10 (a).	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	Contact Details:	<input type="checkbox"/> Email Address _____ <input type="checkbox"/> Postal Address _____ <input type="checkbox"/> Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) <i>"This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."</i>	

## **7. Appendix B: Contact Details of Ghana Tourism Authority's Information Unit**

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**Name of Information/Designated Officer:**

**ANTHONY KWAME ACHEAMPONG**

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

**054-145-6500**

**Postal Address of the institution:**

**P. O. BOX GP 3106, ACCRA**

## 8. Appendix C: Acronyms

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>PDI</i>	<i>Product Development Investment</i>
<i>PR</i>	<i>Public Relations</i>
<i>DCEO</i>	<i>Deputy Chief Executive Officer</i>
<i>OPS</i>	<i>Operations</i>
<i>GS</i>	<i>General Services</i>
<i>MOTAC</i>	<i>Ministry of Tourism, Arts and Culture</i>
<i>TOUGHGA</i>	<i>Tour Operators Union of Ghana</i>
<i>GATTA</i>	<i>Ghana Association of Travel and Tourism Agents</i>
<i>TOSOGHA</i>	<i>Tourism Society of Ghana</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

<b>Term</b>	<b>Definition</b>
<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>