



Government of Ghana

Right to Information Manual

Agona West Municipal Assembly

2023

Table of Contents

Table of Contents	i
1. Overview	1
2. Directorates and Departments under Agona West Municipal Assembly (AWMA)	2
2.1 Description of Activities of each Directorate and Department	5
2.2 Agona West Municipal Assembly’s Organogram	27
2.3 AGENCIES UNDER Agona West Municipal Assembly (Where applicable)	28
2.4 Classes and Types of information	63
3. Procedure in Applying and Processing Requests	64
3.1 The Application Process	64
3.2 Processing the Application	66
3.3 Response to Applicants	67
4. Amendment of Personal Record	69
4.1 How to apply for an Amendment	69
5. Appendix A: Standard RTI Request Form	70
6. Appendix B: Contact Details of AWMA’s Information Unit	75
7. Appendix C: Acronyms	76
8. Appendix D: Glossary	78

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 Agona West Municipal Assembly(AWMA) and provide the types of information and classes of information available at AWMA, including the location and contact details of its Information Officers and units.

2. Directorates and Departments under Agona West Municipal Assembly (AWMA)

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 become a well-developed Municipal Assembly that provides and facilitates excellent services to ensure improvement in the quality of life of the people in the Municipality.

MISSION

The Agona West Municipal Assembly (AWMA) exist to facilitate the improvement in the quality of life of the people in close collaboration with the private sector and other development partners in the Municipality through the mobilization and judicious use of resources and provision of Basic Socioeconomic Development within the context of good governance.

Directorates and Departments under Agona West Municipal Assembly (AWMA)

1. Central Administration Department
2. Department of Agriculture
3. Department of Social Welfare and Community Development
4. Disaster Prevention Department
5. Environmental Health and Sanitation Unit
6. Ghana Education Service
7. Human Resource Department
8. Municipal Finance Department
9. Physical Planning Department
10. Statistics Department
11. Urban Roads Department
12. Works Department

Responsibilities of the Institution:

The Agona West Municipal Assembly has the mandate to perform all the functions conferred on the Municipal Assemblies by the Local Governance Act 2016 (Act 936).

Thus, the Assembly exercises legislative, deliberative and executive functions in its area of jurisdiction in addition to the following:

- It is responsible for the overall development of the municipality
- To coordinate and monitor activities of the government departments and agencies
- It prepares plans for social and economic developments of the municipality
- It acts as a rating authority by levying and collecting rates on rateable properties and activities as a means to generate revenue for its operations
- It maintains security and public safety
- It enacts bye-laws to cover all its functional areas
- The Assembly provides health and educational infrastructure in the municipality

2.1 Description of Activities of each Directorate and Department

Central Administration Department

Responsibilities/Activities

Responsibilities

- Management of School Feeding Programme in the Municipality
- Management of Transport Activities of the Assembly
- Organization of Statutory Meetings
- Organization of National Programmes/Activities
- Business Registration
- Management of Gender Related Issues

Activities

- Receives weekly reports from caterers on the number of days for cooking and the food to be prepared
- Deals with school feeding issues
- Submits school feeding caterers' termly reports to the Regional Office for onward submission to their headquarters for processing payments due them
- Allocates fuel to official vehicles when directed by the Municipal Coordinating Director
- Ensures the servicing and repairs of official vehicles when due
- Renews vehicle insurance and road worthy certificates
- Checks drivers' log books
- Prepares appraisals for drivers
- General Assembly Meetings
- Sub-Committee Meetings
- Security Meetings
- Public Relations and Complaints Committee (PRCC) Meetings
- Executive Committee Meetings
- Inter-Service/Sectoral Meetings
- Prepares invitation letters
- Writes minutes
- Writes speeches
- Protocol Activities
- Farmer's Day Celebration

- Independence Day Anniversary Celebration
- Other national assignments/activities
- Prepares and issues business certificates to applicants
- Liaises with Domestic Violence and Victims Support Unit(DOVVSU) to resolve domestic violence and child abuse cases
- Liaises with Girl Child Officer at the Municipal Education Directorate to sensitize students on gender issues

Department Of Agriculture**Responsibilities/Activities****Responsibilities**

- Advises on policy plans, programmes and projects for agricultural development
- Facilitates monitoring and evaluation of district programmes and projects within the framework of national policy
- Coordinates the activities of the Regional and District Agricultural Development Units
- Ensures the preparation of the District Agricultural Development Plan and its incorporation into overall District Assembly Plan
- Prepares District Annual Agricultural Work Programmes and Budget for submission to the District Assembly
- Ensures preparation of consolidated annual, regional and district agricultural work programmes
- Facilitates the preparation and submission of reports on all agricultural projects and programmes
- Provides technical advice to the Regional Coordinating Council and the District Assembly
- Facilitates efficient utilization of resources for agricultural programmes and projects
- Provides agricultural services to clients
- Facilitates the development and promotion of agribusiness in the district
- Establishes relevant demonstrations, field days, and farmers fora in the district
- Ensures achievement of targeted demonstrations

Activities

- Conducts Farm and Home Visit
- Establishes demonstrations on all sectors of Agriculture. That is Crops, Livestock, Extension and Women in Agricultural Development(WIAD)
- Organizes field days for the various demonstrations
- Farmers Training
- Staffs Training
- Writes reports and submissions on agricultural issues
- Prepares work plans and budget
- Forms and strengthens Farmer Based Organizations(FBOs)
- Collects Data on Agricultural value chain actors

Department Of Social Welfare And Community Development

Responsibilities/Activities

Responsibilities

Community Development Unit

- Undertakes community entry processes for programme initiation, monitoring and evaluation
- Organizes weekly adult education programmes
- Holds community briefing sessions on the role of the Assembly and its Departments with key stakeholders and community members
- Identifies, maintains and updates data on various groups in the community
- Conducts community surveys and compiles profiles
- Assists in the mobilization of resources for community development interventions
- Mobilizes community members for communal labour and self-help projects
- Teaches women home management, child care and entrepreneurial skills
- Organizes community members for the collection of inputs for the preparation of budget and Medium-Term Plan
- Provides technical support to development partners
- Compiles activity, quarterly and annually reports
- Prepares work plans and budgets
- Facilitates the roll out of the child protection tool kits through community engagement and dialogue

Social Welfare Unit

- Identifies, registers and keeps updated data on Persons With Disabilities
- Engages in need assessment of People With Disability (PWD) and their significant others
- Assists in the rehabilitation of People With Disabilities (PWDs) and promote job placement
- Offers general counselling services to PWDs and their families
- Advocates and lobbies for the social inclusion of disadvantaged individuals and groups including children, women, elderly, PWDs, People Living With HIV/AIDS (PLWHAs)
- Engages in Juvenile and family court sittings
- Offers probation and supervision services to the courts and offers prison after care services to remanded and prison inmates and discharged prisoners
- Family tracing and reintegration of discharged child offenders and discharged psychiatric patients
- Conducts social investigations in favour of abandoned children, orphans, abused children, victims of trafficking and child labour as and when required

- Engages in family tracing of missing children and stranded people and assists in family reunification/reintegration and settlement of such people
- Engages in public sensitization on child rights and protection
- Submits Social Investigation and Home Study Reports in favour of Orphans and Vulnerable Children(OVCs) to Regional Director of Social Welfare for placement on adoption for fostering
- Identifies potential foster parents and arranges for alternative care arrangements for OVCs
- Inspects, supervises and monitors residential facilities housing OVCs, elderly, PWDs including shelters for abused persons
- Supervises and monitors children placed on fostering, return trafficked children and reintegrate children
- Prepares care orders for the court
- Establishes child panels in the communities
- Engages in family and mediation in child custody, paternity, and non-maintenance cases and make maintenance orders
- Undertakes staff capacity development initiatives including Case Conferencing

Child And Welfare Section

- General case work management including support to families and individuals in Non-Child Maintenance Cases, Child Abuse, Custody, Paternity and Family Reconciliation
- Provides alternative care for children without parent
- Supports and handles domestic violence cases and spousal abuses
- Supervises, monitors and facilitates the registration of Day Care Centres
- Works with street children and their families on their rejection, rehabilitation and reintegration
- Rescues, Rehabilitates and Reintegrates victims of Trafficking in Persons (TIPs)
- Prepares and submits social enquiry reports

Justice Administration Section

- Provides probation services to juveniles and families
- Involves in family tribunal sittings
- Conducts social investigation and home study reports to the court and regional office
- Liaises with the police, hospitals and prepares Social Investigation and/or Home Study Reports for Regional Welfare Office in favour of missing, abandoned or vulnerable children
- Undertakes probation and prison after care services
- Makes representation at the juvenile and family courts
- Ensures the establishment of child panels in the municipality

Community Care Section

- Facilitates the implementation of the Livelihood Empowerment Against Poverty (LEAP) activities
- Supervises and monitors the operations of residential homes
- Conducts and writes social investigation reports for the purposes of licensing and compliance with the National Standards for Residential Homes
- Identifies and registers Persons With Disabilities (PWDs)
- Conducts physical, medical and psycho-social need assessment for vulnerable groups
- Facilitates skills training programmes for PWDs
- Offers psycho-social counselling to affected persons with disabilities and HIV-AIDS and their families
- Provides hospital welfare services
- Assists destitute, psychiatric patients and stranded people
- Undertakes sensitization and social education on social problems
- Supervises and monitors the implementation of Social Intervention Programmes, examples include school feeding programme and gender activities
- Intervenes in cases of children in Worst Forms of Child Labour

Disaster Prevention Department

- Implements Government Policy on disaster prevention, disaster risk reduction and climate risk management and international, national, regional and district disaster management plans
- Prepares to co-ordinate, monitor and update disaster management plans
- Identifies, maps up hazards and monitors the hazards
- Collaborates with communities and relevant institutions through the dissemination of information to educate the public
- Advises the Government on matters that relate to disaster and emergency prevention rules and regulations and their correlative sanctions
- Facilitates the development of Community Based Organizations
- Collates and preserves data on disasters in the country
- Stockpiles relief items and manages, co-ordinates and supervises the distribution of relief items
- Analyzes and disseminates relevant information on disasters to the public
- Ensures effective flow of information on disasters among the national, regional and district levels of government
- Organizes and equips Disaster Volunteer Groups to enhance their skills in disaster management and income generation
- Sensitizes and motivates communities to serve as voluntary organs to assist in managing disaster

- Organizes simulation exercises
- Ensures the provision of adequate facilities
- Investigates reports and analyses the nature of hazards, vulnerability and risk situations in particular areas
- Ensures the operational preparedness of Disaster Management Committee in vulnerable and risk prone areas
- Co-ordinates with other countries and relevant institutions in disaster prevention, mitigation and research and rescue operations
- Computes and submits to the government body the requirement for the effective performance of the Organization
- Conducts research on matters that affect disasters and emergencies in the country
- Performs any other function ancillary to the objective of the Organization

Activities

Municipal Disaster Management Committee

- Establishes a Municipal Disaster Management Committee in the municipality to see to the implementation of government policies and management of disasters in the locality
- Ensures disaster preparedness by management are well executed
- Organizes workshops and seminars for management and staffs

Communication

- NADMO linking with stakeholders
- NADMO linking with Government through communication
- NADMO linking with other countries/stakeholders in disaster management

Hazard Identification Exercises

- Advises owners for renovation or pull down weak buildings/structures in the municipality
- Advises owners who erect their containers and structures on road
- Engages qualified electrical technicians on electrical installations when putting up new buildings
- Helps change old electrical wires to avoid future emergencies

Public Education

- Human activities most likely to cause disasters in the country
- The hazards and natural disasters likely to affect the various regions in the country
- The actions to be taken in the event of any degree of a disaster
- The control and relief measures most likely to be taken by the Government

- The necessity of the public to co-operate with designated authorities when a disaster occurs
- Disaster prevention rules and regulations and their correlative sanctions

Creation Of Disaster Volunteer Groups

- Responsible effectively to a disaster
- Improves their livelihood through social mobilization, employment generation and poverty reduction project

Statistics

- Serves as guidance when building structures in future, that is monetary

Provision Of Relief Items

- Sees to the distribution of relief items to victims and makes records on them

Public Relations

- NADMO linking with the public through communication
- Ensures thorough research on effect of disasters and emergencies in the country
- Ensures other ancillary functions of the organization

Career Development

- Aids the Disaster Volunteer Group to gain opportunity to acquire self workers

Training

- Trains volunteers in disaster management
- Trains staff/Disaster Volunteer Groups for positive results

Rapid Response

- For rescue purposes

Public Education Campaign

- Technical training
- Educational programmes to create awareness of disasters and the required response
- The establishment of early warning systems
- The general preparedness for emergencies and disasters for the staff of the organization in particular and the public in general

Assessment

- Reports on the current situation

Documentation

- Keeps records for submission when needed

Environmental Health And Sanitation Unit (EHSU)**Responsibilities/Activities**

- Facilitates collection and analysis of data on health
 1. Expanded Sanitary Inspection and Compliance Enforcement(ESICOME)
 2. Using Global Positioning System(GPS) to collect data on household latrine construction
 3. Registers individuals for door-to-door refuse collection
- Promotes and encourages good health and sanitation
 1. Health education
 2. Promotes law enforcement
 3. Expanded Sanitary Inspection and Compliance Enforcement(ESICOME)
- Facilitates disease control and prevention
 1. Health education
 2. Disinfection and disinfestation exercise
 3. Health screening and certification of food and drinks handlers
 4. Premises inspection to abate nuisances
- Provides report on the implementation of policies and programmes relating to health, environment and sanitation in the Municipality
 1. Using Agona West Municipal Assembly(AWMA) bye-laws to prosecute sanitary offenders
 2. Using AWMA bye-laws to arrest stray animals
- Educates and informs residents on sanitation and personal hygiene issues
 1. Provides information through public address system
 2. Radio station
 3. Routine inspection
 4. Community open forum
- Facilitates regular inspection of the municipality for detection of nuisance of any condition likely to be offensive or injurious to human health
 1. Expanded Sanitary Inspection and Compliance Enforcement(ESICOME)
- Carries out the cleansing of central business area in conjunction with the accredited private companies
 1. Desilting of drains by Zoomlion Ghana Limited
 2. Labour supervision to collect refuse at market stations

- Assists in efficient management of community health care and environmental services with the infrastructures within the municipality, to clean the district hospitals, polyclinics, health posts and dressing stations
 1. Environmental Health Officer(EHO) deplored to manage sanitation activities in the three (3) main hospitals
 2. Assists the main hospitals to develop protocol guidelines for waste separation
- Assists to establish, install, build and control public latrines, lavatories, urinals and wash places
 1. Ensures cleanliness in all the public latrines
 2. Periodically disinfects public latrines of flies and odour
- Assists the Assemblies in the licensing of persons to build and operate public latrines, lavatories, urinals, wash houses and related services in the Municipality
 1. Conducts environmental assessment before granting permission for commercial sanitary facilities construction
 2. Submits report to management for decision making
- Monitors the activities of the private waste management operators and report to the Municipal Assembly
 1. Collects various reports on waste management from Zoomlion Ghana Limited
 2. Clears final disposal sites
 3. Supervises Zoomlion labourers
- Assists to establish, maintain and carry out services for the removal and treatment of liquid waste
 1. Advises management on securing the land
 2. Advises management in construction of the trench meant for disposal of liquid waste
 3. Engages the services of private cesspit emptier for dislodging
- Advises on regulation and provision of services for removal and treatment of liquid waste by the private sector, persons authorized or licensed by the Municipal Assembly
 1. Advises management to provide bye laws that disallow discharge of effluent from individual homes
 2. Ensures all liquid waste are disposed at the recommended trench sites
- Assists to establish, maintain and carry out the removal of refuse, filth and carcasses of dead animals from public places
 1. Door to door refuse collection
 2. Meat inspection

- Collaborates in the sanitary disposal of the dead bodies found in the municipality
 1. Collaborates with Ghana Health Service, Ghana Police Service and Ghana judiciary service in burying pauper and to provide grave spaces for the burial of dead bodies
- Advises on the regulation and provision of services by the private sector licensed by the Municipal Assembly for the removal, disposal and processing of refuse and carcasses of animals
 1. Supervises and monitors the work of Zoomlion Ghana Limited
- Assists to regulate any trade business which may be harmful or injurious to public health or source of danger to the public or which otherwise is not in the public interest. Regulates occupation and safety
 1. Occupation and safety (Education on the effects of noise nuisance, education to prevent occupational health hazards at work places)
- Conducts inspection of meats, fishes, vegetables and other foodstuffs and liquid of whatever kind or nature, whether intended for sale or not, seize, destroy and otherwise deal with such foodstuffs if unfit for human consumption
 1. Routine inspection of cold stores, provision stores and market places
- Carries out, maintains, supervises and controls slaughter houses and fish ponds and all such matters and things as may be necessary for convenient use of such slaughter houses and fish ponds.
 1. Provides good water system, proper disposal of waste and supervises sanitary labourers to ensure daily cleansing of the slaughter houses and fish ponds
- Advises on licensing of persons and regulations on the activities of slaughter houses and related services
 1. Health education to butchers on occupational health and safety
 2. Health screening and issuing of health certificate to butchers
- Facilitates the prevention and dealing with the outbreak or prevalence of any disease
 1. Conducts inspection to detect nuisances and call for its abatement in order to break the chain of infection
 2. Health education on the importance of practicing personal hygiene
- Conducts premises inspection to ascertain nuisances and call for its abatement
 1. Routine premises inspection
- Facilitates supervision and control of manufacturing of foodstuffs and liquid of whatever kind or nature intended for human consumption
 1. Public Health education on food hygiene and safety
- Carries out disposal of unknown dead bodies (pauper) in the municipality in conjunction with stakeholders such as District Assembly, Ghana Police Service and Judicial Service
- Facilitates the promulgation and enforcement of the sanitary regulations and by-laws

- Prosecutes sanitary offenders
 1. Serves abatement notices for detected nuisances. Failure to comply with leads to prosecution of the offender
- Promotes and organizes clean up exercises
 1. District Assembly (EHSU) collaborates with opinion leaders in the community to weed, desilt drains and clean the communities
- Carries out health facilities sanitation management
 1. Supervises orderlies to clean health facilities
 2. Health and Hygiene education to Outpatient Department(OPD) attendants on sanitation issues
 3. Hygiene education to Outpatient Department(OPD) attendants on the usage of sanitary facilities
- Pest and vector control in the Municipality
 1. Health and hygiene education to community members on how to keep their surroundings clean to avoid pest and vector invasion
 2. Disinfect public areas like drains
 3. Disinfest and fumigate hospitals
 4. Disinfest and derate rodents in the markets
- Monitors and evaluates sanitation activities
 1. Supervises communal refuse container sites and final disposal sites
 2. Writes report on sanitation activities
 3. Organizes and participates in clean up exercises
- Market sanitation management
 1. Ensures that sanitary labourers clean markets on daily basis
 2. Health and hygiene education to markets women not to sell on the bare ground
 3. Hygiene education to market sellers to properly arrange their goods to avoid pest and vector invasion
 4. Disinfest and derate rodents in the markets
- Inspects and controls cemeteries
 1. Proper arrangement of cemetery graves
 2. Hygienic and safe burial of dead bodies
 3. Disinfect and clear weeds at the cemetery
- Inspects and certifies human settlement
 1. Inspects sanitary facilities before human habitation
 2. Approves building plans with sanitary allocation before allowing people to build
- Facilitates the promotion of household toilets
 1. Health and hygiene education to community members to construct household toilets in their homes
 2. Provides user education on household toilet facilities to community members
 3. Sitting of household toilets for community members before construction
- Promotes safe water, safe food and good sanitation practices
 1. Health and hygiene education on source, storage and usage of water to community members
 2. Hygiene education to community members on how to keep their food safe from flies before eating
 3. Hygiene education to community members on hand washing with soap under running water

- Promotes good hygiene and sanitation practices in schools
 1. Health and hygiene education to school children on keeping their environment clean
 2. Supervises sanitary facilities at the schools
 3. Facilitates medical health screening for cooks and food vendors in schools
- Controls environmental pollution (Example Noise Pollution)
 1. Hygiene education through the media on noise and air pollution to community members
 2. Provides gadget for measuring noise to help reduce noise pollution in the communities
 3. Prosecutes offenders on environmental pollution
- Collaborates with other stakeholders on food and drugs inspection, and other related environmental, sanitation and health issues
 1. Health and hygiene education for food and drinks vendors/handlers to keep their preparation processes and vending sites clean
 1. Face to face education to pharmacists and chemical shop owners to return expired drugs to retailers or companies
 1. Inspects pharmacies, chemical shops and provision shops in collaboration with Food and Drugs Authority(FDA) for expired products
 2. Health and hygiene education to food vendors/handlers to undergo medical health screening every year
 3. Prosecutes law offenders
- Collaborates with stakeholders on food and drinks vendor's certification
 1. Health and hygiene education on radio station to food and drinks vendors/handlers to keep their vending sites and preparation processes clean
 2. Educates food and drinks sellers/handlers to undergo medical screening and issued with health certificate when fit
 3. Health and hygiene education for food and drinks sellers/handlers to maintain proper personal hygiene
- Collaborates with stakeholders on development control so as to prevent issues that are likely to be dangerous or injurious to human health
- Hygiene education to community members to report dilapidated buildings to the Assembly
- Any other public health duties as may be assigned by the Assembly
- Controls and arrests stray animals

Ghana Education Service**Responsibilities/Activities****Human Resource Unit**

- In charge of personal matters, interviews for recruitment and appointment
- Supervises and controls support staffs
- Keeps records of personnel
- Postings, transfers and headships of schools
- Courses, in-service training
- Study leave matters
- School Records/Management Committees
- Maintenance of discipline in schools
- Promotions
- Contracts Appointment
- Salaries/Grades and Adjustment
- Welfare and Training Matters
- Preparation of quarterly nominal rolls
- Attendance of returns

Supervision/Monitoring Unit

- Manages and supervises basic and Senior High/Technical Schools in the municipality
- Ensures effective teaching and learning processes in schools within the municipality
- Sees to the implementation of government's education policies in the schools in the municipality
- Inspects schools and prepares inspection reports
- Undertakes inspection of teachers and head teachers for confirmation
- Organizes academic competitions. Examples are essay writing and art competition
- Prepares quarterly returns on school inspection
- Supervises School Improvement Support Officers (SISOs) and some activity coordinators
- Makes sure that educational materials are evenly supplied and are effectively utilized
- Guides School Improvement Support Officers in drawing termly work plans and sets timelines for the collection of reports for discussion with the Municipal Director of Education
- Conducts Performance Assessment Test. Example School Education Assessment(SEA) and National Education Assessment(NEA)

- Analyzes school performance and recommends performance improvement strategies to management to deal with low performing schools
- Checks for regularity and punctuality of teachers and pupils in schools

Administration And Finance Unit

- Organizes radio programmes to inform the public about some activities of the directorate
- The public relations officer grants interviews to stakeholders as and when it becomes necessary
- The unit also orients and educates stakeholders on the channel of securing information from the directorate at every stakeholder's engagement
- The unit also attends and submits quarterly meetings and reports respectively to the Agona West Municipal Assembly to brief the assembly on the activities of the directorate

Planning/Monitoring And Evaluation/Statistics

Planning

- Guides the District to formulate Annual District Education Operational Plan(ADEOP), reviews results of the ADEOP in a proper manner through the Annual District Performance Report(ADPR) and monitors implementation of ADEOP
- Prepares Annual District Performance Report(ADPR) and submits to region to inform them of the policy
- Oversees the District Education Review and generates report using the appropriate guidelines
- Regularly assesses development projects in the schools (basic and second cycle) within the municipality in an active collaboration with recognized Government Consultants (Public Works Department and the Architectural and Engineering Service Limited) through site meetings and monitoring visits and making inputs to ensure safe and timely completion of projects by contractors in accordance to agreed specifications and standards
- Leads collaborative efforts with development partners and Non-Governmental Agencies such as the United Nations Children Emergency Fund(UNICEF), United States Agency for International Development(USAID), Plan Ghana Int., Camfed, World Vision Int., Rotary Club, etc for support to the municipality by means of sourcing for funds through Proposal Writing, Collection of Baseline Data, and Evaluation of Interventions
- Manages data on number of schools, classrooms and other infrastructure and furniture in the schools
- Actively supports the conduct and analysis of School Education Assessment (SEA) and ensures effective administration of the National Education Assessment (NEA) and Trends in Mathematics and Science Study (TIMSS) with relevant evaluations
- Works with the Logistics Officer of the district to effectively allocate resources to schools based on Scientific Data/Assessment of Needs. By providing data for distribution of textbooks and Teaching and Learning Resources (TLRs)

- Supports the Human Resource Unit of the municipality to allocate or redeploy teachers to schools based on Educational Statistics/Gaps
- Provides support to the Girl-Child and Pre-school Coordinators by making available to the relevant Educational Indicators which highlight growth and/or needs relevant to their individual schedules

Statistics

- Functions in the area of statistics that evolve around data management which includes, Data Collection, Verification (Validation), Entry, Collation, Analysis, Report Generation and Dissemination. These find their credence in;
 1. Compiling up to date educational statistics, listing of teaching and non-teaching staffs by school and circuit to be used by the Human Resource Management and Development(HRMD), Registry and Audit Unit
 2. Furnishing the Municipal Director of Education(MDE) with information on enrolment, staffing, infrastructure, textbooks and furniture
 3. Conducting annual school census for Educational Management and Information Systems (EMIS) in the municipality
 4. Undertaking training of heads of schools and office staff with respect to the Annual School Census Questionnaires and Data Collection from schools
 5. Generating School Report Cards (SRC) - Data Collection, Data Collation and generating of the School Report Cards and ensuring credible information to inform School Programme Appraisal Meetings (SPAM) at the School, Circuit and Municipal levels
 6. Conducting Orientation Workshops on the School Mapping Process, developing reports and disseminating findings
 7. Working with the budget officer to ensure the use of Annual District Education Operational Plan(ADEOP) in the Municipal Budget Formulation Process
 8. Actively collaborating with the municipal assembly in preparatory efforts towards the decentralization process through orientation workshops and other assessments
 9. Liaising with the Municipal Economic and Planning Unit of the Municipal Assembly in assessment of educational needs of the municipality by furnishing the assembly with educational data for gaps
 10. Working with the Municipal Examination Office to provide registration numbers (Educational Management Information System(EMIS) Codes) for newly opened schools after approval
 11. Working actively with Ghana Statistical Service in generating educational statistics for the municipality and reporting on them appropriately

Research and Monitoring

- Disseminates analyzed data emanating from the Annual School Census, in line with set national as well as the municipal educational objectives for research purposes
- Disseminates and shares findings on evaluations of interventional programmes with major stakeholders by providing information to researchers for educational institutions such as the universities and technical universities. Both undergraduate and post-graduate students from University of Cape Coast and University of Education, Winneba usually fall on the Unit for data for their research
- Assists the municipality to prepare checklists for monitoring and evaluation of activities in the schools and some interventional programmes
- Investigates some findings from the school census, school mapping, NEA and SEA as evidenced by the indicators generated

Information and Communication Technology (ICT)

- Exercises oversight responsibility over teachers in the municipality concerning Networked and Configured Network Gadgets and Internet Facilities provided to the schools, and also mans the facility in the Municipal Education Office
- Provides support for enhancing communication of the state of computers and other ICT equipment in the school and the Municipal Education Office
- Undertakes routine servicing of equipment in the Municipal Education Office

Human Resource Department

Responsibilities/Activities

- Ensures effective and efficient administration of human resource within the Assembly
- Ensures that institutional policies in respect of employment, personnel, wages and salaries are translated into good management practices
- Ensures human resource planning, facilitates recruitment of competent personnel and maintenance of good workplace interactions
- Ensures the regular update of staffs records
- Ensures inter and intra departmental collaboration to facilitate staffs performance and development
- Ensures the general welfare of staffs
- Reports on human resource related activities
- Ensures the development of the capabilities, skills and knowledge of staffs
- Drafts job description and coordinates staff performance management system
- Ensures effective salary administration
- Prepares monthly, quarterly and annually reports

Municipal Finance Department

Responsibilities/Activities

Responsibilities

- Receives in custody all funds of the Assembly
- Keeps, renders and publishes statements of accounts
- Disburses authorized funds of the Assembly
- Undertakes revenue mobilization for the Assembly

Activities

- Ensures all funds received are banked
- Prepares and publishes monthly and annually financial reports
- Ensures that value books are purchased and given to revenue collectors
- Ensures that funds are disbursed to authorized people
- Ensures revenue is collected for the Assembly
- Ensures all funds are kept in safe custody

Physical Planning Department

Responsibilities/Activities

Responsibilities

- Administration and research
- Parks and Gardens
- Spatial Planning
- Landscape Planning and Development
- Nursery and Floral
- Operations and Maintenance
- Spatial Plan Preparation and Management
- Development Control and Planning Inspection
- Geographical Information Systems (GIS) and Street Addressing

Activities

- Advises the District Assembly on national policies on physical planning, land use and development; Co-ordinates activities and projects of departments and other agencies including Non-Governmental Organizations to ensure compliance with planning standards
- Advises on preparations of structure plans for towns and villages within the district. Facilitates and participates in research and public education in planning and human settlement development in the district
- Undertakes street addressing and related issues
- Maintains and sustains all landscape areas in the road medians, road shoulders and traffic islands in the District. Spatial data analysis for the preparation of spatial development frameworks, Structure plans and local plans
- Prepares Geographical Information Systems (GIS) maps for all spatial plans prepared in the District.
- Implements and enforces Planning Committee's decisions and planning control (including compilation of authorized developments and other legal breaches for redress in the courts)
- Examines developmental applications including vetting of site and design plans, site inspections, consultation and negotiation with private developers and public development agencies, expert advice, reports or recommendations
- District Assemblies, Political Authorities and private individuals implementation and enforcement of Planning Committee's decisions and planning control (including compilation of authorized developments and other legal breaches for redress in the courts)
- Ensures the prohibition of the construction of buildings without development permits in the District

- Provides professional advice to aggrieved persons on appeals and petitions on decisions made on development applications
- Spatial data analysis for the preparation of spatial development frameworks, structure plans and local plans
- Undertakes Street Naming and Property Numbering in the District in accordance with the street addressing guidelines and policies
- Prepares GIS maps for all spatial plans prepared in the District
- Supports the mapping of Spatial Dimensions of Medium-Term Development Plan (MTDP)

Statistics Department

Responsibilities/Activities

- Collects, compiles, stores and analyzes data based on standardized formats developed by Ghana Statistical Service
- Disseminates and publishes statistical data based on guidelines developed by Ghana Statistical Service
- Ensures that statistics is produced to meet international standards
- Prepares and submits annual report of its operations to the District Assembly
- Provides inputs for the preparation of the District Assembly on all departments for planning activities of the Assembly
- Coordinates District Statistical Activities and archives statistics to serve as a repository of statistical data in the District
- Provides timely data for incorporation into District Statistical Analyses
- Promotes Statistical Literacy and Research
- Monitors Statistical Enquiries/Surveys within the District Assembly
- Advises the District Assembly on all matters relating to statistics

Urban Roads Department

Responsibilities/Activities

- Advises the Assembly on the formulation of urban roads policy
- Collects data for planning and development of the urban roads infrastructure in the Municipality
- Establishes and maintains a database on urban roads infrastructure for the Assembly
- Registers and maintains records of classified contractors and consultants in the urban roads construction industry within the Assembly
- Assists in the preparation of tender documents and tender evaluation
- Facilitates the prioritization of works and preparation of annual plans and budget for the road infrastructure works for the Assembly
- Prepares progress and annual reports on urban road contractors and stakeholders
- Provides input into the preparation of budget for road maintenance activities

Works Department

Responsibilities/Activities

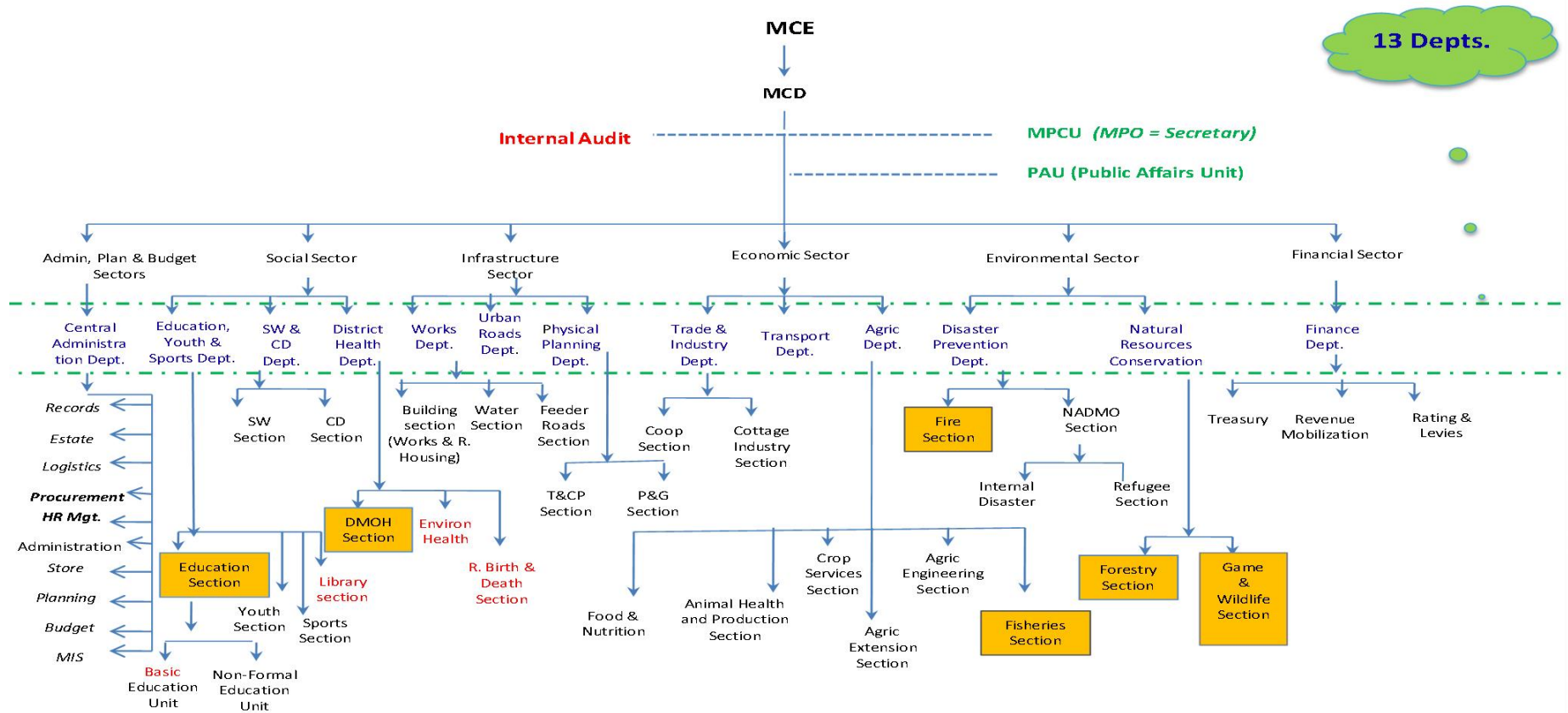
Responsibilities

- General Administrative Works and Contracts
- Maintenance of Public Buildings
- Development Control
- Water Services

Activities

- Prepares annually budget
- Engages in procurement and contract activities
- Takes responsibility for the planning, design and implementation of projects
- Administers and manages contracts
- Provides technical backstopping
- Plans and draws up maintenance programmes and schedules for public buildings
- Implements maintenance programmes and plans
- Facilitates the repairs and maintenance of infrastructural facilities
- Issues development permits
- Inspects development projects of prospective developers
- Provides technical services for water related systems

2.2 Agona West Municipal Assembly's Organogram



2.3 AGENCIES UNDER AGONA WEST MUNICIPAL ASSEMBLY

Agencies under Agona West Municipal Assembly(example NHI)

1. Births And Deaths Registry - Agona Swedru
2. Business Resource Centre - Agona Swedru
3. Centre For National Culture
4. Commission On Human Rights And Administrative Justice
5. Department Of Co-Operatives
6. District Magistrate Court - Agona Swedru
7. Electoral Commission
8. Electricity Company Of Ghana - ECG
9. Ghana Audit Service
10. Ghana Enterprises Agency
11. Ghana Health Service - Agona West Municipal Health Directorate
12. Ghana Immigration Service
13. Ghana Library Authority
14. Ghana National Fire Service - Agona West Municipal Headquarters
15. Ghana Police Service
16. Ghana Revenue Authority
17. Ghana Water Company Limited

18. Information Services Department
19. Labour Department - Agona Swedru Municipal Labour Office
20. Lands Commission - Land Valuation Division
21. National Ambulance Service
22. National Commission For Civic Education
23. National Health Insurance Scheme
24. National Youth Authority - Agona West Municipal Secretariat
25. Office Of The Administrator Of Stool Lands - Agona West
26. State Insurance Corporation

Births And Deaths Registry - Agona Swedru

Responsibilities of the Agency:

- Registers births and deaths
- Provides accurate, reliable and timely information
- Educates the community
- Submits reports
- Maintains data
- Performs any other function as may be assigned by the registrar

Details of Activities:

- Registers births and deaths occurring within the district
- Provides accurate, reliable and timely information of all births and deaths occurring within the district for socioeconomic development through registration and certification
- Creates awareness on the importance of births and deaths to the District Assembly by the District Registration Officer
- Keeps and maintains the register for births and deaths in the district office

Business Resource Centre - Agona Swedru

Responsibilities of the Agency:

- Provides Business Development Services
- Organizes Training (Entrepreneurship and Management)
- Provides Accounting Services
- Provides Marketing Services
- Provides Regulatory Services
- Represents the Agency
- Provides Information Technology Services

Details of Activities:

- Provides General Business and Advisory Services (Financial Management, Human Resource Management, Production Management and Productivity Management)
- Provides Business Counselling and Mentorship
- Provides Business Diagnostic and Health Check
- Provides Business Plan and Proposal Writing/Review
- Provides Investment Opportunity Identification
- Provides Business Start-up Support
- Provides Facilitation of Access to Credit and Finance
- Undertakes Project Management
- Provides Entrepreneurship Training
- Provides Functional Management Training (Finance and Accounting, Branding and Marketing, Sales, Customer Service Training)
- Undertakes Skills Development Training
- Provides Human Resource Capacity Building Services
- Provides Auditing and Assurances
- Facilitation of Food and Drugs Authority(FDA) Certification
- Provides Accounting and Book keeping Services
- Provides Tax Advisory and Management Services
- Undertakes Credit Facilitation
- Provides Branding and Advertisement
- Provides Market Linkages

	<ul style="list-style-type: none">● Provides Market Research● Provides Digital Marketing● Undertakes Facilitation of Registrar General's Department Certification(RGD)● Undertakes Facilitation of Ghana Standard Authority's Certification● Undertakes Facilitation of Ghana Investment Promotion Centre Certification(GIPC)● Undertakes Facilitation of Ghana Export Promotion Authority Certification(GEPA)● Undertakes Facilitation of Environmental Protection Agency Certification(EPA)● Provides Banking and Insurance Services● Provides Telecommunication Services
--	---

Centre For National Culture

Responsibilities of the Agency:

- Creates awareness on Ghanaian culture
- Promotes Ghanaian culture
- Teaches Ghanaian culture
- Identifies and develops tourist sites
- Organizes excursions or academic trips
- Organizes events (Masquerade and Exhibition)
- Organizes Workshops
- Encourages and supports the patronage of all the genres of the Ghanaian music and dance
- Discourages primitive and outmoded Ghanaian cultural practices
- Promotes safety and health services in the community

Details of Activities:

- Visits schools
- Organizes group presentation on our Ghanaian culture. For example, durbar or media publicity in a form of talks on Ghanaian culture at the various radio stations
- Organizes exhibitions to showcase our local products
- Educates students and the community in the municipality about Ghanaian culture
- Prospects for tourist sites
- Brings to the knowledge of management new tourist sites for development
- Writes letters requesting for permission from managers of tourist sites
- Seeks sponsorship to support trips
- Makes arrangement for support
- Provides food, water and other essentials
- Scouts for revenue
- Decorates venue
- Organizes participants
- Seeks for funding
- Equips artisans to build capacity
- Mobilizes participants
- Seeks for facilitators
- Educates students on drumming and dancing
- Organizes annual masquerade festival
- Participates in the organization of the Akwambo festival

	<ul style="list-style-type: none">● Aborts barbaric practices such as dipo, tribal marks, child marriage, female genital mutilation
--	---

Commission On Human Rights And Administrative Justice

Responsibilities of the Agency:

- Promotes Human Rights and Prevention
- Administers Justice
- Anti - Corruption Agency
- Whistle Blower
- Educates the Public

Details of Activities:

- The commission advances respect for human rights in Ghanaian society through the public, research and monitoring. Other abuses that the commission prevents are;
 1. Forced labour
 2. Trafficking
 3. Sexual harassment
 4. Unlawful arrest
 5. Denial of access to children
 6. Domestic violence
 7. Restriction on access to healthcare or education
 8. Torture
 9. Forced or early marriage among others
- As the ombudsman of Ghana, the commission promotes administrative justice in public administration and secures improvement in sector service delivery in Ghana. Under its administrative justice mandate, the commission investigates the following;
 1. Bias, victimization, vindictiveness, arbitrariness, rudeness, mistreatment or perverse
 2. Disrespect of your rights and dignity as a person
 3. Making it difficult for you to access or use service facilities to which you are entitled
 4. Reckless disregard for applicable guidelines which results in equitable treatment of service users
 5. Discrimination on the grounds of gender, colour, tribe, or other prohibited grounds among others

	<ul style="list-style-type: none">● The commission is one of the state agencies with power to promote integrity in the public service and combat corruption in Ghana. As an anti - corruption agency, the commission investigates allegations of corruption and conflict of interest, abuse of power/office, and misuse of public monies in the public service● Your complaints should show that an action or activity leads to or likely to:<ol style="list-style-type: none">1. Abuse public office for private gain2. Misuse public property3. Embezzle public property4. Embezzle public money among others● Under the Whistle Blowers Act, 2006 (Act 720), the Commission's Act on information disclosing about another person on inappropriate to one or more persons through an informant or print media, television, radio etc.● Under the public educational activities, the commission is empowered under Article 218 (f) of the 1992 Constitution of Ghana to educate the public as to human rights and freedoms by such means as the Commissioner may decide including publications, lectures and symposia among others
--	---

Department Of Co-Operatives

Responsibilities of the Agency:

- Administration of Co-operative Societies Decree (NLCD) 252 and Regulation 604 of 1968

Details of Activities:

- Formulates and registers Co-operative Societies
- Inspects and Audits Co-operative Accounts
- Arbitrates disputes among Co-operative Societies and its members
- Builds capacity for the Co-operative Societies

District Magistrate Court - Agona Swedru

Responsibilities of the Agency:

- Adjudicates and settles disputes
- Imposes punishment on criminal offenders
- Facilitates administration of estates
- Enforces and executes court orders and judgements
- Performs family tribunal and custody of children

Details of Activities:

- Administers justice by law and settles disputes amicably through Alternative Dispute Resolution(ADR)
- Enforces human right for all manner of persons without fear of favour
- Court imposes punishment on criminal offenders by way of imprisonment, fine or both
- Court issues or facilitates Letters of Administration Certificate to bereaved families to enable them administer estate of the deceased
- Makes judgements and rulings accessible to parties concerned. Also enforces and executes judgements according to the law to satisfy beneficiaries
- Uses the law to hear Matrimonial and Family Tribunal Cases and give necessary orders for the best interest of children

Electoral Commission

Responsibilities of the Agency:

- Compiles the voters register and revises it at such periods as may be determined by law
- Demarcates the electoral boundaries for both national and local government elections
- Conducts and supervises all public elections and referenda
- Undertakes the preparation of identity cards
- Educates the people on the electoral process and its purpose
- Undertakes programmes for the expansion of voters registration
- Stores election materials properly
- Performs such other functions as may be prescribed by law

Electricity Company Of Ghana - ECG

Responsibilities of the Agency:

- Transmits, supplies and distributes electricity
- Purchases electrical energy in bulk from Volta River Authority(VRA) and other independent power producers
- Constructs, reconstructs, installs, assembles, repairs, maintains, operates or removes sub-transmission station electrical appliances fitting and installation
- Executes and supervises national electrification programmes on behalf of government
- Carries out any other activity incidental or conducive of the objectives above

Details of Activities:

Human Resources

- Maintains proper relations between employer and employee in a safe working environment
- Compensates and grants benefits per the labour law
- Records

Finance

- Financial account management
- Management accounting
- Financial reporting and analysis

Engineering and Operations

- Professional electrical engineering, system planning and design
- Network operations and maintenance

Customer Services

- Manages ECG customers

Ghana Audit Service

Responsibilities of the Agency:

ARTICLE 187 of the 1992 Constitution of Ghana mandates;

“The public accounts of Ghana and all public offices, including the courts, the central and local government, universities and public institutions of like nature, any of public corporation or other body or organization established by an Act of Parliament shall be audited and reported on by the Auditor-General. The Auditor-general or any person authorized or appointed for the purpose by the Auditor-general shall have access to all books, records, returns and other documents relating or relevant to those documents”

Details of Activities:

- The public accounts of Ghana and of all public offices, including the courts, the central and local government, universities and public institutions of like nature, of any public corporation or other body or organization established by an Act or other body or organization established by an Act of Parliament shall be audited and reported on by the Auditor-General
- The Auditor-General or any person authorized or appointed for the purpose by the Auditor-General shall have access to all books, records, returns and other documents in computerized and electronic form relating to or relevant to those documents
- The public accounts of Ghana and of all persons and institutions referred to including computerized financial and accounting systems and electronic transaction shall be kept in such form as the Auditor-General shall approve and shall be subject to review by the Auditor-General
- All financial and accounting systems in respect of the account provided shall be subject to prior approval of the Auditor-General and any change in such systems shall be notified to the Auditor-General and shall be subject to prior approval before implementation

	<ul style="list-style-type: none">● Any head of a public institution or other body subject to auditing by the Auditor-General who fails to comply with is liable to be surcharged with the cost of any loss occasioned by effective internal controls of auditing● The Auditor-General, his or her representative shall examine in such manner as he thinks necessary with the public and other government accounts and shall ascertain whether in his position -<ol style="list-style-type: none">1. all public monies have been fully accounted for, and rules and procedures applicable are sufficient to ensure an effective check on the assessment, collection and proper allocation of the revenue2. monies have been expended for the purposes for which they have been made as authorized3. essential records are maintained and the rules and procedures applied are sufficient to safeguard and control public property and4. programmes and activities have been undertaken with due regard to economy, efficiency and effectiveness in relation to the resources utilized and results achieved
--	---

	<ul style="list-style-type: none"> ● The Auditor-General shall, within six months after the end of the immediately preceding financial year to which each of the accounts mentioned submit his report to parliament and shall, in that report, draw attention to any irregularities in the accounts audited and to any other matter which in his opinion to be brought to the notice of parliament
--	---

<h2 style="margin: 0;">Ghana Enterprises Agency</h2>	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> ● Facilitates access to Business Development Services (MSME Development) ● KAIZEN - Continuous improvement activity for Micro Small and Medium Enterprise to help upscale their business ● FUNDING 	<p>Details of Activities:</p> <ul style="list-style-type: none"> ● Micro Small and Medium Enterprises Development (MSMEs) - assists MSMEs to diagnose enterprise problems and proffer solution. Provides advice that would ease transition from start up to a thriving business ● Consistent Business Development ● Enterprise Diagnosis ● Solution to Diagnosis ● Follow ups ● Facilitates access to low - cost funding to support business; SME grant, Cap Buss etc. ● Funding at very Competitive Rate to grow ones business

Ghana Health Service - Agona West Municipal Health Directorate

Responsibilities of the

Agency:

- Manages and administers health resources
- Develops strategies
- Establishes mechanism for disease control
- Promotes health habits
- Determines charges for Ghana health

Details of Activities:

- Provides and prudently manages comprehensive and accessible health service with special emphasis on primary health care within the municipality
- Develops appropriate strategies and sets technical guidelines to achieve national policy goals in the municipality
- Promotes healthy mode of living and good health habits through health education within the municipality
- Establishes effective mechanism for disease surveillance, prevention and control
- Provides in service training and continuing education
- Performs any other functions relevant to the promotion, protection and restoration of health

Ghana Immigration Service

Responsibilities of the

Agency:

- Controls, regulates and facilitates the movement of people through Ghana's borders
- Provides efficient residence and work permit systems that meet the social and economic needs of the country
- Defends against irregular migration
- Assists in the issuance of Ghanaian passport
- Contributes to national security
- Prevents human smuggling
- Monitors and regulates the movement of foreign nationals in the country
- Issues visas

Details of Activities:

- Conducts profiling of travelers that are arriving and departing from the country
- Inspects endorsable documents
- Inspects various visas in passports and tracing the point of departing and final point of destination of the traveler
- Inspects passports and work permit at the District, Municipal and Regional levels throughout the country to ensure compliance with the laws
- Mans unapproved routes along the country's boundaries by personnel
- Educates and sensitizes the public to use regular means of embarking on a journey
- Vets passport application forms at the regional passport application centers throughout the country
- Gathers intelligence on prohibited migrants in and outside Ghana
- Apprehends foreigners on stop list and monitors those on watch list
- Collaborates with other security agencies in intelligence gathering and sharing
- Apprehends traffickers and their victims
- Monitors the activities of traffickers and their victims at the various departing and entering points as well as the activities of the recruiting agents in their hide out
- Arrests and prosecutes traffickers and their agents
- Inspects hotels and guest houses
- Inspects visas, permits and the kind of activities foreign nationals engage in to be

	<p>sure the right permits are used to undertake such activities</p> <ul style="list-style-type: none">● Issues visas at the headquarters, regional offices and some municipal and district offices of Ghana Immigration Service and at the major entry points in Ghana
--	--

Ghana Library Authority	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> ● The Ghana Library Authority is mandated by Act 327 of 1970 to: Establish, Equip, Maintain and Manage public libraries in Ghana 	<p>Details of Activities:</p> <ul style="list-style-type: none"> ● Provides guidelines for the establishment of libraries ● Builds Staff Capacity ● Provides training and technical support to school libraries ● Makes reading materials accessible through technology ● Organizes literacy promotional activities such as quizzes, spelling bees, personality reads, fun fairs, book fairs and reading competitions ● Disseminates information by providing relevant information materials ● Provides Consultancy Services ● Provides Africana materials for research on Africa ● Provides networking and international exchange programmes with other countries ● Advises Metropolitan, Municipal and District Assemblies(MMDAs) and communities on the establishment, equipping and managing of libraries ● Issues International Standard Book Number (ISBN) and International Standard Music Number (ISMN) ● Receives legal book deposit ● Compiles Ghana National Bibliography

Ghana National Fire Service - Agona West Municipal Headquarters

Responsibilities of the

Agency:

- Organizes public education
- Provides technical advice for building plans in respect of machinery and structural layouts to facilitate escape from fire, rescue operations and fire management
- Inspects and offers technical advice on fire extinguishers
- Co-ordinates and advises on the training of personnel in firefighting departments of institutions in the country
- Trains and organizes fire volunteer squads at community levels
- Offers rescue and evacuation services to those trapped by fire or in other emergency situations
- Undertakes any other function incidental to the objective of the service

Details of Activities:

- Creates and sustains the awareness of the hazards of fire
- Heightens the role of individuals in the prevention of fire
- Helps provide expert advice on how to infuse proper escape alternatives in building plans and also helps manage all types of fires as well as effecting rescues from entrapment
- Helps provide expert advice on fire extinguishers and its usage as well as inspects and services the extinguishers
- Collaborates with other institutions in training personnel, equipping them with fire knowledge
- Offers humanitarian services to the public

Ghana Police Service

Responsibilities of the

Agency:

- Protects Lives and Properties
- Detects and Prevents Crime
- Apprehends and Prosecutes Offenders
- Preserves Peace and Good Order
- Enforces all Laws and Regulations with which it is Directly Charged

Details of Activities:

- The service has been established to protect lives and properties of persons in Ghana as well as government installations such as Banks, Bungalows, Traffic Points and suchlike
- Policemen are specially trained to protect lives and properties during disasters such as floods, fire outbreaks, accidents and other causes that put the lives of Ghanaians in danger
- By a properly organized system of beats and town patrol duties on both day and night by the police, criminals are prevented from committing less and great crimes
- Persons who commit crime are detected through investigation which brings out the actual offender(s) who is/are then arraigned before court for prosecution and if found guilty of the charge(s) the court punishes accordingly
- Arrests criminals and law offenders who are then arraigned before court or a sitting body for trial
- Makes sure that the society we live in is devoid of chaos and disturbances of all sort that will injure the serene nature of the public

	<ul style="list-style-type: none">● In a state of fear and terror, individuals cannot go about their businesses and economic activities in confidence. Unfavourable situations like rampant robberies with arms, riots and demonstrations, workers strike actions, serial killings, rape and defilement of women and tribal ethnic wars all seek to hinder and delay the economic growth of the country and individual development. The police has been established to prevent such happenings in order to preserve peace and ensure good order in the country● It is the duty of the police to enforce all laws, rules, acts, decrees and all regulations governing the country● All minor offenses and all wrongdoings which adversely affect lives, properties, the state, animals and birds are enforced by the police
--	--

Ghana Revenue Authority

Responsibilities of the

Agency:

- Assesses and collects taxes, interests and penalties of taxes due to the Republic of Ghana with optimum efficiency
- Pays amounts collected into the Consolidated Fund
- Promotes tax compliance and tax education
- Combats tax fraud and evasion and co-operates to that effect with other competent law enforcement agencies and revenue agencies in other countries
- Prepares and publishes reports and statistics related to its revenue collection
- Performs any other function in relation to revenue as directed by the Minister or assigned to it under any other enactment

Ghana Water Company Limited

Responsibilities of the

Agency:

- Ghana Water Company Limited is a state-owned utility company
- Provides portable water to all communities within the municipality
- The Company's vision is to eradicate or fight against all forms of water related diseases such as typhoid fever, diarrhea, dysentery etc. within the municipality

Details of Activities:

- Provides new service connection to put customers on the water line for them to access water
- Maps customers location to enable them access water
- Computes customers' data

Information Services Department

Responsibilities of the

Agency:

- Ensures free flow of relevant information in pursuance of government's "open door" policy
- Ensures positive image of the country both locally and abroad in collaboration with other agencies to attract foreign investments
- Effectively and efficiently monitors and evaluates public reaction to government's policies, programmes and activities for the information of government

Details of Activities:

- Creates awareness of government policies, programmes and activities through effective communication strategies using qualified human and state of the art technology to enhance national development
- Collates and assesses public reaction to government policies
- Keeps Ghanaians abreast of developments in State and Public Institutions
- Keeps the Presidency, Ministries and other State Institutions in Ghana and diplomatic missions abroad abreast of local developments
- Markets the Ghanaian State at home and abroad
- Disseminates information on the activities of state officials and policies
- Maintains a store of state paraphernalia including symbols and the identity kit of the state
- Records and archives the functions of the Presidency and State officials in written, photographic and film forms
- Records and archives the National Heritage in written, photographic and film forms

Labour Department - Agona Swedru Municipal Labour Office

Responsibilities of the

Agency:

- Issues Labour Clearance Certificate
- Undertakes Labour Inspections
- Collates and Compiles Employers Register
- Issues Labour Registration Certificates (LRC) commonly known as Labour Cards
- Undertakes Job Matching and Job Canvassing
- Settles minor complaints
- Receives application claims for the Second Tier of Social Security and National Insurance Trust(SSNIT)

Details of Activities:

- Receives and reviews applications for Labour Clearance Certificates (LCC) tender
- Issues Labour Clearance Certificates (LCC) to applicants after the review
- Inspects workplace conditions of labour both in the formal and informal sectors of the economy
- Inspects workplaces regularly to ensure compliance to labour laws and regulations
- Identifies incident of child and forced labour
- Collates and compiles details of various economic activities within the various sectors into a register through workplace inspections, job canvassing and complaints settlement
- Updates Employers' register regularly
- Receives job applications and registration of job seekers
- Issues labour cards to job seekers for employment
- Receives job vacancies
- Undertakes scouting and canvassing for vacancies through inspections
- Properly matches applications to available vacancies
- Settles minor labour complaints
- Mediates between trade unions and employers in relation to labour matters
- Receives and reviews applications for Social Security and National Insurance Trust(SSNIT) Tier Two

	<ul style="list-style-type: none"> ● Assists and guides in the preparation and submission of the entire requisite documents to support employees claims ● Forwards reviewed application and documents to the Head Office, Labour Department for processing
--	--

Lands Commission - Land Valuation Division	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> ● Valuation for Compensation ● Valuation for Property Rating Purpose ● Rental Valuation 	<p>Details of Activities:</p> <ul style="list-style-type: none"> ● Undertakes valuation on behalf of the government to pay compensation to property owners. Example is when roads are constructed through someone's land ● Finds rateable values to the Assemblies within their valuation areas for house owners to pay property rates ● Undertakes valuation on properties(houses) rented by government to know the monthly rent to be paid to house owners

National Ambulance Service	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> ● Provides pre-hospital emergency medical care to accident victims throughout the municipality ● Transports accident victims from the scene of an accident to an appropriate health facility ● Provides standby emergency cover at mass meeting 	<p>Details of Activities:</p> <ul style="list-style-type: none"> ● Provides pre-hospital emergency medical care to accident victims during road traffic, domestic, industrial and medical cases ● After immobilizing and providing the victims with premedical care, they are then sent to definite care for further treatment ● Provides first aid for unforeseen emergency

National Commission For Civic Education

Responsibilities of the

Agency:

- Promotes and sustains constitutional democracy and inculcates in Ghanaians the awareness of their civic rights and obligations through civic education

Details of Activities:

- Creates and sustains within the society the awareness of the principles and objectives of the constitution
- Educates and encourages the public to defend the 1992 Constitution of Ghana at all times
- Formulates for consideration of government programmes at national, regional or district levels aimed at realizing the objectives of the 1992 Constitution
- Formulates, implements and oversees programmes intended to inculcate in Ghanaians the awareness of their civic responsibilities and appreciation of their rights and obligations as free people
- And such other functions as may be prescribed by Parliament

National Health Insurance Scheme

Responsibilities of the

Agency:

- Registers clients for the National Health Insurance Scheme
- Issues equity in health care coverage
- Ensures access by the poor to healthcare services
- Ensures protection of the poor and the vulnerable against financial risks
- Undertakes public education on health insurance
- Undertakes programmes that further the sustainability of the National Health Insurance Scheme
- Identifies and enrolls persons exempt from payment of contribution to National Health Insurance into the National Health Insurance Scheme

Details of Activities:

- Administratively, the Agona-NHIS has four departments namely; Administration, Public Relations Office, Accounts Office and the Management Information Systems(MIS) Office responsible for its operations in the Agona West Municipality
- ADMINISTRATION: Generally, the administration performs the activities of overseeing all its daily operations. This includes overseeing the organization's financial management, managing its strategic planning, directing its budgeting operations, and satisfying its human resource (HR) needs
- PUBLIC RELATIONS OFFICE: This unit performs the activity of receiving clients and welcoming them to the scheme(NHIS). The Office also prepares clients for fresh registration and renewals. The department's direct contact with the clients also helps to generate accurate information for card processing. The department also carries out sensitization exercise in the districts (Agona West Municipality) to help clients to renew their membership online by using *929# as well as the use of My NHIS-App to generate online card. Additionally, the department engages media (FM Stations, Community Centres) to gain more attention on the need for NHIS and its benefit packages. The office again receives complaints from clients and monitors providers

	<ul style="list-style-type: none">● MANAGEMENT INFORMATION SYSTEMS(MIS) DEPARTMENT: This department manages Network Activities to ensure effective running of the system for operations. In addition, supervising high performance of all Information Communication Technology(ICT) equipment and generation of system report for management decision making. Moreover, membership verification, production of NHIS Card, Merging of Ghana Cards are performed by the Data Department under the supervision of the Management Information Systems (MIS)
--	--

National Youth Authority - Agona West Municipal Secretariat

Responsibilities of the

Agency:

- Develops the creative potentials of the youth
- Develops a dynamic and disciplined youth inspired with a spirit of nationalism, patriotism and a sense of propriety and civic responsibility
- Ensures the effective participation of the youth in the development of the country

Details of Activities:

- Youth Parliament Project - a youth leadership training programme using the parliament model. Brings young people together to discuss issues affecting them
- National Youth Volunteer Programme - gives the youth an opportunity to volunteer based on passion in their field of interest. It empowers the youth to give back to their society in the key sectors such as Agriculture, Education, Health, Sanitation etc.
- Safeguarding the Teenage Project - an intervention to help girls get access to who will equip them with basic life skills to help them realize their ambitions
- Youth Entrepreneurship Development Programme - provides entrepreneurial training for out-of-school youth who are learning a trade through the apprenticeship system
- Adolescent Reproductive Health Education - NYA undertakes this programme to educate both in-school and out-of-school youth on the dangers of teenage pregnancy, sexual based violence, mental health etc.
- Skills Towards Employment and Productivity - a programme that seeks to economically empower young people in the areas of trade and vocation

	<ul style="list-style-type: none">● Youth Leadership Training Programme - a programme that prepares in-school youth in Senior High Schools and tertiary institutions who have been elected or nominated into leadership positions to be able to function effectively. The programme takes them through the basic principles of leadership, personality branding among others● Youth Agric-Enterprise Support Project - this project aims to increase youth participation in the agricultural sector and makes agribusiness attractive to the youth● Teenage Mothers Economic Empowerment Programme - this programme seeks to provide skills training and startup capital for teenage mothers to help alleviate the economic difficulties that teenage mothers experience, and empower them to be able to take care of themselves and their children whilst contributing to the development of their communities
--	---

Office Of The Administrator Of Stool Lands - Agona West

Responsibilities of the

Agency:

- Mobilizes revenue
- Conducts research into stool land issues

Details of Activities:

The office of the administrator of stool lands(OASL) is one of the two land sector agencies under Ministry of Lands and Natural Resources. The office is responsible for the collection of Rents and disbursement of stool lands revenue as mandated by Article (267) (2) of the 1992 constitution and the Office of the Administrator of Stool Lands Act, 1994 (Act 481).The office collects Rents from stool lands demarcated areas. Revenue mobilization is an operational mandate carried out by the Municipal Office. The office assesses Rents based on the location, size and use of the land. Rents demand notice is served to land owners that states the rent they must pay. The office is also mandated to consult and coordinate with the stool lands, traditional authorities on matters relating to administration and development of stool lands. Disbursement of revenue mobilized by the office as provided by Article (267) (6) is done follows;

10% of the revenue to OASL for administrative activities and the rest is treated as 100% and disbursed as follows; 25% to the stool through the traditional authorities, 20% to the traditional authorities, 55% to the Municipal Assembly within the area of authority of which the stool land is situated.

OASL also does research into stool land issues for relevant information and data on stool lands and make them available to stakeholders

State Insurance Corporation

Responsibilities of the

Agency:

Underwrites general insurance business to the public, agencies and individuals within and beyond the Agona West Municipality

Details of Activities:

- Provides Motor and Vehicle Insurance
- Provides Fire and Allied Peril Insurance
- Provides Accident Insurance

2.4 Classes and Types of information

List of various classes of information in the custody of the institution:

1. Building Permit
2. Funeral Permit
3. Business Operating Permit
4. Registration of NGOs (operational certificate) within the municipality
5. Registration of civil marriages
6. Request for information per the RTI Act

Types of Information Accessible at a fee:

Building Permit	30 days
Funeral Permit	7 days
Business Operating Permit	30 days
Registration of NGOs (operational certificate) within the municipality	7-14 days
Registration of civil marriages	21 days
Request for information per the RTI Act	14 days (days differ based on certain considerations)

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 Agona West Municipal Assembly. To requests for information under the RTI Act from the Agona West Municipal Assembly, 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 Agona West Municipal Assembly 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 Agona West Municipal Assembly'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.

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:	<input type="checkbox"/> Individual	<input type="checkbox"/> Organization/Institution
6.	Tax Identification Number		
7.	If Represented, Name of Person Being Represented:		
7 (a).	Capacity of Representative:		
8.	Type of Identification:	<input type="checkbox"/>	<input type="checkbox"/>
	Voter's ID	<input type="checkbox"/>	<input type="checkbox"/>
		National ID Card	Passport
		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)
10 (a).	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Braille <input type="checkbox"/> Electronic
11.	Contact Details:	<input type="checkbox"/> Mail 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</i>	

	<p><i>applicant understands and the applicant appeared to have understood the content of the request.”</i></p>	
--	---	--

6. Appendix B: Contact Details of AWMA's Information Unit

Name of Information/Designated Officer:

MR. ISAAC ESUON

Telephone/Mobile number of Information Unit:

0243350598

Postal Address of the institution:

P. O. Box 46, Agona Swedru

7. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
RTI	<i>Right to Information</i>
MDA	<i>Ministries, Departments and Agencies</i>
s.	<i>section</i>
MMDAs	<i>Metropolitan, Municipal and District Assemblies</i>
"access to information"	<i>that right to obtain information from a public institution</i>
"Access to information"	Right to obtain information from public institutions
"Access"	Right to Information
" <i>access</i> "	<i>right to information</i>
"Attorney-General"	<i>the Attorney-General appointed under article 88 of the Constitution</i>
"Commission"	<i>the Right to Information Commission established under section 44 of this Act</i>
"Contact details"	Information by which an applicant and an information officer may be contacted
" <i>contact details</i> "	the information by which an applicant and an information officer may be contacted for the purposes of obtaining or providing access to

Acronym	Literal Translation
	information under this Act
“contactor”	<i>a person who has agreed to provide goods or services to another person under a set of agreed terms with that other person</i>
“Court”	<i>a court of competent jurisdiction</i>
“Designated officer”	An officer designated for the purposes of the Act who perform similar role as the information officer
“designated officer”	<i>an officer so designated for the purposes of this Act</i>
“Exempt information”	Information which falls within any of the exemptions

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
<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</i>	<i>The Information Officer of a public institution or the</i>

Term	Definition
<i>officer</i>	<i>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>