



**Government of Ghana**

# Right to Information Manual

**GHANA WATER COMPANY  
LIMITED (GWCL)**

2022

## Table of Contents

<b>Table of Contents.....</b>	<b>i</b>
<b>1. Overview.....</b>	<b>1</b>
<b>2. Directorates and Departments under Ghana Water Company Limited (GWCL). 2</b>	
2.1 Description of Activities of each Directorate and Department .....	3
2.2 Ghana Water Company Limited's Organogram .....	1
2.3 Classes and Types of information.....	1
<b>3. Processing and Decision on Application – S. 23 .....</b>	<b>2</b>
<b>4. Amendment of Personal Record .....</b>	<b>3</b>
4.1 How to apply for an Amendment.....	3
<b>5. Fees and Charges for Access to Information.....</b>	<b>4</b>
<b>6. Appendix A: Standard RTI Request Form .....</b>	<b>5</b>
<b>7. Appendix B: Contact Details of GWCL's Information Unit.....</b>	<b>8</b>
<b>8. Appendix C: Acronyms .....</b>	<b>9</b>
<b>9. Appendix D: Glossary .....</b>	<b>10</b>

## 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 Ghana Water Company Limited (GWCL) and provide the types of information and classes of information available at GWCL including the location and contact details of its information officers and units.

## **2. Directorates and Departments under GHANA WATER COMPANY LIMITED (GWCL)**

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 be a world class utility company*

### **MISSION**

*we are committed to meeting the increasing demand for better service delivery through efficient management of our core business of production and distribution of portable water and customer management in urban areas of Ghana*

### **Directorates and Departments under GHANA WATER COMPANY LIMITED (GWCL)**

1. Technology and Innovation Department
2. Corporate Planning
3. Project Planning and Development
4. Business Development
5. Finance and Accounting
6. Water Resources
7. Lands and Estate
8. Legal Services
9. Internal Audit
10. Materials / Procurement
11. Public Relations
12. Water Quality Assurance
13. Commercial
14. Human Resource and Administrative Service
15. Low Income and Community Support
16. Operations
17. Special Duties
18. Bottling Plant

**Responsibilities of the Institution:**

Ghana Water Company Limited (GWCL) is a utility company responsible for providing portable water supply to all urban communities in Ghana.

**2.1 Description of Activities of each Directorate and Department**

Activities of each Department listed above

<b>Directorate/Department</b>	<b>Responsibilities/Activities</b>
Technology and Innovation Department	Responsible for providing services in relation to Metering and Instrumentation, Non-Revenue water, I.C.T, Research and Development as well as Geographic framework for managing the distribution, customer care operations. The Technology and innovation Department is considered as the department responsible for driving change with respect to technological change in Ghana Water Company Limited.
Corporate Planning	Corporate Planning department is in charge of building a shared understanding of the corporate plan among all stakeholders and developing guidelines and monitoring system to ensure the timely preparation and effective implementation of the plan.

Project Planning and Development	Project Planning and Development department is responsible for establishing a water sector development, investment planning, and contract management systems for works to meet the growing demand for improved service.
Business Development	The Department is responsible for providing value for money by rendering routine maintenance program to repair defects, fabricate essentials fitting, automobile maintenance, geophysical studies, drilling, refurbishment and mechanization of boreholes, erection and rehabilitation of steel and GRP tanks for GWCL and other clients.
Finance and Accounting	The Finance and Accounting Department is in charge of managing the company's financial resources to ensure high returns and financial sustainability.
Water Resources	Responsible for developing, implementing, and monitoring of strategies, policies and procedures for sustainable usage of water resources.
Lands and Estates	Responsible for managing the estates and lands of the Company.
Legal Services	The Legal Services department has the responsibility to contribute to corporate mission achievement by providing a clear understanding of the laws and regulations related to the water sector specifically and the business environment generally, and advise on compliance so as to avoid infringements, losses and penalties.
Internal Audit	Internal Audit department is responsible for ensuring the effectiveness and efficiency of operations, reliability of financial reporting, and compliance with applicable laws and regulations so as to provide reasonable assurance that the objectives of GWCL are being achieved.

Materials /Procurement	The Department is responsible for providing value for money purchasing and supply services to help the company to achieve its strategic goals.
Public Relations	The Public Relations Department is responsible for preparing and developing stakeholder and Public Relations strategies, plans and programs and implementing them to ensure the building and maintenance of good corporate image for the Company.
Water Quality Assurance	Responsible for developing, directing, monitoring and controlling of strategies, policies and procedures for implementing cost effective treatment and supply of potable water.
Commercial	The department is in charge of planning, directing, controlling and monitoring activities in the areas of effective and efficient meter reading, billing and collections, arrears management, non-revenue water management, and customer relationship management.
Human Resource and Administrative Service	This department is responsible for establishing and maintaining human resources management and supportive logistics systems to facilitate the delivery of the corporate strategic objectives and the expected results under the key result areas of GWCL's core business
Low Income and Community Support	The department is responsible for fostering inclusive water services in which special attention is devoted to serving low income urban communities. The department is tasked with defining and implementing policy and oversight regarding water services provision to Low Income Urban Communities.
Operations	Responsible for planning, directing and coordinating effective management of the regional operating assets efficiently, monitor their performance against set targets in production and distribution, ensure reduction in physical water losses and increased access to water delivery by the Regions.

Special Duties	The special duties have the responsibility to lead in the development of business opportunities which GWCL can exploit within the context of its mandate and coordinate, support and monitor existing subsidiary business operations to ensure their financial viability and contribution to the financial sustainability of GWCL.
Bottling Plant	Established in December 2018 and located at Kpong. The division is in charge of the production of bottled water and aims at generating economic returns to support Ghana Water Company Limited. The department collaborates with the private sector for product distribution and haulage.

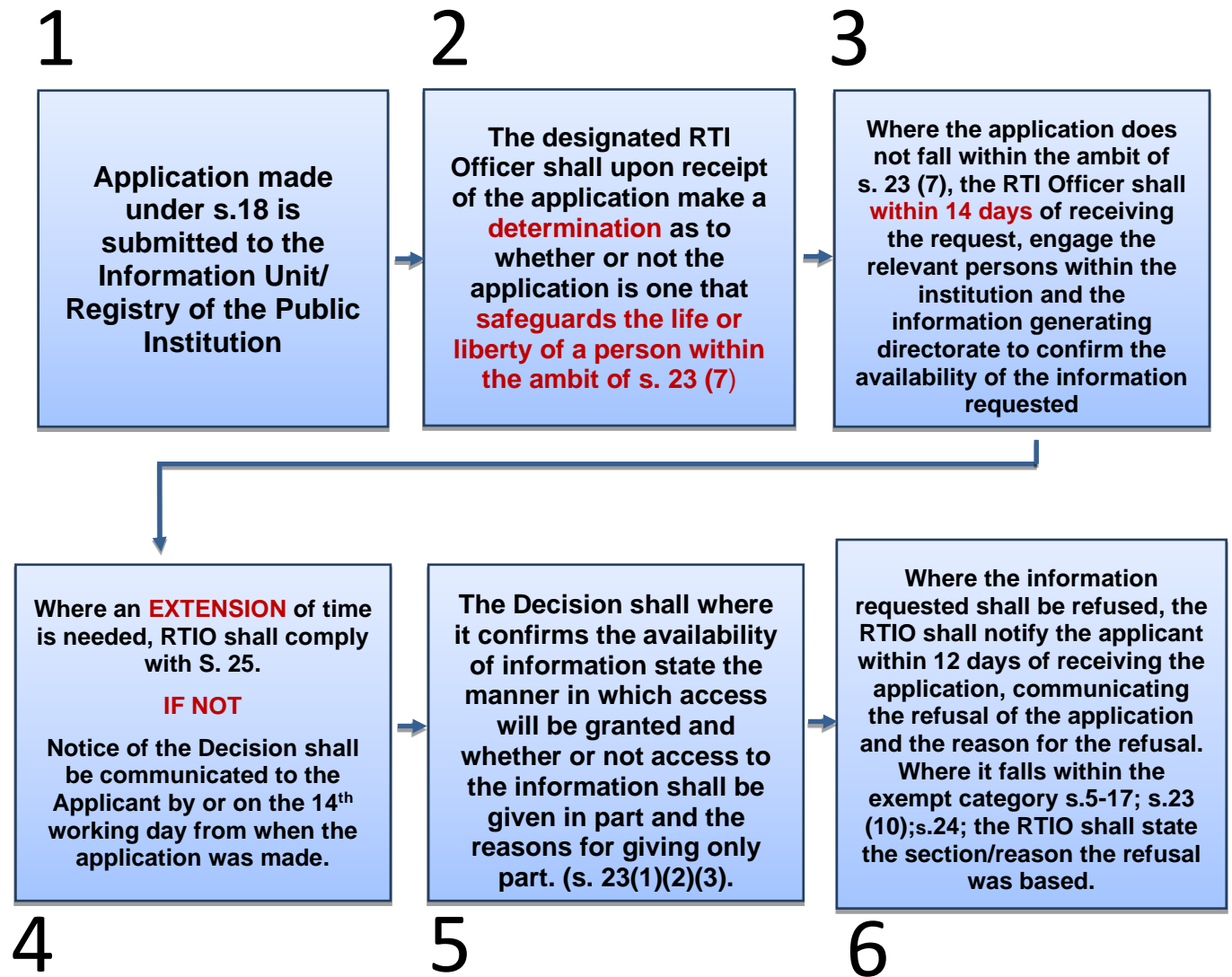


## 2.2 Ghana Water Company Limited's Organogram

## 2.3 Classes and Types of information

<b>List of various classes of information in the custody of the institution:</b>
<b>Types of Information Accessible at a fee:</b>
1.          

### 3. Processing and Decision on Application – S. 23



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

---

The Act mandates Parliament in Section 75 to approve a fee that public institutions can charge. However, fees shall apply to only the three circumstances stated below:

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, a reasonable transcription cost may be requested by the Information Officer. (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 in reviewing the information
- time spent by the information officer to examine and ensure the information is not exempt
- preparing the information

Section 76 subjects the retention of charges received by a public institution to the Constitution. Thus a public institution is authorized to retain charges received under the Act to be used only to defray expenses incurred by the public institution in the performance of functions under the Act and be paid into a bank account opened for the purpose with the approval of the Controller and Accountant-General.

**6. Appendix A: Standard RTI Request Form****[Reference No.: .....]****APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO  
INFORMATION ACT, 2019 (ACT 989)**

<b>1.</b>	<b>Name of Applicant:</b>	
<b>2.</b>	<b>Date:</b>	

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>	Individual <input type="checkbox"/>	Organization/Institution <input type="checkbox"/>
6.	<b>TIN Number</b>		
7.	<b>If Represented, Name of Representative:</b>		
7 (a).	<b>Capacity of Representative:</b>		
8.	Type of Identification:	<input type="checkbox"/> National ID	<input type="checkbox"/> Card
	Voter's ID	<input type="checkbox"/>	<input type="checkbox"/> Passport
	Driver's License		
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"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input type="text"/>
10 (a).	<b>Form of Access:</b>	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic <input type="checkbox"/> copy Braille
11.	<b>Contact Details:</b>	<input type="checkbox"/> Email Address _____  <input type="checkbox"/> Postal Address _____  <input type="checkbox"/> Tel: _____
12.	<b>Applicant's signature/thumbprint:</b>	
13.	<b>Signature of Witness (where applicable)</b>  <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 GWCL's Information Unit**

**Name of Information/Designated Officer:**

Emmanuel Pratt - Koomson

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

0244879188

**Postal Address of the institution:**

**Head Office: 28th February Road**

(near Independence Square)

Post Office Box M 194, Accra – Ghana

Email: [info@gwcl.com.gh](mailto:info@gwcl.com.gh)

website: [www.gwcl.com.gh](http://www.gwcl.com.gh)

GWCL Call Centre, Adjacent to 37 Military Hospital

0800 40000 (Toll-free on vodafone)



## 8. Appendix C: Acronyms

*Instructions: Provide a list of acronyms and associated literal translations used within the manual. List the acronyms in alphabetical order using the table below.*

Table 1      Acronyms

Acronym	Literal Translation
<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>
<Acronym>	<Literal Translation>
<Acronym>	<Literal Translation>

## 9. Appendix D: Glossary

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

Table 2 Glossary

Term	Definition
Access	<i>Right to Information</i>
Access to information	<i>Right to obtain information from public institutions</i>
Contact details	<i>Information by which an applicant and an information officer may be contacted</i>
Court	<i>A court of competent jurisdiction</i>
Designated officer	<i>An officer designated for the purposes of the Act who perform similar role as the information officer</i>
Exempt information	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
Function	<i>Powers and duties</i>
Government	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
Information	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
Information officer	<i>The information officer of a public institution or the officer designated to whom an application is made</i>
Public	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
Public institution	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
Right to information	<i>The right assigned to access information</i>
Section	<i>Different parts of the RTI Act</i>

