

RIGHT TO INFORMATION MANUAL



GOVERNMENT OF GHANA



**COMMISSION ON HUMAN
RIGHTS AND ADMINISTRATIVE
JUSTICE
(CHRAJ)**

Document Number: [CHRAJ/RTI/2023](#)

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2. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the Right to Information ACT, (Act 989). 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, as well as the qualifications and conditions under which the access may be obtained.

In accordance with Section 80 of Act 989, the Act applies to information that came into existence before, or which will come into existence after the commencement of the Act.

2.1 Purpose of Manual

To inform and assist the public on the organizational structure, responsibilities, and activities of the Commission on Human Rights and Administrative Justice, provide the types of information and classes of information held by CHRAJ, including the location and contact details of its information officers and units.

3. Commission on Human Rights and Administrative Justice (CHRAJ)

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.



The Commission on Human Rights and Administrative Justice (CHRAJ) is a creation of the 1992 Constitution and established by the CHRAJ Act, 1993 [Act 456]. Pursuant to constitutional provisions in Articles 218 (a), 218 (b), 218 (e), 218 (f), 284 - 288 of the 1992 Constitution, and the legislative provisions of the CHRAJ Act 456, 1993: Sections 7(1) (a), 7(1) (b), 7(1) (e), and 7(1) (g).

The Commission under its operational or functional mandates of promotion, protection, and enforcement, performs a broad range of functions such as investigations, provision of redress, research and monitoring, public education, cooperation with national, regional and international organizations among other related advisory functions.

3.1 Contact

Email: www.info@chraj.gov.gh

Website: www.chraj.gov.gh

Social Media:  Facebook: chrajghana,  Twitter: chrajghana

3.2 Vision

The vision of the Commission, occasioned by its new direction is:

A Free, Just and Equitable Society where Human Rights and Dignity are Respected, where Power is Accountable and Governance is Transparent.

3.3 Mission

The mission statement of CHRAJ is:

The Commission on Human Rights and Administrative Justice is an independent constitutional body that ensures respect for Human Rights, holds power accountable, and makes governance transparent for all.

We do these through:

- **Investigation Services** – Includes mediation, negotiation, case management, case referrals, court actions, systemic investigations, and panel hearings.
- **Advisory Services** – opinions given to the government, government agencies, and individuals.
- **Monitoring And Research** – Dissemination, advocacy, and training.
 - Statistics and data management;
 - Documentation and library services.
- **Public Education** – creating public awareness on the mandates and services of the Commission through seminars, symposia, lectures, media engagements, debates, quizzes, essay competitions, etc.
- **Integrity Management** – gift management, conflict of interest, assets declaration, ethics.

3.4 Mandates

National Human Rights Institution

Article 218 (a), (c) and (f) of the 1992 Constitution and Section 7(1) (a), (c) and (g) of the CHRAJ Act mandates the Commission to protect universal human rights and other freedoms relating to civil, political, economic, social and cultural rights. It performs this mandate through (i) Promotion and prevention (public education and awareness creation, research, and monitoring) (ii) Protection and enforcement (investigations). It also has the role of reporting annually to Parliament on the performance of its functions.

Administrative Justice (Ombudsman)

Article 218 (a), (b) of the 1992 Constitution and section 7(1) (a), (b) of Act 456 mandates the Commission to protect and promote administrative justice to ensure that the government and its officers are accountable and transparent. The Public Services Commission and other administrative organs of State, the Armed Forces, the Police Service and the Prison Service are also to be investigated upon receipt of a complaint concerning their functioning “in so far as the complaints relate to the failure to achieve a balanced structuring of those services or equal access by all to the recruitment of those services or fair administration in relation to those services” – Article 218 (b).

Anti-Corruption Agency

As an anti-corruption agency, Article 218 (a) & (e); 284-288 of the 1992 Constitution and Section 7(1) (a), (e) & (f) of Act 456 mandates the Commission to – Investigate allegations of corruption and conflict of interest, abuse of power/office, and misuse of public monies in the public service; – Investigate disclosures of impropriety under the Whistle-Blowers Act and complaints of victimization of whistle-blowers in both the public and private sectors; – Provide free advice and services on corruption prevention in Ghana; – Work to reduce opportunities for corruption in corruption-prone sectors by assisting to implement corruption prevention measures and putting in place robust systems for checking corruption. – Sensitize the general public about corruption and enlist public support to fight corruption at all levels of society

4. Departments and Units

4.1 Departments

1. Human Rights;
2. Anti-corruption;
3. Administrative Justice
4. Public Education;
5. Research;
6. Investigations
7. Human Resource and Administration
8. Strategic Management and Innovations
9. Legal Services
10. Finance
11. Budget

4.2 Units

12. Corporate Affairs and Communications
13. Procurement and logistics
14. International Cooperation
15. Technology and innovation
16. Policy planning, Monitoring and Evaluation
17. Internal Audit
18. Programmes and Projects

4.3 Description of Departments

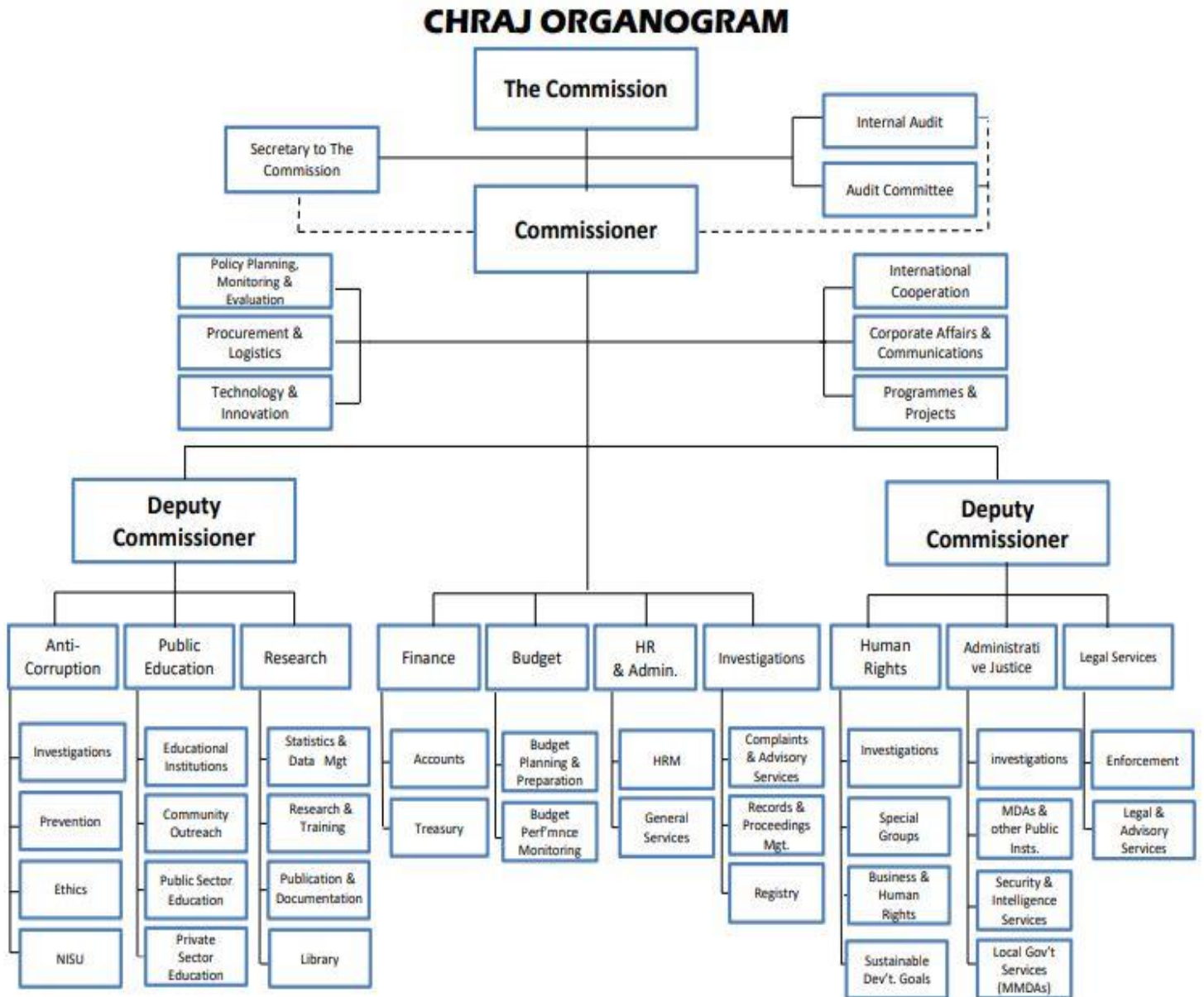
Department	Responsibilities/Activities
Human Rights;	<ul style="list-style-type: none"> • Investigates complaints of human rights abuses and violations brought to the Commission's attention • Conducts special investigations into human rights abuses that are systemic or cultural,

	<ul style="list-style-type: none"> • Educates public to promote the culture of respect for human rights, Conducts research and provides expert advice on thematic areas of human rights, administrative justice, and anti-corruption to state and non-state institutions locally and abroad.
Anti-corruption;	<ul style="list-style-type: none"> • Investigates allegations of corruption, conflict of interest, abuse of power /office, misuse of public monies in public service • Enforces compliance with the ethical standards contained in the Code of Conduct for Public Officers • Sensitizes the general public about corruption and enlists public support to fight corruption at all levels of society. • Works to reduce opportunities for corruption in corruption-prone sectors by implementing corruption prevention measures.
Administrative Justice;	<ul style="list-style-type: none"> • Investigates complaints of maladministration, unfair treatment, discrimination, injustice, and abuse of power by public officials and institutions, • Takes proper measures to remedy or reverse any action/ decision which undermines sound public administration, • Educates the public to demand and hold public officials accountable in public administration.
Public Education;	<ul style="list-style-type: none"> • Plans and coordinate the implementation of all public education activities of the Commission.

	<ul style="list-style-type: none"> • Develops Information, Education, and Communication (IEC) materials for public education activities. • Plans and facilitates specialized Training courses/programs for professional groups such as the security services, health professionals, and teachers etc • Undertakes activities to promote and deepen the culture of respect for human rights in Ghana using; electronic and print media, workshops, and lectures, outreach programs to faith-based organizations, civil society groups, school, and rural communities. • Research into topical issues relating to the mandates of the Commission and compile research data for public education purposes
Research;	<ul style="list-style-type: none"> • Conducts research into practices of societal and cultural institutions and recommends measures to improve those practices and eliminates abusive ones, • Supports initiatives that seek to review legislation, policy and practice to ensure human rights standards are not undermined. • Monitors human rights in Ghana to ensure that the state complies with its obligations, • Conducts research to help develop best practice guidelines for the general public to deepen respect for human rights, • Publication & Documentation of reports
Investigations,	<ul style="list-style-type: none"> • Receive complaints and undertake Preliminary/ Full Investigations (Field Investigations and Panel Hearings) • Management of Records & Proceedings

Legal Services;	<ul style="list-style-type: none"> • Enforcement of decisions • Provide Legal & Advisory Services
Finance;	Ensure prudent financial allocation and use of financial resources
Budget	<ul style="list-style-type: none"> • Preparation and implementation of budgets; • Monitoring and review of budget; • Compilation of budget reports (quarterly, mid-year, and annually) and submission for hearing; and • Development of the programmed-based budgeting document for Parliament of Ghana
Human Resources & Administration	<ul style="list-style-type: none"> • General Services • Human Resource Management • Effective Operation of the office • Facility Management
Strategic Management and Innovations	<ul style="list-style-type: none"> • Coordinate initiatives identified in the strategic plan to achieve systems and process improvements towards achieving the Commission's set goals and targets. • Identify barriers to achieving organizational objectives and develop an approach or strategies that allow the organization to overcome obstacles.

4.4 CHRAJ Organogram



5. Responsibilities of CHRAJ

These responsibilities are leveraged to make distinctive and valuable contributions to the thematic mandates of Human Rights, Administrative Justice and Anti-Corruption of whose specific provisions are as follows

1. Promote and Protect Human Rights
2. Promote Good Governance
3. Manage Integrity and conduct of public officers
4. Investigate complaints of human rights violations, alleged corruption and administrative injustice.
5. Provide Monitoring and Research services
6. Address Public Opinion and Public Education Services
7. Provide Advisory and opinion to government
8. Reporting annually to Parliament

5.1 Classes and Types of Information

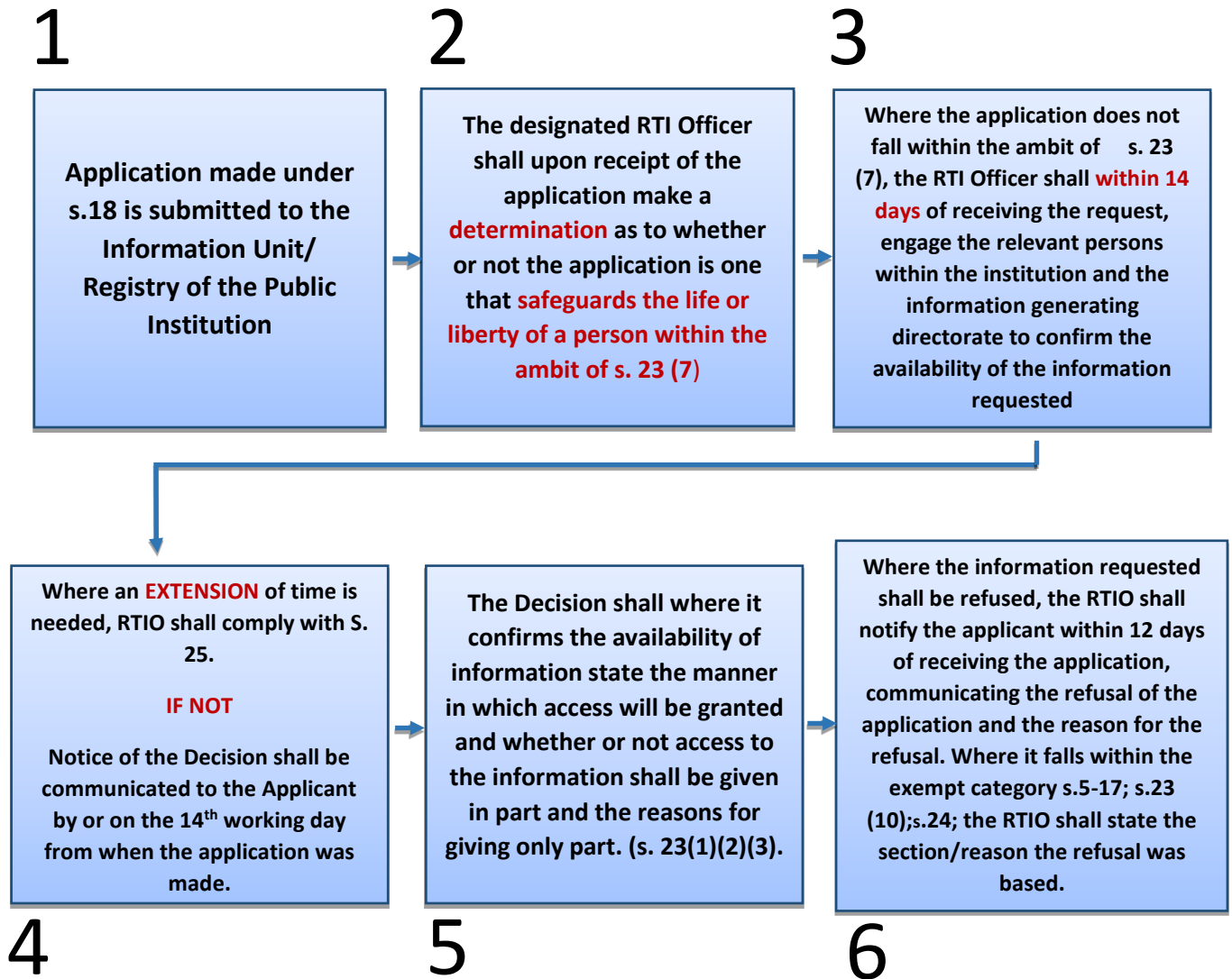
List of various classes of information in the custody of the institution

1. Human Rights Information
2. Anti-Corruption Information
3. Administrative Justice Information
4. Public Education Information
5. Research Information and reports
6. Investigation Reports and Case Statistics
7. Special Investigation reports
8. Human Resource and Personnel Records
9. Publications by CHRAJ
10. Financial reports
11. National Anti-Corruption Action Plan (NACAP) resources
12. Legal Information

5.2 Types of Information Accessible at a fee

An applicant seeking access to information shall pay the fee or charge approved by Parliament in accordance with the Fees and Charges (Miscellaneous Provisions) Act, 2009 (Act 793).

6. Processing and Decision on Application – S. 23



7. Amendment of Personal Record

A person given access to the 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.

5.1 How to apply for an Amendment

- a. The application should be in writing indicating;
 - Name and proof of identity.
 - Particulars that will enable the records of the public institution to identify the applicant
 - The incorrect, misleading, incomplete, or 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 notice shall be sent should be indicated.
- d. The application can then be submitted at the office of the public institution

8. 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 a 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.

9. 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:	
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2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	Individual <input type="checkbox"/>	Organization/Institution	<input type="checkbox"/>
6.	TIN Number			
7.	If Represented, Name of Representative:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	<input type="checkbox"/> National ID Card	<input type="checkbox"/> Passport	<input type="checkbox"/> Voter's ID
		Driver's <input type="checkbox"/> 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"/> Electronic copy <input type="checkbox"/> Braille
11.	Contact Details:	<input type="checkbox"/> Email Address _____ <input type="checkbox"/> Postal Address _____ <input type="checkbox"/> Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) <i>"This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."</i>	

10. Appendix B: Contact Details of CHRAJ's Information Unit

Name of Designated Information Officer:

PWAWUVI D. RUFINA

Telephone/Mobile number of Information Unit:

0302-662-150 / 0302-664-267 / 0302-664-069

Postal Address of the institution:

P.O.BOX AC 486, ACCRA

Old parliament House, High Street, Accra

Digital Address: (GA-184-6440)

11. Appendix C: Acronyms

Table 1 *Acronyms*

Acronym	Literal Translation
<i>CHRAJ</i>	<i>Commission on Human Rights and Administrative Justice</i>
<i>NACAP</i>	<i>National Anti-Corruption Action Plan</i>
<i>PE</i>	<i>Public Education</i>
<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>

12. 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 that falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
<i>Function</i>	<i>Powers and duties</i>
<i>Government</i>	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
<i>Information</i>	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
<i>Information officer</i>	<i>The information officer of a public institution or the officer designated to whom an application is made</i>
<i>Public</i>	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
<i>Public institution</i>	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
<i>Right to information</i>	<i>The right assigned to access information</i>
<i>Section</i>	<i>Different parts of the RTI Act</i>