



GOVERNMENT OF GHANA

MINISTRY OF HEALTH

2023 RIGHT TO INFORMATION MANUAL

JANUARY, 2024

Document Number: **MOH/RTI/2023**

Table of Contents

Table of Contents	i
1. Overview.....	1
2. Directorates under Ministry of Health (MOH)	2
2.1 Description of Activities of each Directorate.....	3
2.3 AGENCIES OF MINISTRY OF HEALTH	16
2.4 Classes and Types of Information.....	37
3. Procedure in Applying and Processing Requests	41
3.1 The Application Process	41
3.2 Processing the Application.....	42
3.3 Response to Applicants	42
4. Amendment of Personal Record	44
4.1 4.1 How to apply for an Amendment.....	44
5. Fees and Charges for Access to Information.....	45
6. Appendix A: Standard RTI Request Form	47
7. Appendix B: Contact Details of MOH's Information Unit	50
8. Appendix C: Acronyms	51
9. Appendix D: Glossary	52

1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the Right to Information Act, 2019, (Act 989) passed by Parliament and assented to by the President, Nana Addo Dankwa Akuffo-Addo on May 21, 2019. The Act gives substance to the right to information provision under Article 21 (1) (f) of the Constitution, which states that “All persons shall have the right to information subject to such qualifications and laws as are necessary in a democratic society”. This article grants citizens access to official information held by government institutions. Act 989 specifies the processes, qualifications and conditions under which access may be obtained. Section 80 of Act 989 provides that “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 organisational structure, responsibilities and activities of the [Ministry of Health \(MOH\)](#) and provide the types of information and classes of information available at MOH, including the location and contact details of its Information Officer and unit.

2. Directorates under Ministry of Health (MOH)

This section describes the institution's vision and mission and lists the names of all Directorates under the institution, including the description of organisational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

VISION

A healthy population for national development.

MISSION

MOH exists to ensure a healthy and productive population that continues to reproduce itself safely through the effective and efficient formulation of policies, resource mobilisation, monitoring and evaluation and regulations of health care/service delivery system in Ghana.

Directorates under MINISTRY OF HEALTH (MOH)
• Internal Audit • Infrastructure • General Administration • Procurement and Supply Chain • Traditional and Alternative Medicine • Research Statistics and Information Management • Human Resources for Health • Finance • Pharmacy • Policy, Planning, Monitoring and Evaluation • Technical Coordination

2.1 Description of Activities of each Directorate

Directorate	Responsibilities/Activities
1. Internal Audit	Ensuring the effectiveness, efficiency, and transparency of financial management and operations within the Ministry. Its primary role is to provide independent and objective assurance to management and stakeholders regarding the adequacy of internal controls, risk management practices, and compliance with laws, regulations, and policies. • Risk assessment: Identifying and assessing risks faced by the Ministry to determine areas that require audit attention. This includes evaluating both internal risks (such as inadequate controls or fraud) as well as external risk such as changes in legislation or economic conditions. • Audit planning: Developing a comprehensive annual audit work plan based on identified risks, considering resource allocation and priorities within the Ministry. • Compliance audits: Evaluating whether financial transactions, operational activities, and decision-making processes within the Ministry comply with applicable laws, regulations, policies, procedures, and guidelines. • Financial audits: Conducting audits of financial statements to ensure accuracy, reliability, and adherence to accounting standards such as International Public Sector Accounting Standards (IPSAS) or Government Financial Reporting Manual (GFRM). • Performance audits: Assessing whether programs/projects implemented by the Ministry achieve their intended objectives effectively, economically, and efficiently; identify opportunities for improvement. • Internal control evaluation: Evaluating the effectiveness and adequacy of internal controls in place across various functions including financial management, payroll processing, procurement and asset management to mitigate risks, safeguard assets, and promote accountability.

	• Fraud detection and investigation: Detecting, deterring, and investigating suspected fraudulent activities such as misappropriation of funds, misuse of resources or financial irregularities; recommend appropriate actions if fraud is detected. • Reporting findings and recommendations: Preparing detailed audit reports, summarising findings and providing evidence-based recommendations for improvement. Communicate these reports to senior management, stakeholders or relevant oversight authorities as required by laws or organizational policies. • Follow-up on recommendations: Monitoring the implementation status of previously issued audit recommendations. Provide necessary guidance, support or track progress of implementation to ensure adequate corrective actions are taken within the Ministry. • Advisory services: Providing guidance, recommendations, or expertise in areas such as risk identification, internal controls design, application of appropriate accounting standards etc.to assist management with strategic decision-making and enhance the overall control environment. • Staff training and experience building: Providing necessary training programmes, capacity building initiatives or training on new auditing standards, laws regulations, trends, best practices and experience development to promote professional competence within the Internal Audit Directorate.
2. Infrastructure	• Development of policies and establishment of strategic direction for capital investment • Development and implementation of norms and standards for health infrastructure • Planning, implementation, and management of standards for Health Technology including biomedical equipment and other resources for health infrastructure. • Advise the Minister of Health and Chief Director on investment opportunities including systems, processes, and strategies.

	• Coordination and management of turnkey and other specialised projects • Procurement and contract management of capital investment projects including public, and private partnership interventions.
3. Traditional and Alternative Medicine	• To initiate policies for Traditional Medicine/ Complementary and Alternative Medicine development • To intensify research and product development of herbal medicines. • To enhance standardization, quality assurance and large-scale production of herbal medicines. • To coordinate activities and programmes for Traditional Medicine Week Celebration. • To monitor and evaluate the integration of herbal medicine centres in the main healthcare delivery system and to scale up the integration process. • To improve information, education and communication on the rational use of herbal medicines to the general public. • To establish IPR protection scheme • To strengthen collaboration with stakeholders locally and internationally
4. General Administration	• Provision of sound advice to political leadership/Assisting with ceremonial role of leadership • Provision of administrative support through the processing and management of correspondence • Assisting with the provision of logistics to support activities of the Ministry and the sector through the release of funds, transport, tools, and equipment. • Provision of protocol services to facilitate travel for Health Sector staff. • Provision of welfare benefits to facilitate access to government loans to purchase means of transport and vehicle maintenance allowance for staff of the Ministry and its agencies. • To facilitate access to retirement benefits for staff of the Ministry and its agencies.

- To provide estate management services to the Ministry and its agencies
- To provide communication services and manage media relations within the health sector.
- To keep and manage records of the Ministry and Health Sector.
- Provide legal advice and lead the review & development of Health laws, LIs and Regulations

General Stores and Supply Unit

- The Unit is responsible for managing the stores services and providing technical support on procurement processes for the Ministry.
- It also ensures the proper storage of materials procured and ensures that stocks are replaced on time in the ministry.
- Develop Stores Management Plan.
- Distribute logistics to Directorates according to planned stock levels.
- Undertake stock taking exercises.
- Identifying obsolete items and making recommendation for auction.

Records Management Unit

- It ensures that documents and information are properly stored to ensure confidentiality and easy accessibility.
- Records Unit is responsible for all in-coming and out-going letters of the Ministry.
- The Unit also takes care of all semi-current records for onward transmission to the PRAAD.
- It also ensures that good records management procedures are adhered to.

Transport Management Unit

- The Unit is responsible for the proper management and provision of an efficient transport system of the Ministry.
- Provide efficient fleet management of Ministry's

vehicles.

- Set performance standards for Drivers.
- Provide management support for planned preventive maintenance for vehicles.
- Advice on vehicle needs specification, procurement, and disposal.

Estate Management & Security Unit

- This Unit provides advice on estate management issues and ensures that repairs and works on facilities and equipment are properly carried out in the Ministry.
- Manage general services of the MOH such as security, estate, store, transport, and general cleanliness of the Headquarters.
- Provides and manages an efficient system for the maintenance and repair of all equipment and facilities of the Ministry (i.e., Vehicles, buildings, and furniture of the MOH.)
- Maintain an asset register for the Ministry.
- The Unit is responsible for ensuring the safety of all staff and property of the Ministry.

Protocol Service Unit

- The Unit is responsible for managing the protocol services of the Ministry.
- The Unit is also responsible for proper hosting of foreign dignitaries and guest to the Ministry.
- The mandate of the Protocol and International Relations Unit is to co-ordinate all protocol activities and provide administrative support to Director of Administration and Chief Director.

	Personnel Welfare Management Unit • The Unit manages the files and records of staff in the Ministry pertaining to recruitment, leave, promotion, salary issues, transfer, performance appraisal etc. • Facilitate the processing of Car Maintenance Allowance and onward forwarding to the Ministry of Finance. • Funeral benefits facilitation for bereaved staff. • Identify staff who are due for retirement and notify them six months before their due dates. • Process Pension and Gratuity Benefits for onward transmission to Computation section of Controller & Accountant-General's Department.
5. Procurement and Supply Chain	• Ensuring the availability of technical expertise and guidance in all processes in the development of procurement and supply chain policies, plans, regulations, standards, programs, and projects for the Ministry of Health. • Coordinating central procurement and supervises the management of the Central Medical Stores. • Providing the framework for effective and efficient procurement, distribution and use of health sector goods and services. • Monitoring and evaluation of utilisation of supplies by GHS, Teaching Hospitals and Agencies contracted by the Ministry to ensure efficiency. The Procurement Unit • Develops and implements MOH Annual Procurement Plan Maintain Procurement records. • Executing procurement of goods and services for the Ministry. • Coordinating emergency procurement • Providing training and capacity building to procurement professionals in the Ministry • Advises on all procurement issues in the Ministry.

	The Logistics Unit • Coordinating receipt of Donations from Development Partners and other Organizations • Processing Exemption from the Ministry of Finance to facilitate port clearance of imported health commodities. • Coordinating Contract Deliveries • Supplier Payment Processing • Coordination of Transportation and Deliveries of Commodities • Liaising with the Central Medical Stores on Monitoring Products Life Cycle and Data Collection The Central Medical Stores Unit • Receive, ensure regulatory compliance, and distribute Health commodities. • Review and approve all requisitions from Agencies. • Management of all Programme commodities from Donor partners • Central Level distribution of Health Commodities to Agencies of the Ministry. • Determining National Health commodity needs through quantification and forecasting. • Monitoring and supportive supervision of the supply chain • Conduct Supply Chain System strengthening and compliance. • Respond to National Emergencies
6. Research, Statistics and Information Management	▪ To create and maintain data bank of information on the health sector for decision making. ▪ To provide a system of feedback to stakeholders and clients of the health sector ▪ To monitor and evaluate the impact of Sectoral policies, programmes and activities on stakeholders. ▪ To conduct research and seek for information and data to aid decision making relevant to the achievement of Sectoral objectives and goals. ▪ To keep and maintain records of conventions and treaties of the sector as well as library and sources of archival information on Sectoral policies, plans

	and achievements. ▪ Establishes and maintain system and procedures to facilitate inter and intra Sectoral linkages information flow, clients sensitive and policy changes. ▪ Establishes strategies and machinery for the dissemination of information and the promotion of good image of the sector internally and externally.
7. Human Resource for Health	Policy Objectives: • To train and develop requisite numbers and mix of health workforce. • To ensure fairness and transparency in recruitment processes as well as equitable distribution of Health Professionals • To develop and institute mechanisms to ensure the retention of health workforce serving in deprived or underserved locations/facilities. • To ensure the optimal performance of health workforce in a bid to achieving productivity • To have effective governance system across the spectrum of the health sector • To engender and sustain effective collaboration with the private sector and other relevant stakeholders. Functions: • Human Resource for Health Policy and Strategy Initiation and Formulation • Human Resource for Health Planning and Distribution of newly trained Health Professionals among the Agencies • Human Resource for Health Development and Staff Training (including fellowships) • Management of Rewards and Compensation • Human Resource for Health Monitoring and Evaluation
8. Finance	• Preparation of Financial Statements, as indicated in

	the Public Financial Management (PFM) Act, 2016, Section 79(1) which states that Principal Spending officers of Covered Entities are to submit Quarterly Financial Statements to the Controller and Accountant General (CAG) by the 15th day of the month following each quarter. • To manage financial transaction which include withdrawal and disbursement of cash to effectively run the Ministry. • To manage Payroll and Database for employees and ensure a robust system is kept for all staff records. • To co-ordinate training and development for Finance staff • To manage a Fixed Asset Register that captures all assets owned by the Ministry. • To provide vehicles to health workers at a cost and recover debts from beneficiaries within a stipulated period. • Carry out regular financial monitoring exercises of all institutions in the health sector.
9. Pharmacy	• Seeks to ensure universal, equitable and sustainable access to priority, efficacious and safe medicines, and other health technologies of acceptable quality for all people living in Ghana and promote their responsible use by healthcare providers and consumers. • Seeks to impact positively on broad areas such as selection, strategic purchasing, global trade and research and development, use of medicines, quality assurance and governance as well as health technology assessment, patient safety, risk

management and good governance.

Results Areas:

- Medicines Policy and Regulation
- Drug Supply and Distribution Policy
- Drug Information, Research, M&E

Result Area 1

- Formulate evidence-based guidelines.
- Ensure good practice and good governance throughout the supply chain from selecting the right products to using them correctly.
- Address access to medicines and medical devices for current and emerging health priorities such as anti-microbial resistance and non-communicable diseases.
- Develop tools to assess situations, monitor and measure progress on access to quality health products by people and their communities.
- Design and develop mechanisms, systems, plans, strategies, standards, and regulations to ensure availability of cost-effective production outlets and efficacious products to all parts of the country.

Result Area 2

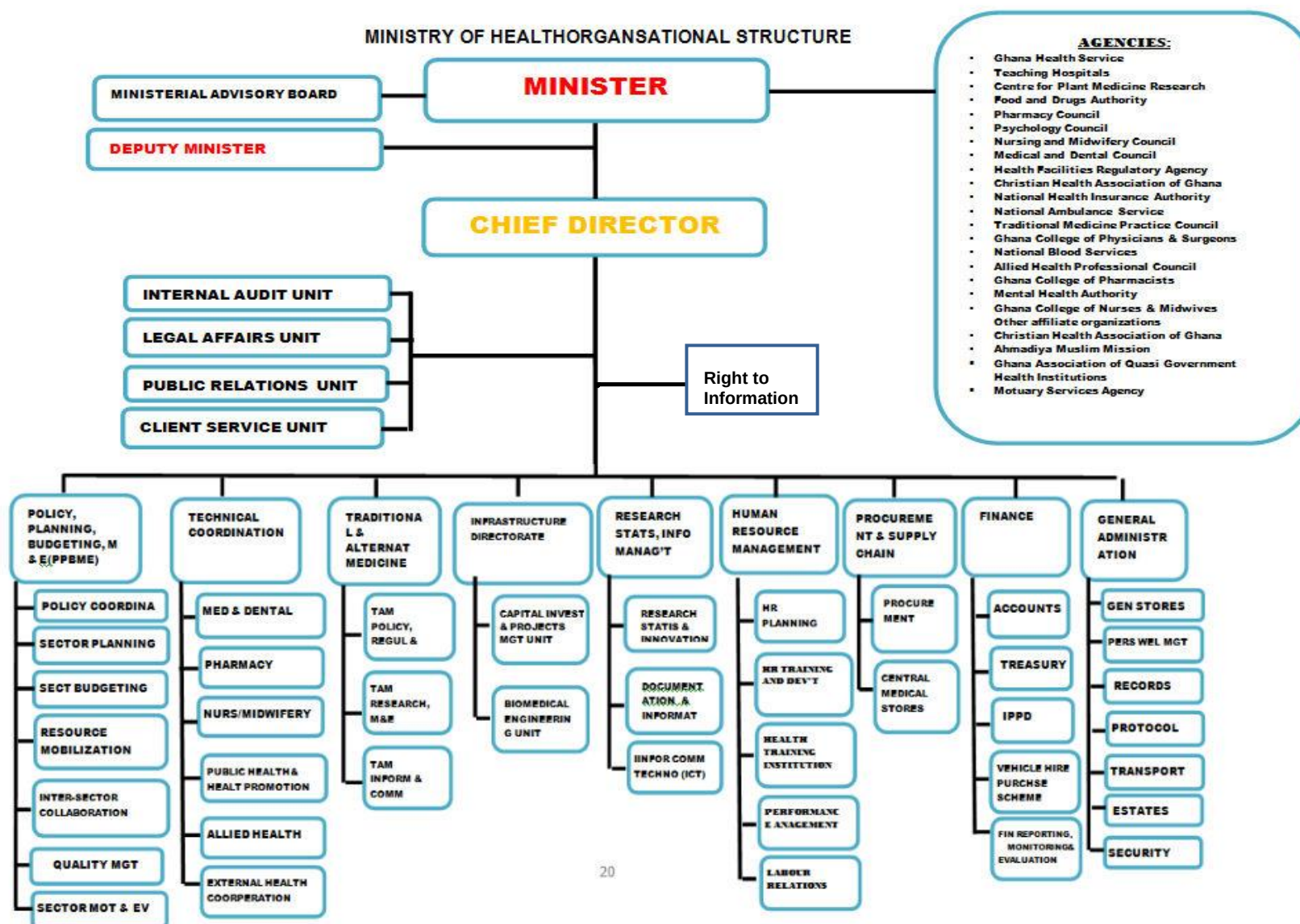
- Develop and review the broad policies for the sub-sector of the Ministry.
- Design and develop drug supply chain, pricing and distribution mechanisms, systems, plans, strategies, standards, and regulations to ensure availability of cost-effective production outlets, efficacious products to all parts of the country and reduce heavy burden of imports

	on the country's economy by accelerating the exploitation of indigenous local resources, create new strategic options and generate National competitive advantage. Result Area 3 • Design and develop drug information database. • Evaluate policy strategies, mechanisms, systems, plans, standards, and regulations within the sub-sector to ensure a viable pharmaceutical industry.
10. Policy, Planning, Monitoring and Evaluation	Leads the technical processes for the development of policies, plans, programmes, and budgets of all activities of the Ministry. It caters for the design and application of monitoring and evaluation systems for purposes of assessing the operational effectiveness of the Ministry's strategies and interventions. • Policy Coordination Unit: The unit initiates and coordinates the development and review of the broad sector policies, strategies, and regulations for the Ministry. It leads in the design and provision of sector plans based on a sound policy framework. It facilitates the effective implementation of the Ministry's set targets, programmes, projects, and activities. • Budget and Planning Unit: - The unit is responsible for coordinating the preparation and harmonization of the sector plan. Provide technical guidance and expertise in the Management and implementation of the plans of the Ministry. • Inter-sectoral collaboration Unit: The Unit develops, reviews, and coordinates the private

sector and inter-sectoral strategies, mechanisms to identify and exploit opportunities for the development of the health sector.

- **Resource mobilisation Units (Bilateral and Multilateral);** The Unit develops and reviews the financial strategies or options for policies/programmes and projects of the Ministry. It leads in the sourcing, monitoring, and coordination of external funding for healthcare delivery, to include sourcing external funding for the procurement of health commodities, services and works. The Unit coordinates the implementation of resource mobilization strategies in the **foreign (international) Sector, Domestic Sector (Internal Generated Fund raising) and the Private Sector** to support the effective and efficient implementation of the policies, programmes, and projects of the health sector.
- **Quality Management Unit:** The Unit develops and reviews the Quality management broad sector policies, strategies, and regulations to improve the effectiveness of treatments and increase patient satisfaction with the healthcare services delivery.
- **Monitoring and Evaluation Unit:** The Unit ensures the provision of an effective basis for measuring the various stages of programs and projects of the Ministry as well as providing an objective basis for assessing the effectiveness of its programs and projects.

2.2 MINISTRY OF HEALTH's Organogram



2.3 AGENCIES OF MINISTRY OF HEALTH

Agencies under the Ministry of Health

1. Ghana Health Service
2. Tamale Teaching Hospital
3. Korle Bu Teaching Hospital
4. Cape Coast Teaching Hospital
5. Ho Teaching Hospital
6. Komfo Anokye Teaching Hospital
7. Centre for Plant Medicine Research
8. Food and Drugs Authority
9. Pharmacy Council, Ghana
10. Ghana Medical and Dental Council
11. Health Facilities Regulatory Agency
12. National Health Insurance Authority
13. National Ambulance Service
14. Traditional Medicine Practice Council
15. Ghana College of Physicians and Surgeons
16. National Blood Service
17. Allied Health Professions Council
18. Ghana College of Pharmacists
19. Mental Health Authority
20. Ghana College of Nurses and Midwives
21. Christian Health Association of Ghana
22. Ahmadiya Muslim Mission
23. Ghana Association of Quasi Government Health Institutions
24. Mortuary Services Agency

Ghana Health Service	
Responsibilities of the Agency: Providing and prudently managing comprehensive and accessible health service with special emphasis on primary health care at regional, district and sub-district levels in accordance with approved national policies	Details of Activities: • Providing comprehensive health services at all levels in Ghana directly and by contracting out to other Ghana agencies. • Developing appropriate strategies and set technical guidelines to achieve Ghana national policy goals/objectives. • Undertaking management and administration of the overall Ghana health resources within the service. • Promoting a healthy mode of living and good health habits by people in Ghana. • Establishing an effective mechanism for disease surveillance, prevention, and control in Ghana. • Determining charges for Ghana health services with the approval of the Ghana Minister of Health. • Providing in-service training and continuing education in Ghana • Performing any other functions relevant to the promotion, protection, and restoration of health in Ghana.

Tamale Teaching Hospital	
Responsibilities of the Agency: • Providing advanced clinical health services to support tertiary care. • Serving as a training ground for undergraduate and postgraduate training for medical and other health professionals. • Undertaking research into health issues for the purpose of improving the condition of people's health	Details of Activities: The Tamale Teaching Hospital is a regional hospital in Tamale in the Northern region of Ghana. It serves as a referral hospital for the three northern regions of Ghana. It cooperates with the University for Development Studies in Northern Ghana to offer undergraduate and graduate programmes in Medicine, Nursing and Nutrition. It is the third teaching hospital in Ghana after the Korle Bu Teaching Hospital and the Komfo Anokye Teaching Hospital.

Korle Bu Teaching Hospital	
Responsibilities of the Agency: To provide healthcare.	Details of Activities: The clinical and diagnostic departments include Internal Medicine and Therapeutics, Child Health, Surgery, Obstetrics and Gynaecology, Anaesthesia, Family Medicine/Polyclinic, Accident & Emergency, Psychiatry, Reconstructive Plastic Surgery and Burns Centre and Accident & Orthopaedics.

	Others are Pharmacy, Pathology, Laboratory and Radiology. The Hospital also provides sophisticated scientific treatment procedures in various subspecialties such as Neurosurgery, Paediatric surgery, Dental/Oral maxillofacial, Ophthalmology, Ear, Nose & Throat (ENT), Renal, Orthopaedics, Oncology, Dermatology, Reconstructive Plastic Surgery, Cardiothoracic Surgery and Radiotherapy & Nuclear Medicine. The Reconstructive Plastic Surgery and Burn Centre, the National Cardiothoracic Centre and the National Centre for Radiotherapy and Nuclear Medicine, also draw a sizeable number of their clientele from neighbouring countries such as Nigeria, Burkina Faso and Togo
--	---

Cape Coast Teaching Hospital	
<i>Responsibilities of the Agency:</i> Providing quality services to people of Cape Coast and beyond; employing the services of well-trained skilled, committed, and motivated workforce, evidence-based practice and cutting-edge technology	<i>Details of Activities:</i> Provides Outpatient and in-patient services in general, specialised, diagnostic and rehabilitation.

Ho Teaching Hospital	
<i>Responsibilities of the Agency:</i> Providing quality health services, medical education and research by committed and disciplined staff, exceeding the expectations of clients.	<i>Details of Activities:</i> • Provides Quality Health Care to all Clients. • Offers undergraduate and Postgraduate Medical Education including In-Service Trainings. • Ensures sustainable Investment in Health Systems Research. • Strengthens stakeholder collaboration in enhancing Health Service Delivery. • Strengthen good corporate Governance and Management Systems.

Komfo Anokye Teaching Hospital	
<i>Responsibilities of the Agency:</i> To provide quality services to meet the needs and expectations of all its clients. This will be achieved through well-motivated and committed staff applying best practice and innovativeness.	<i>Details of Activities:</i> Serves as a major Centre for the training of postgraduate medical and dental practitioners in various specialties and the training of undergraduate personnel in Pharmacy, Nursing and many Allied Health Professions.

Centre for Plant Medicine Research	
Responsibilities of the Agency: Herbal medicine research and development	Details of Activities: Coordinating research efforts on Ghanaian medicinal plants to harness the rich medicinal potential of indigenous plants for the benefit of public health

Food and Drugs Authority	
Responsibilities of the Agency: Regulation of food, drugs, food supplements, herbal and homeopathic medicines, veterinary medicines, cosmetics, medical devices, household chemical substances, tobacco and tobacco products, blood and blood products as well as the conduct of clinical trials protocols	Details of Activities: • Ensures adequate and effective standards for food, drugs, cosmetics, household chemicals and medical devices. • Monitors through the District Assemblies and any other agency of State compliance with the provisions of Part 6, 7 and 8 of the Public Health Act, 2012 (ACT 851) • Advises the Minister on measures for the protection of the health of consumers. • Advises the Minister on the preparation of effective Regulations for the implementation of Part 6, 7 and 8

	of the Public Health Act, 2012 (ACT 851) • Approves the initiation and conduct of clinical trials in the country Perform any other functions that are ancillary to attaining the objects of the Authority
--	---

Pharmacy Council, Ghana	
Responsibilities of the Agency: To secure in the public interest the highest standards in the practice of Pharmacy in the country	Details of Activities: • Ensures that the education and training of pharmacists and any other pharmaceutical support staff are carried out at approved educational institutions for efficient pharmacy practice. • Sets standards for continuous professional development for practitioners and pharmaceutical support staff. • Registers practitioners. • Ensures the equitable and accessible distribution of pharmaceutical premises. • Monitors and inspects pharmacy practices where pharmaceutical care is provided. • Sets and ensures standards for

	pharmacy practice and professional conduct. • Provides guidelines for the education, training, registration, licensing, and the practice of all pharmaceutical support staff. • Exercises disciplinary powers over pharmacists and any other pharmaceutical support staff. • Ensures accreditation for pharmacy programmes in collaboration with appropriate state agencies. • Develops a management and administrative structure and systems to provide an efficient mechanism to regulate pharmacy practice. • Advises the Minister on pharmacy practice and related matters; and • Performs any other function that is ancillary to the object of the Council.
--	---

Psychology Council, Ghana	
Responsibilities of the Agency: To secure, in the interest of the public, the highest standard of training and practice of psychology in Ghana.	Details of Activities: • Accesses facilities and content of programmes for the training of psychologists, therapists, paraprofessionals, and lay practitioners (lay counsellors). • Ensures that the pre- registration training

	of newly qualified psychologists, therapists, paraprofessionals, and lay practitioners in accredited training institutions meets the required standards. • Conducts examinations for the registration of foreign trained psychologists, therapists, paraprofessionals, and lay practitioners. • Conducts training for the registration of locally trained psychologists, therapists, paraprofessionals, and lay practitioners who do not meet the prescribed conditions for registration. • Compiles and keep registers of registered practitioners. • Prescribes and enforce professional standards and conduct for practitioners. • Exercises disciplinary power over professionals and lay practitioners (lay counsellors). • Licensing of premises. • Licensing of corporate bodies. • Performs any other function that are ancillary to the object of the Council.
--	--

Nursing and Midwifery Council, Ghana	
Responsibilities of the Agency: To secure in the public interest the highest standard of training and practice of Nursing and Midwifery.	Details of Activities: • Indexing: Recording of students' personal data into a database to ensure that each student's qualification for admission into the various programmes is based on the approved entry requirement as prescribed by the Council in collaboration with the Ministry of Health. • Licensing and Registration: Registration of Nurse Assistants, Nurses and Midwives who have completed their nursing and midwifery education in accredited institutions and were successful in the Licensing examination. • Accreditation • Verification • Examination

Ghana Medical and Dental Council	
Responsibilities of the Agencies: To secure in the public interest the highest standards in the training and practice of medicine and dentistry	Details of Activities: • Assessing facilities and contents of programmes for the training of doctors and dentists and physician assistants in training institutions. • Ensuring that pre-registration training of newly qualifies doctors and dentists and

	physician assistants in accredited training institutions meet the required standards. • Conduct examinations for the registration of foreign trained medical and dental practitioners and physician assistants. • Compiles and keeps registers of registered practitioners. • Prescribes and enforces professional standards and conduct for practitioners. • Conduct examinations for the registration of locally trained medical and dental practitioners and physician assistants who do not meet the prescribed conditions for registration. • Performs any other functions that are ancillary to the object of the Council.
--	---

Health Facilities Regulatory Agency	
Responsibilities of the Agency: To license facilities for the provision of public and private health care services.	Details of Activities: Mandated to licence and monitor the following Medical and Dental (Clinics and hospitals) facilities: • Eye care clinics • Convalescent and nursing homes • Geriatric homes • Maternity homes

	• Occupational therapy clinics • Physiotherapy clinics • Dental technology laboratories • Clinical and biomedical laboratories • Medical assistant clinics • Diagnostic – imaging technology clinics • Pharmacies and chemical shops • Osteopathy clinics • Prosthetics and orthotics clinics And any other facilities that the Minister of Health deems necessary to be licensed.
--	---

National Health Insurance Authority	
Responsibilities of the Agency: To secure the implementation of a national health insurance policy that ensures access to basic healthcare services to all residents	Details of Activities: • Implements, operates, and manages the National Health Insurance Scheme • Determines, in consultation with the Minister, contributions that should be made by members of the National Health Insurance Scheme. • Registers members of the National Health Insurance Scheme. • Registers and supervise private health insurance schemes.

	• Issue identity cards to members of the National Health Insurance Scheme • Ensures equity in health care coverage. • Ensures access by the poor to healthcare services. • Ensures protection of the poor and vulnerable against financial risk • Grants credentials to healthcare providers and facilities that provide healthcare services to members of the National Health Insurance Scheme • Manages the National Health Insurance Fund • Provides a decentralised system to receive and resolve complaints by members of the National Health Insurance Scheme and healthcare providers. • Receives, processes, and pays claims for services rendered by healthcare providers. • Undertakes public education on health insurance on its own or in collaboration with other bodies. • Makes proposals to the Minister for the formulation of policies on health insurance.
--	--

	• Undertakes programmes that further the sustainability of the National Health Insurance Scheme • Develops guidelines, processes and manuals for the effective implementation and management of the National Health Insurance Scheme • Ensures the efficiency and quality of services under the national and private health insurance schemes. • Protects the interest of members of private health insurance schemes. • Identifies and enrolls persons exempt from payment of contribution to. National Health Insurance into the National Health Insurance Scheme • Monitors and ensures compliance with this Act and any Regulations, guidelines, policies, processes, and manuals made under this Act. • Performs any other function conferred on it by this Act or that are ancillary to the object of the Authority.
--	--

National Ambulance Service	
Responsibilities of the Agency: Establishing and operating a nationwide comprehensive pre-hospital emergency care	Details of Activities: • Provides pre-hospital emergency care to accident victims (Road traffic, Domestic, Industrial, Medical etc.) • Transports accident victims from the scene of an incident to an appropriate health facility • Provides stand-by emergency cover at mass public meetings and to liaise with other emergency services in time of disaster or mass casualty incidents. • Assists in the formulation and implementation of programmes for first respondents. • Identifies, recruits and trains cadres for the service. • Assists in establishment and operation of makeshift hospitals during mass casualty situations

Traditional Medicine Practice Council	
Responsibilities of the Agency: To promote Traditional and Alternative Medicine (TAM) to an acceptable standard and enhance public confidence in the services.	Details of Activities: Branding and creating a respectable image for Traditional and Alternative Medicine (TAM) practice in Ghana.

--	--

Ghana College of Surgeons and Physicians	
Responsibilities of the Agency: To provide post-graduate medical training in medicine, surgery, and related disciplines.	Details of Activities: • Promotes specialist education in Medicine, Surgery and related disciplines. • Promotes continuous professional development in medicine, surgery, and related disciplines. • Promotes postgraduate medical education and research in medicine, surgery, and related disciplines and • Contribute to the formulation of policies on sound health and public health generally.

National Blood Service	
Responsibilities of the Agency: Responsible for coordinating blood services in Ghana.	Details of Activities: To ensure an effective and coordinated national approach to the provision of safe, adequate, and efficacious, blood and blood products, making it timely, accessible, and affordable to all patients requiring blood transfusion therapy in both public and private health care institutions in the country.

Allied Health Professions Council	
Responsibilities of the Agency: To regulate the training and practice of Allied Health Professions in Ghana	Details of Activities: • Regulates the standard of services for the practice of allied health professions. • Ensures that the standard of study and training in recognised institution is maintained. • Sets practice standards of proficiency and conduct for allied health professionals. • Registers practitioners. • Monitors and inspect allied health facilities in collaboration with the health facilities regulatory agency. • Facilitates continuing professional development of practitioners.

	• Determines, in consultation with the appropriate educational institutions, courses of instruction and practical training for allied health professionals. • Determines and implements post registration continuing education and continuing professionals' development programmes for practitioners. • Ensures that the education and training of allied health practitioners and other allied health care providers are carried out at approved educational institutions. • Advises the Minister on matters relating to allied health practice. • Conducts licensing examination for the registration of allied health professionals; and • Performs any other functions that are ancillary to the object of the Council.
--	---

Ghana College of Pharmacists	
Responsibilities of the Agency: To contribute effectively to continuous improved healthcare delivery in Ghana, through: Training of Pharmacy Specialists Collaborative programmes with members of the healthcare delivery team Collaboration with relevant	Details of Activities: • Promotes specialist training in pharmacy, and related disciplines. • Promotes continuous professional development in pharmacy and related disciplines. • Promotes research in pharmaceutical

stakeholders in policy formulation, implementation and monitoring Capacity development for research and information management.	practice and related disciplines. • Contributes to the formulation of policies on sound health, medicines, and public health general.
--	--

Mental Health Authority	
Responsibilities of the Agency: To oversee and regulate mental health care in Ghana.	Details of Activities: Proposes, promotes and implements policies to improve mental health delivery.

Ghana College of Nurses and Midwives	
Responsibilities of the Agency: To promote specialist education, continuous professional development and postgraduate nursing, and related programmes and contribute to the formulation of policies to improve health outcomes.	Details of Activities: • Organise and supervise specialist training, continuous professional development and support postgraduate or post diploma research in nursing, midwifery, and related disciplines. • Conduct and organize specialist examinations in nursing, midwifery, and related disciplines. • Publish journals and pamphlets. • Awards associate membership, membership, and fellowship

	professional certificates on completion of specialised training. • Foster cooperation with other institutions with similar objectives • Initiate and participate in actions and discussions aimed at improving health outcomes and formulating public health policies in collaboration with other relevant institutions. • Perform other functions that are ancillary to the objectives of the College.
--	--

Christian Health Association of Ghana	
Responsibilities of the Agency: Provides health care to the most vulnerable and underprivileged population groups in all the 16 Regions of Ghana, particularly in the most remote areas	Details of Activities: Christian Health Association of Ghana is a Network organisation of 344 health facilities and health training institutions owned by 33 different Christian Church Denominations who provide health care to the most vulnerable and underprivileged population groups in all the 16 Regions of Ghana, particularly in the most remote areas

Ghana Association of Quasi Government Health Institutions	
	Details of Activities: Health institutions owned by government or government establishments in the manufacturing, mining, and service industries. The service industries include financial and educational institutions, security, and law enforcement agencies.

2.4 Classes and Types of Information

List of Various Classes of Information in the Custody of the Institution:

INTERNAL AUDIT DIRECTORATE

- Strategic Plan
- Annual Work Plan
- Quarterly Audit Reports
- Risk Assessment Reports
- Compliance Report
- Follow-up Reports
- Advisory Memos / Guidance Notes
- Training Materials / Workshops / Presentations
- Communication Logs
- Internal Procedures / Manuals
- Performance Audit

INFRASTRUCTURE DIRECTORATE

- Policies on Health Infrastructure
- Health Infrastructure Classification and Standards
- Contract documents for ongoing projects.

TRADITIONAL AND ALTERNATIVE MEDICINE DIRECTORATE

- Policies and procedures for Traditional Medicine/ Complementary and Alternative Medicine development.
- Research on the integrated Herbal Medicine Units.
- Basic Procedures for Assessing Safety and Efficacy of Herbal Medicines Products
- Reviewed and published Recommended Herbal Medicines List (RHML)
- Integrated Herbal Medicine Units across the country.
- Information on China-aided activities

PROCUREMENT AND SUPPLY CHAIN DIRECTORATE

- Request for Proposal (RFP) Document.
- Request for Information (RFI) Document.
- Request for Quotation (RFQ) Document.
- Tender Documents
- Purchase Requisition (PR) Document.
- Purchase Order (PO) Document.

RESEARCH, STATISTICS AND INFORMATION MANAGEMENT DIRECTORATE

The RSIMD coordinates the activities of the various Directorates of the Ministry, therefore, the data provided by MoH are electronical reflections of data in custody.

HUMAN RESOURCE FOR HEALTH DIRECTORATE

- Human Resource for Health Policy and Strategies
- Public Health Workforce Strategic Plan

FINANCE DIRECTORATE

- Information on all accounts held by the Ministry.
- Quarterly and End of year Financial Reports
- Documents of completed approved memos and related Payment vouchers.
- Salary information of all health staff
- Fixes Asset Register
- Debt recovery system on all vehicles issues to health workers

PHARMACY DIRECTORATE

- National Medicines Policy 2017
- Antimicrobial Resistance (AMR) Policy 2017
- Health Technology Assessment (HTA) Strategy
- Ghana HTA Process Guidelines 1st Edition 2022
- Reference Case for the Conduct of HTA and Economic Evaluations in Ghana 1st Edition 2023
- Pricing Strategy for Pharmaceuticals and other health technologies in Ghana 1st Edition 2022
- Pharmaceutical Traceability Strategy
- Standard Treatment Guidelines 2017
- Essential Medicines List 2017
- Anti-Microbial Resistance data
- Ghana National Action Plan (NAP) on AMR 2017 - 2021
- Health Technology Assessment reports

POLICY, PLANNING, MONITORING AND EVALUATION

- Policy on Non-Communicable Disease and Strategic Plan
- National Food Safety Policy and Strategic Action Plan
- National Non-Resident Visitors Health Insurance Policy

- National Medical Oxygen Policy
- Essential Health Service Package
- National Infection Prevention and Control Strategy
- National Health Financing Strategy
- National Food Safety Emergency Response Plan (FOSERP)

Types of Information Accessible at a fee:

- A request made for information to be provided in a language other than the language in which the information is held.
- A request made for a written transcript of information held by a public institution.
- A request made for information to be provided in a medium or format in which the information is held.

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 [Ministry of Health](#). To request for information under the RTI Act from the [Ministry of Health](#), applicants are to follow this basic procedure:

3.1 The Application Process

a. Application by any person or organisation who seeks access to information in the custody of [Ministry of Health](#) must be made in writing or by using the Standard RTI Application Form. (**See Appendix A for the Standard RTI Application Form**). 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 organisation represented by the applicant.
- Available contact details of the applicant or address of the person/organisation on whose behalf an application is being made (*Telephone Number, Email, Postal Address, Fax*).
- Brief description of information being sought. (*Applicants are to specify the class and type of information including cover dates*).
- Payment of relevant fee, if applicable.
- Signature/ thumbprint.

c. Provision of identification

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

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

d. The applicant should state the format of information being requested and the mode of transmission. Example (*do you need 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 understands, 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. Section 23 of the Act provides “Where an application for access is received by a public institution, the Information Officer shall take a decision on the application and send a written notice to the applicant within fourteen days from date of receipt of the application”. Thus, the Information Officer is required, under Section 23 of the RTI Act, to notify applicants within fourteen (14) days from the date of receipt. Applicants should, however, note that the time limit does not apply to applications transferred to another public institution or which have been refused due to failure to pay 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.

4.14.1 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

Section 75(1) of the RTI Act mandates applicants seeking access to information under this Act to pay the fee or charge approved by Parliament in accordance with the Fees and Charges (Miscellaneous Provisions) Act, 2009 (Act 793).

The table below outlines the approved Fees and Charges for the reproduction of information under the RTI Act.

REVENUE ITEM	APPROVED FEES AND CHARGES (GH¢)
For every photocopy of an A4 size page or part thereof	0.27
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0.38
For a copy in a computer-readable form on an external storage device	0.29
For a transcription of visual images, for an A4 size page or part thereof	1.28
For a copy of visual images	3.50
For a transcription of an audio record, for an A4 size page or part thereof	0.70
For a copy of an audio record	1.0

According to Section 75 of the RTI Act, fees shall apply to the situations stated below:

- Where a request is made for information to be provided in a language other than the language in which the information is held, the Information Officer may request the applicant to pay the reasonable costs for translating the information into the language requested by an applicant.
- Where a request is made for a written transcript of the information held by a public institution, the Information Officer may request the applicant to pay the reasonable cost of the transcription.

-
- Where a request is made for information to be provided in a medium or format in which the information is held, the Information Officer may request the applicant to pay the reasonable cost of media conversion or reformatting.

Section 75(2), however, requires that a fee or charge shall not be payable for:

- The reproduction of personal information of the applicant;
- The reproduction of personal information of a person on whose behalf an application is made;
- The reproduction of information which is in the public interest;
- Information that should have been provided within the stipulated time under this Act;
- Information to an applicant who is indigent;
- Information to a person with disability;
- Time spent by an Information Officer or Information Reviewing Officer in reviewing the information requested;
- Time spent by an Information Officer or Information Reviewing Officer in examining whether the information requested is exempt information; or
- Preparing the information for which access is to be provided.

Under Section 76 of the RTI Act, public institutions are mandated to retain charges received under the performance of RTI functions. The retained charges shall be used to defray expenses incurred by the public institutions in the performance of functions under the Act and be paid into a bank account opened for this 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)



	Name of Applicant:					
2.	Date:					
3.	Public Institution:					
4.	Date of Birth:	DD	MM	YYYY		
5.	Type of Applicant:	☐	☐			
		Individual	Organisation/Institution			
6.	Tax Identification Number					
7.	If Represented, Name of Person Being Represented:					
7 (a).	Capacity of Representative:					
8.	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ Type of Identification: National ID Card Passport Voter's ID Driver's License					
8 (a).	Id. No. of Applicant:					
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:	☐ ☐ Inspection of Information Copy of Information ☐ Viewing / Listen ☐ ☐ Written Transcript Translated (specify language)
10 (a).	Form of Access:	☐ ☐ ☐ Hard copy Electronic copy Braille
11.	Contact Details:	☐ Email Address _____ ☐ Postal Address _____ ☐ Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) <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 MOH's Information Unit

Name of Information/Designated Officer:

Ruth Owusu

Telephone/Mobile number of Information Unit:

0206887882

Postal Address of the institution:

P.O.Box M 44
Sekou Toure Avenue
North Ridge
Adjacent National Health Insurance Head Office
Accra

8. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
LIs	Legislative Instruments
MDA	Ministries, Directorates and Agencies
MMDAs	Metropolitan, Municipal and District Assemblies
MOH	Ministry of Health
RTI	Right to Information

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 performs 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 Ministry by which the executive Ministry 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 organisation 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>