

**Government of Ghana**

# Right to Information Manual



Ghana Education Service (GES)

2023

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## **1. Overview**

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This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President, Nana Addo Dankwa 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 Education Service (GES) and provide the types of information and classes of information available at GES, including the location and contact details of its information officers and units.

## **2. About Ghana Education Service (GES)**

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

### **VISION**

GES seeks to create an enabling environment in all educational institutions and management positions that will facilitate effective teaching and learning and efficiency in the management for the attainment of the goals of the Service.

### **MISSION**

To ensure that all Ghanaian children of school-going age are provided with inclusive and equitable quality formal education and training through effective and efficient management of resources to make education delivery relevant to the manpower needs of the nation.

### **MANDATE**

GES is responsible for the implementation of approved national pre-tertiary educational policies and programmes to ensure that all Ghanaian children of school-going age irrespective of tribe, gender, disability, religious and political affiliations are provided with inclusive and equitable quality formal education.

### **PROGRAMMES**

There are four (4) main programmes under the GES and these are:

- Pre-tertiary education management including Headquarters Divisions, Regional and District directorates
- Basic Education, comprising Kindergarten, Primary and Junior High Schools
- Secondary Education comprising Senior high School (SHS) and Technical and Vocational Education Training (TVET)
- Special and Inclusive Education

## OBJECTIVES

The objectives of GES are in accordance with the National Policy Objectives espoused in the Education Strategic Plan (ESP). The key objectives of the Service are as follows:

- Increase inclusive and equitable access to and participation in education at all levels
- Ensure provision of life skills training and management of personal hygiene, family life, gender, health, HIV/AIDS/STIs, etc.
- Improve the quality of teaching and learning
- Improve the Management of education service delivery

## FUNCTIONS

The functions of GES are as follows:

- To provide and oversee Basic Education (Pre-tertiary), Technical Education as well as Special Education
- To promote the efficiency and full development of talents among its members
- To carry out such other functions as are incidental to the attainment of the functions specified above.
- To maintain professional standards and the conduct of its personnel

To recruit and post qualified teaching and non-teaching staff

**NB: Basic Education has been redefined to include Secondary Education as part of the Government's new policy initiative on Pre-tertiary Education.**

## OUR STAKEHOLDERS

- Employees
- Unions
- Students
- Parents
- General Public

**ON-GOING REFORMS**

As part of efforts to promote quality pre-tertiary education service delivery, the following reforms have been or are being made:

- Re-alignment of the Teacher Education Division of GES as an agency under the Ministry of Education (now known as the National Teaching Council)
- Re-alignment of the Curriculum Research and Development Division of GES as an agency under the Ministry of Education (now known as the National Council for Curriculum and Assessment)
- Re-alignment of the Inspectorate Division of GES as an agency under the Ministry of Education (now called the National Inspectorate Board)
- Re-alignment of the Technical/Vocational Education Division (TVED) of GES as an agency under the Ministry of Education (to be named Ghana Technical Education Service)
- Creation of a new division of GES (to be called Management Service Division) which shall include Special and Inclusive Education, Guidance and Counselling and School Health Education Programme (SHEP)

### **Divisions and Units under Ghana Education Service (GES)**

- Human Resource Management Division
- General Administration Division
- Finance Division
- Special Education Division (SPED)
- Schools and Instructions Division
- Supplies & Logistics
- Legal Unit
- Internal Audit Unit
- Public Relations Unit
- Partnerships and Affiliations Unit
- Postings and Transfer Unit
- IPPD Unit
- Staff development Unit
- Welfare Unit
- Estate Unit
- Planning and Infrastructure Unit
- Transport Unit
- Registry
- Guidance & Counselling Unit
- Girls Education Unit
- School Health Education Programme (SHEP) Unit
- Physical Education and Sports Unit
- Stores
- Budget Unit
- Accounts Unit
- IT Unit
- Pensions & Statistics Unit
- Culture Unit

### **Responsibilities of the Institution:**

GES is responsible for the implementation of approved national pre-tertiary educational policies and programmes to ensure that all Ghanaian children of school-going age irrespective of tribe, gender, disability, religious and political affiliations are provided with inclusive and equitable quality formal education.

## 2.1 Description of Activities of each Division and Unit

Division/Unit	Responsibilities/Activities
<b>Human Resource Division</b>	<ul style="list-style-type: none"> <li>• Responsible for staff development and rationalization.</li> <li>• Equitable distribution of teachers in all schools.</li> </ul>
<b>General Administration Division</b>	<ul style="list-style-type: none"> <li>• Responsible for the day-to-day running of GES.</li> </ul>
<b>Finance Division</b>	<ul style="list-style-type: none"> <li>• Management of all economic activities of the service.</li> </ul>
<b>Special Education Division</b>	<ul style="list-style-type: none"> <li>• To facilitate effective administration of Special Schools.</li> <li>• Provision of educational facilities and services for children and young people with Disabilities and Special Educational Needs (SEN).</li> <li>• To transcribe textbooks and other reading materials into Braille.</li> <li>• Screening and Assessment of children for early identification, correct placement in schools and other interventional measures.</li> <li>• Capacity building of Special Teachers across the sector at the pre-tertiary level.</li> <li>• Provision of appropriate Teaching and Learning Materials and Assistive Devices for learners at the pre-tertiary level.</li> <li>• Ensure and facilitate the timely release of feeding grants to special schools.</li> <li>• Supervision and monitoring of special schools and units.</li> </ul>
<b>Schools and Instructions Division</b>	<ul style="list-style-type: none"> <li>• Responsible for both Basic and Secondary Education activities in the country.</li> </ul>
<b>Supplies &amp; Logistics</b>	<ul style="list-style-type: none"> <li>• To ensure that educational materials (teaching and learning) and other relevant logistics are efficiently procured and equitably distributed to all public pre-tertiary schools across the country and also to provide the procurement needs of the headquarters</li> </ul>
<b>Legal Unit</b>	<ul style="list-style-type: none"> <li>• The objective of the unit is to act as a liaison between GES and office of the Attorney General who is the chief legal advisor for Government and its agencies in Ghana. The unit is also responsible for ensuring perfection of title to all landed property belonging to the GES and to generally act as an in-house counsel providing first line legal advice to the Director-General.</li> </ul>



<b>Internal Audit Unit</b>	<ul style="list-style-type: none"> <li>• Pre auditing of all financials of the service in relation to budgets, expenditure and procurement.</li> </ul>
<b>Public Relations (PR) Unit</b>	<ul style="list-style-type: none"> <li>• Responsible for corporate communication and public affairs activities.</li> </ul>
<b>Partnerships and Affiliations Unit</b>	<ul style="list-style-type: none"> <li>• Maintains relationships with all partners of the Service both, non-profit and government organisations</li> </ul>
<b>Postings and Transfer Unit</b>	<p>Some of the responsibilities of the unit include:</p> <ul style="list-style-type: none"> <li>• Posting of newly trained teachers.</li> <li>• Posting of teachers returning from study leave.</li> <li>• Inter-regional transfers</li> <li>• Other letters such as resignation, sick leave, leave without pay, permission to travel and re-engagement.</li> </ul>
<b>Payroll Unit (IPPD)</b>	<ul style="list-style-type: none"> <li>• Manages and maintains the Integrated Personnel Payroll Database (IPPD)</li> </ul>
<b>Staff Development Unit</b>	<ul style="list-style-type: none"> <li>• Facilitate training of GES staff</li> <li>• Monitors staff furthering their studies (sandwich, distance, etc.)</li> <li>• Other responsibilities include professional standing and confirmation of study leave beneficiaries.</li> </ul>
<b>Welfare Unit</b>	<ul style="list-style-type: none"> <li>• Performs administrative functions by serving as advice bureau to the staff of GES.</li> <li>• Plays a facilitating role in assisting officers to acquire basic human needs.</li> </ul>
<b>Estate Unit</b>	<ul style="list-style-type: none"> <li>• Day to day management of the facility (headquarters).</li> <li>• Day to day management of all residential properties.</li> <li>• General maintenance and repairs of all assets.</li> <li>• Boarding of assets to various regional, districts and schools.</li> </ul>
<b>Planning and Infrastructure Unit</b>	<ul style="list-style-type: none"> <li>• Planning and monitoring the implementation of education policies.</li> <li>• Collects and analyses data for planning purposes.</li> </ul>

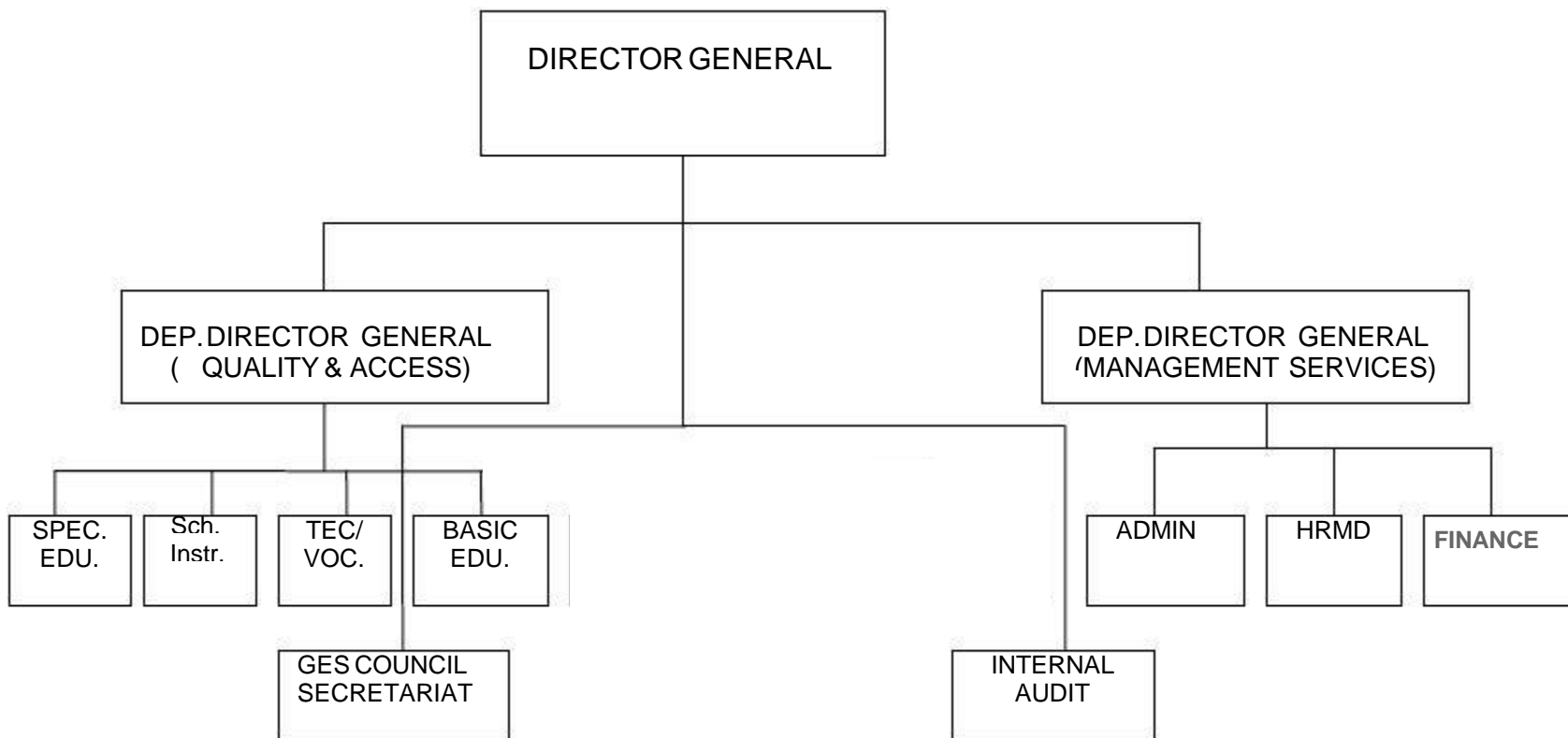
	<ul style="list-style-type: none"> <li>• Coordination of funded projects and ensures that they are consistent with official policy directives.</li> </ul>
<b>Transport Unit</b>	<ul style="list-style-type: none"> <li>• Responsible for allocation, maintenance and repair of vehicles for GES staff.</li> </ul>
<b>Registry</b>	<ul style="list-style-type: none"> <li>• Responsible for receiving letters and correspondence to the service and dispatch to the respective regions.</li> </ul>
<b>Guidance and Counselling (G&amp;C) Unit</b>	<p>Guidance and Counselling is a support service that is aimed at helping individuals discover and develop their educational, vocational and psychological potentials and thereby achieve an optimal level of personal happiness and social usefulness. To achieve the above goal, the Unit performs the under listed functions within the Ghana Education Service:</p> <ul style="list-style-type: none"> <li>• Planning, Coordinating and Supervising guidance services within the country.</li> <li>• Training of school-based as well as Regional and District Guidance and Counselling Coordinators for effective guidance service delivery.</li> <li>• Collaborating with relevant partners including parents to meet the psychosocial needs of pupils/students.</li> <li>• Collaborating with Tertiary institutions with focus on psychology and education to prepare or develop tests and tools of assessment.</li> <li>• Providing free consultancy to teachers, parents and general public on relevant psychological issues.</li> <li>• Leading GES' mandate to promoting safe, secure and supportive environment for learning under the "Safe School" Programme.</li> </ul>
<b>Girls Education Unit</b>	<ul style="list-style-type: none"> <li>• Provides all technical and oversight responsibility for all gender-related programmes of the GES.</li> <li>• Coordinates with all relevant institutions to advance policy and planning of girls' education.</li> <li>• Research on issues relating to girls' education and disseminate the findings to policy makers, district assemblies and all relevant stakeholders</li> </ul>

	<ul style="list-style-type: none"> <li>• Act as a pressure group within the Ministry of Education to advocate for strategies that advance the implementation of policies related to enhancing girls' education</li> <li>• Collaborate with divisions and specialized units in GES on gender-related issues</li> <li>• Liaise with the Curriculum Research Development Division and textbook writers to correct gender stereotyping in specific subjects and textbooks to ensure gender balance in illustrations</li> <li>• Collaborate with Partners to implement projects related to girls' education</li> <li>• Advocate for the rights of girls in school</li> <li>• Examine and develop national and regional strategies for improving enrolment, retention, transition, completion and achievement of girls at the pre-tertiary level</li> </ul>
<b>School Health Education Programme (SHEP) Unit</b>	<ul style="list-style-type: none"> <li>• The goal of the SHEP is to ensure the provision of comprehensive health and nutrition education and related support services in schools to equip children with basic life skills for healthy living, which will lead to improvements in child survival and educational outcomes, including school enrolment, retention and academic performance.</li> </ul>
<b>Physical education and Sports Unit</b>	<ul style="list-style-type: none"> <li>• Promotion and development of physical education and sports within the regions.</li> <li>• Monitoring and supervision of teaching of PE in the regions</li> <li>• Coordination of Independence Anniversary Celebrations and Student Cadets activities for Pre-Tertiary Education in the Country</li> </ul>
<b>Stores</b>	<ul style="list-style-type: none"> <li>• Inventory management and allocation</li> </ul>
<b>Budget Unit</b>	<ul style="list-style-type: none"> <li>• Preparation and monitoring of the implementation of annual budget of the service.</li> </ul>
<b>Accounts Unit</b>	<ul style="list-style-type: none"> <li>• Preparation of financial statements for the Service</li> <li>• Handling of financial issues in connection with the Service</li> </ul>
<b>IT Unit</b>	<ul style="list-style-type: none"> <li>• Networking</li> <li>• Data collection</li> </ul>

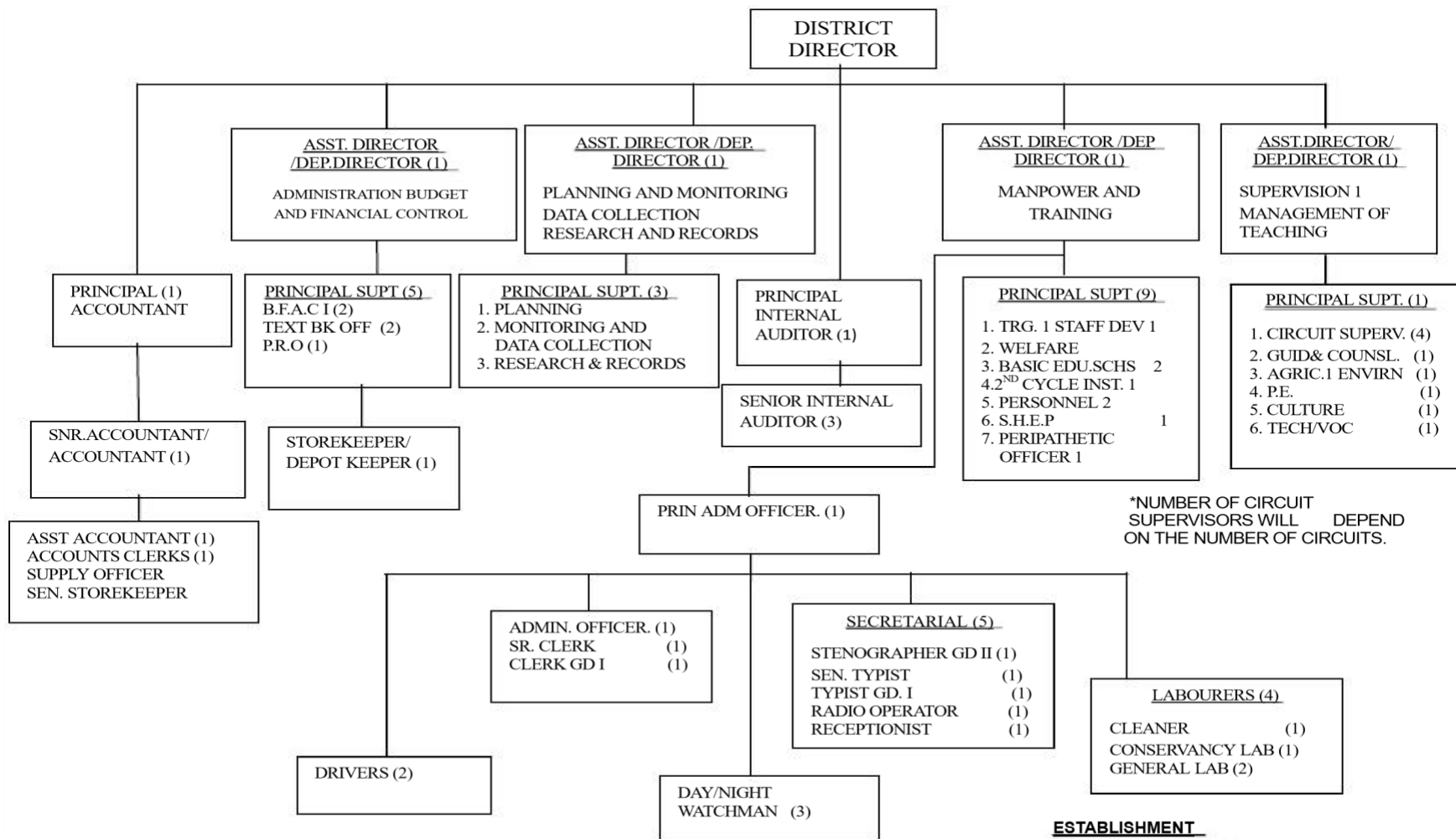
	<ul style="list-style-type: none"> <li>• Database Management</li> <li>• Maintaining inventory of ICT equipment, hardware and software</li> <li>• Support capacity building initiatives remotely or on-site to staff</li> <li>• Prepare statistical reports on ICT related data and metrics</li> </ul> <p>Configuration and maintenance of application and user devices</p>
<b>Pensions &amp; Statistics Unit</b>	<ul style="list-style-type: none"> <li>• Processing of documentation for GES officers who are due for compulsory retirement and those who request voluntary requirement.</li> <li>• Additional documents processed include; commuted pensions, death gratuity, introductory letters for commuted pension beneficiaries, condonation of break-in-service and tier 2 pensions.</li> </ul>
<b>Art and Cultural Education Unit</b>	<ul style="list-style-type: none"> <li>• Responsible for promoting the Ghanaian culture through the coordination of Cultural Arts in the forms of performing, visual and applied arts in pre-tertiary schools.</li> <li>• Preparing, monitoring and supervising annual cultural events such as festivals of Arts, Cook Art, Fashion and Design, etc.</li> <li>• Organizing workshops for RMMD cultural coordinators.</li> <li>• Monitoring and supervising the teaching and learning of cultural related subjects in our pre-tertiary schools e.g., Creative arts, BDT, Home Economics, Visual Arts and Ghanaian Language.</li> <li>• Overseeing and implementing projects related to Arts and Cultural education</li> </ul>

## 2.2 Ghana Education Service’s Organogram

### **ORGANISATIONAL STRUCTURE OF THE GHANA EDUCATION SERVICE HEADQUARTERS**



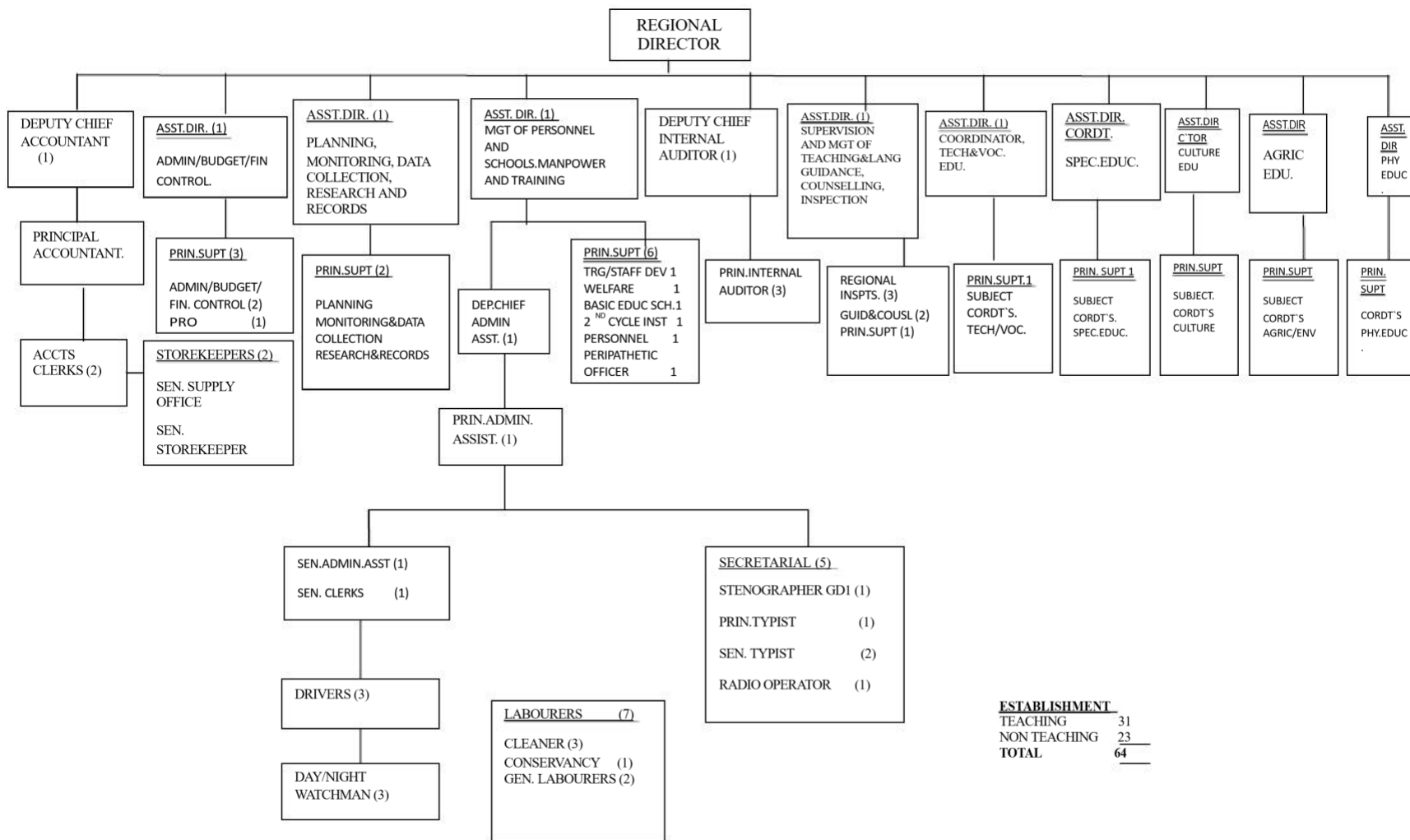
### DISTRICT EDUCATION OFFICE ORGANISATION CHART



\*NUMBER OF CIRCUIT SUPERVISORS WILL DEPEND ON THE NUMBER OF CIRCUITS.

<b>ESTABLISHMENT</b>	
TEACHING	38
NON TEACHING	23
<b>TOTAL</b>	<b>61</b>

### REGIONAL EDUCATION OFFICE ORGANISATION CHART



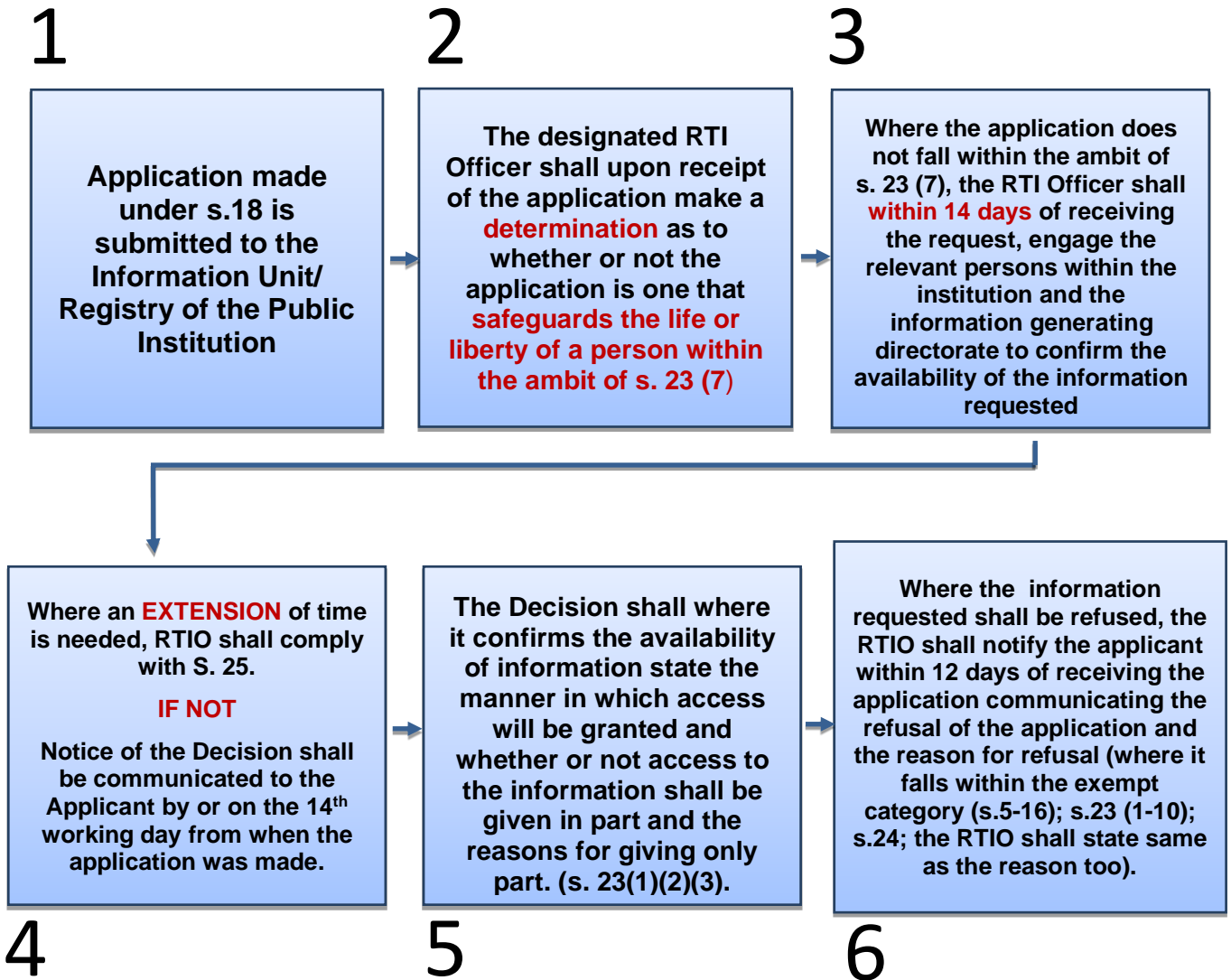
<u>ESTABLISHMENT</u>	
TEACHING	31
NON TEACHING	23
<b>TOTAL</b>	<b>64</b>

## 2.3 Classes and Types of information

<b>List of various classes of information in the custody of the institution:</b>
Administration Information
Secondary & Basic School Information
SHS Lists
Staff (Teachers) Promotion
School Supervision
Special Education Information
Guidance & Counselling Manuals
Girls Education Manuals
Newsletters
<b>Types of Information Accessible at a fee:</b>



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



## **4. Amendment of Personal Record**

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A person given access to information contained in records of a public institution may apply for an amendment of the information if the information represents the personal records of that person and in the person's opinion, the information is incorrect, misleading, incomplete or out of date.

### **4.1 How to apply for an Amendment**

- a. The application should be in writing indicating;
  - Name and proof of identity.
  - Particulars that will enable the records of the public institution identify the applicant
  - The incorrect, misleading, incomplete or the out-of-date information in the record.
  - Signature of the applicant
- b. For incomplete information claimed or out of date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- c. The address to which a notice shall be sent should be indicated.
- d. The application can then be submitted at the office of the public institution.

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

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

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, 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.



**RIGHT TO  
INFORMATION  
COMMISSION**

Our Ref: \_\_\_\_\_

**7<sup>TH</sup> OCTOBER 2022**

**FOR IMMEDIATE RELEASE**

**FEES AND CHARGES (MISCELLANEOUS PROVISIONS) ACT,  
2022 (ACT 1080)**

Pursuant to Section 75 (1) of the Right to Information Act, 2019 (Act 989), the Right to Information Commission hereby notify the general public that, Parliament has approved the fees and charges related to the cost associated with access to information.

The fees and charges approved by Parliament can be found in the Fees and Charges (Miscellaneous Provisions) Act, 2022, (Act 1080).

Below is the details of the approved fees to cover the cost associated with application for, or access to information.

REVENUE ITEM	APPROVED FEES AND CHARGES (GHS)
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 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 audio record	1.00

All must therefore be guided by this directive.

Thank you

  
**YAW SARPONG BOATENG  
EXECUTIVE SECRETARY**



**CC: ALL PUBLIC INSTITUTIONS**

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Email: rticommission@rtic.gov.gh | Website: www.rtic.gov.gh

## **6. Appendix A: Standard RTI Request Form**

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[Reference No.: .....]

# **APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO INFORMATION ACT, 2019 (ACT 989)**



1.	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	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
		<input type="checkbox"/> Driver's License		
8 (a).	Id. No.:			
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):			

10.	<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 style="width: 150px; height: 20px;" type="text"/>
10 (a).	<b>Form of Access:</b>	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> 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 GES's Information Unit**

### **Name of Information/Designated Officer:**

Awo Gyan

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

(233) 302 673-957 / [rti@ges.gov.gh](mailto:rti@ges.gov.gh)

### **Postal Address of the institution:**

P.O. BOX M45, Ministries, Accra - Ghana



## 8. Appendix C: Acronyms

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Table 1: Acronyms

Acronym	Literal Translation
GES	<i>Ghana Education Service</i>
RTI	<i>Right to Information</i>
MDA	<i>Ministries, Departments and Agencies</i>
s.	<i>section</i>
MMDAs	<i>Metropolitan, Municipal and District Assemblies</i>

## 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>