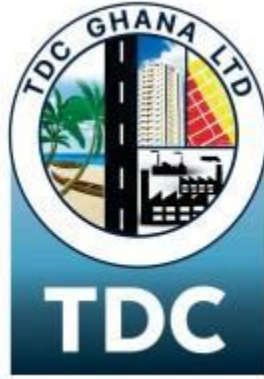


TDC GHANA LTD



RIGHT TO INFORMATION MANUAL

TDC GHANA LTD

2024

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1. Overview

This Right to Information (RTI) Manual is prepared in accordance with the Right to Information Act, 2019 (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, and the qualifications and conditions under which the access may be obtained. According to Section 80, the Act applies to information that 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 *TDC Ghana Ltd* and provide the types of information and classes of information available at *TDC Ghana Ltd*, including the location and contact details of its Information Officers and units.

2. Divisions and Departments under TDC Ghana Ltd

VISION

To maintain the leadership role in the real estate business in Ghana.

MISSION

To create and manage unique, sustainable urban settlements that meet stakeholders' expectations.

Divisions, Departments, and Units under TDC Ghana Ltd
<p>Divisions</p> <ol style="list-style-type: none"> 1. Operations 2. Finance and Administration <p>Departments and Units:</p> <ol style="list-style-type: none"> 1. Development 2. Estates 3. HR/Administration 4. Finance 5. Corporate Planning and Communications 6. Internal Audit 7. Legal 8. Sales and Marketing Unit 9. Management Information Systems (MIS) Unit 10. Procurement Unit
<p>Responsibilities of TDC:</p> <p>TDC's core business is the construction of houses, commercial properties, management of rental units and Site and Service Schemes under which lands are improved with utility services for residential, commercial, industrial and other complementary uses. Other services include:</p> <ol style="list-style-type: none"> a. Search Application; b. Change of Address; c. Processing of Certified True Copies; d. Joint Tenancy/ Addition of Name;

- e. Transfer/Portion Transfer of property;
- f. Assignment;
- g. Consent to Mortgage/Mortgage in Principle;
- h. Preparation of Lease Document;
- i. Processing of Additional Land Application;
- j. Revision of Layout;
- k. Processing of Change of Land use;
- l. Preparation of Reminders & Rate Revision Notices: and
- m. Lease Surrender & Renewal

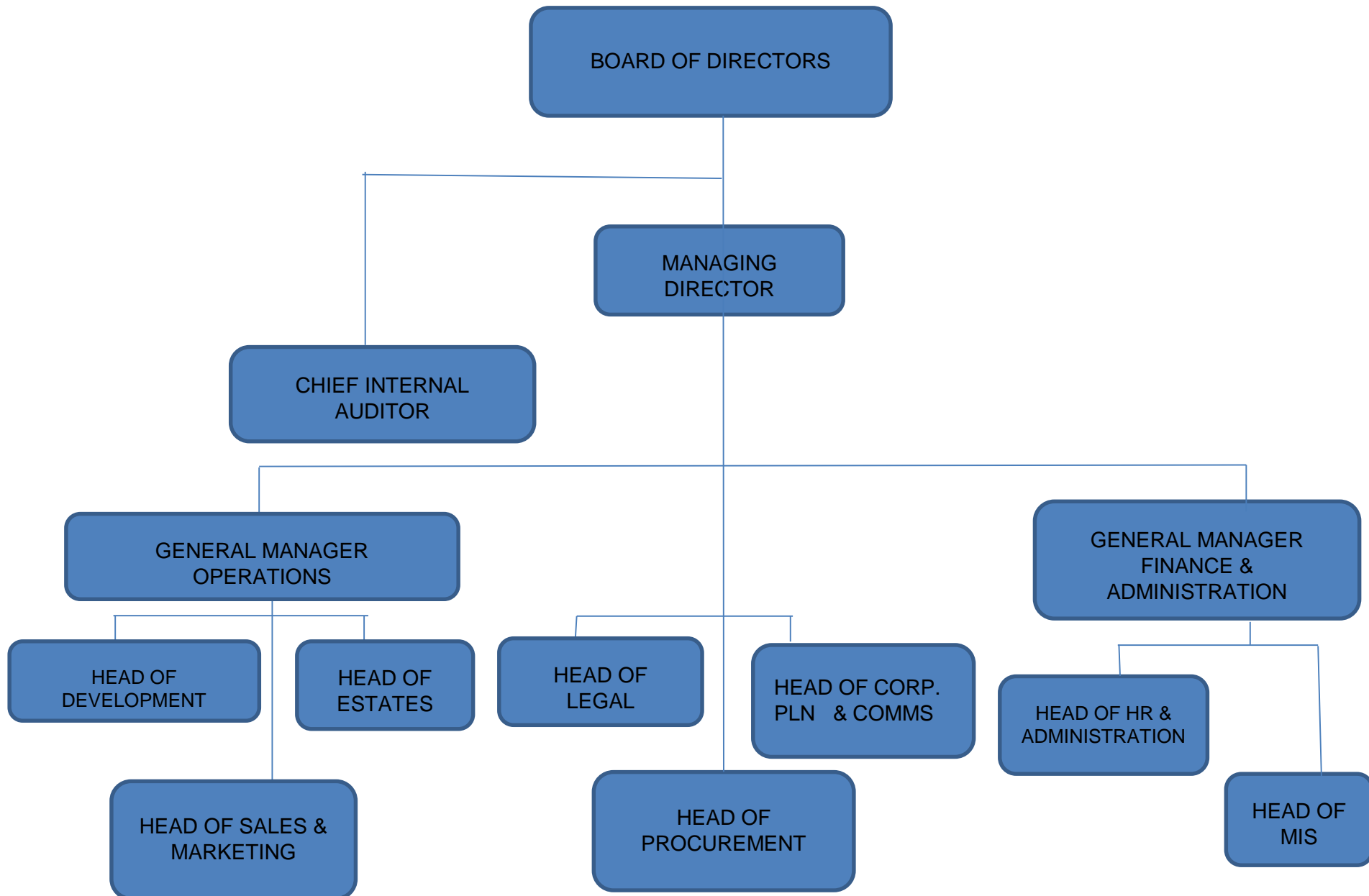
2.1 Description of Activities of each Division, Department and Unit

Division/Department/Unit	Responsibilities/Activities
Operations Division	Headed by the General Manager of Operations, the division is responsible for providing strategic direction to the operations division and gives expert guidelines and advice on operational systems to help achieve corporate strategy. Coordinates the activities of the Estates, Development, and Marketing Departments. Also prepares and monitors the implementation of annual budgets for the Operations Division.
Finance and Administration Division	Headed by the General Manager of Finance and Administration, the division is responsible for formulating and implementing policies and procedures relating to the finance function of the Company. Coordinates the activities of Finance, HR & Administration, and MIS Departments.

Development Department	Responsible for the planning, layout and development of the acquisition area. It carries out technical tasks that cut across architectural design, quantity surveying, building inspection, and various engineering activities.
Estates Department	It manages all the houses within the acquisition area with responsibilities covering rent collection, property transfer, and housing maintenance. The department manages land leases, House Ownership Schemes (HOS) and monitors compliance with the conditions of such leases. It also has the responsibility for providing strategic advice on the utilization, cost and sustainability of existing buildings in the acquisition area.
Finance Department	It is responsible for formulating and implementing policies and procedures relating to the finance function of the Company. Their activities include cash flow management, budget and financial control, financial reporting, maintenance of books of accounts and other allied financial documentation/ reports.
HR/Administration Department	Directs and supervises the day-to-day administrative and employee issues such as salary administration, recruitment, promotions, disciplinary matters, training and staff development. It oversees the implementation of all employee and administrative programs and ensures compliance with TDC's human Resource Policies and procedures. This department also manages security and transportation within the company.
Corporate Planning and Communications Department	<p>Responsible for the formulation and execution of corporate policies and strategies by constantly monitoring industry trends to ensure that strategic business plans are developed in line with the corporate vision and mission. It keeps the Company informed of government policies that may impact the operations of TDC.</p> <p>It also oversees the internal and external communication agenda of the Company all in an effort to improve the Company's image by effectively managing and</p>

	facilitating the relationship between the Company and its stakeholders.
Internal Audit	The Audit Department is tasked with checking the efficiency and effectiveness of financial management and internal control systems to add value and improve the effectiveness of risk management, control and governance processes in TDC. The Audit department furnishes management with analysis, recommendations, counsel and information concerning the activities of the various departments examined.
Legal Department	Serves as the Company's advisor on all legal matters originating from within and outside the Company and ensures that TDC complies with all applicable laws and regulations. The department additionally handles the processing of legal documents regarding housing and land sales/tenancies between the Company and its clients.
Management Information System (MIS) Unit	Responsible for managing the electronic data systems in accordance with the needs of different areas of the Company with responsibilities covering database and network administration, computer software and hardware maintenance/repair, systems and data security and all other computerization programs and projects of TDC.
Procurement Unit	Responsible for the Company's operational efficiency through the procurement of goods, works and services in line with the Company's Procurement Plan and the Public Procurement Act of Ghana.
Sales and Marketing Unit	Responsible for developing, establishing and maintaining marketing strategies such as advertising and promotional activities. It is also responsible for conducting market research, and developing marketing plans to determine market requirements for existing and future products.

2.2 TDC Ghana LTD's Organogram



2.3 Classes and Types of Information

List of various Classes of Information in the custody of TDC:
<ol style="list-style-type: none"> 1. Land Use 2. Date of Tenancy. 3. Lease Term. 4. Name of Lessees. 5. Plot Sizes. 6. Fees and Rates on transactions. 7. Historical Data On Properties.
Types of Information Accessible at a fee:
<ol style="list-style-type: none"> 1. Transfers. 2. Deed of Assignments. 3. Cadastral Plans. 4. Valuations. 5. Allocation of Plots. 6. Ground Rent. 7. Certified True Copies. 8. Search.

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 TDC Ghana LTD. To requests for information under the RTI Act from the TDC Ghana LTD, applicants are to follow these basic procedures:

3.1 The Application Process

- a. Application by any person or organization who seeks access to information in the custody of TDC Ghana LTD must be made in writing, using the standard RTI Application Form. (**See Appendix A for the Standard RTI Application Form**). A copy of the form can be downloaded or completed and submitted electronically on the TDC Ghana LTD's official website or the Ministry of Information website.
- b. In making the request, the following information must be provided:
 - Date of the Application.
 - Name of the applicant or the person on whose behalf an application is being made.
 - Name of the organization represented by the applicant.
 - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
 - Brief description of information being sought. (Applicant are to specify the class and type of information including cover dates).
 - Payment of relevant fee if applicable.
 - Signature/ thumbprint.
- c. Provision of identification

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

 - Driver's License.
 - Passport.
 - National ID.
 - Voter's ID.
- d. The applicant should state the format of information being requested and the mode of transmission. Example (do you need certified true copy, normal photocopy or electronic copies. Would you want to receive it through a postal address, e-mail, courier services, fax etc.?)

- e. Where an applicant cannot write due to illiteracy or a disability, he/she may make the request orally. However, oral request must conform to the following guidelines;
- The Information Officer must reduce the oral request into writing and give a copy of the written request as recorded for the applicant to authenticate. (s. 18) (3).
 - The Information Officer shall clearly and correctly read and explain the written request to the understanding of the applicant.
 - A witness must endorse the face of the request with the writing; *“the request was read to the applicant in the language the applicant understand and the applicant appeared to have understood the content of the request.”*
 - The applicant must then make a thumbprint or mark on the request.

3.2 Processing the Application

- Applications would be treated on a priority basis. The Information Officer is responsible for handling requests to ensure that statutory deadlines are met.
- He reviews and identify which part is exempt based on Section 5 to 16 of the RTI Act and determines which of the units in the institution have the records or is responsible for the subject matter of the request.
- Provision is made under section 20 for the transfer of an application within a period of not more than ten days of receipt where the public institution to which the application was initially made is unable to deal with the application. In such situations, applicants would be notified accordingly with the reasons and dates of transfer.
- For information readily available in official publications, the Information Officer shall direct the applicant to the institution having custody of that publication and notify the public institution of the request. (s.21).
- If a requested information is not readily accessible, the estimated time it will take to search for the information would be communicated to the applicant.

3.3 Response to Applicants

a. The Information Officer is required under section 23 of the RTI Act to notify applicants within fourteen (14) days from the date of receipt. Applicant should however note that the time limit does not apply to applications transferred to another public institution or which has been refused due to failure to pay prescribed deposit or fee. (s.23) (6). The notice should state:

- Whether or not full access to the requested information will be granted or only a part can be given and the reason.

- The format and mode of the access.
 - The expected publication or submission day of the information in the case of a deferred access.
 - The prescribed fee (s.24).
- b. The Information Officer can request an extension to the deadline if:
- Information requested is voluminous.
 - It is necessary to search through a large number of records.
 - The information has to be gathered from more than one source.
 - Consultation with someone outside the institution is required.
- c. The Information Officer would in such situations notify applicants of an extension as well as the period and reason for the extension. An extension should not be more than seven days.
- d. In giving applicants access to information, the applicant would be given the opportunity to inspect the information or receive a copy physically or any other form required such as electronic, magnetic, optical or otherwise, including a computer print-out, various computer storage devices and web portals.
- Where access cannot be given in the form specified by the applicant, access can be given in some other form. In such cases, the applicant shall be provided with a reason why access cannot be given in the specified form.

4. Amendment of Personal Record

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

4.1 How to apply for an Amendment

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

5. Appendix A: Standard RTI Request Form

[Reference No.:]

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



1.	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	Individual <input type="checkbox"/> Organization/Institution <input type="checkbox"/>		
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification: <input type="checkbox"/> National ID <input type="checkbox"/> 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.	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) <input type="text"/>
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>	

6. Appendix B: Contact Details of TDC Ghana LTD's Information Unit

Name of Information/Designated Officer:

ABENA SERWAA AGYEI

Telephone/Mobile number of Information Unit:

0552569887

Postal Address of the institution:

P. O. Box 46, Tema

7. Appendix C: Acronyms

Table 1 *Acronyms*

Acronym	Literal Translation
<i>RTI</i>	<i>Right to Information</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>s.</i>	<i>section</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>TDC</i>	<i>TDC Ghana Ltd</i>
<i>HR</i>	<i>Human Resource</i>
<i>MIS</i>	<i>Management Information System</i>

8. Appendix D: Glossary

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

Table 2 *Glossary*

Term	Definition
<i>Access</i>	<i>Right to Information</i>
<i>Access to information</i>	<i>Right to obtain information from public institutions</i>
<i>Contact details</i>	<i>Information by which an applicant and an Information Officer may be contacted</i>
<i>Court</i>	<i>A court of competent jurisdiction</i>
<i>Designated officer</i>	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
<i>Exempt information</i>	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
<i>Function</i>	<i>Powers and duties</i>
<i>Government</i>	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
<i>Information</i>	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
<i>Information 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>