# INFORMATION MANUAL

MINISTRY OF ROADS AND HIGHWAYS

Department of Urban Roads

DUR/RTI/2024

# Contents



# Overview

This Right To Information (RTI) Manual is produced in compliance with Sections 3 and 4 of the Right To Information (RTI) Act, 2019 (ACT 989). It contains information on the organizational structure and activities of the Department of Urban Roads, and the processes of accessing information from the institution using the Right To Information (RTI) Act, 2019 (ACT 989).

# Organizational Profile, Sections and Units of the Department of Urban Roads, and Classes and Types of Information

The Department of Urban Roads was established in 1988 under the Ministry of Roads and Highways.

### Vision

An integrated urban road transport system responsive to societal needs.

### Mission

The Department of Urban Roads exists to provide a cost-effective and sustainable integrated urban road transport system to ensure accessibility, safety and reliability for national development through the use of motivated staff and resources.

### Responsibilities

The core functions of the Department of Urban Roads are summarized below.

- Make inputs into policy formulation for the sector.
- Develop standards and guidelines for the implementation and effective functioning of the urban roads network.
- Initiate and develop plans for the effective maintenance of the urban road network.
- Monitor, evaluate, and provide quality assurance for programs and projects.

- Provide technical backstopping for strategic programs and projects.
- Initiate and implement administrative, financial, human resource and capacity-building programs, together with key stakeholders.
- Provide effective and efficient maintenance of the urban road network.
- Supervise the provision of road and transport-related infrastructure and road safety management.

The Department of Urban Roads has under listed **administrative sections and units.**

| Section/Unit | Responsibilities/Activities |
|---|---|
| 1. Finance and Administration Section | Comprises the Capacity Development, General Administration, Finance, and the Management Information System Units. |
| 2. Capacity Development Unit | Initiates the review and development of policies and guidelines for staff at the Headquarters and the Regional and MMRUs. Conducts needs assessments and collates training needs. |
| 3. General Administration Unit | Ensures services and facilities necessary to support the smooth operations and other functions of the Department of Urban Roads are available. Ensures the provision of an effective and efficient system for internal checks. Handles the personnel, records, stores, transport, estates and security sub-units of the Department of Urban Roads. |
| 4. Management Information Systems | Initiates and maintains the information technology network and infrastructure for the Department of Urban Roads. Develops and integrates new technologies into the organization's operations. |
| 5. Finance Unit | Ensures all transactions of the Department of Urban Roads conform to the standards, laws and regulations of financial administration. Safeguards the interests of the Department of Urban Roads in all financial transactions relating to revenue and expenditure and offers advice on all financial matters relating to the Department. |

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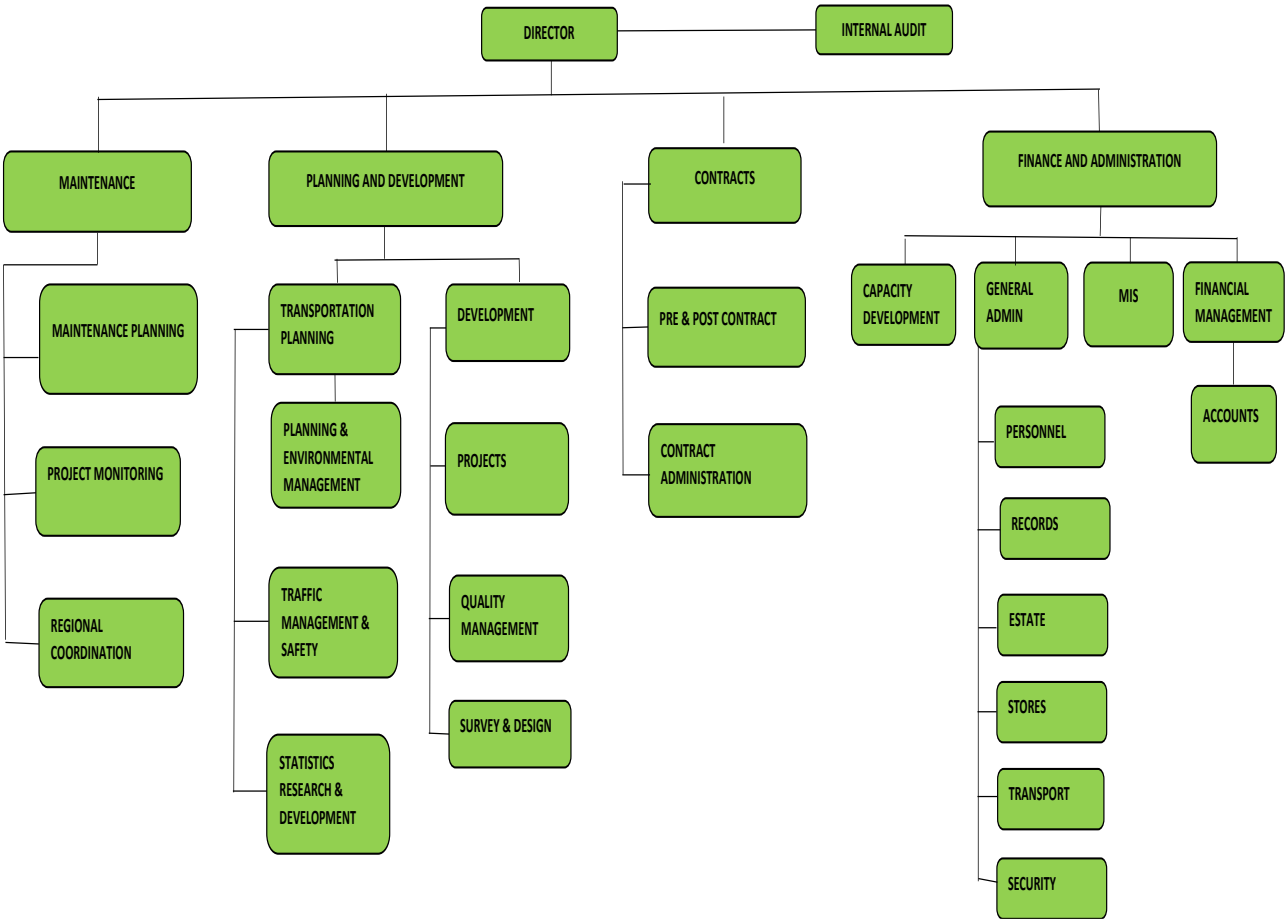
|---|---|
| | Conducts financial operations, compiles and implements budget controls, and manages and prepares financial reports for the Department. Prepares all financial records on projects and programmes for coordinators, managers and audit purposes. |
| 6. Maintenance and Operation Section | Manages roads at Municipal and Metropolitan DURs with a focus on bridge and road maintenance. Comprises three (3) units – Maintenance Planning, Project Monitoring and the Regional DUR Offices. |
| 7. Maintenance Planning Unit | Develops, maintains and coordinates planning policies for the development of urban roads in the country Provides technical backstopping to enhance the effectiveness of planned roads. |
| 8. Project Monitoring Unit | Develops the framework and standards for monitoring road implementation to ensure quality and conformity to the best standards |
| 9. Regional Offices | Coordinates the maintenance of roads at the regional level. Maintains all inter-Metropolitan/Municipal roads, and ensures the proper planning and monitoring of such roads. |
| 10. Planning and Development Section | Plans and manages development projects in the Department of Urban Roads. Comprises two (2) units – Transportation Planning, and Development Projects. |
| 11. Transportation Planning Unit | Carries out strategic long-term transport planning of urban road networks and handles environmental and road traffic management issues. Collects and collates data. Conducts research and makes necessary recommendations for planning road networks. Comprises the Planning and Environmental Management, Traffic Management and Safety, Statistics, Research and Development sub-units. |
| 12. Development Project Unit | Oversees the management of all development projects. Responsible for the major development projects being undertaken by DUR. Conducts quality assurance and control and sets standards |

| | |
|---|---|
| | and specifications. Develops standards and frameworks for designing road networks in urban areas. Ensures quality materials and equipment are used for road construction. Ensures the quality of road development. Comprises projects, quality management and survey and design. |
| 13. Procurement and Contracts Section | Manages the pre- and post-contract procedures of the Department of Urban Roads. Prepares and keeps all documents regarding procurements and facilitates the conduct of procurement audits in the Department. Comprises two (2) units – Procurement and Contracts Administration. |
| 14. Procurement Unit | Manages pre-contract procedures, processes and documentation, and keeps pre-contract records. |
| 15. Contracts Administration Unit | Manages post-contract procedures, and documentation, and keeps post-contract records. |
| 16. Client Services Unit | Receives guests and records complaints and feedback on the activities of the Department of Urban Roads from the general public. |
| 17. Internal Audit Unit | Audits the financial records of the Department of Urban Roads and assists external auditors to make final audits of the records. |

# Organizational Organogram

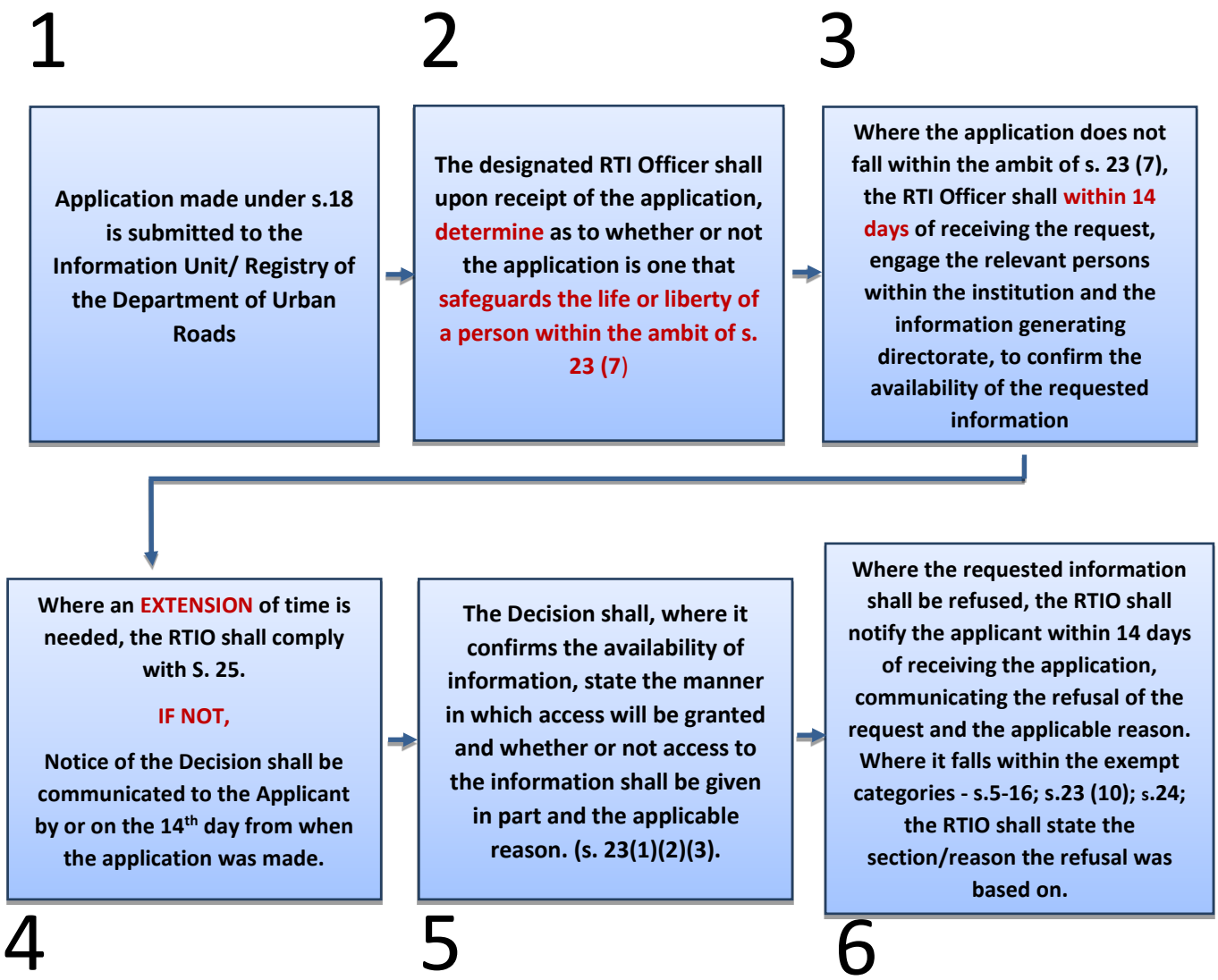


Classes and Types of Information in the Custody of the Department of Urban Roads

| Class | Type |
|---|---|
| 1. Administrative Information | • Asset records<br>• Scheme and conditions of service<br>• Training reports<br>• Meeting minutes<br>• Procurement reports<br>• Letters and memos<br>• Estate reports<br>• Medical claim reports |
| 2. Financial Information | • Audit reports<br>• Payroll reports<br>• Promotion and allowance reports |
| 3. Technical Information | • Research reports<br>• Research and development reports |
| **Exempt Information** | |
| Any or parts of the above-listed classes of information or any other information in the custody or under the control of the Department of Urban Roads may be exempt from disclosure if they reasonably fall within Sections 5-16 and/or other relevant provisions of the RTI Act, 2019 (ACT 989), and/or any other laws and regulations not inconsistent with the RTI Act, 2019 (ACT 989) and 1992 Constitution of Ghana. | |
| **Types of Information Accessible at a Fee** | |

1. Information in a language other than English.
2. Transcription cost for a written transcript of information.
3. Cost of media conversion or reformatting of the information requested.

# Processing and Decision on Application – Section 23 (RTI Act, 2019)



# Amendment of Personal Records

A person given access to the information contained in the records of the Department of Urban Roads may apply for an amendment of the information if it represents the personal records of that person and in their opinion, the information is incorrect, misleading, incomplete or out of date. The application for amendment of personal records shall comply with both the RTI Act, 2019 (ACT 989) and the Statutory Declarations Act, 1971 (ACT 389).

**How to Apply for an Amendment of Personal Records**

1. The application should be in writing and indicate:

    i. the name and proof of identity of the applicant.
    ii. particulars that will enable the records of the public institution to identify the applicant.
    iii. the incorrect, misleading, incomplete or out-of-date information in the record.
    iv. the signature of the applicant

2. For incomplete information claimed or out-of-date records, the application should be accompanied by the relevant information which the applicant considers necessary to complete the records.

3. The address to which a notice shall be sent should be indicated.

4. The application can then be submitted to the Information Unit/Registry of the Department of Urban Roads.

5. A statutory declaration must be attached.

# Fees for Access to Information

The RTI Act, 2019 (ACT 989) mandates Parliament in Section 75, to approve fees that public institutions can charge for access to information. Unless otherwise specified under Section 75 of the Right To Information Act, 2019 (ACT 989), the reproduction of any requested information shall attract the fee specified in the fees (Miscellaneous Provisions) Act, 2022 (ACT 1080).

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

Below are the details of the approved fees to cover the cost associated with an 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 the audio record | 1.00 |

**Under Section 75 (2), fees are not payable for:**

- the reproduction of personal information
- information that is in the public interest
- information that should have been provided within a stipulated time under the Act.
- information requested by an applicant who is poor or has a disability.
- time spent by the information officer in reviewing the information requested.
- time spent by the information officer to examine and ensure the information is not exempt.
- the preparation of requested information

# 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 ☐ | Organization/Institution ☐ | |

| | | |
|---|---|---|
| 6. | **TIN Number** | |
| 7. | **If Represented, Name of Representative:** | |
| 7 (a). | **The capacity of Representative:** | |
| 8. | Type of Identification: ☐ National ID Card ☐ Passport ☐ Voter's ID ☐ 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:** | ☐ **Inspection of Information**<br>☐ **Copy of Information**<br>☐ **Viewing / Listen**<br>☐ **Written Transcript**<br>☐ Translated (specify language) |
| 10 (a). | **Form of Access:** | ☐ **Hard copy** ☐ **Electronic copy** ☐ **Braille** |

| | | | |
|---|---|---|---|
| 11. | **Contact Details:** | ☐ Email Address_____<br>☐ Postal Address_____<br>☐ Tel: _____ | |
| 12. | **Applicant's signature/thumbprint:** | | |
| 13. | **Signature of Witness (where applicable)**<br>***"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."*** | | |

# Appendix B: Contact Details of the Information Unit and Information Officer of the Department of Urban Roads

**Name of Information Officer**

Kweku Ansong Opong-Peprah

**Telephone/Mobile Number and E-mail Address of the Information Unit/Officer**

(+233) 24 404 9285/ kweku.opong-peprah@isd.gov.gh

**Postal Address of the Information Unit**

Information Unit, Department of Urban Roads, PMB, Ministries, Accra, Greater Accra Region, Ghana

# Appendix C: Acronyms

| Acronym | Meaning |
|---|---|
| RTI | Right To Information |
| MDAs | Ministries, Departments and Agencies |
| MMDAs | Metropolitan, Municipal and District Assemblies |
| DUR | Department of Urban Roads |
| MMRU | Municipal/Metropolitan Road Units |
| MIS | Management Information Systems |

# 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.

| Term | Definition |
|---|---|
| Access | Right to Information |
| Access to Information | Right to obtain information from public institutions |
| Contact Details | Information by which an applicant and an information officer may be contacted |
| Court | A court of competent jurisdiction |
| Designated Officer | An officer designated for the purposes of the Act who performs a similar role as the information officer |
| Department | The Department of Urban Roads |
| Exempt information | Information which falls within any of the exemptions specified in sections 5 to 16 of the Act |
| Function | Powers and duties |
| Government | Any authority by which the executive authority of the Republic of Ghana is duly exercised |
| Information | 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. |
| Information officer | The information officer of a public institution or the officer designated to whom an application is made |
| Public | Used throughout this document to refer to a person who requires and/or has acquired access to information. |
| Public institution | Includes a private institution or organization that receives public resources or provides a public function |
| Right to information | The right assigned to access information |
| Section | Different parts of the RTI Act |
| Section | Section at the Department of Urban Roads. |