



Government of Ghana

Right to Information Manual

Ghana Maritime Authority (GMA)

2025

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1. Overview

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 Maritime Authority (GMA) and provide the types of information and classes of information available at GMA, including the location and contact details of its Information Officers and units.

2. Directorates and Departments under Ghana Maritime Authority (GMA)

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

VISION

Our vision is to ensure that the seas and inland waters of Ghana are safe, clean, and secure and to facilitate the contribution of these assets to national, economic, and social development.

MISSION

Our mission is to ensure the provision of safe, secure, and efficient shipping services and the protection of the marine environment from ship source pollution. We are also to oversee the training, engagement, and welfare of Ghanaian seafarers.

Directorates and Departments under Ghana Maritime Authority (GMA)

1. Technical Division
2. Maritime Services Division
3. Policy Planning, Research, Monitoring and Evaluation Division
4. Administration Division
5. Finance Division
6. Board Secretary/ Legal Department
7. Human Resource
8. Quality Management Service
9. Ship Registry
10. Information, Communication and Technology
11. Corporate Affair
12. Internal Audit

Responsibilities of the Institution:

- Implement the provisions of the Ghana Shipping Act, 2003(Act,645).
- Ensure Safety of navigation.

- Fulfil flag state and port state responsibilities in an effective and efficient manner, having due regard to international maritime conventions, instruments and codes.
- Conduct maritime search and rescue operations.
- Regulate activities on the inland waterways including the safety of navigation.
- Cause to be investigated maritime casualties and take appropriate action;
- Plan, monitor and evaluate training programmes of seafarers to ensure conformity with standards laid down by international maritime conventions.
- Oversee recruitment and welfare of Ghanaian seafarers.
- Ensure the prevention of marine source pollution, protection of the marine environment and response to marine environment incidents in collaboration with such other public agencies and institutions as are needed.
- Pursue the ratification, domestication, and implementation of international maritime conventions, in conjunction with the appropriate Ministry;
- Assess the manpower needs of the maritime sector for national planning purposes;
- Liaise effectively with government agencies and institutions that deal with maritime transport and related transport matters for the purpose of achieving harmony in the maritime industry;
- Initiate research into national maritime transport development for effective planning and coordination;

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Technical Services Division	<ul style="list-style-type: none"> • Ensures the survey, inspection and certification of ships. • Ensures the supervision of classification of societies with regards to duties assigned to them. • Ensure the development, review and implementation of standards, procedures and checklists for flag, port and coastal state responsibilities. • Ensures marine casualty investigations. • Submit regular reports on Flag State and Port State control measures for consideration by the Director, Technical Services Division. • Ensures the readiness to carry out SAR, security and counter pollution action in case of marine accidents. • Ensures the removal of wrecks and salvage operations.
Maritime Services Division	<ul style="list-style-type: none"> • Ensures the resolutions of maritime labour disputes. • Ensures implementation of relevant international maritime instruments and bilateral agreements. • Ensures the identification and initiation of the ratification or accession of international maritime instruments and bilateral agreements. • Ensures the establishment, promotion and development of private shipping lines. • Ensures the implementation of cabotage regulation. • Ensures the training, examination, certification, registration and safe keeping of associated records. • Ensures implementation of Shipping services providers regulations. • Ensures the establishment of effective communication with the IMO and other international regional bodies as required by various conventions. • Implement occupational health and safety practices in accordance with IMO standards. • Ensures the development, review and compliance of standards by the maritime education institutions. • Ensures the registration of Ghanaian seafarers.

	<ul style="list-style-type: none"> • Ensures the engagement, discharge and welfare of seafarer. • Ensures the establishment and maintenance of Seafarers data and examination question bank.
Policy Planning, Research, Monitoring and Evaluation Division	<ul style="list-style-type: none"> • Ensures the preparation of the Authority's Medium to Long Term Development Plan and Annual Action Plans. • Advise on policies for the development and maintenance of maritime infrastructure such as ports and harbors. • Oversees the development of research agenda, research proposals and identification of business opportunities. • Ensures the monitoring and evaluation of the programmes and activities of the Authority. • Ensures the implementation of the programmes and activities of the Division. • Ensures the development of guidelines, strategies and performance indicators for the conduct of research, monitoring and evaluation activities of the Authority. • Ensures the timely preparation, production and dissemination of fact sheets, policy briefs, research findings, reports and peer-reviewed articles. • Ensures the conduct of research.
Finance Division	<ul style="list-style-type: none"> • Ensures the maintenance of proper books of accounts for the Authority. • Ensures the preparation and submission of the annual budget of the Division. • Ensures the preparation of the annual budget of the Authority. • Ensures effective budgetary control of the Authority. • Ensures the preparation, analysis and the interpretation of financial reports for the Authority. • Ensures effective payables management.

	<ul style="list-style-type: none"> • Ensures the design and implementation of system for the effective collection of receivables and treasury management. • Maintains appropriate relationship with relevant Ministries, Departments and Agencies of government and stakeholders on issues relating to finance. • Identify and advise management on strategies to improve the revenue base of the Authority. • Ensures compliance and advise the Authority on the financial management laws, regulations, fiscal policies and any other financial issues • Provide financial advice for the development of proposals. • Ensures the implementation of recommendations contained in audit reports for the Division. • Ensures the judicious use of funds in accordance with relevant financial regulations. • Ensures the development and implementation of financial control system for the Authority. • Ensures the preparation of annual and other periodic reports of the Division
Human Resource	<ul style="list-style-type: none"> • Ensures efficient and effective management of the human resources of the Authority. • Ensures the efficient and effective management of the human, material and financial resources of the Division. • Ensures the development and implementation of human resource management policies, systems and manuals for the Authority. • Ensures the organizational design and HR planning of the Authority. • Ensures the evaluation of the Authority's work culture and make recommendations where appropriate.

	<ul style="list-style-type: none"> • Ensures the development of a mechanism for the recruitment, placement, promotion, succession planning and exit of staff for the Authority. • Ensures the design, development and management of staff compensation programmes. • Ensures the development and maintenance of an effective Human Resource Management Information System (HRMIS) for the Authority. • Ensures the development of training policies and organizational development plans of the Authority. • Ensures the development and implementation of welfare and safety policies.
Legal Department	<ul style="list-style-type: none"> • Ensure the identification and initiation of the ratification or accession on international maritime instruments and bilateral agreements. • Ensure the domestication of international maritime conventions and instruments. • Collaborates with the Office of the Attorney General and other stakeholders in performance of the functions of the Division. • Ensures the drafting, review and documentation of all forms of contractual agreement/legal documents. • Ensures the development and implementation of prosecution, litigation and ADR proceedings. • Advise on matters relating to the enforcement of the Ghana Shipping Act and other relevant legislation in maritime. • Offer legal advisory services to the Authority. • Ensures representation in all legal and administrative proceedings. • Serves as secretary to the Board. • Coordinates the activities of the Board. • Collaborates with other Divisions of the Authority to ensure compliance with laws, rules and regulations.

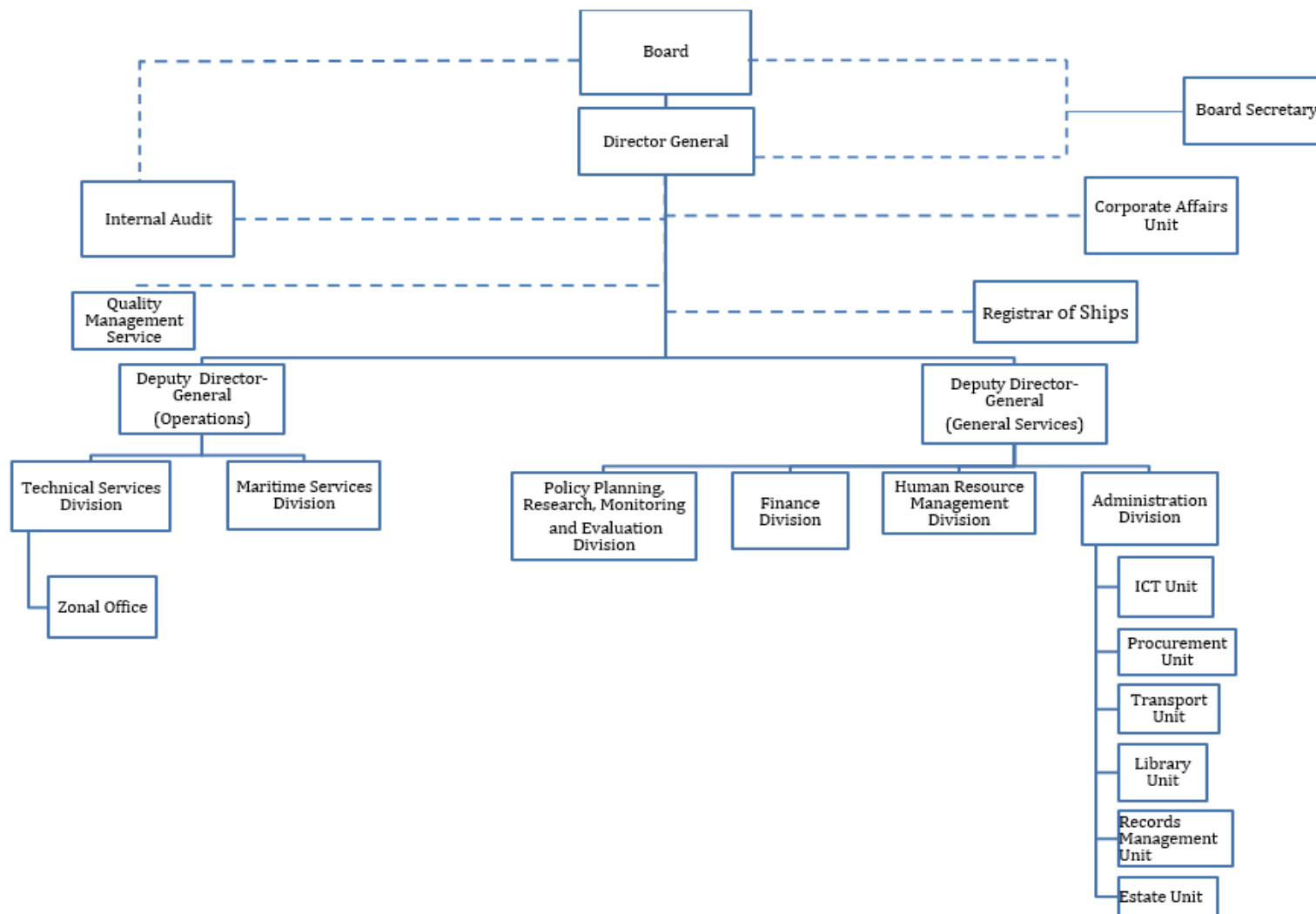
Administration Division	<ul style="list-style-type: none"> • Ensures the organization of meetings, conferences, workshops. • Ensures the coordination of plans to ensure the availability of resources to support the activities of the Authority. • Ensure the development, review and implementation of guidelines for the management of Estate, transport, records management, security, logistics and provision of services. • Ensures the development of administrative systems of the Authority.
Procurement	<ul style="list-style-type: none"> • Ensure the development of procurement manuals and procedures. • Ensure the development, maintenance and update of database on suppliers. • Ensure the preparation and implementation of the annual Procurement Plan of the Authority. • Ensure the submission of annual and other periodic reports on the procurement functions to the Public Procurement Authority (PPA) through the Head of Entity. • Ensures compliance with the public procurement laws and regulations.
ICT	<ul style="list-style-type: none"> • Ensures the effective development and implementation of policies, strategies, standards, guidelines, procedures and processes on IT programmes and activities to align with the business strategies of the Authority. • Ensures the creation and implementation of business continuity plan for IT service delivery. • Ensures Information Security Risk Management (ISRM) associated with confidentiality, integrity and availability of the Authority's information assets. • Oversees the development and maintenance of IT infrastructure of the Authority. • Provides inputs for the conduct of negotiations on IT service level agreements with service providers. • Ensures the development, provision and maintenance of information security architecture.

	<ul style="list-style-type: none"> • Provides advice and guidelines on the acquisition, allocation, maintenance, utilization, valuation and disposal of IT equipment of the Authority. • Ensures the development, design, maintenance and implementation of critical web-based business applications, online systems, corporate website and intranets. • Ensures compliance with relevant IT legislations.
Estates	<ul style="list-style-type: none"> • Ensure the development and use of an Estates Management Manual. • Liaise with the Legal Division on the acquisition of legal titles to the Authority's properties. • Provide inputs for the development of procedures for the acquisition, valuation, control, identification and maintenance of the Authority's physical assets. • Ensure the development and maintenance of the Assets Register of the Authority. • Collaborates with the security unit for the safeguarding of the Authority's premises. • Ensures proper sanitation/cleanliness and maintenance of the Authority's estates. • Inspects and recommends for certification of the Authority's buildings under construction and other renovation works. • Ensures the implementation of decisions on the allocation of offices, residential accommodation and other facilities. • Ensures the development of a system for the tenancy management activities of the Authority in collaboration with relevant stakeholders. • Oversees the maintenance and management of all moveable and immovable properties. • Ensures the preparation of estimates for repair works
Transport	<ul style="list-style-type: none"> • Develops guidelines on transport management for the Authority. • Ensures the efficient and effective management of the human, material and financial resources of the unit.

	<ul style="list-style-type: none"> • Liaises with the ICT Unit to set up and maintain an active database on the transport management of the Authority. • Ensures that the Authority's vehicles reflect appropriate and valid documentation. • Ensures that the Authority's drivers possess appropriate and valid driver's licenses and other relevant documentations. • Prepares reports on vehicle usage statistics, operating costs and operational efficiency. • Oversees the preparation of fleet management and maintenance schedule for the Authority. • Oversees the Investigation, reports on incidents involving official vehicles and pursues insurance claims where applicable • Co-ordinates all activities pertaining to transport management of the Authority.
Corporate Affairs	<ul style="list-style-type: none"> • Oversee the design and implementation of the communication strategy for the Authority. • Ensures the development of image building and branding strategies towards creating goodwill for the Authority. • Establish corporative relationship with stakeholders and public interest groups. • Review and recommend appropriate action on media coverage of the Authority's mandate and activities. • Ensures the production of all publications of the Authority • Ensure the performance of protocol activities within the Authority. • Ensure education and sensitization on the Authority's policies, programmes and activities to the publics. • Ensure the creation of corporate literature and other forms of communication material. • Update information on the Authority's website and respond to public interest queries. • Ensure the development and maintenance of a database on stakeholders of the Authority.

Internal Audit	<ul style="list-style-type: none">• Ensure the development of the Authority's audit universe based on risk assessment.• Ensures the preparation of the Audit charter for the approval of the Audit Committee.• Collaborates with other Divisions and units for the implementation of Audit recommendations.• Ensure the evaluation of the effectiveness of the internal control systems.• Liaise with the Internal Audit Agency and other related bodies in the performance of audit functions.• Oversee the preparation of periodic and annual audit plans for approval of the Audit committee.• Oversee the planning, implementation and maintenance of appropriate internal audit systems.• Advises the Authority on compliance with best practices, financial administration regulations, procedures, and standards.• Provides reliable assurance and advisory services to the Director General as to the effectiveness of the control systems in place to mitigate risk and promote control culture of the Authority.• Responsible for the evaluation of the effectiveness of governance and risk management systems.
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2.2 Ghana Maritime Authority’s Organogram



2.4 Classes and Types of information

List of various classes of information in the custody of the institution:
<ul style="list-style-type: none">▪ Operational▪ Technical▪ Administrative and Financial
Types of Information Accessible at a fee:
<ol style="list-style-type: none">1. Technical services2. Maritime services

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 Ghana Maritime Authority. To requests for information under the RTI Act from the Ghana Maritime Authority, 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 Ghana Maritime Authority 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 Ghana Maritime Authority'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.
- e. A statutory declaration must be attached.

5. Fees and Charges for Access to Information

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

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, the information officer may request a reasonable transcription cost. (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 to examine and ensure the information is not exempt
- preparing the information

6. 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 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 style="width: 150px; height: 20px;" 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>	

7. Appendix B: Contact Details of GMA's Information Unit

Name of Information/Designated Officer:

Jennifer Adwoa Twumwaa Annor

Telephone/Mobile number of Information Unit:

TEL: +233247728318

Email: rti@ghanamaritime.gov.gh

Postal Address of the institution:

No. 19 Mayor Road. Accra West Ridge (Old Ecobank Head Office Building)

Ghana Post GPS Address: GA-051-0461 **Postal Address:** PMB 34, Accra, Ministries Post

Office **Tel:** +233 302663506, +233 302684392 **Fax:** +233 302 677702

Email: info@ghanamaritime.org / rti@ghanamaritime.gov.gh

8. 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>GMA</i>	<i>Ghana Maritime Authority</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>