



RIGHT TO INFORMATION (RTI) MANUAL

Prepared in Compliance with the Right to Information Act

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1. OVERVIEW & PURPOSE

This Right to Information (RTI) Manual is compiled pursuant to the statutory provisions governing public transparency and access to information. It gives practical expression to the constitutional right of citizens to access official information held by government institutions, subject to necessary qualifications and conditions.

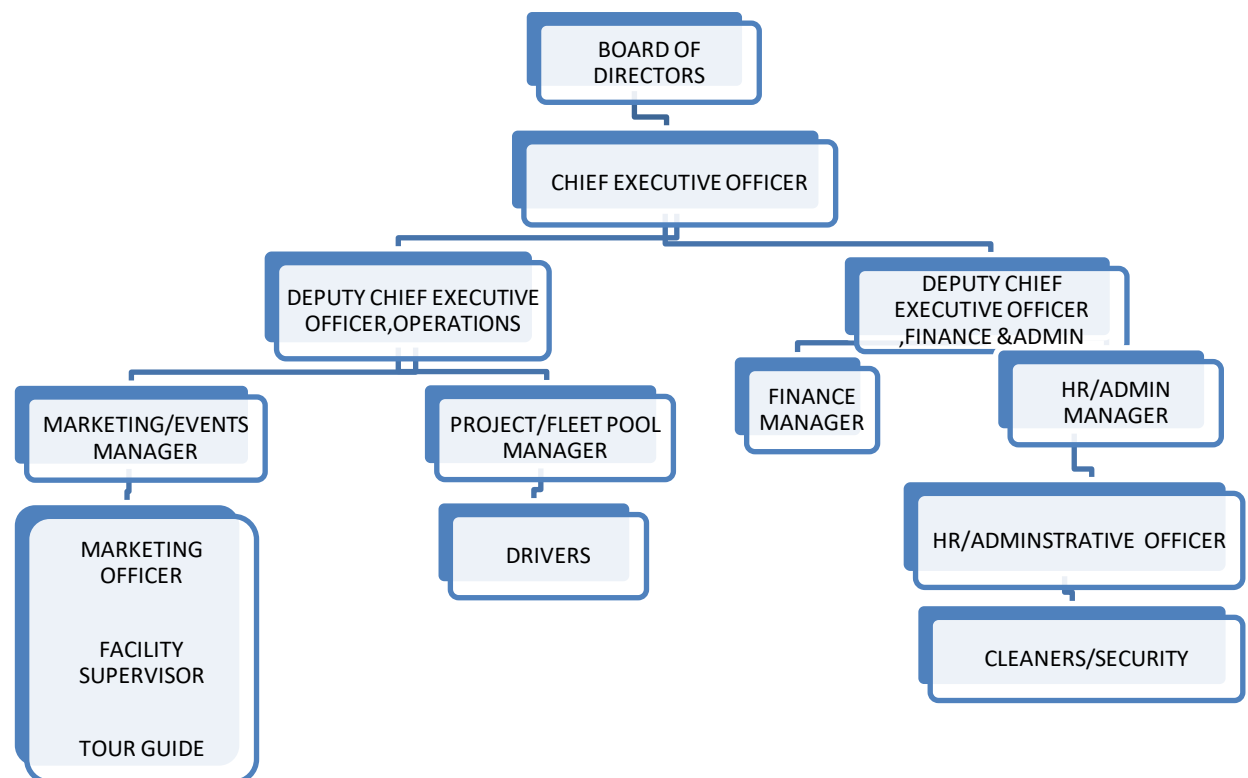
1.1 Purpose of the Manual

This manual aims to assist the general public in identifying the structural framework, explicit responsibilities, and specific activities of GTDC. It explicitly identifies the information classes maintained by GTDC and profiles the designated Right to Information Officers.

2. DEPARTMENTS AND FUNCTIONS

This section maps the governance structure and the operational jurisdictions of the internal units of GTDC.

GTDC ORGANOGRAM



2.1 Institutional Vision & Mission

Vision:

To become a strategic minority shareholder and catalytic partner that builds investor confidence and attracts

foreign and local investment into profitable and sustainable tourism developments in Ghana.

Mission:

GTDC exists to provide a congenial and viable investment environment accessible to both foreign and local / development funds. Such an environment should foster the establishment of commercially successful path-finding tourism investments in the various tourism categories at each stage of the tourism system, to demonstrate the attractiveness of such investments to private capital funds. This mission will be achieved through:

- Ensuring that sound business principles are applied to and form the basis of all investment decisions.
- Creatively devising a system and developing a network that brings together investors, potential ventures, finance and technical expertise for the successful implementation of projects.
- Ensuring that relevant and maximum competencies are installed in the management and marketing of identified ventures to ensure commercial success.

2.2 Strategic Realignment: The 4ss Framework

In line with the Government's Black Star Experience programme, GTDC has reconceptualised its mandate into four strategic strands (4SS) to align with national tourism development goals:

- Investment and development in Physical Tourism and Hospitality Infrastructure
- Investment and development in Cultural Asset Conservation
- Investment and development in Technology and Innovation
- Investment and development in Tourism and Hospitality Human Capital

2.3 Core Departments and Responsibilities

Department	Unit	Responsibilities
ADMINISTRATION	Human Resource	• Manage recruitment, onboarding and employee relations • Coordinate staff training and development • Administer employee benefits, payroll and performance appraisals. • Maintain staff records and support employee welfare.
FINANCE	Finance	• Oversee financial management, budgeting and forecasting • Ensure compliance with financial regulations and internal controls. • Monitor cash flow and expenditure • Prepare financial reports and provide financial information to Management • Manage accounting records, payments and receipts.
MARKETING, TOURS & EVENTS		

Department	Unit	Responsibilities
		• Develop and implement marketing strategies for GTDC's tourism products and initiatives • Coordinate and manage tours, tourism experiences and events. • Promote GTDC's tourism attractions, products and services. • Engage stakeholders and identify new business opportunities • Support visitor engagement and the development of tourism experiences.
COMMUNICATIONS		• Develop and implement GTDC's corporate communications strategy • Manage internal and external communications. • Coordinate media relations, press engagements and public relations activities. • Develop content for the Company's website, social media and other communication platforms • Prepare press releases, speeches, newsletters and other corporate communication materials. • Monitor media coverage and manage the Company's corporate image and reputation.
PROJECTS		• Plan, manage and execute tourism-related projects. • Monitor project progress, budgets, timelines and deliverables. • Coordinate contractors, consultants and project stakeholders. • Prepare project reports and provide updates to Management • Identify project risks and ensure projects are delivered to the required standards.
FLEET / TRANSPORT		• Oversee fleet management, vehicle maintenance and utilisation. • Coordinate transportation logistics and vehicle scheduling. • Supervise drivers and monitor vehicle usage • Maintain accurate fleet records and documentation • Implement cost-effective fleet management strategies. • Ensure compliance with vehicle safety and operational requirements.

3 CLASSES AND CATEGORIES OF INFORMATION HELD

Information Category	Description / Content Examples	Accessibility Status
Tourism Information	Tour packages, site guides, vehicle rental rates, event schedules	Open / No Fee
Tourism Development & Investment	Tourism projects, investment opportunities, feasibility studies and project proposals	No fee
Marketing Information	Publications, promotional materials, tourism research, statistics and destination information.	No fee
Exempt & Confidential Information	Personal records, privileged legal advice and confidential commercial information.	Restricted / Exempt

4 Procedure For Requesting Access To Information

The RTI Act's Section 18 specifies the procedures for requesting access to information held by a public institution. Therefore, it is crucial that information requests follow the guidelines outlined in this section.

The Information Officer or a designated officer at GTDC is responsible for handling applications made to the Ghana Tourism Development Company.

To request information under the RTI Act from GTDC, applicants should follow these basic procedures:

4.1 The Application Process

a. A written request must be submitted using the standard RTI Application Form by any individual or organization requesting access to information held by GTDC (See Appendix A for the Standard RTI Application Form).

A copy of the form can be downloaded from RTI Commission's official website, completed, and submitted either in-person or electronically through GTDC's email address- info@gtdc.gov.gh

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 the application is being made.
- Name of the organization represented by the applicant (if any).
- Available contact details of the applicant or the person/organization on whose behalf the application is being made (Telephone Number, Email, Postal Address, Fax).
- Brief description of the information being sought, including class and type of information and cover dates.
- Payment of relevant fee, if applicable.
- Signature/thumbprint.

c. **Provision of Identification:** The applicant must present at least one of the following valid identification cards (IDs) as proof of identity:

- Driver's License
- Passport
- ECOWAS Identity Card
- Voter's ID

d. The applicant must specify the format and method of delivery of the information, e.g., certified true copy, normal photocopy, electronic copies, postal address, e-mail, courier service, or fax.

e. For applicants unable to write due to illiteracy or disability, oral requests are allowed under specific guidelines:

- The Information Officer will document the oral request in writing and provide a copy for the applicant's authentication.
- The Information Officer will read and explain the request to the applicant's understanding.
- A witness must endorse the request with "the request was read to the applicant in a language they 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.

4.2 Processing the Application

- Applications will be treated on a priority basis. The Information Officer ensures statutory deadlines are met, reviews and identifies any exempt information, and determines the GTDC unit responsible for the records or subject matter.
- Under section 20, applications can be transferred to another public institution within ten days of receipt if GTDC cannot fulfill the request. Applicants will be notified accordingly.
- For information available in official publications, the Information Officer will direct the applicant to the institution with custody of that publication and notify GTDC of the request.
- If the information is not readily accessible, the estimated search time will be communicated to the applicant.

4.3 Response to Applicants

a. **Notification** - Within fourteen (14) days of receipt, the Information Officer must notify applicants whether full or partial access will be granted and the reason. Applicants should note that this time limit excludes applications transferred to another institution or those with unpaid fees.

b. **Request for Extension** - If the request involves voluminous information, requires a search through many records, demands information from multiple sources, or needs external consultation, the Information Officer can extend the deadline by up to seven days, with notification to the applicant.

c. **Form of Access** - Access to information may be provided as specified by the applicant (e.g., inspection, physical or electronic copies). If the specified form cannot be provided, GTDC will supply the information in an alternative form, with an explanation.

5 Amendment of Personal Record

A person given access to information contained in the records of the **Ghana Tourism Development Company (GTDC)** 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.

5.1 How to apply for an Amendment.

a. The application should be in writing, indicating:

- Name and proof of identity.

- Particulars that will enable **GTDC** to identify the applicant.
- The incorrect, misleading, incomplete, or out-of-date information in the record.
- Signature of the applicant.

b. For incomplete information or out-of-date records, the application should be accompanied by the relevant information that 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 **GTDC**

6 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:	

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>		

15 (c).	☐ Deferred Access Reason for Deferment ☐ Information will be published within 90 days ☐ Information is yet to be submitted Duration of Deferment: _____
15 (d).	☐ Access Denied Reasons for Denial: ☐ Information for the President or the Vice- President (s.5, Act 989)Information Relating ☐ to Cabinet (s.6, Act 989) ☐ Information Relating to Law Enforcement & Public Safety (s.7, Act 989)Information ☐ Affecting International Relations (s.8, Act 989) ☐ Information that Affects the Security of the State (s.9, Act 989) ☐ Economic and Any Other Interests (s.10, Act 989) ☐ Economic Information of Third Parties (s.11, Act 989) ☐ Information Relating to Tax (s.12, Act 989) ☐ Internal Working Information of Public Institution (s.13, Act 989) ☐ Parliamentary Privilege, Fair Trial, Contempt of Court (s.14, Act 989) ☐ Privileged Information (s.15, Act 989) ☐ Disclosure of Personal Matters (s.16, Act 989)Non – ☐ existent Information (s.24, Act 989) ☐
16.	Signed: Date of Notice: Name: _____ Information Officer [OFFICIAL STAMP]



Acknowledgement

This is to acknowledge that your request for information was received:

Date: _____

Time: _____

Institution of receipt: _____

Name of recipient: _____

[Official Stamp]

Designation: _____

To receive notice of the decision on your request kindly visit:

Place: _____

Date: _____

Time: _____

7 Information Officer and Contact Details

The **Information Officer** is responsible for managing information requests and ensuring compliance with the RTI Act. Contact details are as follows:

- **Information Officers:** Rekia Aguh and Rachel Ansah
- **Address:** Ghana Tourism Development Company Limited, P.O. Box AN 8710, Accra-North.
- **Digital address:** GA-032-5539
- **Phone:** 0302770720
- **Email:** info@gtdc.gov.gh
- **Office Hours:** Monday to Friday, 8:30 AM to 5:00 PM
