



Right To Information Manual

VOLTA LAKE TRANSPORT COMPANY LIMITED

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 VOLTA LAKE TRANSPORT COMPANY (VLTC) and provide the types of information and classes of information available at VLTC, including the location and contact details of its Information Officers and units.

2. Directorates and Departments under VOLTA LAKE TRANSPORT COMPANY LIMITED (VLTC)

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

VISION

To become the company of choice in transportation of passengers and bulk cargo, between the south and north of Ghana and landlocked countries, and to develop the full transport and tourism potential of the Volta Lake.

MISSION

To provide safe, reliable, economical, and environmentally friendly inland water transportation services for both passengers and cargo.

Departments under VOLTA LAKE TRANSPORT COMPANY LIMITED
<ol style="list-style-type: none">1. Human Resources and Services2. Internal Audit3. Finance4. Corporate Planning and Regulatory Affairs/MIS5. Procurement and Commercial6, Operations7. Technical
<p>Responsibilities of the Institution:</p> <ul style="list-style-type: none">• To operate as public carriers of all forms of water-borne transport including hovercraft, for persons and/or freight on the Volta Lake.• To act as ship owners, charterers, warehousemen, storekeepers, bailees, wharfingers, lighter men, and stevedores.• To operate such other forms of transport including rail and road transport as may be necessary for or ancillary to the business of the company.• To do such other things or act as may be necessary for carrying out the business of the company.

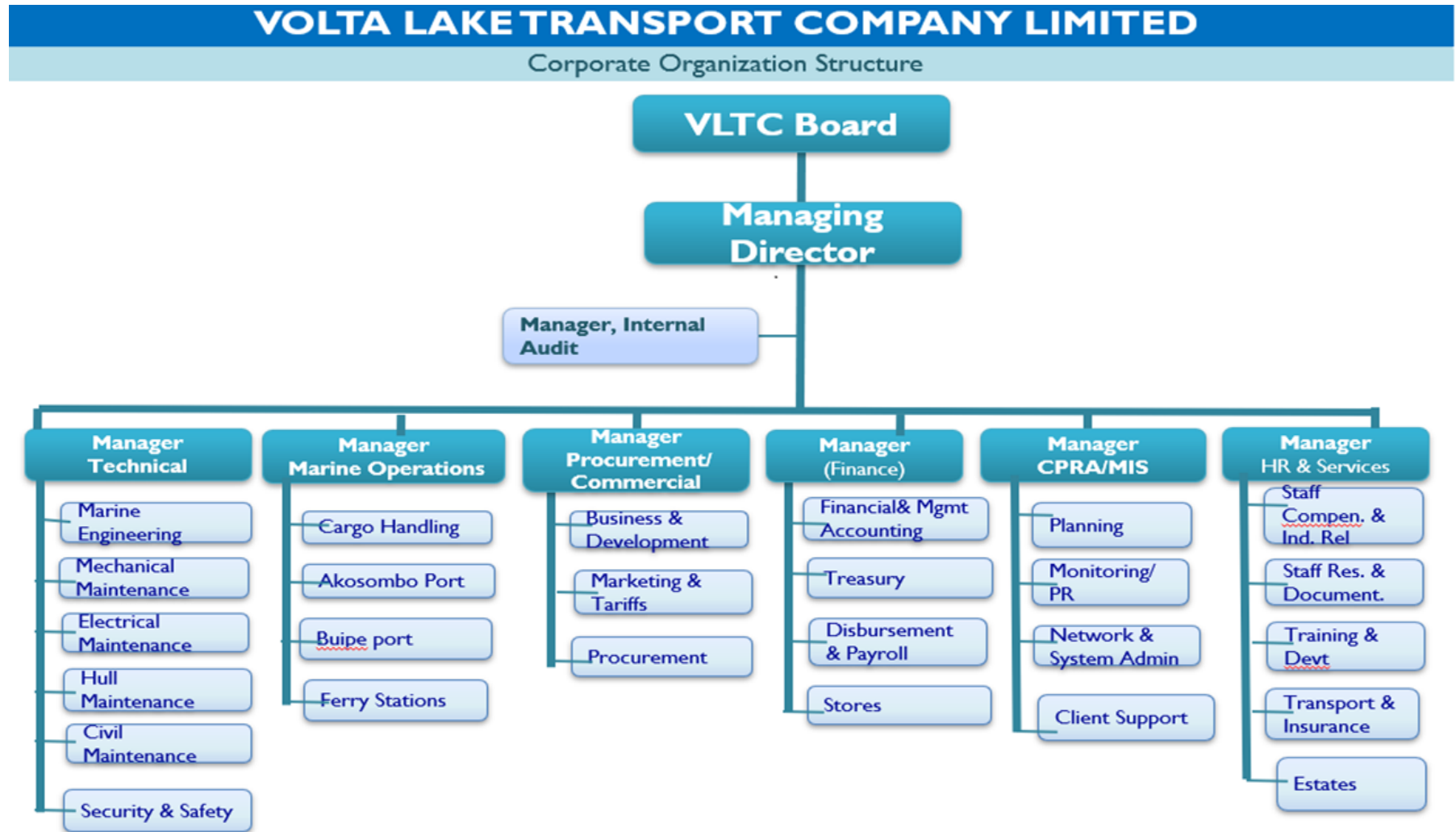
2.1 Description of Activities of each Directorate and Department

Departments	Responsibilities/Activities
Human Resource and Services	<ul style="list-style-type: none"> • The Department exist to assist the company attain high level of productivity through its employees. • It also creates an atmosphere which promotes value and harmonious industrial climate and endeavor to recruit, retrain, train, develop and record employees who possess qualities necessary to realize the objectives of the company. • The Department also has an oversight responsibility over the Transport unit, Estate unit, Reception and Records units. • The transport/Insurance section is a unit under this department, and it is responsible for providing insurance cover/renewal of hull/machinery, money insurance, motor vehicle, assets-all-risks (fire) group personal accident, workmen’s compensation and allocation of company vehicles for operational activities including other related operational decisions. • The section also facilitates the administration of the company’s fleet of vehicles, thus, acquisition and management of vehicles in support of operational and administrative requirements and in line with relevant goal framework and also performs administrative functions to ensure that availability of vehicles in their correct states. • The Estate Section is responsible for the acquisition, development and management of the company’s estate in line with high standard of business, professionalism, and relevant legal framework. • In addition, the section also manages the company’s estate facilities at Akosombo, Buipe, Yeji, Dambai, Kete Krachi, Adawso, Agordeke and any other locations to meet statutory requirements and create a high quality standard of social and community life amongst the staff of the company.

	<ul style="list-style-type: none"> • Furthermore, the estate section allocates, houses in accordance with laid down policies and procedures of the company.
Internal Audit	<ul style="list-style-type: none"> • The Internal audit department provides independent and objective assurances on VLTC business operations with value addition and with the aim of achieving improved corporate governance.
Finance	<ul style="list-style-type: none"> • The Finance Department manages the finances of the company and maintains adequate financial records of the company. • More so, it ensures that financial transactions are in accordance with the appropriate accounting standards and other relevant regulations of the country. • The Department also advises the company on investment opportunities and how to manage the finances.
Cooperate Planning and Regulatory Affairs/MIS	<ul style="list-style-type: none"> • The Department is the owner and facilitator for formulating and implementing the VLTC Strategic Plan, Performance Contract, and Performance Management through close collaboration and liaison with key internal and external stakeholders. • The Department is the custodian of all corporate documents and reports and facilitates the preparation of relevant documents from other departments to its stakeholders.
Procurement and Commercial	<ul style="list-style-type: none"> • This Department is responsible for purchasing goods and services for the company and also sells obsolete items to interested parties. • Tender and bid submission, tender evaluation and execution is a critical function of this department. • Conducts needs assessment and evaluation of the company and in accordance with the relevant laws such as the Public Procurement

	<p>Act, procures such needed material/equipment for the country.</p> <ul style="list-style-type: none"> • The department is mandated also to create and develop new business avenues for the company. • Collect data by way of administering questionnaires with the view of establishing customer satisfaction and maintaining operations. • Undertake the preparation of tariff for the company and between the company and its clients.
Operations	<ul style="list-style-type: none"> • The Operations department is responsible for all vessel handling operations. • The department also ensures that cargo is moved from the source through to the destination port terminal as seamlessly as possible, keeping cost and time to a minimum. • More so, the department ensures that any issues that may arise regarding logistical challenges are timely provided to prevent any negative impacts on future operational activities. • Additionally, it provides navigational assistance to all marine vessels approaching a port such as ETA for shipping vessels.
Technical	<ul style="list-style-type: none"> • The Technical Department is responsible for the provision of technical and safety support for all engineering related activities to ensure that Company assets and facilities are serviced and maintained for optimum and efficient use for VLTC's operations.

2.2 VOLTA LAKE TRANSPORT COMPANY LIMITED's Organogram



2.4 Classes and Types of information

List of various classes of information in the custody of the institution:
<ol style="list-style-type: none">1. Management Information2. Audit Information3. Security and Technological Information4. Finance Information <hr/>

1. Management Information
 2. Audit Information
 3. Security and Technological Information
 4. Finance Information
-

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 is responsible for dealing with applications made to the VOLTA LAKE TRANSPORT COMPANY LIMITED.

To requests for information under the RTI Act from the VOLTA LAKE TRANSPORT COMPANY LIMITED, 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 VOLTA LAKE TRANSPORT COMPANY LIMITED 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 VOLTA LAKE TRANSPORT COMPANY LIMITED'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 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 VOLTA LAKE
TRANSPORT COMPANY LIMITED Information Unit**

Name of Information/Designated Officer:

EMMANUEL KOFI NYAMPONG

Telephone/Mobile number of Information Unit:

0245850868

Postal Address of the institution:

P.O. BOX 75, AKOSOMBO

7. Appendix C: Acronyms

Instructions: Provide a list of acronyms and associated literal translations used within the manual. List the acronyms in alphabetical order using the table below.

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>VLTC</i>	<i>Volta Lake Transport Company Limited</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
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>