



Government of Ghana

Right to Information Manual

BUREAU OF GHANA LANGUAGES
BGL

2024

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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 [BUREAU OF GHANA LANGUAGES \(BGL\)](#) and provide the types of information and classes of information available at [BGL](#), including the location and contact details of its information officers and units.

2. Directorates and Departments under BUREAU OF GHANA LANGUAGES (BGL)

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

Ghanaian Languages as the bedrock of national development and culture.

MISSION

The Bureau of Ghana Languages exists to promote the preservation of Ghanaian Languages and Culture through publication, certification and usage of world class systems, technology and collaborations with local and international partners.

Directorates and Departments under Bureau of Ghana Languages (BGL)

1. Registry
2. Accounts
3. Material Development
4. Stores
5. Estate
6. Transport
7. Procurement Unit
8. Language Sections
9. Business and Clients' Service Unit
10. IT
11. Bookshop

Responsibilities of the Institution:

- Set, monitor and enforce standards for the publication of Ghanaian Language reading materials.
- Approve and certify Ghanaian Language publications.
- Writing and publishing of books in the fifteen examinable Ghanaian Languages
- Translation of documents from English into Ghanaian Languages and vice versa
- Research into the various Ghanaian cultures for preservation in books, films and other retrievable facilities.
- Assessment, editing and proofreading of manuscripts for private authors.

- Vetting of Ghanaian language publications in accordance with the correct orthography, among others.

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
REGISTRY	The Registry Section is responsible for managing and maintaining official records and documents within the organization. They handle tasks such as document filing, archiving, and retrieval.
ACCOUNTS	The Accounts Department is responsible for managing financial transactions, including budgeting, bookkeeping, accounts payable and receivable, Staff salary validation, financial reporting, oversees work at the stores and Clients service & Business Unit
MATERIAL DEVELOPMENT	This section is entrusted with the crucial responsibility of overseeing all publication-related activities.
STORES	This section is responsible for managing the organization's inventory and stock. They handle tasks such as procurement, receiving, storing, issuing, and tracking of materials, equipment, and supplies. They also sell BGL publications.
ESTATE	The estate unit deals with the management and maintenance of the organization's physical assets, including buildings, facilities, and properties

TRANSPORT	The Transport Section is responsible for managing the organization's transportation needs. They coordinate and oversee the transportation of goods and materials, ensuring efficient and timely delivery. The section is also tasked with the responsibility of ensuring all vehicles are in good shape
PROCUREMENT UNIT	The Procurement Unit is responsible for managing the organization's purchasing and supplying process. They identify the organization's needs, source suppliers, negotiate contracts, and ensure the timely procurement and supply of goods .
LANGUAGE SECTION	The Language Sections focus on language-related activities which is main duty of the organisation. They provide translation services, language training, interpretation support, or other language-related assistance in Ghanaian languages.
BUSINESS AND CLIENTS SERVICE UNIT	The Business and Clients Service Unit is responsible for managing customer relationships and providing support to clients. They handle inquiries, complaints, and ensure a high level of customer satisfaction. Additionally, they are involved in business development activities and building relationships with new clients.
IT UNIT	The IT Unit is responsible for managing and maintaining the organization's information technology infrastructure. They handle tasks such as network management, software and hardware maintenance, and providing technical support to the staff.
BOOKSHOP	This section plays a crucial role in providing clients, and stakeholders with easy access to a wide range of our Ghanaian language publications and reading materials.

2.2 Bureau of Ghana Languages' Organogram

< currently working on an organogram with the MSD >

2.3 Classes and Types of information

List of various classes of information in the custody of the institution:

1. Linguistic Data: The Bureau collects and maintains linguistic data, including phonetic, phonological, and grammatical information about the languages spoken in Ghana. This data helps in documenting and analyzing the structure and characteristics of Ghanaian languages, contributing to linguistic research and language preservation efforts.

2. Language Resources: The Bureau compiles and preserves language resources such as orthographies and language guide materials. These resources serve as valuable references for researchers, linguists, students, and the general public interested in studying and understanding Ghanaian languages.

3. Cultural Heritage: The Bureau holds information related to some Ghanaian cultural heritage, including traditional stories, proverbs, oral histories, and cultural practices. This information provides insights into the rich cultural traditions, values, and beliefs of the various ethnic groups in Ghana, contributing to cultural preservation and awareness creation.

4. Translation and Interpretation: As a state language authority, the Bureau possesses translated materials, both literary and technical, that facilitate communication across different Ghanaian languages. They have old translated versions of literary works, educational materials, and government publications, ensuring accessibility and understanding for diverse language communities.

5. Research and Publications: The Bureau conducts research in the Ghanaian languages, linguistics, and language development, and has a collection of research papers, journals, and publications in these areas. These resources contribute to academic discourse, linguistic studies, and the advancement of language-related knowledge.

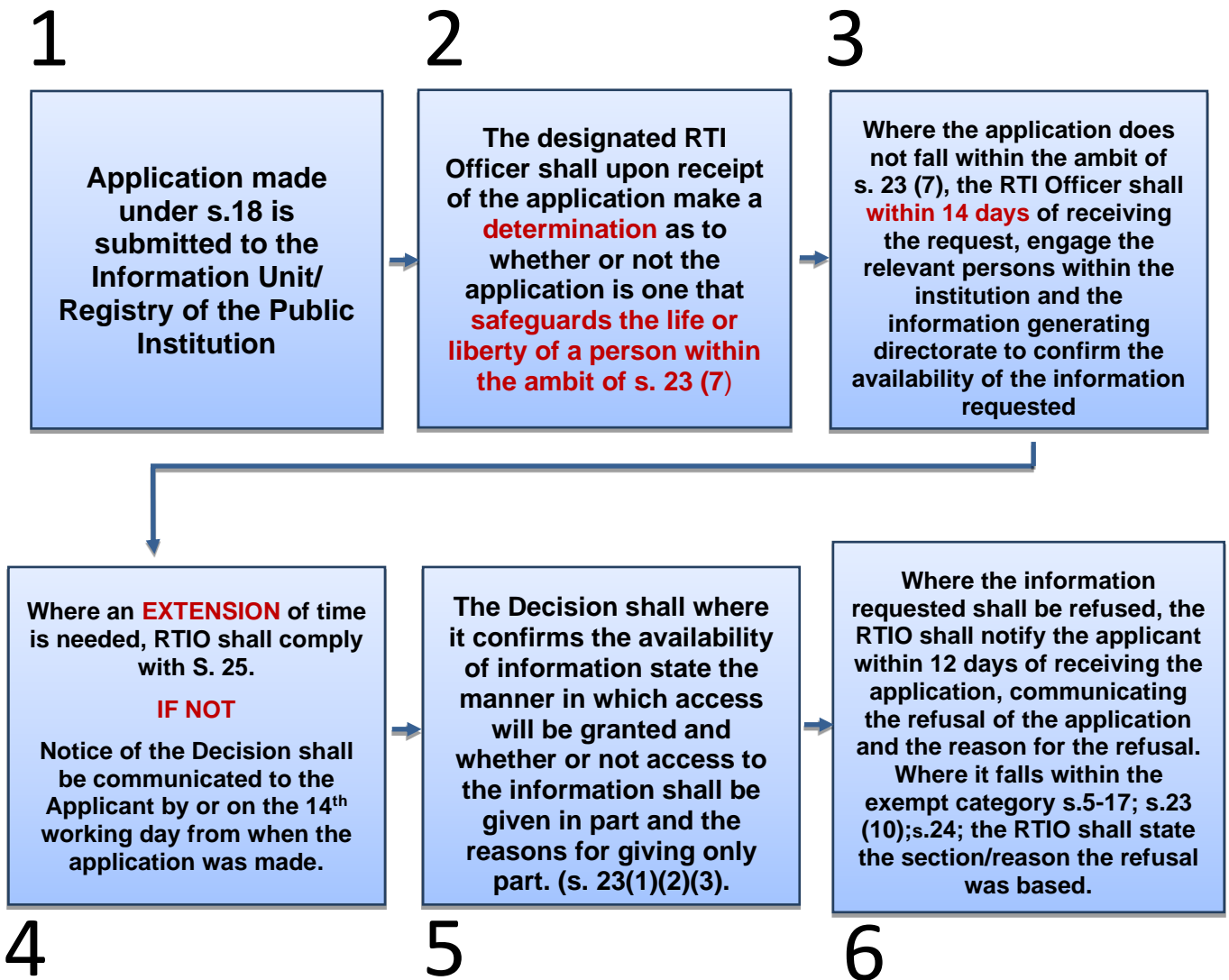
7. Language Education Materials: The Bureau develops and maintains language education materials for various age groups, including textbooks, supplementary readers, workbooks, and teaching and learning materials. These materials support language teaching and learning initiatives, both within formal educational settings and for individuals interested in language acquisition.

8. Language Documentation: The Bureau engages in language documentation efforts, and preserves endangered and minority languages through audio recordings, written texts, and other forms of documentation. This valuable information ensures the documentation and preservation of linguistic diversity within Ghana.

Types of Information Accessible at a fee:

1. Language Learning Materials
2. Translation and Proofreading Services
3. Certification of Documents
4. Publications and Printed Materials
5. Research Reports and Studies
6. Language Training and workshops

3. Processing and Decision on Application – S. 23



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. 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, a reasonable transcription cost may be requested by the Information Officer. (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 in reviewing the information
- time spent by the information officer to examine and ensure the information is not exempt
- preparing the information

Section 76 subjects the retention of charges received by a public institution to the Constitution. Thus a public institution is authorized to retain charges received under the Act to be used only to defray expenses incurred by the public institution in the performance of functions under the Act and be paid into a bank account opened for the purpose with the approval of the Controller and Accountant-General.

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.	TIN Number			
7.	If Represented, Name of Representative:			
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 **BUREAU OF GHANAN LANGUAGES's** Information Unit

Name of Information/Designated Officer:

ENOCH EDUFUL ANNAN

Telephone/Mobile number of Information Unit:

0302906762/ 0249204739

Postal Address of the institution:

P.O.BOX 1851, ACCRA

8. 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>BGL</i>	<i>Bureau of Ghana Languages</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>