



EXCELLENCE & INTEGRITY

Government of Ghana Right to Information Manual

Ghana College of Pharmacists (GCPHARM)

2025

Table of Contents

1. Overview	1
1.1 Purpose of Manual.....	1
2. Directorates and Units under Ghana College of Pharmacists (GCPHARM)	2
VISION	2
MISSION	2
2.1 Description of Activities of each Directorate and Department	3
2.2 Ghana College of Pharmacists' Organogram.....	9
2.3 Classes and Types of information.....	10
3. Procedure in Applying and Processing Requests.....	11
3.1 The Application Process	11
3.2 Processing the Application	12
3.3 Response to Applicants	12
4. Amendment of Personal Record	14
4.1 How to apply for an Amendment	14
5. Fees and Charges for Access to Information.....	15
6. Appendix A: Standard RTI Request Form	16
7. Appendix B: Contact Details of GCPHARM's Information Unit.....	19
8. Appendix C: Acronyms	20

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 – The RTI Manual seeks to inform the public about the classes of information accessible at the Ghana College of Pharmacists (GCPHARM). It outlines the organizational structure, responsibilities and activities of the GCPHARM, including the location and contact details of its Information Officer and Unit.

2. Directorates and Units under Ghana College of Pharmacists (GCPHARM)

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

To be a college of choice for the training of world-class practitioners of specialized pharmacy services for quality healthcare delivery.

MISSION

The Ghana College of Pharmacists exists to develop and impart the needed competencies through education and training for delivery of improved pharmaceutical practice and to support effective national health policy formulation.

Directorates and Units Under the Ghana College of Pharmacists (GCPHARM)

1. Administration And Human Resource Management (HRM) Directorate
 - 1.1. Administration Unit
 - 1.2. Human Resource Management Unit
2. Academic Affairs Directorate
 - 2.1. Examinations Unit
 - 2.2. Projects/Training Unit
 - 2.3. Library
3. Finance Directorate
4. Internal Audit Unit
5. Quality Assurance Unit
6. Legal Unit
7. IT unit

Responsibilities of the Institution:

1. Promote specialist training in pharmacy, and related disciplines.
2. Promote continuous professional development in pharmacy and related disciplines.
3. Promote research in pharmaceutical practice and related disciplines.
4. Contribute to the formulation of policies on sound health, medicines and public health general.

2.1 Description of Activities of each Directorate and Department

Directorate/ Unit	Responsibilities/Activities
Administration And Human Resource Management (HRM) Directorate	• Supervises the collation of data for the formulation of policies. • Oversees the implementation, monitoring and evaluation of programmes and activities of the Unit. • Ensures the efficient and effective management of the human, material and financial resources of the unit. • Oversees the development of administrative systems of the College. • Coordinate plans to ensure the availability of resources to support the activities of the College. • Coordinates the organization of meetings, seminars, conferences and workshops.
Administration Unit	Secretarial Service & Documentation: • Provides administrative support, managing official documentation and records, while facilitating communication through coordination, correspondence, and file management. • Supervises the collation of data for the formulation of policies. • Oversees the implementation, monitoring and evaluation of programmes and activities of the Unit. • Oversees the development of administrative systems of the College. • Coordinate plans to ensure the availability of resources to support the activities of the College. • Coordinates the organization of meetings, seminars, conferences and workshops. • Ensures the preparation of the budget and work plan of the College. • Ensures the preparation of annual and other periodic reports of the College. Estates / Transport: • Oversees the management and maintenance of college facilities, allocating spaces efficiently and developing infrastructure. They also coordinate transportation services, ensuring proper scheduling, route planning, and vehicle upkeep. Procurement / Stores: • Manages procurement processes, maintaining supplier relationships, negotiating contracts, and handling inventory. They ensure timely and cost-effective acquisitions of goods and services. Security: • The Administration Unit maintains a secure environment, responding to incidents and managing safety concerns. They also oversee access control systems and implement measures to ensure the safety of college premises.

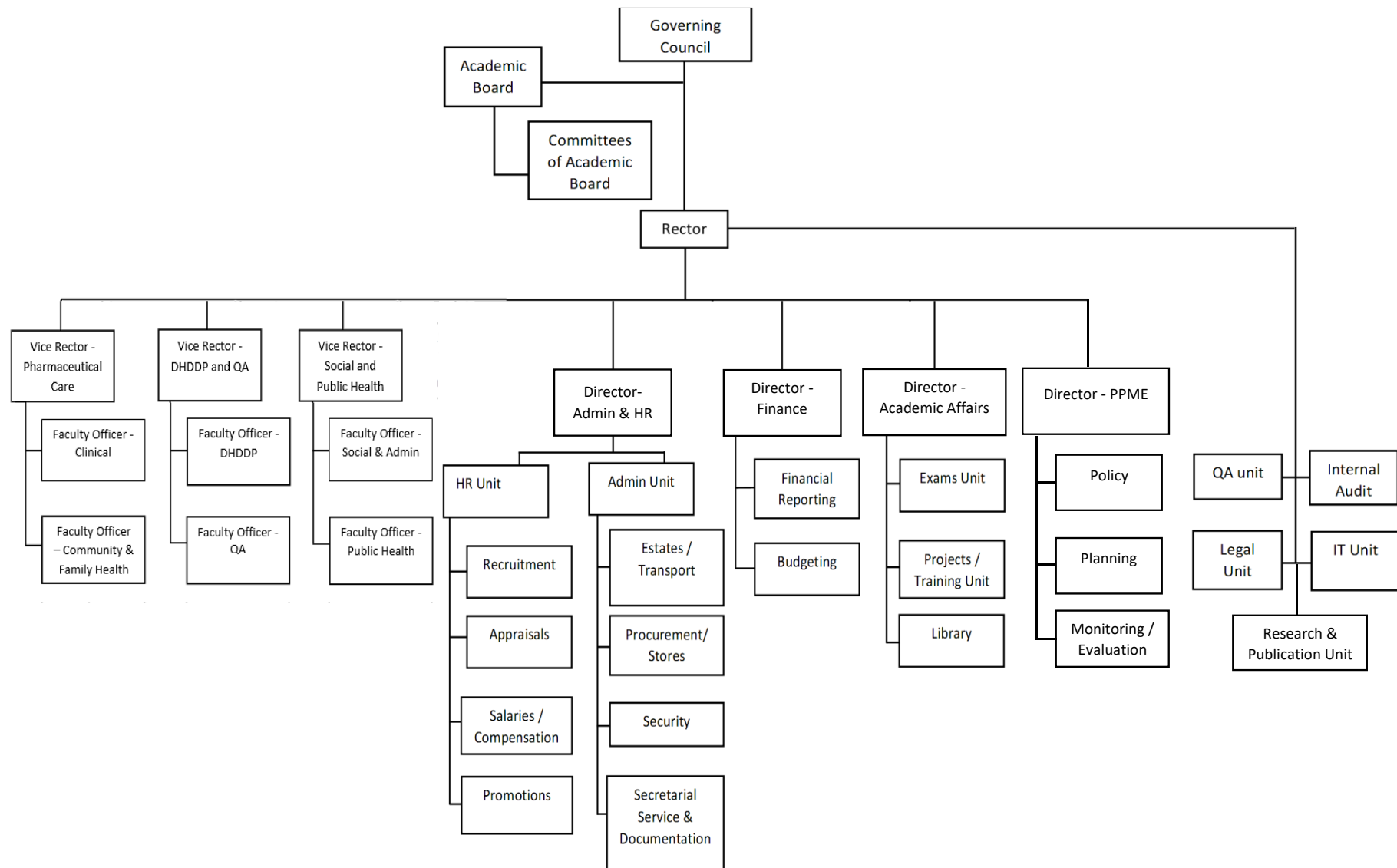
	• In compliance with the Right to Information Act, 2019 (Act 989), the Administration Unit also operates as the Information Unit of the GCPHARM. It responds to inquiries and requests for information from the Ministry of Health, Agencies of the Ministry of Health, Sister Colleges, Fellows, Members and Candidates of the College, and the general public
Human Resource Management Unit	Recruitment: • Manages the recruitment process, including job posting, candidate screening, and interviews, to identify and hire qualified candidates for various positions within the organization. Appraisals: • Conducts performance appraisals and evaluations, providing feedback to employees and facilitating discussions on their strengths, areas for improvement, and career development. Salaries / Compensation: • Administers salary and compensation programs, ensuring accurate and timely payment of wages, benefits, and incentives, while also addressing employee inquiries related to compensation. Promotions: • Facilitates employee promotions by assessing qualifications, performance, and potential, and coordinating the process to recognize and reward employees' growth within the College.
Academic Affairs Directorate	• Co-ordinate and supervise activities of the Academic Sector including development of course programmes and curricular. • Initiate and support the effective rollout of research and training projects • Contribute to the design and writing of proposals for new training projects for the College • Provide input for the formulation, reviewing and updating of academic policies • Ensure timely provision of educational logistics. • Provide input to the strategic planning process • Lead in integrated brand marketing, ensuring academic standards and healthy student learning environment. • Provide other related support for the College and Research initiatives and for those initiatives identified as priorities by the Academic Board. • Participate in Academic Board meetings and keep all records pertaining to such meetings.

	• Follow up on Academic Board recommendations and decisions and ensure implementation • Coordination of Accreditation and Residency Sites.
Finance Directorate	• Provides inputs for the formulation of policies. • Oversees the implementation, monitoring and evaluation of the programmes and activities of the Directorate. • Exercises oversight responsibility for the efficient and effective management of the human, material and financial resources of the Directorate. • Co-ordinates the preparation of the annual budget of the College. • Oversees the preparation and submission of the annual budget of the Directorate. • Oversees the analysis and interpretation of financial reports for the College. • Oversees the preparation of annual financial reports of the College, • Maintains appropriate relationship with relevant Ministries, Departments and Agencies of government and stakeholders on issues relating to finance. • Identifies sources of funding to improve the revenue base of the College • Advises Management on the financial management laws, regulations, fiscal policies and any other financial issues. • Provides financial advice for the development of proposals. • Ensures the implementation of financial recommendations contained in audit reports. • Ensures the judicious use of funds in accordance with relevant financial regulations. • Ensures the development and implementation of financial control system for the College.
Internal Audit Unit	• Provides inputs for the formulation of policies. • Coordinates the implementation, monitoring and evaluation of programmes and guidelines for the Unit. • Exercises oversight responsibility for the efficient and effective management of the human, financial and material resources of the Unit. • Supervises the development of the College's audit universe and risk register. • Evaluates the effectiveness of internal control systems. • Prepares periodic and annual audit plans.

	• Collates data for the evaluation of the effectiveness of governance and risk management systems. • Leads in the conduct of periodic and special annual audits
Quality Assurance Unit	• Develops and implements quality assurance policies, procedures, and guidelines for the college. • Conducts internal audits and assessments to evaluate the effectiveness of training programs and administrative processes. • Collaborates with faculty and staff to ensure compliance with accreditation standards and regulatory requirements. • Facilitates external reviews and evaluations to assess the college's performance and identify areas for improvement. • Supports the implementation of quality improvement initiatives. • Conducts surveys and collecting feedback from stakeholders, such as Candidates, Members, Fellows, and employees, to assess their satisfaction and identify areas for enhancement. • Collaborates with other departments to develop and implement quality improvement plans and strategies based on data-driven insights.
Legal Unit	• Provides inputs for the formulation of policies. • Ensures the implementation, monitoring and evaluation of programmes and activities of the Unit. • Provides legal advice to the College. • Ensures the efficient and effective management of the human, material and financial resources of the unit. • Represents the College on legal matters in court. • Leads in the provision of legal advocacy on behalf of the College. • Ensures representation in administrative proceedings within the College. • Collaborates with other Directorates of the College to ensure compliance with laws, rules, regulations and procedures. • Liaises with the College's IT Unit to set up and maintain an active database on legal matters of the College. • Collaborates with the Attorney General's Department and other stakeholders on the preparation and review of legal documents and processes. •

IT unit	• Manages and maintains the college's computer networks, servers, and IT infrastructure. • Provides technical support and troubleshooting assistance to students, faculty, and staff. • Administers and supports the college's learning management system (LMS) and other educational technologies. • Manages student and faculty accounts, including user access and permissions. • Ensures the security and integrity of the college's IT systems, including implementing firewalls, antivirus software, and other cybersecurity measures. • Manages and maintains computer labs, including hardware and software installations and updates. • Supports and manages the college's wireless network and internet connectivity. • Assists with the integration and support of instructional technologies and multimedia equipment in classrooms. • Collaborates with academic departments to identify and implement technology solutions to enhance teaching and learning. • Plans and executes technology upgrades and system migrations. • Conducts regular backups and data recovery processes to protect critical college data. • Manages and maintains the college's website and online platforms.
---------	---

2.2 Ghana College of Pharmacists' Organogram



2.4 Classes and Types of information

List of various classes of information in the custody of the institution:
• Operational • Technical • Administrative and Financial • Academic
Types of Information Accessible at a fee:
1. Information to be provided in a language other than the language in which the information is held. 2. Information requiring a written transcript. 3. Information to be provided in a medium/format other than the original medium/format in which the information is held (i.e., media conversion or reformatting)

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 GCPHARM. To requests for information under the RTI Act from the GCPHARM, 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 GCPHARM 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 GCPHARM'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 printout, 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 ☐ Organization/Institution ☐		
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	☐ National ID ☐ 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 ☐ 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) "“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.”"		

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

Name of Information/Designated Officer:

Dominic Nkansah

Telephone/Mobile number of Information Unit:

TEL: 0545391946

Email: d.nkansah@gcpharm.edu

Postal Address of the institution:

Ministry of Health Annex, Opposite the Ministry Post Office, Accra

Ghana Post GPS Address: GA-078-2305 **Postal Address:** CT10740, Cantoments, Accra.

Office **Tel:** 0502607376

Email: info@gcpharm.edu.gh / gcpharm2@gmail.com

8. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<i>RTI</i>	<i>Right to Information</i>
<i>s.</i>	<i>section</i>
<i>GCPHARM</i>	<i>Ghana College of Pharmacists</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>