

Government of Ghana

Right to Information Manual

Ghana Shippers' Authority (GSA)

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1.0 OVERVIEW

This Right to Information Manual (“The Manual”) seeks to make available to the public and applicants the classes of information accessible in this institution. It reveals the various departments and structures within this institution and specific classes of information that can be obtained from each of them.

The manual has been compiled with section 3 of the Right to Information Act, 2019 (Act 989). Inspection of this manual is not to attract a fee or charge since the Manual only seeks to point users to the information available for access within this institution. Request for a copy of this Manual, however, shall attract a charge which covers the unit cost of the Manual.

1.1 Purpose of Manual

To inform/assist the public on the organizational structure, responsibilities and activities of the [Ghana Shippers' Authority \(GSA\)](#) and provide the types or classes of information available at [GSA](#), including the location and contact details of its information officers and units.

2.0 DIRECTORATES AND DEPARTMENTS UNDER GHANA SHIPPERS' AUTHORITY (GSA)

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 world class service organization that protects and promotes the interest of shippers in Ghana.

MISSION

To effectively and efficiently protect and promote the interests of shippers in Ghana to ensure quick, safe and reliable delivery of import and export cargo by all modes of transport at optimum cost.

Directorates and Departments under Ghana Shippers' Authority (GSA)

1. Human Resource, Administration and Procurement (HR, ADMIN & P)
2. Freight and Logistics (F&L)
3. Shipper Services and Trade Facilitation (SS&TF)
4. Research, Monitoring and Evaluation (RME)
5. Management Information System (MIS)
6. Public Relations (PR)
7. Legal
8. Finance (FIN)
9. Internal Audit (IA)

Responsibilities of the Institution:

1. Sensitising and empowering shippers and stakeholders in the shipping and logistics sector through programmes such as open fora for trade associations, annual seminars for journalists, biennial maritime law seminars for Judges of the Superior Courts, workshops for truck owners and drivers, etc.
2. Establishment of Import/Export Shipper Committees across the country for the

purpose of interaction between shippers, shipping service providers and other governmental agencies and the resolutions of challenges confronting their businesses.

3. Negotiation of freight and port charges of shipping service providers on behalf of shippers.
4. Negotiation and monitoring of service standards of shipping service providers.
5. Conducting research on emerging issues in Ghana's shipping industry.
6. Facilitation and promotion of the Transit Trade along Ghana's corridor.
7. Advocacy for shippers in matters of policy, regulations or other measures both local and international.
8. Resolution of shipper complaints such as loss/damaged cargo, late arrival of shipping documents, cargo insurance claims, illegitimate charges, short-landing of cargo, etc.
9. Representation of the interests of shippers in the deliberations of international bodies such as IMO, WTO, UNCTAD, Global Shippers Forum, etc.
10. Provision of light infrastructure such as the Takoradi Logistics Platform project, Boankra Inland Port project, Akatekyiwa Freight Park project, Shippers Centres, Warehouses, etc to support the shipping and logistics sector.

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Regional Operations Directorate	<ul style="list-style-type: none"> ○ Coordinates the activities of the Tema, Takoradi, Tamale and Kumasi Branches ○ Reports to the CEO
Finance & Administration Directorate	<ul style="list-style-type: none"> ○ Coordinates the activities of Finance, Human Resource, Administration & Procurement, Legal and Public Relations Departments ○ Reports to the CEO

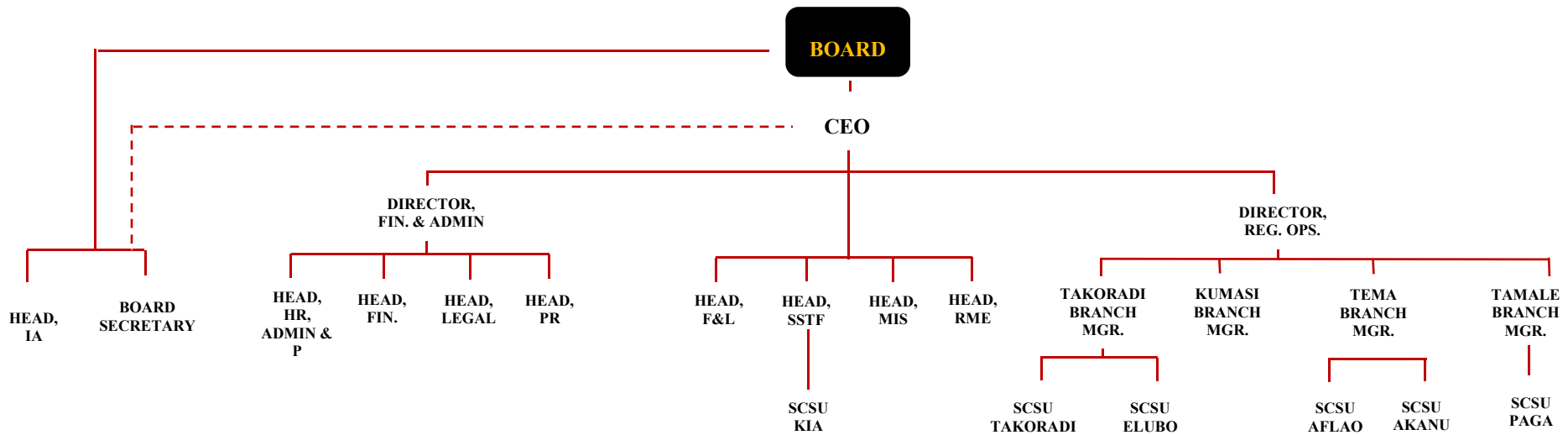
Human Resource, Administration and Procurement Dept.	<ul style="list-style-type: none"> ○ Undertakes recruitment and placement of staff ○ Repository of all staff records ○ Ensures the provision of resources and facilitates the training and development of staff ○ Manages the transport system of the Authority ○ Facilitates the appraisal/promotion of staff ○ Facilitates the provision of welfare services to staff ○ Co-ordinates the acquisition, distribution and installation of equipment and logistics for the effective and efficient performance of the Authority ○ Administers the provisions in the Collective Bargaining Agreements ○ Responsible for the procurement of goods, works and services for the Authority ○ Responsible for estate and security matters
Freight and Logistics Dept.	<ul style="list-style-type: none"> ○ Facilitates consultations on freight rates, port charges, port facilities, shipping space and other such matters with stakeholders on behalf of shippers ○ Raises and administers Service Charge bills ○ Reviews reports from international maritime organisations such as IMO, UNCTAD, WTO, MOWCA and provides the necessary advise to the Authority ○ Facilitates and promotes transit trade along Ghana's transit corridor
Shipper Services and Trade Facilitation Dept.	<ul style="list-style-type: none"> ○ Intervenes, investigates and finds solutions to recurrent shipment problems ○ Organises and co-ordinates activities and meetings of Shipper Committees ○ Embarks on Shipper Visitation and Outreach programmes ○ Manages the registration, updates and categorisation of shippers ○ Sensitises and empowers shippers through fora, seminars and workshops

<p>Research, Monitoring and Evaluation Dept.</p>	<ul style="list-style-type: none"> ○ Conducts research into shipping related problems and matters of interest to shippers ○ Produces maritime trade statistics ○ Implements the monitoring and evaluation system of the Authority ○ Monitors the activities and evaluates the performances of the various departments and branches of the Authority and submits reports to the CEO ○ Facilitates the validation of the plans and programmes of the departments and branches
<p>Management Information Systems Dept.</p>	<ul style="list-style-type: none"> ○ Provides the requisite soft and hardware support to other departments ○ Manages the Authority's websites and other social media handles ○ Responsible for servicing and maintaining the general efficiency and effectiveness of laptops and software applications ○ Collects and processes maritime statistics for informed decision making ○ Maintains and updates maritime statistics ○ Co-ordinates training of staff on the use and handling of network and related systems ○ Writes appropriate and customised programmes to meet the Authority's and departmental requirements
<p>Public Relations Dept.</p>	<ul style="list-style-type: none"> ○ Publicises the activities of the Authority in the mass media ○ Markets the products and activities of the Authority through appropriate media ○ Manages the publication of the Authority's journals, brochures etc ○ Receives and answers queries on the activities and products of the Authority from the shipping and general public ○ Markets the Authority's conference facilities ○ Assists in the organisation of conferences,

	<p>seminars and workshops</p> <ul style="list-style-type: none"> ○ Plays host to the Authority's guests – both foreign and local ○ Engages in the development of a good corporate image for the Authority
Legal Dept.	<ul style="list-style-type: none"> ○ Deals with all forms of the Authority's work which have legal connotations ○ Initiates and facilitates the execution of legal documents related to the operations of the Authority such as contracts, maintenance, tenancy, loan and consultancy agreements ○ Represents the Authority in all court cases ○ Provides legal advice on all matters related to the Authority's operations
Finance Dept.	<ul style="list-style-type: none"> ○ Plans and implements the Authority's financial activities ○ Manages both the Authority's local and foreign investments and advises on other available investment portfolios on the financial market ○ Stocks all value documents of the Authority ○ Ensures financial implementation of salaries and other associated staff conditions of service and welfare ○ Prepares financial reports and advises the Authority on all financial matters ○ Co-ordinates the preparation of Annual Budget Estimates
Internal Audit	<ul style="list-style-type: none"> ○ Provides the needed framework for an efficient and effective functioning of the internal control system of the Authority ○ Advises management on best practice systems to enhance efficiency and effectiveness in the financial operations of the Authority ○ Examines the accounts of the Head Office and Branches to ensure adherence to laid down financial regulations and decisions of the Management and Board ○ Ensures that the Accounts of the Authority are

	<p>audited annually by the External Auditors</p> <ul style="list-style-type: none">○ Ensures that all acquired resources are properly received and utilised
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2.2 Recommended Organogram for Ghana Shippers' Authority



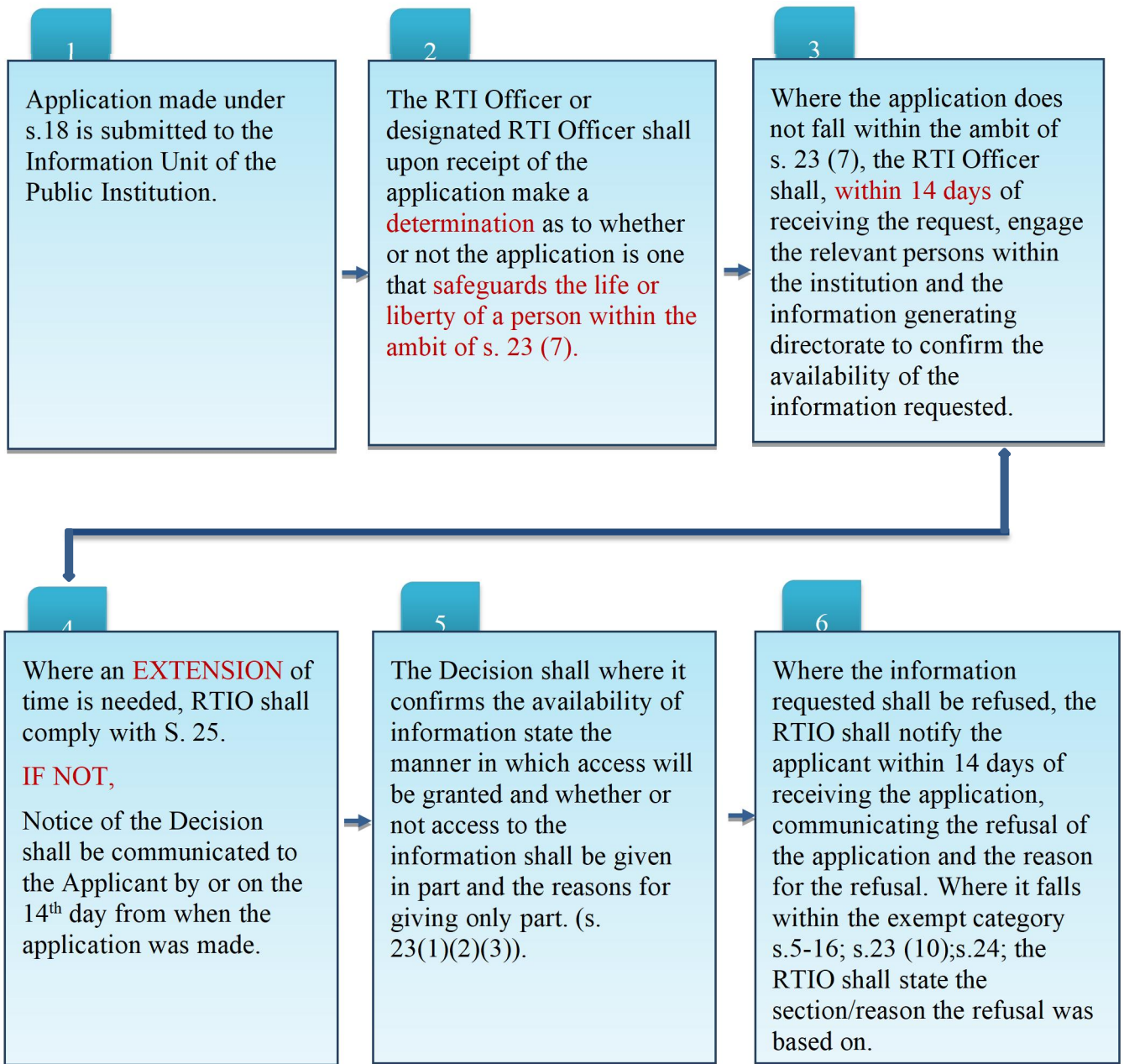
KEY

- CEO - Chief Executive Officer
- DIRECTOR, FIN. & ADMIN - Director, Finance & Administration
- DIRECTOR, REG. OPS. - Director, Regional Operations
- HEAD, HR, ADMIN & P - Head, Human Resource, Administration & Procurement Dept.
- HEAD, FIN - Head, Finance Dept.
- HEAD, LEGAL - Head, Legal Dept.
- HEAD, PR - Head, Public Relations Dept.
- HEAD, F&L - Head, Freight & Logistics Dept.
- HEAD, SSTF - Head, Shipper Service & Trade Facilitation Dept.
- HEAD, RME - Head, Research, Monitoring & Evaluation Dept.
- HEAD, MIS - Head, Management Information Systems Dept.
- HEAD, IA - Head, Internal Audit Unit
- SCSU - Shipper Complaints & Support Unit

2.3 Classes and Types of information

List of various classes of information in the custody of the institution:
<ol style="list-style-type: none">1. Maritime Trade Information2. Shipping Information3. Information on shippers4. Information on Shipping Service Providers5. Magazines and Publications on shipping and related disciplines
Types of Information Accessible at a fee:
<ol style="list-style-type: none">1. <List and Press enter for additional numbering>

3.0 PROCESSING AND DECISION ON APPLICATION – S. 23



RTIO: Right to Information Officer

4.0 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 addressed to the head of the public institution 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.

5.0 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 to examine and ensure the information is not exempt
- preparing the information

6.0 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	<input type="checkbox"/> 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) "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."	

7.0 APPENDIX B: CONTACT DETAILS OF GSA'S INFORMATION UNIT

Name of Information/Designated Officer:

Helena Claudia Amanfu

Telephone/Mobile number of Information Unit:

+ 233 (0)302 666915 - 7

Email:

info@shippers.org.gh or helena.amanfu@shippers.org.gh

Postal Address of the institution:

P O Box GP 1321, Accra

8.0 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>FIN</i>	<i>Finance</i>
<i>F&L</i>	<i>Freight and Logistics</i>
<i>GSA</i>	<i>Ghana Shippers' Authority</i>
<i>HR, ADMIN & P</i>	<i>Human Resource, Administration and Procurement</i>
<i>IA</i>	<i>Internal Audit</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>MIS</i>	<i>Management Information Systems</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>PR</i>	<i>Public Relations</i>
<i>RME</i>	<i>Research, Monitoring and Evaluation</i>
<i>RTI</i>	<i>Right to Information</i>
<i>s.</i>	<i>Section</i>
<i>SS&TF</i>	<i>Shipper Services and Trade Facilitation</i>

9.0 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
<i>Access</i>	<i>Right to Information</i>
<i>Access to information</i>	<i>Right to obtain information from public institutions</i>
<i>Contact details</i>	<i>Information by which an applicant and an information officer may be contacted</i>
<i>Court</i>	<i>A court of competent jurisdiction</i>
<i>Designated officer</i>	<i>An officer designated for the purposes of the Act who perform similar role as the information officer</i>
<i>Exempt information</i>	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
<i>Function</i>	<i>Powers and duties</i>
<i>Government</i>	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
<i>Information</i>	<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>
<i>Information officer</i>	<i>The information officer of a public institution or the officer designated to whom an application is made</i>
<i>Public</i>	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
<i>Public institution</i>	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
<i>Right to information</i>	<i>The right assigned to access information</i>

Term	Definition
<i>Section</i>	<i>Different parts of the RTI Act</i>