

GOVERNMENT OF GHANA

RIGHT TO INFORMATION MANUAL

VOLTA RIVER AUTHORITY

2024

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1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the Right to Information Act, 2019, (Act 989) passed by Parliament and assented to by the President, Nana Addo Dankwa Akufo-Addo on May 21, 2019. The Act gives substance to the right to information provision under Article 21 (1) (f) of the Constitution, which states that “All persons shall have the right to information subject to such qualifications and laws as are necessary in a democratic society”. This article grants citizens access to official information held by government institutions. Act 989 specifies the processes, qualifications and conditions under which access may be obtained. Section 80 of Act 989 provides that “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 organisational structure, responsibilities and activities of the [Volta River Authority \(VRA\)](#) and provide the types of information and classes of information available at VRA, including the location and contact details of its Information Officers and unit.

2. Branches and Departments under the Volta River Authority (VRA)

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

VISION

To be A Model of Excellence for Power Utilities in Africa

MISSION

We exist to power economies and raise the living standards of the people of Ghana and West Africa. We generate power and related services in a reliable, safe, and environmentally friendly manner to add economic, financial and social values to our customers and meet stakeholders' expectations.

Branches and Departments under the VOLTA RIVER AUTHORITY (VRA)

Corporate Office

1. Internal Audit
2. Corporate Strategy
3. Corporate Affairs & External Relations Unit

Engineering & Operations Branch

4. Engineering Services
5. Hydro Generation
6. Technical Services
7. Commercial Services
8. Thermal Generation
9. Environment & Sustainable Development
10. Water Resources & Renewable Energy
11. Strategic Projects & New Business

Services Branch

12. Human Resources
13. Real Estate & Security Services
14. Legal Services
15. VRA Academy

Finance Branch

16. Finance & Investment
17. Procurement
18. Management Information Systems

19. Digital Transformation & Innovation

The Authority's primary function is to generate power for industrial, commercial and domestic use in Ghana. VRA is also responsible for safe-guarding the health and socio-economic well-being of inhabitants of the communities alongside the lake, and management of any incidental issues, including maintenance of the environment. The Authority also provides other ancillary services through its subsidiaries.

2.1 Description of Activities of each Department

Department	Responsibilities/Activities
1. Internal Audit	<ol style="list-style-type: none"> 1. To perform financial, management/operational, information and operating technology audits throughout the Authority and its Subsidiaries using a risk-based approach. 2. To provide advisory services on the overall governance, risk management and control to the VRA Board and the Executives. 3. To lead or participate in shareholder audits of institutions of which the Authority has special interest. 4. To undertake inquiry into perceived conflicts of interest, misapplications and/or abuse of resources, theft, non-compliance, negligence, procedural deficiencies in management systems, control breaches, and recommend necessary actions. 5. To monitor the implementation of Internal and External Auditors recommendations in addition to directives from the VRA Board, Audit Committee and statutory bodies. 6. To co-ordinate audit activities with External Auditors to facilitate proper audit coverage, elimination of duplication of effort and improvement in the efficiency and effectiveness of audit activities.
2. Corporate Strategy	<p>As the custodian of the Authority's strategy, the Department is mandated to among others:</p> <ol style="list-style-type: none"> 1. Assess VRA's Business Environment (both External and Internal) to inform strategic decision making. 2. Assist the Executive & Management to formulate, implement, and evaluate corporate strategy. 3. Advise the Executive & Management on strategic management of the Authority's resources. 4. Provide feedback to the Executive on strategy implementation outcomes to inform future corporate decision-making. 5. Communicate VRA's Corporate Strategy across the organisation.

	<ol style="list-style-type: none"> 6. Identify and compile various functional activities of the Authority which may pose risks and provide the appropriate advice on how to mitigate such risks. 7. Identify and compile the various functional activities of the Authority which may require compliance obligations and provide the appropriate advice on how risks associated with non-compliance can be mitigated. 8. Engage relevant State Institutions/Agencies and other key stakeholders on strategic matters 9. Develop insightful reports and advise on feasibility, effectiveness and conformance of long and short-range strategic plans in achieving the Authority's growth and sustainability goals. 10. Facilitate Strategic Management review sessions/meetings.
<p>3. Corporate Affairs & External Relations</p>	<ol style="list-style-type: none"> 1. Implement the Authority's Communication Plan to improve brand visibility and enhance corporate reputation. 2. Collaborate with relevant Departments to enhance the image and reputation of the Authority. 3. Manage the Authority's relationship with Internal and External stakeholders/partners. 4. Produce and deliver corporate Annual Reports, newsletters, diaries, calendars and other corporate literature. 5. Undertake public education activities. 6. Provide coverage for corporate events and activities. 7. Discharge the Authority's Right to Information (RTI) responsibilities. 8. Undertake daily media (traditional and social media) monitoring and scouting to secure the Authority's interest. 9. Undertake regular website and intranet portal content updates. 10. Implement the Corporate Social Responsibility (CSR) agenda of the Authority and serve as a liaison between impacted communities/external stakeholders and the Authority. 11. Plan, co-ordinate and implement events at the corporate level, and provide support services to Departments/Subsidiaries in event organisation and branding.
<p>4. Engineering Services</p>	<ol style="list-style-type: none"> 1. To Provide least cost power infrastructural and generation expansion and operational plans to meet customer's demand.

	<p>2. To Offer timely and competitively priced engineering/ consulting services to VRA Departments, its Subsidiaries or Business Units and other stakeholders in the following:</p> <p style="padding-left: 40px;">Dam Safety Generation and Operational Planning Engineering Design and Capital Projects Development, and Services Management.</p>
5. Hydro Generation	Hydro Generation Department exists to manage, operate, and maintain the Authority's Hydro generating facilities to produce electricity reliably, efficiently, safely, and sustainably to meet stakeholders' requirements.
6. Technical Services	<p>The Technical Services Department (TSD) exists to provide quality assurance, power support services and safety management of the Authority's (power) operations, provide timely transport management services (including maritime services) and efficiently implement CAPEX projects.</p> <p>The Department also monitors the implementation of recommendations prescribed by external regulatory agencies.</p>
7. Commercial Services	The Commercial Services Department exists to lead the commercial operations of VRA's power business. This includes negotiating and administering Power Sale and Purchase Agreements (PSPAs), Gas Sales Agreements (GSAs), maintaining relationships with customers, regulators, and other stakeholders, as well as securing new markets and business opportunities, to enhance sustainability and consolidate VRA's position as a Market Leader.
8. Thermal Generation	<p>The Thermal Generation SBU is mandated to manage, operate and maintain the Authority's thermal power generating plants in a safe, efficient, reliable and cost-effective manner, with due regard to environmental integrity to meet the national grid requirements.</p> <p>The Authority's Thermal stations are:</p> <p style="padding-left: 40px;">Takoradi Thermal Power Station (TTPS), Aboadze Tema Thermal Power Complex (TTPC); made up of Tema Thermal 1 Power Station (TT1PS) and Tema Thermal 2 Power Station (TT2PS), Tema Kpone Thermal Power Station (KTPS) in Tema Anwomaso Thermal Power Station (ATPS), Kumasi</p> <p>The stations have the following installed capacities (ISO):</p> <p style="padding-left: 40px;">TTPS-T1 – 330MW TTPC</p>

	<p>TT1PS – 125MW TT2PS – 86MW KTPS – 220MW ATPS – 150MW (4 units to also be relocated by end of 2024 to make 250MW)</p> <p>Other power plants include: T3 (132MW), which is currently undergoing the process of repowering.</p>
<p>9. Environmental Sustainable Development</p>	<p>&</p> <ol style="list-style-type: none"> 1. Develop, review and recommend policies, procedures, directives and programmes for the management of environmental issues relating to the Authority's functions, for the guidance of all Departments. 2. Prepare Environmental Impact Assessment reports for projects to be embarked on by the Authority and secure permits from the Environmental Protection Agency. 3. Review and monitor all environmental related activities of the Authority. 4. Initiate action and ensure reforestation at the Volta Basin. 5. Submit periodic reports on corporate environmental activities to Management and the Environmental Protection Agency. 6. Carry out interventions to mitigate aspects of the adverse environmental, health and social impacts on project affected communities as well as administer various pest and disease vector management interventions within VRA operational enclaves. 7. Co-ordinate the implementation of commitments outlined in the Environment Management Plan (EMP) for Akosombo and Kpong Hydroelectric Power Plants. 8. Undertake environmental compliance monitoring in fulfilment of regulatory requirements for Akosombo and Kpong Hydroelectric Plants. 9. Report on environmental regulatory requirements.

<p>10. Digital Transformation & Innovation</p>	<ol style="list-style-type: none"> 1. Nurture key digital initiatives prioritised by the Executive and aligned with the corporate strategy. 2. Catalyse rapid development of proofs-of-concept and their promotion to all VRA Business units. 3. Continuously reimagine how VRA delivers its mandate and design novel ways to empower the organisation to respond to the ever-evolving energy landscape, utilising cutting-edge digital tools, strategies, and standards. 4. Responsible for VRA cyber security initiatives; collaborating with IT and OT administrators to define cyber security requirements and provide leadership in response to and recovery from disruptive and destructive information security events. 5. Serve as the central point for business data integration and analytics; where complete, authentic, and accurate business operations data is used for data-driven decision-making. 6. Establish standards, policies and procedures for Enterprise-wide Digital Transformation and ensure compliance with established standards, policies, and procedures to guide digital culture. 7. Collaborate with Internal and External stakeholders to coordinate digitalisation efforts across the Authority and deploy business intelligence and analytic solutions that will drive business value. 8. Promote cutting-edge R&D and serve as a "thought leadership" hub, while building solid internal collaborations to ensure cross-organisational outcomes.
<p>11. Water Resources & Renewable Energy</p>	<p>The Water Resources & Renewable Energy Department exists to efficiently manage the Authority's water resources and its operational impacts on stakeholder communities, optimise hydropower generation, and drive the management and integration of diverse renewable energy sources.</p>
<p>12. Strategic Projects & New Business</p>	<ol style="list-style-type: none"> 1. Acquisition of all permits and licenses for the projects, and ensuring compliance with all requirements. 2. Ensure that environmental mitigation measures prescribed in the various Environmental Impact Statements (EISs) are duly implemented during pre-construction and construction phases of the Projects to protect and conserve biodiversity and habitats in the project-affected areas. 3. Develop and implement strategies to advocate for employment of indigenes or local community members during project construction phase.

	<ol style="list-style-type: none"> 4. Liaising with Lands Commission and relevant VRA departments towards the acquisition of land and ensuring the payment of compensation to affected landowners. 5. Liaising with client departments for the development of technical specifications for the Authority's projects. 6. Liaise with relevant VRA Departments to identify off-takers for the various projects, and sign Power Supply and Purchase Agreements (PSPA) with these off-takers. 7. Preparation of employer's requirements and tender documents for projects. 8. Review of engineering drawings and other engineering documents of the Projects. 9. Drafting of contracts for works and services. 10. General administration of all Engineering Procurement and Construction (EPC) Contracts, Owners' Engineer Services and Contract for other Services Providers. 11. Supervision of construction activities such as civil and electro-mechanical installation works towards commissioning of the Plants as well as ensure Quality Control and assurance of all contractors' activities. 12. Supervision of cadastral survey field works. 13. Implementation of health and safety systems and policies for construction activities.
<p>13. Human Resources</p>	<ol style="list-style-type: none"> 1. To provide systems, policies and procedures for the effective and efficient management of Industrial & Employee Relations Compensation and ensure overall staff satisfaction while promoting a harmonious industrial climate for increased productivity. 2. To provide Industrial Relations Services/Consulting support to the Authority's Subsidiaries and promote a harmonious industrial climate in those businesses. 3. To provide systems, policies and procedures for the effective and efficient management of the Resourcing and Documentation functions and ensure that the right people are in the right places in their right numbers. 4. To effectively manage employee records/database on the Oracle HRMS/files. 5. To develop and implement Policies, Procedures, Structures and Initiatives to align with the Authority's Culture, Values, People and Behaviours, to ensure overall organisational effectiveness of the Authority and its Subsidiaries within a competitive business environment.

	<p>6. To effectively manage the BSC-Employee Performance Management System and associated rewards to increase and sustain productivity.</p> <p>7. To co-ordinate training and development function in liaison with the VRA Academy and other training providers.</p> <p>8. To provide systems, policies and procedures for the effective and efficient management of the Authority's Succession Planning and Staff Rotation processes.</p> <p>9. To provide excellent HR services to Departments/Units as well as Employees in the Areas/Work locations.</p> <p>10. To provide Protocol Services and honour travel requests of Management and Staff.</p> <p>11. To promote a Value-Driven Culture.</p> <p>12. To establish and maintain an Early Warning System to identify and report on potential threats to industrial harmony.</p>
<p>14. Real Estate & Security Services</p>	<p>The Real Estate & Security Services Department currently performs the mandated functions of Planning, Acquiring, Developing, Maintaining and Managing the Authority's Townships, Estates and Properties. In addition, the Department provides integrated property services, which includes Property and Facilities Management, Hospitality Services, General Property Advisory services and Security Services.</p> <p>The Department seeks to be a Real Estate and service provider of choice focusing on customer satisfaction.</p>
<p>15. Legal Services</p>	<p>The Legal Services Department is responsible for keeping the Volta River Authority's (VRA) operations compliant with all relevant Laws, Regulations, Government Policies, Industry Standards and Specifications.</p> <p>The Department also provides legal guidance and transaction support in Review of Contracts, Compliance, Legal Advice, and or Board Secretarial services to the following entities: Takoradi International Company (TICo), Takoradi Power Company (TAPCo), Volta Lake Transport Company (VLTC), Akosombo Hotels Limited (AHL), Kpong Farms Limited (KFL), VRA Property Holding Company Limited (PROPCo), VRA Health Services Limited (VHSL) and VRA International Schools Limited (VISL).</p> <p>The work programme for the Department mainly involves providing:</p> <ul style="list-style-type: none"> a) Transaction support <ul style="list-style-type: none"> Drafting/reviewing of legal documents Contract Negotiations Tender Evaluation Business Meetings b) Legal Advice/Opinion

	<ul style="list-style-type: none"> c) Litigation d) Dispute Resolution e) Legal Education f) Insurance Issues g) Updating LSD Contracts and Insurance Registers h) Legislative Monitoring i) Stakeholder Engagement <p>As a compliant organisation, the Department studies existing and upcoming legislation and advise relevant Departments to be compliant with the applicable laws.</p>
16. Procurement	<p>To provide professional procurement and inventory management services to our clients, while being the benchmark for other procurement entities.</p>
17. Finance & Investment	<p>The Finance & Investment Department exists to provide timely and accurate financial information services to all stakeholders in a professional manner, and continuously support activities of VRA's Subsidiaries and SBUs to yield self-sustained commercial entities.</p> <p style="text-align: center;">STRUCTURE OF F&I AND FUNCTIONAL ROLES</p> <p>The Finance & Investment Department has been structured into nine sections of which six operate at the Head Office and three in Akosombo/Akuse, Tema and Aboadze areas. Below are the functional roles of the sections: -</p> <p style="padding-left: 40px;">Treasury To ensure the availability of liquidity and cash flows, to support continued operations and to manage financial risks in the business. The section collects all the receivables on behalf of the Authority.</p> <p style="padding-left: 40px;">Financial Accounting To produce timely financial statements for decision making on monthly, quarterly, and yearly basis in accordance with statutes, corporate policies and International Financial Reporting Standards. Responsible for functional administration of the Oracle financial application.</p> <p style="padding-left: 40px;">Project Finance and Investment</p>

To carry out financial and economic evaluation of projects, identify and assess sources of financing for capital projects, mobilise long term project financing, manage the long-term project debt, manage project contracts and undertake assessment of project risks. Additionally, the section provides strategic leadership direction in co-ordinating and monitoring the activities of VRA's Subsidiaries and Strategic Business Units (SBUs) to secure the best overall investment returns to the Authority and transform Subsidiaries and SBUs into high-yielding, self-sustaining commercial entities.

Disbursements

To manage, monitor and control corporate disbursements of the Authority in compliance with corporate policy and statutory requirements. Ensure prompt payment of all tax obligations (i.e. Income Tax, SSNIT, Withholding Tax and VAT) for the Authority as directed by statute. This section also handles all payroll-related issues.

Area Finance Offices (Akosombo, Aboadze, Akuse and Tema)

To provide accounting and financial services, manage and control funds in the operational areas to support our stakeholders, customers, and the business of the Authority.

Office of the Director/Administration

To provide leadership, direction, motivation and control. Manage staff welfare and co-ordinate all activities in the Department. Source for and allocate resources, tasks and organise work.

Provident Fund and Pension Unit

To ensure compliance with Pension, Provident Fund and Staff Housing Loan schemes' operations in accordance with the Authority's Corporate Policy and Statutory Bodies.

Budget Section

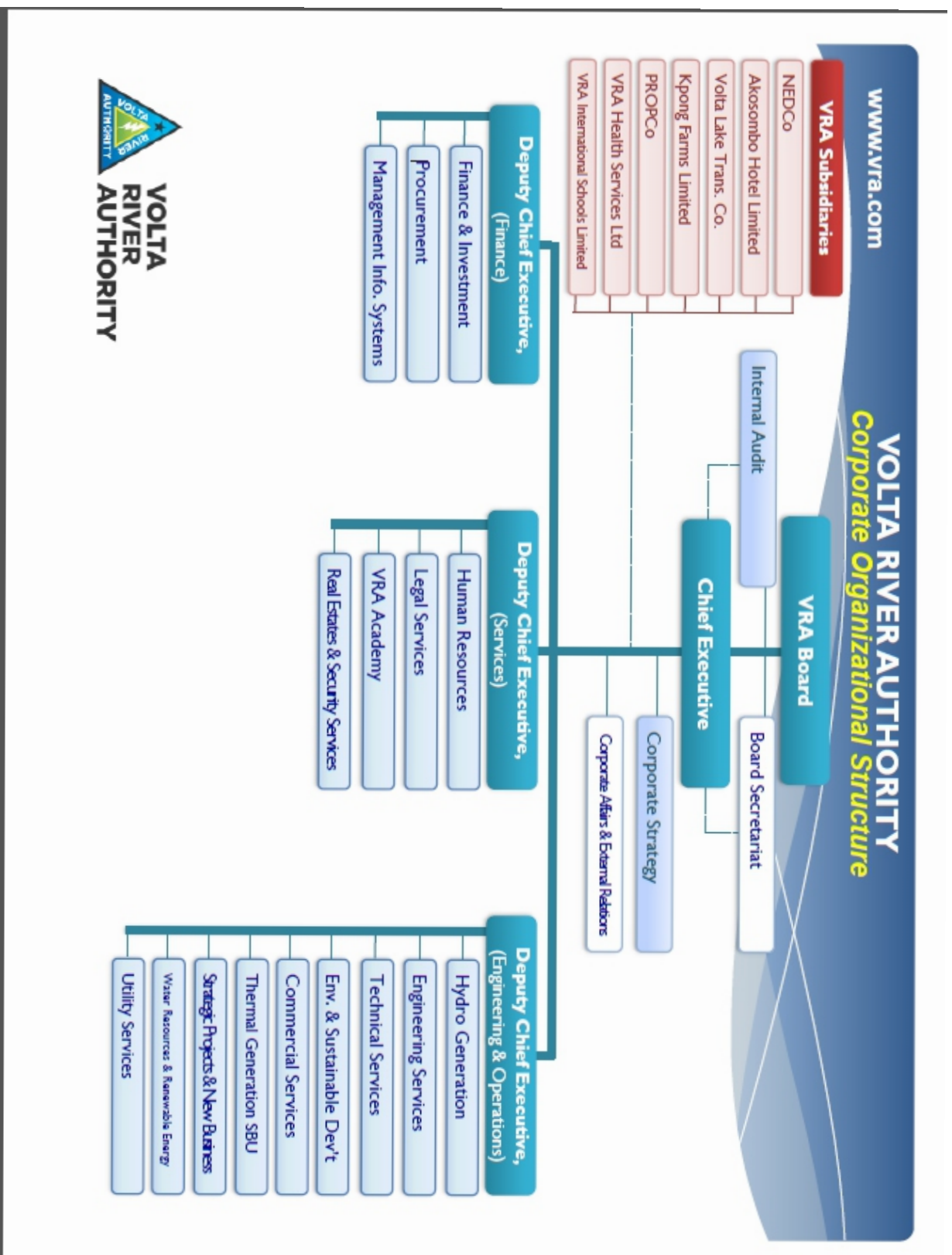
Is responsible for linking Corporate Strategy to budget thus deriving the financial resources required for by the Authority to achieve its vision. This is attained through the

	<p>preparation of the Authority's Corporate budget, Departmental budgets and Capital Investment programmes. The resources allocation within the corporate budget reflects the strategic direction and corporate priorities for the period. The section also monitors and ensures that the budgets are adhered to. Prepare variance reports to the Executives and the VRA Board.</p>
<p>18. VRA Academy</p>	<ol style="list-style-type: none"> 1. Prepare and submit VRA Staff development plans and budgets to State Interest and Governance Authority (SIGA) 2. Design, develop and deliver Training Programmes for VRA 3. Formulate and execute plans, programmes, and strategies for the effective utilisation of resources for the overall development of the Department 4. Initiate and implement strategies that promote and support Corporate strategic objectives 5. Initiate training programmes for the development of staff of power utilities, mining and manufacturing industries in Ghana and beyond 6. Maintain security and staff/public safety in accordance with VRA Safety standards and policy 7. Co-ordinate and initiate programmes that will promote creative and innovative work culture within VRA 8. Ensure effective utilisation of VRA's knowledge assets 9. Formulate strategies for partnership/collaboration with agencies for sponsorship and knowledge sharing
<p>19. MIS Department</p>	<p>The Department's mandate is to provide excellent customer-focused Information Management services, by ensuring that Departments/Strategic Business Units benefit from value-added solutions.</p> <p>The Department also helps to improve business processes, and manages information to drive the objectives of the Authority.</p>

2.2 VOLTA RIVER AUTHORITY's Organogram

Subject to RTI, 2019 (Act 989)

Branches and Departments under the Volta River Authority (VRA)



2.3 AGENCIES (SUBSIDIARIES) OF VOLTA RIVER AUTHORITY

Agencies (Subsidiaries) under Volta River Authority
<ol style="list-style-type: none"> 1. Northern Electricity Distribution Company (NEDCo) 2. Akosombo Hotel Limited (AHL) 3. VRA Health Services Limited (VHSL) 4. Property Holding Company (PROPCo) 5. Volta Lake Transport Company (VLTC) 6. Kpong Farms Limited (KFL) 7. VRA International Schools (VISL)

1. Northern Electricity Distribution Company (NEDCo)	
<p>Responsibilities of the Agencies (Subsidiary):</p> <p>To supply safe and reliable electricity to homes and businesses in northern Ghana and neighbouring countries in a commercially viable manner.</p>	<p>Details of Activities:</p> <p>Distributes electricity in the Upper East, Upper West, North East, Savannah, Northern, Bono, Bono East, Ahafo, parts of Oti, Ashanti and Western North regions of Ghana.</p>

2. Akosombo Hotel Limited (AHL)	
<p>Responsibilities of the Agency (Subsidiary):</p> <p>To own, operate, manage hotel, tourist facilities and resorts.</p>	<p>Details of Activities:</p> <p>Runs a three-star hotel, restaurant, accommodation, modern facilities, and pleasure activities (Dodi Princess II and Dodi Island) on and around the Volta Lake for profitability.</p>

3. VRA Health Services Limited (VHSL)

Responsibilities of the Agencies (Subsidiary):

To provide and maintain a cost-effective health delivery system that adequately caters for the health needs of staff and their families, retirees, and inhabitants of areas affected by the operations of the Authority and other persons and/ or organisation.

Details of Activities:

1. Safeguard the health and safety of VRA employees, their families and dependents, the inhabitants of the Akosombo Township and lake areas/Aboadze/Akuse/Accra.
2. Provide social responsibility for communities alongside the river banks and those impacted by VRA's operations.
3. Provide general Outpatient Department (OPD) and Specialists services to the general population.
4. Manage the health policy of the Authority and serves as an advisory institution on health-related matters for the Executive and Management of VRA.

4. Property Holding Company (PROPCo)

Responsibilities of the Agencies (Subsidiary):

To own, hold and manage efficiently the commercial real estate assets of the Volta River Authority.

Details of Activities:

1. Property Development and Investment
2. Property Services
3. Property and Facilities Management
4. Hospitality Services
5. Professional and Corporate Real Estate Services

5. Volta Lake Transport Company (VLTC)	
<p>Responsibilities of the Agency (Subsidiary):</p> <p>To operate river transportation for passengers, bulk haulage of petroleum products and significant quantities of cement, and cross-lake ferry services along the Volta Lake.</p>	<p>Details of Activities:</p> <ol style="list-style-type: none"> 1. Operate as public carriers of all forms of water-borne transport including hovercraft, for persons and/or freight on the Volta Lake. 2. Act as ship owners, charterers, warehouseman, storekeepers, bailees, wharfingers, lighter men, and stevedores. 3. Operate other forms of transport including rail and road transport as may be necessary for or ancillary to the business of the company.

6. Kpong Farms Limited (KFL)	
<p>Responsibilities of the Agency (Subsidiary):</p> <p>To carry out mechanised commercial farming, agro-processing and provision of machinery services.</p>	<p>Details of Activities:</p> <ol style="list-style-type: none"> 1. Harness the Volta Lake to irrigate the fields for rice cultivation, processing and marketing.

7. VRA International Schools Limited (VISL)

Responsibilities of the Agency (Subsidiary):

1. To provide pre-tertiary education within the Ghana Education Service (GES) context leading to the award of West African Examinations Certificates (WASSCE/BECE).
2. To provide the Cambridge International Examinations (Cambridge 'O' Level certificate) and the Scholastic Aptitude Test (SAT).

Details of Activities:

1. Provide best quality and affordable pre-school, first and second cycle education to children within the operational areas of the VRA and beyond, and to progressively become a viable stand-alone entity capable of accomplishing its mandate on sound commercial basis.

2.4 Classes and Types of Information

List of Various Classes of Information in the Custody of the Institution:

COMMERCIAL SERVICES DEPARTMENT

Electricity Generation data (for VRA & IPPs on the GRID) in kWh
 Energy Balance data
 Information on Import and Export of Electricity
 Quality of Service Data (Generation Availability, Utilisation Factor)
 Bulk Customers Data
 Gas Supply Information
 Fuel Purchase information
 Information on Electricity Consumption at Power Plants
 Electricity Purchases by Customers
 Original Copies of Power Supply and Purchase Agreements
 Copies of Gas Sales Agreements
 Copies of Memoranda of Understanding
 Non-Disclosure Agreements with stakeholders

HYDRO GENERATION DEPARTMENT

Personal Files
 Correspondences
 Plant & Departmental Reports
 Policy Documents
 Incident Reports
 Initial Project Briefs
 Service Level Agreements
 Evaluation Process Layouts/Drawings
 Technical Instructions & Methodology (TIMS 2)
 Work Safety Documents (Risk Assessment report etc.)
 Operating Procedures
 Order to Operate (OtO)
 Operation Reports
 Operating Manuals
 Operating Drawings
 Station & Event Logs
 Enterprise Asset Management (EAM) Reports
 Inventory logs via EAM
 Waybills
 Material Safety Data Sheets (MSDS)

Goods Receipts
Request for Quotes (RfQs)
Purchase Orders
Technical Instruction & Methodology (TIMS 1a & 1b)
Maintenance Procedures
Maintenance Manuals
Completion and Commissioning Reports
Progress Reports & Test Results
Electrical and Mechanical Drawings
Equipment Drawings
Daily Maintenance Activity Logs

INTERNAL AUDIT DEPARTMENT

Audit Charter
Audit Manual
Strategic and Annual Work Plans
Assurance, Consulting, Monitoring and Special Engagements Reports
Audit Committee and Statutory Reports

LEGAL SERVICES DEPARTMENT

Contracts/Agreements
Memorandum of Understandings
Insurance Policies
Leases

PROCUREMENT DEPARTMENT

Public Procurement Authority (PPA) Certificates
Business/Company Registration Certificates
VAT Certificates
SSNIT Clearance Certificates
Tax Clearance Certificates
Performance Securities
Tender Securities
Food and Drugs Authority Certificates
National Petroleum Authority Licenses
License for Suppling Restricted Drugs by Wholesale (Pharmacy Act 1994)
Over-the-Counter Licenses

Electricity/Water Bill of Office Space or Tenancy Agreement s
 Valid Auctioneer Certificate s
 Ministry of Interior Auctioneer licenses
 Environmental Protection Agency (EPA) Certificate s for artisans who trade in various petroleum products.
 Manufacturers Authorisation
 Power of Attorney
 Ministry of Works & Housing Certificate of Classification
 Materials Safety DataSheet (MSDS)

ENVIRONMENT & SUSTAINABLE DEVELOPMENT DEPARTMENT

Environmental Impact Statement Reports
 Environmental Management Plans
 Annual Environmental Reports
 Quarterly Environmental Reports
 Environmental Permits for all VRA Projects
 Corporate Greenhouse Inventory Reports
 Water Quality Data on potable water distribution
 Water Quality Data on performance of Oxidation ponds
 Effluent Discharge data into the Kpong Headpond
 Salinity data at the Ada Estuary
 Material Data Safety Sheet on Pesticides used
 Areas and quantities of Aquatic Weeds cleared in the Volta Basin
 Test results of Transformers containing PCBs
 Service Level Agreements with external agencies on Pest disinfection
 Reports on Schistosomiasis Control in the Volta Basin
 Agreements with External agencies on Schistosomiasis Management within the Volta basin'

REAL ESTATE & SECURITY SERVICES DEPARTMENT

1. Acquisitions

- a. Data on persons whose properties (land, buildings, economic trees/crops) are affected by VRA's projects.
- b. Land documents on VRA's Projects (Hydro-Electric, Thermal and Solar Projects).

2. Projects

- a. Data on Renovated houses and yearly renovations
- b. Data on Renovated offices
- c. Data on Repair and Maintenance Works

3. Leases

- a. Data on lease documents for properties belonging to VRA.
- b. Data on lease documents on properties leased out by VRA to private individuals, institutions, and companies.

4. Compensation

- a. Data on persons who have been paid compensation for their properties (land, buildings, economic trees/crops) affected by VRA's projects (Hydro-Electric, Thermal and Solar Projects).

5. Reports

- a. Annual Report, Quarterly Report, Mid- Year Review Report, Monthly Report, Weekly Activities Report
- b. Labour Returns Report
- c. Business & Budget Planning Report
- d. Contracts and Casuals Report
- e. Financial Report
- f. Monthly Vehicle Operational Chart I & II
- g. Training & Medical Report.

8. Resettlement

- a. Data on persons who were resettled during the development of the Akosombo and Kpong Hydro-Electric Dam Projects.
- b. Data on household identification cards for all persons that were resettled.
- c. Data on settlers who were allocated farmlands during the creation of the Kpong Hydro-Electric Dam.
- d. Executive Instruments which were used to acquire the fifty-two (52) Resettlement Townships for Akosombo and the Six (6) Resettlement Townships under the Kpong Acquisition.

9. Tenancy Agreements

Tenancy Agreements on external stakeholders renting VRA facilities.

Tenancy Agreements on institutional houses occupied by third-party tenants.

Easement and water leases granted to institutions using VRA's facilities.

TECHNICAL SERVICES DEPARTMENT

Projects

Reports

Acquisitions

CORPORATE STRATEGY DEPARTMENT

Corporate Plans
Performance Contracts
Corporate Performance Monitoring & Evaluation Report (Quarterly)
Audited Financial Statement
Corporate Budget
Annual Work Programme
Quarterly Work Programme
Integrated SOE Database Forms
VRA Strategic Risk Management Register
VRA Risk Management Plan
VRA Risk Mitigation Monitoring
VRA Compliance Register
Departmental Balanced Scorecard Performance Report
Balanced Scorecard Results for VISL, VHSL and PROPCo
Corporate Balanced Scorecard Performance
Departmental Annual Business Plans

HUMAN RESOURCES DEPARTMENT

Employment related data on employee jobs and positions

Job Descriptions
Job Requirements
Salary Information
Compensation and Benefits
Information on Retirees
Beneficiary nomination of employees
HR Policies and Procedures
Scheme of Service
Code of Ethics
Training profile on staff
Employee Performance Data
VRA Management Manual

CORPORATE AFFAIRS & EXTERNAL RELATIONS

Corporate Annual Reports
Sustainability Reports
Newsletters

Strategic and Annual Work Plans
Corporate Brands Manual
Community Development Programme Plan

DIGITAL TRANSFORMATION AND INNOVATION

DTI Mandate
DTI Blueprint
Digitalised Operational Data
Data Governance Framework
Data Strategy Document
Cybersecurity Policy

ENGINEERING

Generation & System Planning
Emergency Preparedness Plan
Reservoir Management Report
Infrastructure Services
Dam Safety Report
EPC Contracts

FINANCE & INVESTMENT

Quarterly Financial Statements
Annual Financial Statements
Data on ESLA
Data on Budget (Short or Long term)
Project Reports (Identify the specific project)

THERMAL GENERATION (SBU)

1. External
 - Contracts
 - Letters
 - Reports to Stakeholders
 - Ministry of Energy
 - SIGA
 - PURC
 - Energy Commission
 - Others
 - Purchases Orders

2. Internal
Memos

VRA ACADEMY

Personnel Management
Training
Sales/Revenue
Contracts/Proposals
Security/Safety
Quality of Service: Facilitator's Competency
Quality of Service: Clients' Satisfaction and Collaboration
Marketing
Clients/Customers
Partnership/Collaboration

WATER RESOURCES AND RENEWABLE ENERGY

Annual Hydrology Report
Inflow forecast reports
Emergency Preparedness Plan Annual Stakeholder Engagement Reports
Renewable Energy Development Feasibility Study Report
Renewable Energy Operations & Maintenance Monthly Reports

STRATEGIC PROJECTS AND NEW BUSINESS

Environmental Impact Statements.
Environmental Permits.
Lake Volta Masterplan Reports.
Feasibility Study for Pwalugu Multipurpose Dam Project.
Action Plans Documents under the Pwalugu Multipurpose Dam Project.

MANAGEMENT INFORMATION SYSTEMS

Employee Records
Reports-Audit, Annual, Monthly, Quarterly
IT Projects Documentations
Software License and Subscriptions
Contracts and Service Level Agreements
IT Vendors-OEMs

Employee Management-Training, Assessment etc.,
IT Asset Inventory-Software, Devices, etc.,
IT Acts and Regulations
Procurement-purchase for Corrective and Preventative Maintenance of IT Infrastructure
Library Information System (LIS)
Internship (attachments trainees)
Departmental Business Plan/Budget
Equipment Acquisition and Distribution Inventory
Records Management System
Archival Management System
Reprographic Management System

Types of Information Accessible at a fee:

A request made for information to be provided in a language other than the language in which the information is held.

A request made for a written transcript of information held by a public institution.

A request made for information to be provided in a medium or format in which the information is held.

8. 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 the [Volta River Authority](#). To request for information under the RTI Act from the [Volta River Authority](#), applicants are to follow these basic procedures:

3.1 The Application Process

- a. Application by any person or organisation who seeks access to information in the custody of [Volta River Authority](#) 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 River Authority](#)'s official website (<https://www.vra.com>) or the Ministry of Information website (<https://moi.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 an application is being made.
 - Name of the organisation represented by the applicant.
 - Available contact details of the applicant or address of the person/organisation on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
 - Brief description of information being sought. (Applicants 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 understands 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. Section 23 of the Act provides “Where an application for access is received by a public institution, the Information Officer shall take a decision on the application and send a written notice to the applicant within fourteen days from date of receipt of the application”. Thus, the Information Officer is required, under Section 23 of the RTI Act, to notify applicants within fourteen (14) days from the date of receipt. Applicants should, however, note that the time limit does not apply to applications transferred to another public institution or which have 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.

9. 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.

10. Fees and Charges for Access to Information

Section 75(1) of the RTI Act mandates applicants seeking access to information under this Act to pay the fee or charge approved by Parliament in accordance with the Fees and Charges (Miscellaneous Provisions) Act, 2009 (Act 793).

The table below outlines the approved Fees and Charges for the reproduction of information under the RTI Act.

REVENUE ITEM	APPROVED FEES AND CHARGES (GH¢)
For every photocopy of an A4 size page or part thereof	0.27
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0.38
For a copy in a computer-readable form on an external storage device	0.29
For a transcription of visual images, for an A4 size page or part thereof	1.28
For a copy of visual images	3.50
For a transcription of an audio record, for an A4 size page or part thereof	0.70
For a copy of an audio record	1.0

According to Section 75 of the RTI Act, fees shall apply to the situations stated below:

Where a request is made for information to be provided in a language other than the language in which the information is held, the Information Officer may request the applicant to pay the reasonable costs for translating the information into the language requested by an applicant.

Where a request is made for a written transcript of the information held by a public institution, the Information Officer may request the applicant to pay the reasonable cost of the transcription.

Where a request is made for information to be provided in a medium or format in which the information is held, the information Officer may request the applicant to pay the reasonable cost of media conversion or reformatting.

Section 75(2), however, requires that a fee or charge shall not be payable for:

- The reproduction of personal information of the applicant;
- The reproduction of personal information of a person on whose behalf an application is made;
- The reproduction of information which is in the public interest;
- Information that should have been provided within the stipulated time under this Act;
- Information to an applicant who is indigent;
- Information to a person with disability;
- Time spent by an information Officer or information reviewing Officer in reviewing the information requested;
- Time spent by an information Officer or information reviewing Officer in examining whether the information requested is exempt information; or
- Preparing the information for which access is to be provided.

Under Section 76 of the RTI Act, public institutions are mandated to retain charges received under the performance of RTI functions. The retained charges shall be used to defray expenses incurred by the public institutions in the performance of functions under the Act, and be paid into a bank account opened for this purpose with the approval of the Controller and Accountant-General.

11. 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"/>	Organisation/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 <input type="checkbox"/> Voter's ID <input type="checkbox"/> Driver's License	ID <input type="checkbox"/>	Card <input type="checkbox"/> Passport
8 (a).	Id. No. of Applicant:			
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"/>		

		<p>Copy of Information</p> <p><input type="checkbox"/> Viewing / Listen</p> <p><input type="checkbox"/> Written Transcript</p> <p><input type="checkbox"/> Translated (specify language) <input type="text"/></p>
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.	<p>Signature of Witness (where applicable)</p> <p><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></p>	

12. Appendix B: Contact Details of VRA's Information Unit

Name of Information/Designated Officer:

Samuel deGraft-Johnson

Telephone/Mobile number of Information Unit

057542335

Postal Address of the institution:

P.O.BOX MB77, ACCRA, GHANA

13. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
AHL	<i>Akosombo Hotel Limited</i>
BECE	<i>Basic Education Certificate Examination</i>
BSC	<i>Balance Score Card</i>
EAM	<i>Enterprise Asset Management (EAM)</i>
EMP	<i>Environment Management Plan</i>
ERP	<i>Enterprise Resource Planning</i>
Eoi	<i>Expression of Interest</i>
EPC	<i>Engineering Procurement and Construction</i>
GSAs	<i>Gas Sales Agreements</i>
GES	<i>Ghana Education Service</i>
GOG	<i>Government of Ghana</i>
HR	<i>Human Resources</i>
IPPs	<i>Independent Power Producers</i>
KFL	<i>Kpong Farms Limited</i>
KWh	<i>Kilowatt-hour</i>
IT	<i>Information Technology</i>
LIS	<i>Library Management System</i>
LSD	<i>Legal Services Department</i>
MDA	<i>Ministries, Departments and Agencies</i>
MMDAs	<i>Metropolitan, Municipal and District Assemblies</i>
MSDS	<i>Material Safety Data Sheets</i>
NEDCo	<i>Northern Electricity Distribution Company</i>
NTDP	<i>Neglected Tropical Diseases Programme</i>
OEMs	<i>Original Equipment Manufacturers</i>
OPD	<i>Outpatient Department</i>
OTC	<i>Over-the-counter</i>
PIM	<i>Project Information Memorandum</i>

Acronym	Literal Translation
PPA	<i>Public Procurement Authority</i>
PROPCo	<i>Property Holding Company</i>
PSPAs	<i>Power Sale & Purchase Agreements</i>
RfP	<i>Request for Proposals</i>
PURC	<i>Public Utilities Regulatory Commission</i>
RfQs	<i>Request for Quotes</i>
RTI	<i>Right to Information</i>
SAT	<i>Scholastic Aptitude Test</i>
SBU	<i>Strategic Business Unit</i>
SIGA	<i>State Interest & Governance Authority</i>
SMS	<i>School Management System</i>
SOE	<i>State-Owned Enterprise</i>
SSNIT	<i>Social Security & National Insurance Trust</i>
TAPCo	<i>Takoradi Power Company</i>
TICo	<i>Takoradi International Company</i>
TIMS	<i>Technical Instruction & Methodology</i>
UHAS	<i>University of Health and Allied Sciences</i>
VHSL	<i>VRA Health Services Limited</i>
VISL	<i>VRA International Schools</i>
VLTC	<i>Volta Lake Transport Company</i>
VOIP	<i>Voice Over Internet Protocol</i>
VRA	<i>Volta River Authority</i>
WASSCE	<i>West African Senior School Certificate Examination</i>

14. 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 performs 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 organisation that receives public resources or provides a public function</i>
<i>Right to information</i>	<i>The right assigned to access information</i>
<i>Section</i>	<i>Different parts of the RTI Act</i>