

GOVERNMENT OF GHANA

RIGHT TO INFORMATION MANUAL

VOLTA RIVER AUTHORITY

2025

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**VOLTA
RIVER
AUTHORITY**

VRA ●●● We Add Value to Lives

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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 **1992 Constitution**, which states *“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 the public about the organisational structure, responsibilities and activities of the [Volta River Authority \(VRA\)](#), and provide the types and classes of information available at VRA, including the location and contact details of its Information Officers and office.

2.0 Branches and Departments under the Volta River Authority (VRA)

This section describes the Authority's vision and mission and lists the names of all Directorates and Departments in it, 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 value to our customers and meet stakeholders' expectations.

Branches and Departments under the Volta River Authority (VRA)
Corporate Office • Corporate Affairs & External Relations • Corporate Strategy • Internal Audit
Engineering & Operations Branch • Commercial Services • Engineering Services • Environmental & Sustainable Development • Hydro Generation • Strategic Projects & New Business • Technical Services • Thermal Generation • Utility Services • Water Resources & Renewable Energy
Services Branch • Human Resources • Legal Services • Real Estates & Security • VRA Academy
Finance Branch • Digital Transformation & Innovation • Finance & Investment • Management Information Systems • Procurement

The Authority's primary function is to generate power for industrial, commercial and domestic use in Ghana. VRA is also responsible for safeguarding 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
Corporate Affairs & External Relations	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 scanning to secure the Authority's interest. 9. Undertake regular website and intranet portal content updates. 10. Provide protocol services and honour travel requests of Management and Staff. 11. Implement the Corporate Social Responsibility (CSR) agenda of the Authority and serve as a liaison to impacted communities/external stakeholders. 12. Plan, co-ordinate and implement events at the corporate level, and provide support services to Departments/Subsidiaries in event organisation and branding. 13. Oversee and co-ordinate sectional activities to ensure the efficient and seamless operation of all departmental functions.

Corporate Strategy	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. 6. Identify and compile various functional activities of the Authority that may pose risks and provide 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 appropriate advice on how the risk 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 the 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.
Internal Audit	1. Perform financial, management/operational, information and operating technology audits throughout the Authority and its Subsidiaries using a risk-based approach. 2. Provide advisory services on the overall governance, risk management and control to the VRA Board and the Executive. 3. Lead or participate in shareholder audits of institutions of which the Authority has special interest. 4. Undertake inquiry into perceived conflicts of interest, misapplications and/or abuse of resources, theft, non-compliance, negligence, procedural deficiencies and management systems control breaches, and recommend necessary actions. 5. Monitor the implementation of Internal and External Auditors recommendations in addition to directives from the VRA Board, Audit Committee and statutory bodies. 6. 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.

Commercial Services	1. Lead the commercial operations of the Authority by negotiating and administering Power Sale and Purchase Agreements (PSPAs), and Gas Sales Agreements (GSAs) 2. Maintain relationships with Customers, Regulators, and other Stakeholders 3. Secure New Markets and Business Opportunities, to enhance sustainability and consolidate VRA's position as a Market Leader.
Engineering Services	1. To provide least cost power infrastructure, generation expansion, and operational plans to meet customers' demand. 2. To offer timely and competitively-priced engineering/ consulting services to VRA Departments, its subsidiaries or Business Units and other stakeholders in the following: • Dam Safety • Generation and Operational Planning • Engineering Design and Capital Projects Development, and • Services Management.
Environmental Sustainable Development &	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 report for projects to be embarked on by the Authority, and secure permits from the Environmental Protection Authority. 3. Review and monitor projects of 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 Environmental Protection Authority. 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 diseases 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.
Hydro Generation	Manage, operate, and maintain the Authority's Hydro generating facilities to produce quality electricity reliably, efficiently, safely, and sustainably to meet stakeholders' requirements.

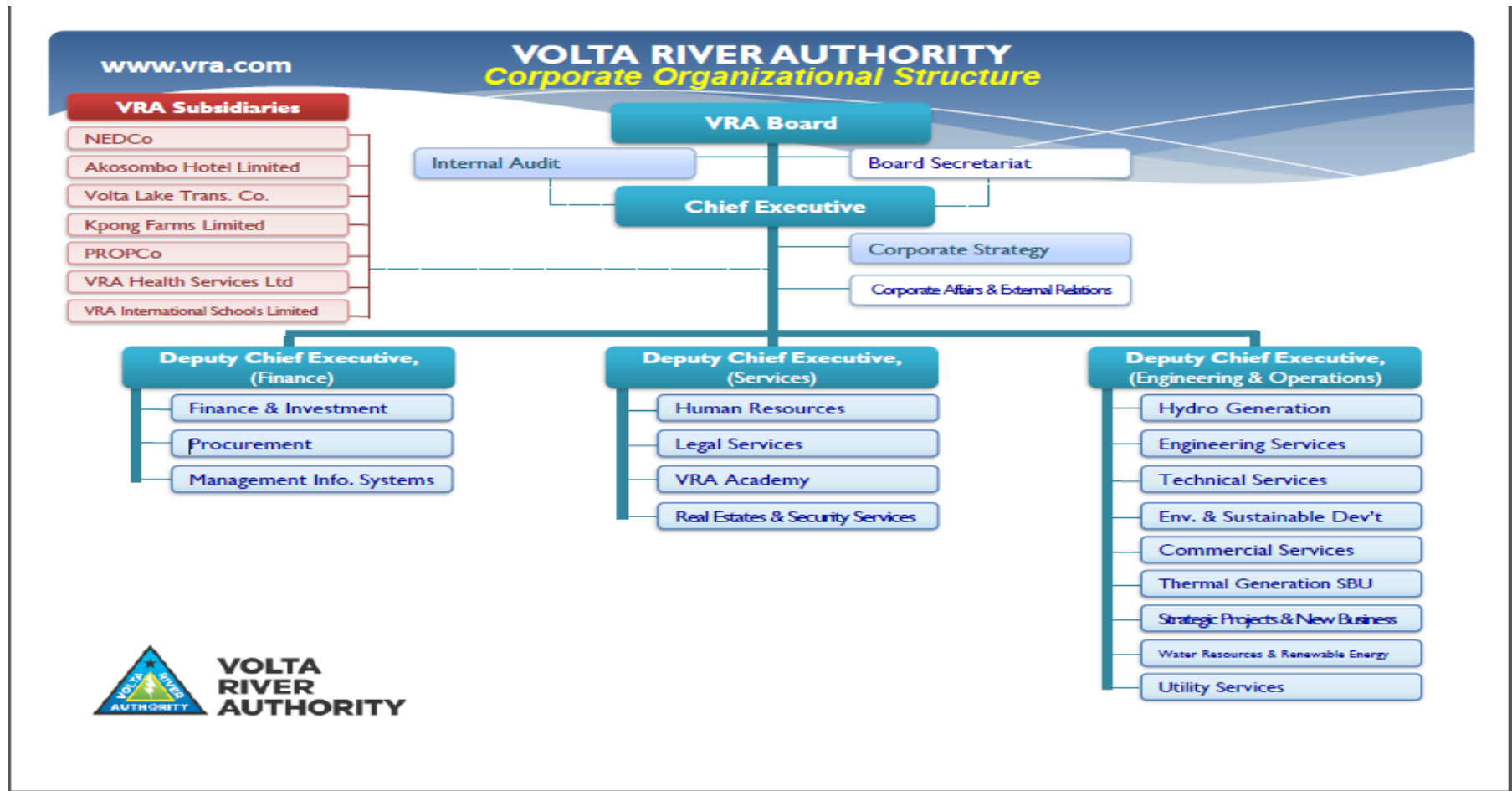
Strategic Projects & New Business	1. Acquire permits & licenses for projects and ensure compliance with all requirements. 2. Ensure that environmental mitigation measures prescribed in the various Environmental Impact Statements (EIS) are duly implemented during pre-construction and construction phases 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 construction phase. 4. Liaise with Lands Commission and relevant VRA departments towards the acquisition of land and ensuring the payment of compensation to affected landowners. 5. Liaise with client departments for the development of technical specifications. 6. Liaise with relevant VRA Departments to identify off-takers for the various projects and sign Power Supply and Purchase Agreements (PSPA) with the off-takers. 7. Prepare employer's requirements and tender documents. 8. Review engineering drawings and other engineering documents of Projects. 9. Draft 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. Supervise construction activities such as civil and electro-mechanical installation works towards the commissioning of plants as well as ensure quality control and assurance of all contractors' activities. 12. Supervise cadastral survey field works. 13. Implement health and safety systems and policies for construction activities.
Technical Services	1. 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. 2. Monitor implementation of recommendations prescribed by external regulatory agencies.
Thermal Generation	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. The Authority's Thermal stations are: • 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 The other power plant, T3 (132MW), is currently undergoing the process of repowering.
Utility Services	Meet the growing demand for electricity and water services in the Akosombo and Akuse areas, deliver high-quality utility services, and maintain cost-effectiveness, safety, regulatory compliance, and operational excellence.
Water Resources & Renewable Energy	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.
Human Resources	1. Provide systems, policies and procedures for the effective and efficient management of Industrial & Employee Relations and Compensation and ensure overall staff satisfaction, while promoting a harmonious industrial climate for increased productivity. 2. Provide Industrial Relations Services/Consulting support to the Authority's Subsidiaries and promote a harmonious industrial climate in those businesses. 3. 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, and in their right numbers. 4. Effectively manage employee records/database on the Oracle HRMS/files. 5. 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. 6. Effectively manage the BSC-Employee Performance Management System and associated rewards to increase and sustain productivity. 7. Co-ordinate training and development function in liaison with the VRA Academy and other training providers. 8. Provide systems, policies and procedures for the effective and efficient management of the Authority's Succession Planning and Staff Rotation processes. 9. Provide excellent HR services to Departments/Units as well as Employees in the Areas/Work locations. 10. Promote a Value-Driven Culture. 11. Establish and maintain an Early Warning System to identify and report on potential threats to industrial harmony. 12. Prepare and submit VRA staff development plans and budgets to State Interest and Governance Authority (SIGA)

Legal Services	1. Keep VRA's operations compliant with all relevant Laws, Regulations, Government Policies, Industry Standards and Specifications. 2. Provide Legal Guidance and Transaction Support in the review of Contracts, Compliance, Legal Advice, and 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. 3. Update Insurance Registers and existing Contracts to which the Authority is a party. 4. Provide Transactional Support with regard to the Drafting/Review of Legal Documents, Contract Negotiations, Tender Evaluation and Business Meetings. 5. Study existing and upcoming Legislation and advise relevant Departments to be compliant with the applicable laws. 6. Provide services in the areas of Legal Advice/Opinion, Litigation, Dispute Resolution, Stakeholder Engagement, Legal Education and Insurance Issues.
Real Estate & Security Services	1. Plan, acquire, develop, maintain and manage the Authority's Townships, Estates and Properties. 2. Provide integrated property services, which includes Property and Facilities Management, Hospitality Services, General Property Advisory services and Security Services.
VRA Academy	1. Design, develop and deliver Training Programmes for VRA. 2. Formulate and execute plans, programmes, and strategies for the effective utilisation of resources for the overall development of the Department. 3. Initiate and implement strategies that promote and support corporate strategic objectives. 4. Initiate training programmes for the development of staff of power utilities, mining and manufacturing industries in Ghana and beyond. 5. Co-ordinate and initiate programmes that will promote creative and innovative work culture within VRA. 6. Ensure effective utilisation of VRA knowledge asset. 7. Formulate strategies for partnership/collaboration with agencies for sponsorship and knowledge sharing.
Finance Investment &	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.
Procurement	Provide professional procurement and inventory management services to clients, while being the benchmark for other procurement entities.

Management Information Systems	Provide excellent customer-focused Information Management services by value-adding solutions to Departments/ Strategic Business Units and support to improve business processes and manage information to drive the objectives of the Authority.
Digital Transformation & Innovation	1. Anchor and provide strategic and governance co-ordination for VRA's digitalisation and innovation agenda. 2. Spearhead VRA's digital transformation and cyber security programme. 3. Serve as the data hub to streamline the Authority's operational technology and information technology services to respond to emerging operational activities based on data-driven decision-making algorithms to increase capabilities and customer satisfaction.

2.2 VOLTA RIVER AUTHORITY's Organogram



2.3 AGENCIES (SUBSIDIARIES) OF VOLTA RIVER AUTHORITY

Agencies (Subsidiaries) under Volta River Authority	
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)	
Responsibilities: Supply safe and reliable electricity to homes and businesses in northern Ghana and neighbouring countries in a commercially viable manner.	Details of Activities: Distribute 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.

2. Akosombo Hotel Limited (AHL)	
Responsibilities: Own, operate and manage hotel, tourist facilities and resorts.	Details of Activities: Run 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.

3. VRA Health Services Limited (VHSL)

Responsibilities:

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 organisations.

Details of Activities:

1. Safeguard the health and safety of VRA employees, their families and dependents, inhabitants of the Akosombo Township and lake areas/Aboadze/Akuse/Accra.
2. Provide social responsibility for communities alongside the riverbanks 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 serve as an advisory institution on health-related matters for the Executive and Management of VRA.

4. Property Holding Company (PROPCo)

Responsibilities:

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)	
Responsibilities: Operate river transportation for passengers, bulk haulage of petroleum products and significant quantities of cement, and cross-lake ferry services along the Volta Lake.	Details of Activities: 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)	
Responsibilities: Carry out mechanised commercial farming, agro-processing and provision of machinery services.	Details of Activities: Harness the Volta Lake to irrigate the fields for rice cultivation, processing and marketing.

7. VRA International Schools Limited (VISL)	
Responsibilities: 1. Provide pre-tertiary education within the Ghana Education Service (GES) context leading to the award of West African Examinations Certificates (WASSCE/BECE). 2. Provide the Cambridge International Examinations (Cambridge 'O' Level certificate) and the Scholastic Aptitude Test (SAT).	Details of Activities: 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:		
CORPORATE AFFAIRS & EXTERNAL RELATIONS DEPARTMENT		
• Corporate Annual Reports • Sustainability Reports • Newsletters • Strategic and Annual Work Plans • Corporate Brands Manual • Community Development Programme Plan • Administrative Reports		
CORPORATE STRATEGY DEPARTMENT		
NO	REPORT	RECIPIENT INSTITUTION
1	Corporate Plan	State Interests and Governance Authority (SIGA)
2	Performance Contract	State Interests and Governance Authority (SIGA)
3	Corporate Performance Monitoring & Evaluation Report (Quarterly)	State Interests and Governance Authority (SIGA)
4	Audited Financial Statement	State Interests and Governance Authority (SIGA)
5	Corporate Budget	State Interests and Governance Authority (SIGA)
6	Annual Work Programme	Ministry of Energy & Green Transition
7	Quarterly Work Programme	Ministry of Energy & Green Transition
8	Integrated SOE Database forms	State Interests and Governance Authority (SIGA)
9	VRA Strategic Risk Management Register	Internal
10	VRA Risk Management Plan	State Interests and Governance Authority (SIGA)
11	VRA Risk Mitigation Monitoring	State Interests and Governance Authority (SIGA)

12	VRA State Ownership Report Data Form	State Interests and Governance Authority (SIGA)
13	VRA HR Plan	State Interests and Governance Authority (SIGA)
14	VRA Maintenance Plan	State Interests and Governance Authority (SIGA)
15	VRA Safety Management & Implementation Programme	State Interests and Governance Authority (SIGA)
16	VRA Sales and Marketing & Implementation Plan	State Interests and Governance Authority (SIGA)
17	VRA Audit & Implementation Work Plan	State Interests and Governance Authority (SIGA)
18	Departmental Risk Management Register	Internal
19	VRA Compliance Register	Internal
20	Departmental Compliance Register	Internal
21	VRA License, Permits, Insurance and PSPA Register	Internal
22	Departmental Balanced Scorecard Performance Report	Internal
23	Balanced Scorecard Results for VISL, VHSL and PROPCo	Internal
24	Corporate Balanced Scorecard Performance Reports	Internal
25	Departmental Annual Business Plans	Internal

INTERNAL AUDIT DEPARTMENT

- Audit Charter
- Audit Manual and related Framework Documents
- Strategic and Annual Work Plans
- Assurance, Advisory, Monitoring and Special Engagements Reports
- Audit Committee Reports
- Statutory Reports

LEGAL SERVICES DEPARTMENT

- Contracts / Agreements
- Memorandum of Understanding
- Insurance Policies
- Leases
- Training Bonds

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-Disclosures that VRA has with stakeholders

ENGINEERING SERVICES DEPARTMENT

- Dam Safety
- Generation and Operational Planning
- Engineering Design and Capital Projects Development, and
- Services Management.

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.

HYDRO GENERATION DEPARTMENT

- Correspondences
- Plant & Departmental Reports
- Policy Document
- Incident Reports
- Service Level Agreements
- Evaluation/Process layout/drawings
- Technical Instruction & 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
- 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 Reports
- Maintenance Manuals
- Completion and Commissioning Reports
- Progress Reports & Test Results
- Electrical and Mechanical Drawings
- Equipment Drawings
- Daily Maintenance Activity Logs

STRATEGIC PROJECTS & NEW BUSINESS

- Environmental Impact Statements
 - a. Pwalugu Hydro Power Dam Project
 - b. Pwalugu Solar Power Project.
- Environmental Permits
 - a. Pwalugu Hydro Power Dam Project (*Expired*)
 - b. Pwalugu Solar Power Project (*Expired, request for renewal submitted to E&SDD*)
- Lake Volta Masterplan Reports.
- Feasibility Study
 - a. Pwalugu Multipurpose Dam Project
 - b. Kpone Thermal Power Plant Expansion Project.
- Action Plans Documents under the Pwalugu Multipurpose Dam Project

TECHNICAL SERVICES DEPARTMENT

- Projects
- Reports
- Acquisitions

THERMAL GENERATION DEPARTMENT

External

- Contracts
- Letters
- Reports to Stakeholders
 - a. Ministry of Energy
 - b. SIGA
 - c. PURC
 - d. Energy Commission
 - e. Others
- Purchases Orders

Internal

- Memos

UTILITY SERVICES DEPARTMENT

- Energy Sales and Revenue Bill (Energy Commission)
- Revenue Report
- Bulk Customers Data
- Prepaid Metering Installation Report
- Feeder Availability
- Chemical Consumption
- Physicochemical Analysis Test
- Water Supply availability
- Water Supply KPI
- Maintenance Report (Water and Electricity)

WATER RESOURCES & RENEWABLE ENERGY DEPARTMENT

- Annual Hydrology Report
- Inflow forecast reports
- Emergency Preparedness Plan / Annual Stakeholder Engagement Reports
- Renewable Energy Development Feasibility Study Report
- WR&RE Monthly Progress Reports
- WR&RE Quarterly Progress Reports

HUMAN RESOURCES DEPARTMENT

- Employee-related data of Employees
- Biodata of Staff
- Employee educational Qualifications and Certificates
- Marital status and certificates
- Salary Information
- Job Descriptions
- Job Requirements
- Position Description Forms
- Interview-related Documents
- Some medical information of employees
- Compensation and Benefits data on Staff
- Beneficiary Nomination of Employees
- HR Policies and Procedures
- Scheme of Service
- Code of Ethics and Code of Conduct
- Training profile on Staff
- VRA Management Manual
- Employee Performance Data
- Intern and National Service Personnel Profile Database
- Training information on Factory Acceptance Test

REAL ESTATE & SECURITY SERVICES DEPARTMENT

- **Acquisitions**
- Data on persons whose properties (land, buildings, economic trees/crops) are affected by VRA's projects.
- Land documents on VRA's Projects (Hydroelectric, Thermal and Solar Projects).
- **Recreational Centres/Facilities**
- Tennis Courts
- Swimming Pools
- Gymnasium
- Mess Hall/Cafeteria
- Theme Parks
- Open spaces/Natural landscape services with an ecofriendly environment.

- **Town Management**

VRA township/enclaves are professionally managed under a routine maintenance regime which comprises;

- Landscaping Horticultural Services
- Scheduled Maintenance of institutional houses and ancillary facilities
- Responsive refuse collection and Waste Management services
- Proper zoning of enclave
- Introduction of Smart City concept in VRA township
- Availability of Water Hydrant and other flood mitigation services
- Availability of GPS addresses and road names

- **Projects**

- Data on Renovated houses and yearly renovations
- Data on Renovated offices
- Data on Repair and Maintenance Works

- **Leases**

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

- **Compensation**

- Data on persons who receive compensation for their properties (land, buildings, economic trees/crops) affected by VRA's projects (Hydroelectric, Thermal and Solar Projects).

- **Reports**

Submission of Statutory Reports

- Departmental Balanced Score Card
- Annual Report, Quarterly Report, Mid- Year Review Report, Monthly Report, Weekly Activities Report
- Labour Returns Report
- Business & Budget Planning Report
- Contracts and Casuals Report
- Financial Report
- Monthly Vehicle Operational Chart I & II
- Training & Medical Report.

- **Residual Resettlement**

- Data on persons who were resettled during the development of the Akosombo and Kpong Hydro-Electric Dam Projects.
- Data on household identification cards for all persons that were resettled.
- Data on settlers who were allocated farmlands during the creation of the Kpong Hydro-Electric Dam.

- 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.
- **Tenancy Agreements**
- Tenancy Agreement that regulate the occupation of Institutional houses as well as 3rd party tenant
- Tenancy Agreements are also provided to cover facilities to external stakeholders renting our facilities.
- Easement and Water leases granted to intuitions sing VRA's facilities.

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

DIGITAL TRANSFORMATION & INNOVATION DEPARTMENT

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

FINANCE & INVESTMENT DEPARTMENT

- Quarterly Financial Statements
- Annual Financial Statements
- Data on ESLA
- Data on Budget (Short or Long term)
- Project Reports (Identify the specific 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 Aquisition and Distribution Inventory
- Records Management System
- Archival Management System
- Reprographic Management System

PROCUREMENT DEPARTMENT

- PPA Certificates
- Business/Company Registration Certificate
- VAT Certificates
- SSNIT Clearance Certificates
- Tax Clearance Certificates
- Performance Security
- Tender Security
- Food and Drug Authority certificates
- National Petroleum Authority Licenses
- License for Supplying Restricted Drugs by Wholesale (Pharmacy Act 1994)
- Over the Counter Licenses
- Electricity/ Water Bill of Office Space or Tenancy Agreement
- Valid Auctioneer Certificates
- Ministry of Interior Auctioneer Licenses
- Environmental Protection Authority Certificates for Scrap Dealers who sell Petroleum.
- Manufacturers Authorisation
- Power of Attorney
- Ministry of Works & Housing Certificate of Classification
- Materials Safety Data Sheet (MSDS), (EPA)

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 not 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.
- The Information Officer reviews and identifies 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 are 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.75)1.

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 not 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 ☐ ☐ Organisation/Institution		
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification: ☐ National ID Card ☐ Passport ☐ Voter's ID ☐ Driver's License			
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:	☐ 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) <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>	

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</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>
LMS	<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>Out-Patient Department</i>
OTC	<i>Over-The-Counter</i>
PIM	<i>Project Information Memorandum</i>
PPA	<i>Public Procurement Authority</i>

Acronym	Literal Translation
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>
TIM	<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 Limited</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 alphabetical list of definitions for terms used in this manual that may be unfamiliar to readers. 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 performs 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 Designated Officer 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 organisation that receives public resources or provides a public function</i>
Right To Information	<i>The right assigned to access information</i>
Sections	<i>Different parts of the RTI Act</i>