



Right to Information Manual

NORTHERN ELECTRICITY DISTRIBUTION COMPANY LTD.

2025

Document Number:

Subject to RTI, 2019 (Act 989)

Table of Contents

1. Overview	1
1.1 Purpose of Manual.....	1
2. Departments/Sections/ Units	2
2.1 Description of Activities of each Directorate and Department	2
2.2 ORGANOGRAM.....	6
2.3 Classes and Types of Information	7
3. Procedure in Applying For and Processing Requests.....	7
3.1 The Application Process.....	8
3.2 Processing the Application	9
3.3 Response to Applicants	10
4. Amendment of Personal Record.....	11
4.1 How to apply for an Amendment	11
5. Fees and Charges for Access to Information.....	11
6. Appendix A: Standard RTI Request Form	13
6. Appendix B: Contact Details of NEDCo's Information Unit	15
7. Appendix C: Acronyms	16
8. Appendix D: Glossary	16

1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the Right to Information ACT, (Act 989). The Act gives substance to the constitutional right to information provided under Article 21 (1) (f) of the Constitution, enabling citizens access to official information held by government institutions, as well as the qualifications and conditions under which the access may be obtained.

In accordance with Section 80 of Act 989, the Act applies to information that came into existence before, or which will come into existence after the commencement of the Act.

1.1 Purpose of Manual

To inform and assist the public on the organizational structure, responsibilities, and activities of the Northern Electricity Distribution Company Limited (NEDCo) and, to provide the types of information and classes of information held by NEDCo, including the location and contact details of its information officers and units.

Northern Electricity Distribution Company Limited (NEDCo)

This section describes NEDCo's vision and mission and the names of all the Directorates/Departments/Sections/Units in NEDCo including the description of the organizational structure, responsibilities, details of activities and classes, and types of information accessible.

The Northern Electricity Distribution Company Limited (NEDCo) was originally registered in 1997 and re-registered as a Limited Liability Company in 2014 under the Companies Act, 1963, (Act 179). Its mandate is to procure bulk electricity from the generator(s), distribute and retail (sell) it to end-user customers in the northern parts of Ghana and neighboring countries.

Contacts:

Postal Address:

NORRIP Block
Behind Tamale Municipal Assembly
Post Office Box TL 77, Tamale

Digital Address:

NS-119-4225
North High Street

Official E-mail:

info@nedcogh.com

Website:

www.nedcogh.com

Vision:

To become the leading power distributor in the West African sub-region

Mission

We supply quality and reliable electricity to create opportunities for socio—economic development in Northern Ghana and beyond in a safe, sustainable and commercially viable manner

1. Departments/Sections/ Units

a. Departments

- i. Human Resource
- ii. Finance
- iii. Commercial
- iv. Engineering
- v. Network Operations
- vi. Audit
- vii. Services
- viii. Corporate Strategy and Business Development

b. Sections/Units

- i. Legal
- ii. Information Communication Technology
- iii. Corporate Communications

2.1 Description of Activities of each Directorate and Department

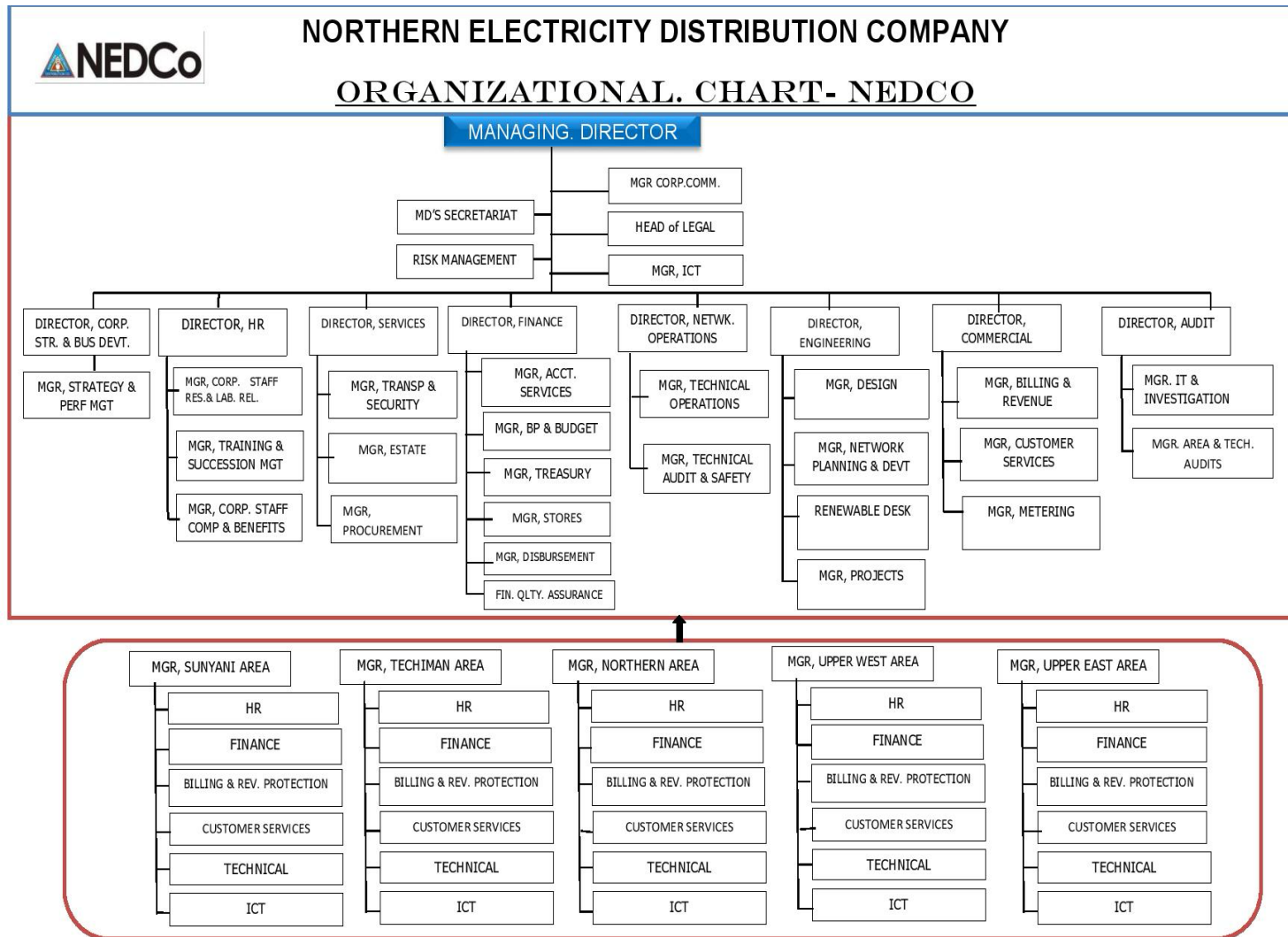
DEPARTMENT/SECTION	RESPONSIBILITIES/ ACTIVITIES
Human Resources	<ul style="list-style-type: none"> • Recruitment of staff. • Compensation and benefits. • Maintaining proper industrial relations between employer and employees in a safe working environment • Custodian of company policy • Training and development.
Finance	<ul style="list-style-type: none"> • Financial account management. • Budgeting and forecasting. • Payroll management • Taxation management. • Treasury and investment management. • Financial reporting and analysis. • Monitoring and review of budget; Compilation of budget reports (quarterly, mid-yearly, and annually) • Management of materials and stores
Commercial	<ul style="list-style-type: none"> • Revenue Mobilization • Loss reduction • Customer Service • Meter management
Engineering	

	<ul style="list-style-type: none"> • Provide timely and economic project designs and procurement service, • Provide effective Project and Contract Management • Conduct economic and financial studies on projects • Planning of Distribution Network • Conduct of engineering studies on all NEDCo CAPEX projects
Network Operations	<ul style="list-style-type: none"> • Carry out preventive and corrective maintenance on the distribution network. • -Replace faulty equipment, upgrade overloaded equipment, and repair faults that occur in the distribution network
Audit	<ul style="list-style-type: none"> • Appraise and report on the soundness and application of the system of controls operating in NEDCo • Evaluate the effectiveness of the risk management and governance process of NEDCo and contribute to the improvement of that risk management and governance process • Provide assurance on the efficiency, effectiveness and economy in the administration of the programmes and operations of NEDCo

	<ul style="list-style-type: none"> • Evaluate compliance of NEDCo with enactments, policies, standards, systems and procedures
Services	<ul style="list-style-type: none"> • Sourcing, negotiation and strategic selection of works, goods and services • Transport and fleet management • Provision of Security to protect property • Provision of real Estate Service
Corporate Strategy and Business development	<ul style="list-style-type: none"> • Ensure effective strategy formulation and implementation in NEDCo • Monitor and review the performance and progress of corporate and departmental objectives and initiatives • Plan and co-ordinate cascading of corporate objectives to Departments, Areas, sections and individual employees to ensure alignment across the company. • Collate, process and submit quarterly reports to regulatory agencies/bodies eg. EC, PURC, SIGA. • Manage performance and reporting in NEDCo. • Conduct research and make recommendations for business development
Legal	<ul style="list-style-type: none"> • Provide legal support to NEDCo's operations

Information & Communications Technology	<ul style="list-style-type: none"> • Provide Information Technology support for NEDCo's operations
Corporation Communications	<ul style="list-style-type: none"> • Plan and communicate corporate information to employees, customers and stakeholders. • Undertake public education • Plan, coordinate & execute NEDCo's Corporate Social Responsibilities • Create, nurture and manage cordial relations between NEDCo and the communities of its operations.

2.2 ORGANOGRAM



2.3 Classes and Types of Information

List of various classes of information in the custody of the institution:
The following are accessible: <ol style="list-style-type: none">1. Policies and Procedures: Copies of our operational policies and procedures including those relating to Human Resources2. Financial Information: Audited Financial statements, Annual Budgets, Vouchers, Payment Receipts, Accounting Manual, Stores Issue vouchers, Stores Receive Vouchers3. Strategic plan4. Correspondences – memos, letters,5. Indentures – Legal/Premises and Estates6. Minutes – Management (EXCOM) and Board Minutes7. Documents – Engineering & Procurement8. Reports – All Directorates9. Designs & Drawing – Engineering10. Meter Application Forms11. Employee files
Types of Information Accessible at a fee:
Not Applicable.

3. Procedure in Applying and Processing Requests

Section 18 of the RTI Act provides specific guidelines for application for access to information kept by a public institution. It is thus important that a 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 Northern Electricity Distribution Company Limited. To request information under the RTI Act from the Northern Electricity Distribution Company Limited, applicants are to follow these basic procedures:

3.1 The Application Process

- a. Application by any person or organization who seeks access to information in the custody of NEDCo 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 from the Ministry of Information website.
- b. In making the request, the following information must be provided:
 - Date of the Application.
 - Name of the applicant or the person on whose behalf an application is being made.
 - Name of the organization represented by the applicant.
 - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax). □ Brief description of information being sought. (Applicant is to specify the class and type of information).
 - 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 (ECOWAS CARD).
 - 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, regular 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, an 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 shall review and identify which part(s) of the information requested is exempt based on Sections 5 to 16 of the RTI Act and also, he shall determine which of the units in the institution have the records or is responsible for the subject matter of the request.
- Provision is made under section 20 for the transfer of an application within a period of not more than ten days of receipt where the public institution to which the application was initially made is unable to deal with the application. In such situations, applicants would be notified accordingly with the reasons and dates of transfer.
- For information readily available in official publications, the Information Officer shall direct the applicant to the institution having custody of that publication and notify the public institution of the request. (s.21).

- If a requested information is not readily accessible, the estimated time it will take to search for the information would be communicated to the applicant.

3.3 Response to Applicants

- a. The Information Officer is required under section 23 of the RTI Act to notify applicants within fourteen (14) days from the date of receipt. Applicant should however note that the time limit does not apply to applications transferred to another public institution or which has been refused due to failure to pay prescribed deposit or fee. (s.23) (6). The notice should state:
 - Whether or not full access to the requested information will be granted or only a part can be given and the reason.
 - The format and mode of the access.
 - The expected publication or submission day of the information in the case of a deferred access.
 - The prescribed fee (s.24).
- b. The Information Officer can request an extension to the deadline if:
 - Information requested is voluminous.
 - It is necessary to search through a large number of records.
 - The information has to be gathered from more than one source.
 - Consultation with someone outside the institution is required.
- c. The Information Officer would in such situations notify applicants of an extension as well as the period and reason for the extension. An extension should not be for more than seven days.
- d. In giving applicants access to information, the applicant would be given the opportunity to inspect the information or receive a copy physically or any other

form required such as electronic, magnetic, optical or otherwise, including a computer printout, various computer storage devices and web portals.

- Where access cannot be given in the form specified by the applicant, access can be given in some other form. In such cases, the applicant shall be provided with a reason why access cannot be given in the specified form.

4. Amendment of Personal Record

A person given access to information contained in records of a public institution may apply for an amendment of the information if the information represents the personal records of that person and in the person's opinion, the information is incorrect, misleading, incomplete or out of date.

4.1 How to apply for an Amendment

The application should be in writing indicating;

- a. Name and proof of identity:
 - Particulars that will enable the records of the public institution identify the applicant.
 - The incorrect, misleading, incomplete or the out-of-date information in the record.
 - Signature of the applicant.
- b. For incomplete information claimed or out of date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- c. The address to which a notice shall be sent should be indicated.
- d. The application can then be submitted at the office of the public institution.

5. Fees and Charges for Access to Information

The Act mandates Parliament in Section 75 to approve a fee that public institutions can charge. However, fees shall apply to only the three circumstances stated below:

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When a request is made for a written transcript of the information, a reasonable transcription cost may be requested by the Information Officer. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

Under Section 75 (2), fees are not payable for:

- reproduction of personal information
- information in the public interest
- information that should be provided within stipulated time under the Act
- an applicant who is poor or has a disability
- time spent by the information officer in reviewing the information
- time spent by the information officer to examine and ensure the information is not exempt
- preparing the information

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

6. Appendix A: Standard RTI Request Form

[Reference No.:]

APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO INFORMATION ACT, 2019 (ACT 989)



1.	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	<div>Individual <input type="checkbox"/> Organization/Institution <input type="checkbox"/></div>		
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	<div><input type="checkbox"/> National ID Card <input checked="" type="checkbox"/> Passport <input type="checkbox"/> Voter's ID</div> <div><input type="checkbox"/> Driver's License</div>		

8 (a).	Id. No.:	
9.	<p>Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):</p>	

Appendix A: Standard RTI
Request Form

10.	Manner of Access:	<div> <input type="checkbox"/> Inspection of Information </div> <div> <input type="checkbox"/> Copy of Information </div> <div> <input type="checkbox"/> Viewing / Listen </div> <div> <input type="checkbox"/> Written Transcript </div> <div> <input type="checkbox"/> Translated (specify language) <input type="text"/> </div> <div> <input type="checkbox"/> </div>
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10 (a).	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy	<input type="checkbox"/> Braille
11.	Contact Details:	<div data-bbox="597 478 672 583"><input type="checkbox"/></div> Email Address _____ <div data-bbox="597 583 672 688"><input type="checkbox"/></div> Postal Address _____ <div data-bbox="597 688 672 793"><input type="checkbox"/></div> Tel: _____ <div data-bbox="597 869 672 974"><input type="checkbox"/></div>	
12.	Applicant's signature/thumbprint:		
13.	Signature of Witness (where applicable) "This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."		

6. Appendix B: Contact Details of NEDCo's Information Unit

Name of Information/Designated Officer:

Maxwell Kotoka

Telephone/Mobile number of Information Unit:

0208153821 **Email:**
maxwell.kotoka@nedcogh.com

Postal Address of the institution:

NEDCo Head Office, P.O. Box TL77, Tamale

7. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<i>RTI</i>	<i>Right to Information</i>
<i>S.</i>	<i>Section</i>
<i>NEDCo</i>	<i>Northern Electricity Distribution Company Limited</i>
<i>VRA</i>	<i>Volta River Authority</i>

8. Appendix D: Glossary

This Glossary presents clear and concise definitions for terms used in this manual that may be unfamiliar to readers listed in alphabetical order. Definitions for terms are based on section 84 of the RTI Act.

Table 2 Glossary

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

