



**OFFICE OF
THE REGISTRAR
OF COMPANIES**
REPUBLIC OF GHANA

RIGHT TO INFORMATION MANUAL

Government of Ghana

OFFICE OF THE REGISTRAR OF
COMPANIES. (ORC)

2026

GUIDELINES TO PUBLIC INSTITUTIONS FOR THE PUBLICATION OF INFORMATION MANUALS

Sections 3 (1), (2) and 4 of the Right to Information Act, 2019 (Act 989) provide as follows:

"3. (1) A public institution shall, within twelve months from the date of the coming into force of this Act, and every twelve months after that date, compile and publish an up-to-date information in the form of a manual.

(2) The manual shall contain

- (a) a list of departments or agencies under that public institution and a description of the organizational structure and responsibilities of each public institution including details of the activities of each division or branch of the public institution;*
- (b) a list of the various classes of information which are prepared by or are in the custody or under the control of each public institution;*
- (c) a list of the types of information that may be accessed or inspected free of charge or subject to a fee payable in respect of an access to information as specified under section 75;*
- (d) the name, address and any other contact details of the information officer or a designated officer of the public institution where a request to access information may be made;*
- (e) the telephone number, fax, e-mail, postal address and any other contact detail of the information unit in the public institution where information which is accessible under this Act or any other enactment, can be accessed; and*
- (f) the arrangements made or procedures established by the public institution to enable a member of the public to seek amendment of*

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1.0 OVERVIEW

This Right to Information (RTI) Manual is pursuant to the provisions of the Right to Information Act, 2019, (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, and the qualifications and conditions under which the access may be obtained. In accordance with Section 80, the Act applies to information which came into existence before, or which will come into existence after the commencement of the Act.

1.1 Purpose of Manual – To inform/assist the public on the organizational structure, responsibilities and activities of the Office of the Registrar of Companies (ORC) and provide the types of information and classes of information available at ORC including the location and contact details of its Information Officers and units.

2.0 MANDATE OF THE ORC

The ORC functions as a statutory body responsible for registering all business types and offering sensitization and education programs. It maintains corporate information records.

- Business Names

Business Names in accordance with the Registration of Business Names Act, 1962 (Act 151)

- Companies

Companies in accordance with the Companies Act, 2019 (Act 992) and the Companies Regulations 2023 (LI 2473)

- Partnerships

Partnerships in accordance with the Incorporated Private Partnerships Act, 1962 (Act 152), and

- Professional Bodies

Professional Bodies pursuant to the Professional Bodies Registration Act, 1973 (N.R.C.D. 143), other than Professional Bodies established by an Act of Parliament.

- Corporate Insolvency and Restructuring Act, 2020 (Act 1015).

2.1 OUR REGULATORY AND EDUCATIONAL ROLE

Registration is only part of the mandate — the ORC also regulates compliance and keeps businesses and the public informed.

REGULATION

- To appoint Inspectors, Receivers or Managers to ensure effective compliance with the Act
- Discharge duties and perform functions of the Office as the Regulator of Insolvency Practitioners under the Chartered Institute of Restructuring and Insolvency Practitioners Act, 2024 (Act 1117)
and the Official Liquidator under the Corporate Insolvency and Restructuring Act, 2020 (Act 1015) and its Amendment, 2020 (Act 1031)
- Responsible for collecting and collating information on business entities registered in Ghana.

EDUCATION

- To undertake public education programmes to educate the general public engaged in business activities on the operation of Companies, Partnerships, Business Names and Professional Bodies
- Dissemination of information on business entities registered in the Business Register

2.2 THE GOVERNING BOARD OF ORC

The ORC has an eleven (11) member Governing Board appointed by the President under Article 70 of the Constitution and section 354(1) of Act 992 as the apex body of the institution.

The Governing Board formulates policies and provides strategic direction for the Office in accordance with its functions as provided in the Companies Act 2019(Act 992). The Board provides steering oversight, including strategic decisions and guidance for the performance of the functions of the Office. It is responsible for ensuring timely auditing of the finances and operational activities of ORC as well as prompt response to audit queries.

VISION

To be a world-class customer-oriented, innovative business registry for socio-economic development in Ghana.

MISSION

To create an attractive business environment by providing quality registration services for businesses and regulatory guidance to promote business growth and national development.

CORE VALUES

- Service Excellence
- Professionalism
- Integrity
- Innovation

Transparency

3.0 DIRECTORATES AND UNITS UNDER THE OFFICE OF THE REGISTRAR OF COMPANIES (ORC)

1. Registrar of Companies
2. Deputy Registrar of Companies
3. Administration Directorate, AD
4. Finance Directorate, FD
5. Human Resources Management Directorate, HRMD
6. Information Technology Directorate, ICTD
7. Corporate Affairs and Communications Directorate
8. Legal Affairs Directorate, LAD
9. Companies Registration and Licensing Directorate, CRLD
10. Insolvency and Liquidation Services Directorate, ILSD
11. Compliance and Inspections Directorate, CID
12. Policy Planning, Research, Monitoring and Evaluation Directorate, PPRME
13. Client Services Unit CSU
14. Internal Audit Unit, IAU
15. Procurement Management Unit, PMU
16. Estate Management Unit, EMU
17. Records Unit, RU
18. Transport Unit, TU

4.0 RESPONSIBILITIES OF THE INSTITUTION:

The Office of the Registrar of Companies (ORC) was established by section 351 of the Companies Act 2019 (Act 992) upon the passage of the Companies Act with the mandate to register and regulate all Business entities in Ghana. By this mandate,

The ORC has three (3) main broad functions;

a. To Register

- Companies under the Companies Act, 2019 (Act 992)
- Private Partnerships under the Private Partnership Act, 1962 (Act 152)
- Business Names under the registration of Business Names Act, 1962 (Act 151)

b. To Regulate

- Professional Bodies under the registration of Professional Bodies Act 1973 NRCD 143)
- Insolvency Practitioners under the Chartered Institute of Restructuring and Insolvency Practitioners Act, 2024 (Act 1117)
- Appoint Receivers or Managers and Inspectors to ensure effective compliance with the Companies Act, 2019 (Act 992)
- Undertake Administration and Liquidation under the Corporate Insolvency and Restructuring Act 2020 (Act 1015 and its Amendment 1031)

c. To Educate

- Undertake public education to educate the General Public on the services of the Office.

5.0 DESCRIPTION OF ACTIVITIES OF EACH DIRECTORATE/ UNIT.

Directorate/Unit	Responsibilities/Activities
Registrar of Companies	The Registrar of Companies (ROC) is responsible for providing strategic leadership in the implementation of the mandate and policy objectives of the ORC and the execution of ORC's day-to-day administration. The ROC oversees the management of the resources of the Office. The ROC provides directives and guidelines to give full effect to the provisions of the Companies Act. The ROC has a secretariat which coordinates the general services of the Office to support the day-to-day activities of the Registrar.
Deputy Registrar of Companies	The Deputy Registrar supports the Registrar of Companies in providing strategic leadership in the registration and regulation of all types of businesses. Specifically, the office supervises the Registration of Business Names, Companies and Partnerships, and professional bodies; appointment and regulation of Company Inspectors; Insolvency and Liquidation of Companies.
Administration Directorate, AD	This Directorate ensures efficient and effective delivery of the services and facilities necessary to support the administrative and other functions of the ORC. The services and administrative support functions include Records, Library, Stores, Estate Management & Security, and Transport. The Directorate further ensures that procedures and processes are adhered to in line with all administrative policies of the ORC.
Finance Directorate, FND	Responsible for all financial accounting and reporting within the ORC.

	• Is responsible for the maintenance of the ORC books (general ledger). • Is responsible for accounts payable and cash management. • Is responsible for investment, fund raising, and risk management function of the finance directorate. • Is responsible for monitoring and liquidation of all employee-initiated advances and expenses, e.g., travel, lodging, meals, etc. • Ensures that all business transactions are properly recorded and managed, the general • Ledger is the source for all the ORC financial reports; and also cost accounting and fixed accounting. • Responsible for all incoming payments. • Ensures all payments and receipts are collated. • Reconciles reports in accordance with approved financial regulations and procedures and standards. • Mobilizes resources from other sources to support the operations of ORC
Human Resources Management Directorate, HRMD	• Develops plans for organizational development, change management, succession planning, diversity and inclusion, and critical elements that ensure that ORC remains competitive, adaptable and resilient regardless of unforeseen economic shocks that may affect its organizational effectiveness. • Draws up recruitment plans for the ORC, facilitates the placement processes of applicants and provides a basis for determination and payment of salaries, allowances and other financial entitlements of staff. • Collates inputs for the maintenance of Human Resources Management Information Systems (HRMIS) for the organization.

	• Develops and supports the implementation of policies and strategies for the sustainable professional progression of staff of ORC. • Develops and facilitates the implementation of the organization's operational protocols and onboarding strategies, such as Human Resources policy and management manual, code of conduct and scheme of service, etc.
Information Technology Directorate, ITD	• Provides technical inputs for the development and implementation of ORC's ICT policy and strategies. • Recommends technical specifications for the requisitioning, procurement, and deployment of equipment, software resources, and other IT systems in the Organization. • Oversees installations, configurations, test running and monitoring of ICT infrastructure, network, and related systems. • Collaborates with relevant stakeholders and ensures the provision of database management interface requirements of the ORC systems architecture. • Ensures confidentiality, integrity, availability and accessibility of the ICT systems and data of the ORC. • Ensures the day-to-day functionality of ORC's ICT infrastructure, networks and related assets. • Maintains the hardware, software, data storage, and networks that constitute the ORC's IT infrastructure. • Ensures continuous input, storage, processing, output and feedback of information for decision-making, operational management, customer interaction, internal and external collaboration, strategic initiatives, and corporate productivity. • Provides inputs for the formulation of policies and strategies relating to MIS functions of the

Corporate Affairs and Communications Directorate, CAC	• Develops, implements, reviews policies and strategies aimed at marketing the Organization's services and building the corporate brand. • Sensitizes and educates ORC employees, the public and other stakeholders on the Organization's policies, programmes, projects and customer service delivery activities and receives feedback for continuous improvement. • Leads the implementation of initiatives that ensure effective communication, visibility, public relations, stakeholder analysis and engagement. • Facilitates the production and dissemination of brochures, handouts, leaflets and promotional videos, company bulletin and other materials of the ORC; • Facilitates official visits to and from the ORC, as well as ensures the smooth reception of dignitaries throughout the ORC (i.e., Head and Regional Offices). • Facilitates official travel arrangements, both local and foreign, for the ORC.
Legal Affairs Directorate, LAD	• Collaborates with other Directorates, Divisions and Units of the ORC to ensure compliance with laws, rules and regulations. • Reviews and advises on applications for registration and renewal for companies, partnerships, businesses and professional bodies. • Provide legal advisory services to Management. • Liaises with the Office of the Attorney General to represent ORC in court. Facilitates the gazetting of information to be published in the Commercial Industrial Bulletin.

Companies Registration and Licensing Directorate, CRLD	• Ensures that due processes are followed to register, amend and renew registered businesses and companies (Limited Liability Companies, Companies Limited by Guarantees and • External Companies) as may be requested in accordance with relevant statutes. • Maintains accurate and updated records on all registered, amended and renewed/amended Companies. • Provides inputs for the formulation of policies and strategies for the registration, Amendment and renewal of Companies as well as the overall organizational development.
	• Applies appropriate processes, including due diligence, to register and regulate businesses. • Names and Subsidiary Business Names in accordance with the Registration of Business Names Act, 1962 (Act 151). • Maintains accurate and updated records on registered Business Names and Subsidiary Business Names. • Provides inputs for the formulation of policies and strategies for registration of business names and for the overall business development. • Responsible for planning, organizing and coordinating the registration and regulation of business names and partnerships in consonance with the Incorporated Private Partnership • Act, 1962 (Act 152); as well as professional bodies pursuant to the Professional Bodies • Registration Act, 1973 (N.R.C.D. 147) other than professional bodies established by an Act of Parliament. • Maintains accurate and current information on registered partnerships and professional bodies. • Provides inputs for the formulation of policies and strategies for registration of partnerships and

	professional bodies as well as for the overall organization. • Ensures that due processes are followed to amend and renew Business Names, Partnerships and Professional Bodies as may be requested in accordance with the statutes. • Maintains accurate and updated records on all amended and renewed Partnerships and Professional Bodies. • Provides inputs for the formulation of policies and strategies for amendment and renewal of Partnerships and Professional Bodies as well as the overall organizational development. • Plans, receives, organizes, saves/stores and retrieves information on newly registered Partnerships and Professional Bodies, and maintains up-to-date and credible records on registered Partnerships and Professional Bodies. • Ensures that due processes are followed to amend and renew registered Business Names and Subsidiary Business Names as may be requested in accordance with the statutes. • Maintains accurate and updated records on all amended and renewed Business Names and Subsidiary Business Names. • Provides inputs for the formulation of policies and strategies for amendment and renewal of Business Names and Subsidiary Business Names.
Insolvency and Liquidation Services Directorate, ILSD	• Acts in the best interest of creditors as a whole; • Takes reasonable action to achieve the best price on realization of assets; and carries out the insolvency process as quickly and efficiently as is practicable.

	• Reviews reports on companies under insolvency. • Provides oversight on the insolvency process; • Takes reasonable action to achieve the best price on realization of assets. • Investigates the company's financial affairs and establishes what caused it to fail. • Investigates possible offenses by the company or directors of the company; • Releases the assets of the insolvent company and achieves the best possible price. • Addresses outstanding claims against the limited company and satisfies the claims as set out by law. • Distributes the returns to the company's creditors in order of priority. • Supports businesses in taking whatever course of action needed to manage financially distressed companies more easily. • Supports effective measures and quick decision-making to enable businesses to alleviate financial pressures, address legal obligations, and recover timely. • Supports companies develop new strategies to survive in a competitive environment. • Supports data collection, analysis and reporting • Carries out research, commissions studies, disseminates information and provides public education in the area of insolvency administration. • Undertakes research, Commissions studies, disseminates information and provides public education in the area of insolvency administration; • Establishes and maintains communication and liaises with international agencies, including the International Commission on Trade Law in
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	international insolvencies and insolvency administration. • Registers, licenses, as well as maintains and updates a Register of Insolvency Practitioners. • Facilitates the review, conduct and performance of Insolvency Practitioners; • Receives reports from Liquidators and Insolvency Practitioners on the administration of insolvencies; • Suspends Insolvency Practitioners from continuing in that office subject to the relevant sections under the Corporate Insolvency and Restructuring Act, 2020 (Act 1015); • Reviews the law and practice relating to insolvency of Companies and other bodies corporate in the country and make recommendations to the Registrar on any changes considered necessary.
Compliance and Inspections Directorate, CID	• Leads the implementation of corporate inspections • Leads in ensuring compliance with standards and guidelines. • Conducts sensitization and education for business owners and operatives on business compliance, regulations, standards, practices and risk management. • Develops standards and procedures for assessing business compliance breaches and determination of corresponding penalties. • Provides inputs for the formulation of policies and strategies for the overall organizational development. • Identifies defaulting businesses and serve them notices of penalties. • Develops and updates database of defaulting companies

	• Compiles list of companies to be delisted from the companies register. • Conducts sensitization and education for business owners and operatives on penalty regimes and their application. • Develops a framework for consent settlement for payments.
Policy Planning, Research, Monitoring and Evaluation Directorate, PPRME	• The directorate reports to the Deputy Registrar for Operations and is responsible for the development of ORC's plans, programmes as well as budgets, and monitoring and evaluating the implementation of approved policies, plans and programmes. • The unit is responsible for the conduct of sector, market, stakeholder and organizational performance research for innovation, organizational performance and competitiveness. • The unit is responsible for developing a monitoring and evaluation framework for tracking and reporting ORC's performance in line with relevant state laws and reporting timelines. Specifically, the monitoring and evaluation framework sets out baseline conditions and key performance indicators for measuring operational performance of ORC. • Ensure improved corporate governance, public accountability and national level strategic policy, planning and decision-making. • The Unit also maintains an updated database on all aspects of ORCs activities and performance. • The unit coordinates plans and synthesizes information/data from all directorates/divisions and units for the development of ORC's overall organizational budget in line with planned programmes and activities. • The unit also forecasts the revenue and expenses of the organization.

Client Services Unit (CSU)	• Ensures customers' questions and queries concerning the ORC services are addressed. • Provides general information through face-to-face, phone, email, live chat to clients. • Collaborates with other directorates to conduct research and undertake clients' satisfaction surveys. • Directs clients to appropriate directorates/units for delivery of services • Facilitates the provision of VVIP services.
Internal Audit Unit, IAU	• Ensures the ORC's financial operations are in line with internal and external financial management policies and regulations; • Conducts risk assurance and/or internal audit, and ensures executive/management put in place a risk management system to address all risks identified, as well as all audit findings; • Evaluates the ORC's compliance with enactments, policies, standards, systems and procedures. • Ensures that assets and properties of ORC are adequately safeguarded, used judiciously and for the intended purposes. • Ensures that the plans, goals and objectives of the ORC are achieved to set standards of quality and performance. • Ensures that risks are adequately managed and facilitates the prevention and detection of fraud, abuse and waste. •

**Procurement Management
Unit, PMU**

- Ensures purchase requisition are prepared and approved by authorized staff;
- Reviews and negotiates contracts with vendors through consultants.
- Ensures collection of pro-forma invoices and canvassing from potential goods and services suppliers are done according to the ORC and Public Procurement regulations and statutes;
- Ensures reviews of canvassing sheets, and preparation of purchase orders and contracting follows laid down procurement regulations and statutes.
- Ensures goods and services procured are received, in line with requisition specifications, and material received reports are completed and signed in line with internal protocols.
- Ensure compliance with contractual terms and conditions
- Prepare procurement related documents, contracts, guidelines and instructions.
- Provide inputs for the preparation of procurement plans and ensure the effective management of the procurement process in line with relevant laws, policies and directives.
- Organize entity tender committee meetings
- Forwarding tender documents above the mandate of ETC to central review committee
- Facilitates annual procurement audits of all processes and procedures
- Produce reports on engagement of consultants, contractors, suppliers etc. for decision making.
- The stores is responsible for ensuring all items procured are received into stores.
- The unit manages and controls inventories with the most effective manner with the aim of achieving value for money

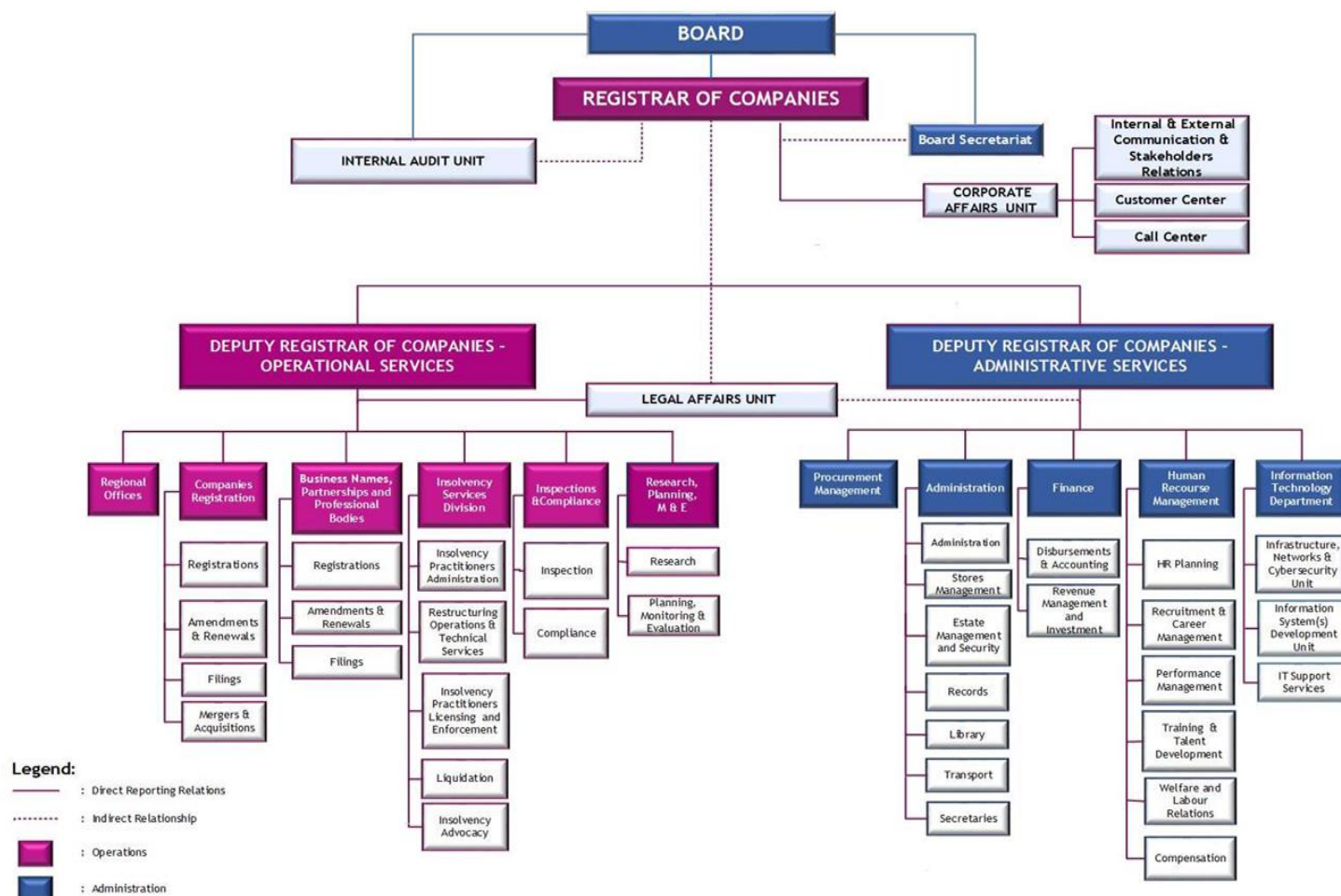
	• Ensures the verification and accuracy of requisition; receive and inspects goods; assess perishability, hazardous nature of goods and storage limitations. • Maintains a stock control and reporting, goods & services receipt notes, and puts in place stock cards to control and manage the use of each item procured and received into stock. • Issues waybills to cover items to be transferred from one office store to the other, and conducts stock reconciliation.
Estate Management EMU	• Provides advice on estate management issues and ensures that repairs and works on facilities and equipment are properly carried out at the ORC. In addition, the unit is responsible for managing all assets and facilities of the ORC, as well as the security of the ORC premises. • Ensures there is a procedure in place to document the existence of all facilities and assets procured, define and use a procedure to conduct regular physical counts, and reconciliations to verify the existence of the ORC assets. • Ensures that there is a mechanism to handle/report any asset loss, theft, or damage of assets bought with the ORC funds, as well as institute a procedure to investigate, document, and report to management all findings and place the actions taken/report on file. • Updates the assets register of ORC. • Ensures the security and the safety of all staff and property of the ORC are always protected. • Cleaners ensure the cleanliness of the office internal building, office premises, and property.

Records Unit, RU	• Ensures the existence of a records management system for the creation and receiving of records. • Establishes records distribution and usage system for proper and timely circulation of records, as well as usage of documents (active, pending, etc.). • Provides advice on records management infrastructure in the ORC. • Undertakes records classification (records inventory), including sorting and arranging records, storage and custody (centralize/decentralized), retrieval methodology. • Establishes access and security for records (document access user permission). • Establishes records maintenance i.e., comprehensive file structure plan to determine records retention, as well as determine manner of disposition (storage, archival, scan and destruction).
	• Documents Classification, Registration and Reference; • Library Operations; • Archives Operations; • Conducts systematic organization, maintenance, security and safety of files; • Undertakes retrievals of files during the conduct of searches; • Ensures that documents and information are properly stored to ensure confidentiality and easy accessibility on request; • Plans, registers, organizes and maintains individual files, documents and information into systematic and manageable packages to ensure their safety and easy retrieval; • Applies effective and efficient methodologies to retrieve files and information in response to

	customers', managements and stakeholders' queries and needs.
Transport Unit, TU	• Ensures all transport and fleet of vehicles (including vehicles, motorbikes, and office generators) are fit for purpose to deliver work. • All vehicles/fleet are assigned logbooks for the efficient and effective monitoring and supervision and management of all transport vehicles/fleet. • Monitors and supervises usage of vehicle in accordance with public service transport procedures. • Recommends specifications for the procurement and maintenance of vehicles.

6.0 OFFICE OF THE REGISTRAR OF COMPANIES (ORC) ORGANOGRAM

2.5. ORGANOGRAM OF THE ORC



7.0 CLASSES AND TYPES OF INFORMATION

List of various classes of information in the custody of the institution:
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- | |
|--|
| <ol style="list-style-type: none">1. Administrative2. Company / Business Information3. Registration of Professional Bodies (PB)4. Liquidation/Insolvency Information5. Beneficial Ownership Register |
|--|

Types of Information Accessible at a fee:
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- | |
|---|
| <ol style="list-style-type: none">1. Company / Business Information.2. Registration of Professional Bodies (PB)3. Liquidation Insolvency Information4. Beneficial Ownership Register |
|---|

8.0 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 Office of the Registrar of Companies. To requests for information under the RTI Act from the Office of the Registrar of Companies, applicants are to follow these basic procedures:

8.1 The Application Process

- a. Application by any person or organization who seeks access to information in the custody of Office of the Registrar of Companies 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 Office of the Registrar of Companies's official website or the Ministry of Information website.
- b. In making the request, the following information must be provided:
 - Date of the Application.
 - Name of the applicant or the person on whose behalf an application is being made.
 - Name of the organization represented by the applicant.
 - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
 - Brief description of information being sought. (Applicant are to specify the class and type of information including cover dates).
 - Payment of relevant fee if applicable.
 - Signature/ thumbprint.
- c. Provision of identification

The applicant must present at least one (1) of the following valid identification cards (IDs) to serve as proof of identity:

 - Driver's License.
 - Passport.
 - National ID.

- Voter's ID.
- d. The applicant should state the format of information being requested and the mode of transmission. Example (do you need certified true copy, normal photocopy or electronic copies. Would you want to receive it through a postal address, e-mail, courier services, fax etc.?)
- e. Where an applicant cannot write due to illiteracy or a disability, he/she may make the request orally. However, oral request must conform to the following guidelines;
 - The Information Officer must reduce the oral request into writing and give a copy of the written request as recorded for the applicant to authenticate. (s. 18) (3).
 - The Information Officer shall clearly and correctly read and explain the written request to the understanding of the applicant.
 - A witness must endorse the face of the request with the writing; *"the request was read to the applicant in the language the applicant 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.

8.2 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 Sections 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.

8.3 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 access.
- The expected publication or submission day of the information in the case of 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.

9.0 AMENDMENT OF PERSONAL RECORD

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

9.1 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.

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:	
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2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	☐ Individual ☐ Organization/Institution		
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	☐ National ID ☐ Card ☐ Passport ☐ Voter's ID ☐ Driver's License		
8 (a).	Id. No.:			
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):			

10.	Manner of Access:	☐ Inspection of Information ☐ Copy of Information ☐ Viewing / Listen ☐ Written Transcript ☐ Translated (specify language)
10 (a).	Form of Access:	☐ Hard copy Braille ☐ copy ☐ Electronic
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>	

APPENDIX B: CONTACT DETAILS OF THE OFFICE OF THE REGISTRAR OF COMPANIES INFORMATION UNIT

Name of Information/Designated Officer:

ERIC AKUAMOAH BOATENG

Telephone/Mobile number of Information Unit:

0599-525-774 / 0308-249-841

Postal Address of the institution:

P.O BOX 2559, ACCRA

info@orc.gov.gh

Digital Address: GA-143-4647

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 **www.orc.gov.gh**

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APPENDIX C: ACRONYMS*Table 1 Acronyms*

Acronym	Literal Translation
<i>RTI</i>	<i>Right to Information</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>s.</i>	<i>section</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>ORC</i>	<i>Office of the Registrar of Companies</i>

APPENDIX D: GLOSSARY

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

Table 2 Glossary

Term	Definition
Access	<i>Right to Information</i>
Access to information	<i>Right to obtain information from public institutions</i>
Contact details	<i>Information by which an applicant and an Information Officer may be contacted</i>
Court	<i>A court of competent jurisdiction</i>
Designated officer	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
Exempt information	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
Function	<i>Powers and duties</i>
Government	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
Information	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
Information officer	<i>The Information Officer of a public institution or the officer designated to whom an application is made</i>
Public	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
Public institution	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
Right to information	<i>The right assigned to access information</i>

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