



**Government of Ghana**

# **Right to Information Manual**

**POSTAL AND COURIER SERVICES  
REGULATORY COMMISSION (PCSRC)**

**2025**

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## **1. Overview**

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This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President, Nana Addo Dankwa Akuffo-Addo. 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 Postal and Courier Service Regulatory commission (PCSRC) and provide the types of information and classes of information available at Postal and Courier Service Regulatory Commission, including the location and contact details of its information officers and units.

## **2. Directorates and Departments under Postal and Courier Service Regulatory Commission (PCSRC)**

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

### **VISION**

The Vision of the Commission is: A vibrant postal and courier sector where value for money and expanded customer choice is driven by innovative and focused providers.

### **MISSION**

To realize the set vision, the commission's mission is:

To ensure adequate universal and competitive postal/courier services through the setting and enforcement of service standards and promotion of policies that will enhance innovation, efficiency and accountability in service delivery.

<b>Directorates and Departments under Postal and Courier Service Regulatory Commission. (PCSRC)</b>
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- |                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> <li>1. Licensing and Regulation.</li> <li>2. Accounts.</li> <li>3. Administrative.</li> <li>4. Internal Audit.</li> <li>5. Public Relations and Consumer Affairs</li> <li>6. Right to Information</li> </ol> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

<b>Responsibilities of the Institution:</b>
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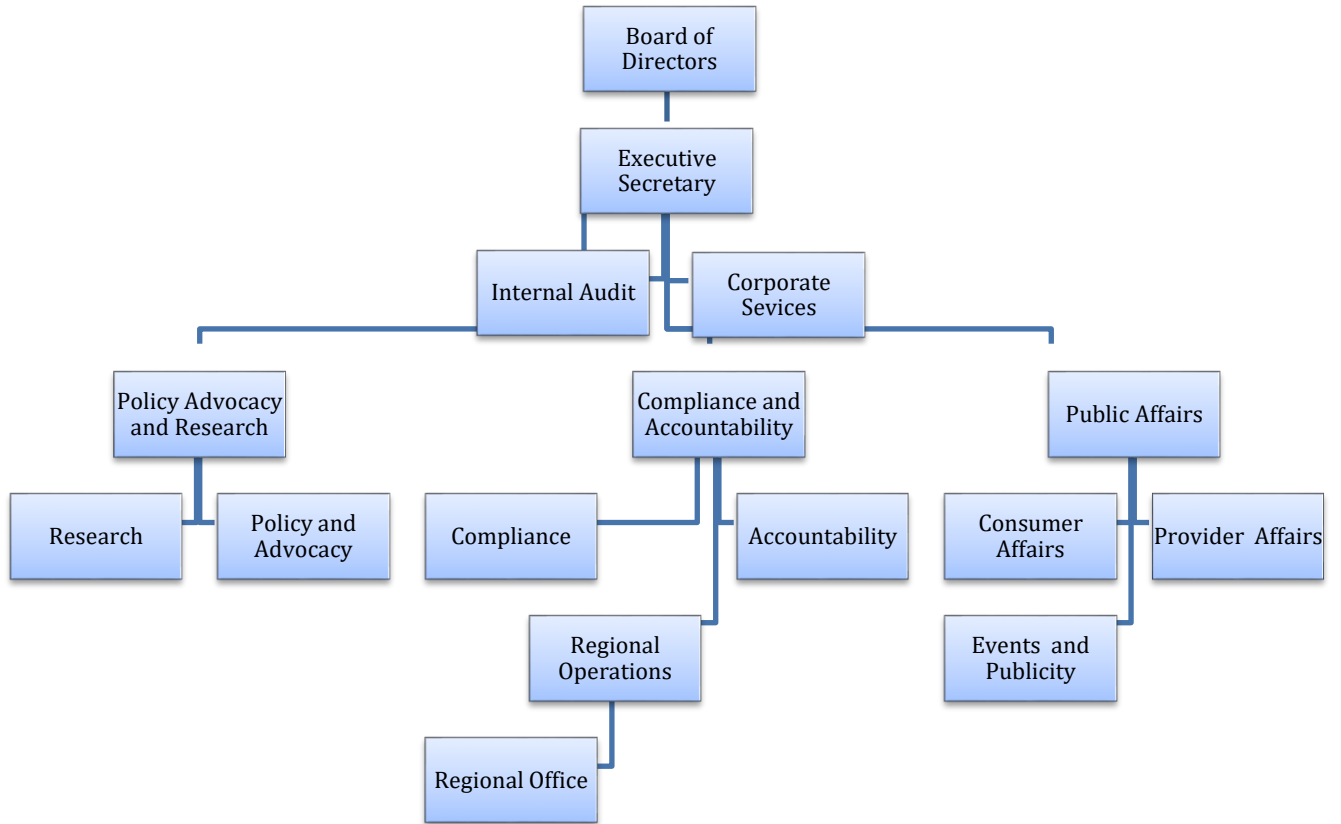
- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> <li>1. Grant licenses for the operation of postal and courier services and ensuring compliance with the license conditions.</li> <li>2. Ensure fair pricing of basic postal services including letter boxes.</li> <li>3. Set and monitor the quality of standards of postal and courier services.</li> <li>4. Protect the universal (Basic) postal services by ensuring its provision throughout Ghana as far as practicable.</li> </ol> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## 2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Licensing and Regulations.	<ol style="list-style-type: none"> <li>1. Issues licence to postal and courier service operators.</li> <li>2. Renews or revokes licence of postal or courier service operators.</li> <li>3. Monitors the activities of postal and courier service operators.</li> <li>4. Clamps down on unlicensed postal and courier service operators.</li> <li>5. Inspects the facilities of postal and courier service operators.</li> <li>6. Manages all the communication activities of the commission.</li> </ol>
Accounts	<ol style="list-style-type: none"> <li>1. Provides financial advice and support for the commission.</li> <li>2. Prepares quarterly and annual financial reports.</li> <li>3. Receives all payments on behalf of the commission.</li> <li>4. Bank receipts on behalf of the commission.</li> </ol>
Administrative	<ol style="list-style-type: none"> <li>1. Manages the day-to-day activities of the Commission.</li> <li>2. Attracts, Develops, Motivates and retains the right mix of talents and effective workforce for the commission.</li> </ol>
Internal Audit	<ol style="list-style-type: none"> <li>1. Evaluates internal controls and make recommendations on improvement strategies.</li> <li>2. Assesses the commission's risks and the efficacy of its risk management efforts.</li> <li>3. Prepares quarterly and annual internal audit reports for submission to relevant bodies.</li> <li>4. Performs pre-audit and post audit activities</li> </ol>

Public Relations & Consumer Affairs Unit	<ol style="list-style-type: none"><li>1. Manages internal and external communication, such as press releases, media relations, public announcements, and social media activities.</li><li>2. Designs and implements campaigns to educate the public about regulations, consumer rights, and best practices.</li><li>3. Receives and resolves complaints of consumers.</li></ol>
Right to Information Unit	<ol style="list-style-type: none"><li>1. Processes information requests from the public for access to information held by the organization.</li><li>2. Ensures that the organization complies with the RTI Law.</li><li>3. Prepares monthly and annual RTI reports for submission to relevant bodies.</li></ol>

## 2.2 Postal and Courier Service Regulatory Commission’s Organogram



## 2.3 AGENCIES UNDER PCSRC

<b>Agencies under PCSRC</b>
1. PCSRC Kumasi Office

<b>PCSRC Kumasi Office</b>	
<p><b>Responsibilities of the Agency:</b></p> <ol style="list-style-type: none"> <li>1. Licensing of Courier Operators</li> <li>2. Monitoring and Standardization of Courier Operations</li> <li>3. Promoting Courier Operations in the Northern Sector</li> </ol>	<p><b>Details of Activities:</b></p> <ol style="list-style-type: none"> <li>1. Issues licence to postal and courier service operators.</li> <li>2. Inspects the facilities of postal and courier service operators.</li> <li>3. Monitors the activities of postal and courier service providers.</li> <li>4. Clamps down on unlicensed postal and courier service operators.</li> <li>5. Leads educational programs to promote courier activities in the northern zone.</li> </ol>



## 2.4 Classes and Types of information

<b>List of various classes of information in the custody of the institution:</b>
<ol style="list-style-type: none"><li>1. Employee Personal Information.</li><li>2. Financial Reports.</li><li>3. Licensing Information</li><li>4. Inspection Reports</li><li>5. Audit Reports</li><li>6. RTI Reports</li></ol>
<b>Types of Information Accessible at a fee:</b>
Not Available

### **3. Processing and Decision on Application – S. 23**

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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 is made in accordance with provisions under this Act. The Information Officer or a designated officer is responsible for dealing with applications made to the Postal and Courier Services Regulatory Commission.

To requests for information from the PCSRC under the RTI Act, applicants are to follow these basic procedures:

#### **3.1 Application Procedure**

- a.** Any person who seeks access to information in the custody of PCSRC must submit an application in writing to the PCSRC. The application can be made using the standard RTI Application Form. (**See Appendix A for the Standard RTI Application Form**). A copy of the form can be downloaded on the PCSRC 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. (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 understand and the applicant understand the content of the request.”*
  - The applicant must then make a thumbprint or mark on the request.

### 3.2 Application Processing

- Applications would be treated on a priority basis. The Information Officer is responsible for handling requests to ensure that statutory deadlines are met.
- 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.

### 3.3 Response to Applications

- 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. Applicants 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 for that decision.
  - The format and mode of access.
  - The expected publication or submission day of the information in the case of a deferred access.

- The prescribed fee (s.24).
- b.** The Information Officer can request an extension to the deadline if:
- Information requested is voluminous.
  - It is necessary to search through a large number of records.
  - The information has to be gathered from more than one source.
  - Consultation with someone outside the institution is required.
- c.** The Information Officer would in such situations notify applicants of an extension as well as the period and reason for the extension. An extension should not be more than seven days.
- d.** In giving applicants access to information, the applicant would be given the opportunity to inspect the information or receive a copy physically or any other form required such as electronic, magnetic, optical or otherwise, including a computer print-out, various computer storage devices and web portals.
- Where access cannot be given in the form specified by the applicant, access can be given in some other form. In such cases, the applicant shall be provided with a reason why access cannot be given in the specified form.

## **4. Amendment of Personal Record**

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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

## **5. Fees and Charges for Access to Information**

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

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

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

- reproduction of personal information
- information in the public interest
- information that should be provided within stipulated time under the Act
- an applicant who is poor or has a disability
- time spent by the information officer 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.

The Fees and Charges approved by the Parliament of Ghana as contained in the Fees and Charges (Miscellaneous Provisions) Act, 2022, (Act 1080).

<b>Revenue Item</b>	<b>Approved Fees and Charges (GHS)</b>
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 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 transcription of an audio record, for an A4 size page or part thereof	0.70
For a copy of audio record	1.00

## 6. Appendix A: Standard RTI Request Form

[Reference No.: .....]

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



1.	<b>Name of Applicant:</b>	
2.	<b>Date:</b>	



3.	<b>Public Institution:</b>			
4.	<b>Date of Birth:</b>	<b>DD</b>	<b>MM</b>	<b>YYYY</b>
5.	<b>Type of Applicant:</b>	Individual <input type="checkbox"/>	Organization/Institution	<input type="checkbox"/>
6.	<b>TIN Number</b>			
7.	<b>If Represented, Name of Representative:</b>			
7 (a).	<b>Capacity of Representative:</b>			
8.	Type of Identification:	<input type="checkbox"/> National ID	<input type="checkbox"/> Card	<input type="checkbox"/> Passport
	Voter's ID	<input type="checkbox"/>		
	Driver's License			
8 (a).	<b>Id. No.:</b>			
9.	<b>Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):</b>			
10.	<b>Manner of Access:</b>	<input type="checkbox"/>	<b>Inspection of Information</b>	
		<input type="checkbox"/>		

		<p><b>Copy of Information</b></p> <p><input type="checkbox"/> Viewing / Listen</p> <p><input type="checkbox"/> Written Transcript</p> <p><input type="checkbox"/> Translated (specify language) <input style="width: 150px; height: 20px;" type="text"/></p>
10 (a).	<b>Form of Access:</b>	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	<b>Contact Details:</b>	<p><input type="checkbox"/> Email Address _____</p> <p><input type="checkbox"/> Postal Address _____</p> <p><input type="checkbox"/> Tel: _____</p>
12.	<b>Applicant’s signature/thumbprint:</b>	
13.	<p><b>Signature of Witness (where applicable)</b></p> <p><i>“This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request.”</i></p>	

## **7. Appendix B: Contact Details of PCSRC's Information Unit**

**Name of Information/Designated Officer:**

Patrick Paye - Baah

**Telephone/Mobile number of Information Unit:**

+233-0302-770468

0553557500

**Postal Address of the institution:**

P.O. Box GP245 Accra, Ghana.

## 8. Appendix C: Acronyms

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*Table 1*      *Acronyms*

<b>Acronym</b>	<b>Literal Translation</b>
<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>PCSRC</i>	<i>Postal and Courier Service Regulatory Commission</i>

## 9. Appendix D: Glossary

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

Table 2 Glossary

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

