



Government of Ghana

Right to Information Manual

**PUBLIC UTILITIES REGULATORY
COMMISSION (PURC)**

2026

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1. Overview

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. 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 [Public Utilities Regulatory Commission \(PURC\)](#) and provide the types of information and classes of information available at [PURC](#), including the location and contact details of its Information Officers and units.

2. Directorates and Departments under PUBLIC UTILITIES REGULATORY COMMISSION (PURC)

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

To be a model utility regulatory institution in Africa.

MISSION

To build a credible and sustainable utility regulatory regime that protects stakeholders' interests.

Directorates and Departments under the PUBLIC UTILITIES REGULATORY COMMISSION (PURC)

Directorates

1. Regulatory Economics
2. Legal & Formal Hearing
3. Regional Operations and Consumer Services
4. Finance & Procurement
5. Energy Services and Performance Monitoring
6. Water Services and Performance Monitoring
7. Research and Corporate Affairs
8. Human Resources & Administration

Departments/Units

8. Transport
9. Information, Communication and Technology
10. Internal Audit & Risk

Responsibilities of the Institution:

- (a) Provide guidelines for rates to be charged for the provision of utility services;
- (b) Examine and approve utility rates chargeable for the provision of utility services;
- (c) Protect the interest of consumers and providers of utility services;
- (d) Monitor standards of performance for provision of utility services;

- (e) Initiate and conduct investigations into standards of quality of service given to consumers
- (f) Promote fair competition among public utilities
- (g) Conduct studies relating to economy and efficiency of public utilities
- (h) Make valuation of property of public utilities it considers necessary for the purpose of the Commission
- (i) Collect and compile data it considers necessary for the performance of the Commission's functions
- (j) Advise any person or authority in respect of any public utility
- (k) Maintain a register of public utilities
- (l) any other functions incidental to its other functions.

2.1 Description of Activities of each Directorate and Department

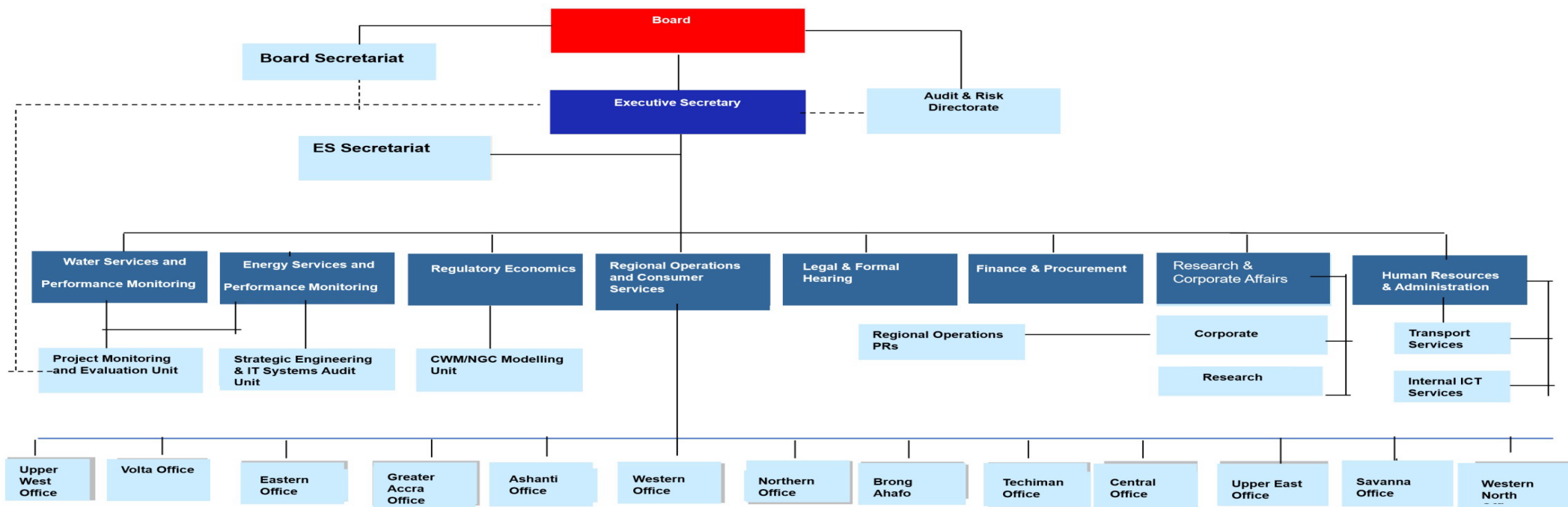
Directorate/Department	Responsibilities/Activities
Regulatory Economics	<ol style="list-style-type: none"> 1. Preparation of guidelines for rate setting embodying the interests of stakeholders for the provision of utility services 2. Examination and review of rates chargeable for provision of utility services 3. Collection and compilation of data necessary for the performance of the Commission's functions 4. Assist to resolve tariff related matters submitted to the Commission by interested parties 5. Preparation of terms of reference and supervision of relevant studies required by the Commission from Consultants
Legal and Formal Hearing	<ol style="list-style-type: none"> 1. Development of guidelines and policy inputs 2. Provision of legal advisory and contract management services 3. Enforcement of laws and standards

	<ol style="list-style-type: none"> 4. Formal hearing of complaints and dispute resolution services
Regional Operations and Consumer Services	<ol style="list-style-type: none"> 1. Monitoring of District and Regional Offices of utility companies 2. Management of complaints and utility and consumer disputes 3. Community, Industrial and SME Monitoring 4. Public education and sensitisation
Energy Services and Performance Monitoring	<ol style="list-style-type: none"> 1. Development of operational benchmarks and standards for monitoring the technical and operational performance of electric and natural gas utility providers 2. Ensuring electric and gas utilities comply with regulatory requirements of PURC, international best practices and relevant laws 3. Provision of input on energy tariff design/setting and monitoring of tariff projects 4. Collation and analysis of technical and operational reports and data on electric generation, transmission and distribution systems and gas processing and transportation 5. Investigation of energy quality of service complaints
Water Services and Performance Monitoring	<ol style="list-style-type: none"> 1. Monitoring the technical and operational performance of urban water utility providers 2. Ensuring water utility providers comply with regulatory requirements, international best practices, Ghana Water Quality Standards (GWQS) and relevant laws. 3. Provision of input on water tariff design/setting and monitoring of tariff projects 4. Development of technical and operational performance indicators and benchmarks for water service provision

	<ol style="list-style-type: none"> 5. Investigation of incidents that affect water quality, safety and performance of utility providers 6. Monitor utility operations to ensure the provision of safe water for both domestic and industrial uses 7. Manage PURC/GWCL Pro Poor Water Project through a Project Management Committee
Research and Corporate Affairs	<ol style="list-style-type: none"> 1. Management of the public relations and external affairs of the Commission to foster stronger relationships, promote positive engagements and effectively manage all stakeholders at the National, Regional, District and Community levels. 2. Leverage partnerships and collaborations to drive research and innovation, conducting high-quality research to support regulatory decisions
Finance and Procurement	<ol style="list-style-type: none"> 1. Development and implementation of accounting/financial policies and standards including monitoring mechanisms in managing the financial and management accounting functions of the Commission. 2. Ensuring that financial statements/reports are prepared in a timely manner and in line with statutory and regulatory requirements. 3. Plan, direct and manage the procurement function of PURC, in accordance with approved policies/procedures and regulatory requirements in order to optimise procurement of works, goods and services.
Human Resource and Administration	<ol style="list-style-type: none"> 1. Manpower Planning 2. Recruitment & Selection 3. Performance Management 4. Succession Planning
Information Communication Technology	Plan and manage the overall ICT infrastructure design, application of ICT systems, provision of

	corporate ICT training and maintenance of network security and standards for PURC's business operations at the Head Office and Regional Offices.
Internal Audit & Risk	<ol style="list-style-type: none">1. Provide risk-based, independent and objective assurance, advice, and insight add value and improve the Commission's operations.2. Helps the Commission accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes

2.2 PUBLIC UTILITIES REGULATORY COMMISSION ORGANOGRAM



2.3 Classes and Types of information

List of various classes of information in the custody of the institution:

1. Utility Tariff Proposals
2. Rate setting guidelines
3. Gazetted Tariffs
4. Complaints information from utilities and consumers
5. Investigation Reports
6. Formal Hearing Reports
7. Regulatory and Reliability Information from Utilities
8. Human Resource/Staff Records
9. Management information
10. Procurement
11. Programmes and Projects Reports
12. Internal Audit
13. Research
14. Register of utilities
15. Collective Bargaining Certificate

Types of Information Accessible at a fee:

1. Per complexity of the request

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 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 PUBLIC UTILITIES REGULATORY COMMISSION. To requests for information under the RTI Act from the PUBLIC UTILITIES REGULATORY COMMISSION 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 PUBLIC UTILITIES REGULATORY COMMISSION 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 PUBLIC UTILITIES REGULATORY COMMISSION'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 understand 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 identify which part is exempt based on Section 5 to 16 of the RTI Act and determines which of the units in the institution have the records or is responsible for the subject matter of the request.
- Provision is made under section 20 for the transfer of an application within a period of not more than ten days of receipt where the public institution to which the application was initially made is unable to deal with the application. In such situations, applicants would be notified accordingly with the reasons and dates of transfer.
- For information readily available in official publications, the Information Officer shall direct the applicant to the institution having custody of that publication and notify the public institution of the request. (s.21).
- If a requested information is not readily accessible, the estimated time it will take to search for the information would be communicated to the applicant.

3.3 Response to Applicants

a. 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 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

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. Appendix A: Standard RTI Request Form

[Reference No.:]

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



1.	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	Individual <input type="checkbox"/>	Organization/Institution <input type="checkbox"/>	
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	<input type="checkbox"/> National ID Card	<input type="checkbox"/> Passport	<input type="checkbox"/> Voter's ID
		<input type="checkbox"/> 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:	<input type="checkbox"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input style="width: 150px; height: 20px;" type="text"/>
10 (a).	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	Contact Details:	<input type="checkbox"/> Email Address _____ <input type="checkbox"/> Postal Address _____ <input type="checkbox"/> Tel: _____
12.	Applicant's signature/thumbprint:	
13.	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>	

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

Name of Information/Designated Officer:

ISAAC KWEKU ABOAGYE & CHARLES WELLINGTON BINEY

Telephone/Mobile number of Information Unit:

+233 302218300

Postal Address of the institution:

P.O. BOX CT 3095, CANTONMENTS, ACCRA

7. Appendix C: Acronyms

Instructions: Provide a list of acronyms and associated literal translations used within the manual. List the acronyms in alphabetical order using the table below.

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>
<Acronym>	<Literal Translation>
<Acronym>	<Literal Translation>

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