



CENDLOS

**CENTRE FOR NATIONAL
DISTANCE LEARNING AND
OPEN SCHOOLING**

Nexus of virtual learning

Government of Ghana

Right to Information Manual

**CENTRE FOR NATIONAL DISTANCE LEARNING AND
OPEN SCHOOLING (CENDLOS)**

2025

Table of Contents

Table of Contents	i
1. Overview	1
2. Directorates and Departments under CENDLOS	3
2.1 Description of Activities of each Directorate and Department	5
2.2 CENDLOS's Organogram	1
2.3 Classes and Types of information.....	2
3. Processing and Decision on Application – S. 23	3
4. Amendment of Personal Record	4
4.1 How to apply for an Amendment.....	4
5. Fees and Charges for Access to Information	5
6. Appendix A: Standard RTI Request Form	6
7. Appendix B: Contact Details of CENDLOS's Information Unit	9
8. Appendix C: Acronyms	10
9. Appendix D: Glossary	11

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, 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 Centre for National Distance Learning and Open Schooling (CENDLOS) and provide the types of information and classes of information available at CENDLOS, including the location and contact details of its information officers and units.

2. Directorates and Departments under Centre for National Distance Learning and Open Schooling (CENDLOS)

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

Making learning accessible, flexible and affordable to all, using modern, cutting-edge technologies in open, distance and electronic learning.

MISSION

To harmonize, package, coordinate and regulate open and distance learning and training for accelerated national educational development, in partnership with the public and private sectors.

Directorates and Departments under the Centre for National Distance Learning and Open Schooling (CENDLOS)

Directorates

1. Finance and Administration Directorate
2. Policy, Planning, Research Monitoring and Evaluation Directorate
3. Quality Assurance Directorate
4. Technology and Materials Development Directorate

Units

5. Corporate Affairs Unit
6. Internal Audit Unit
7. Human Resource Unit
8. Finance Unit
9. Administration Unit
10. Transport Unit
11. Estate Unit
12. Library Unit

Responsibilities of the Institution:

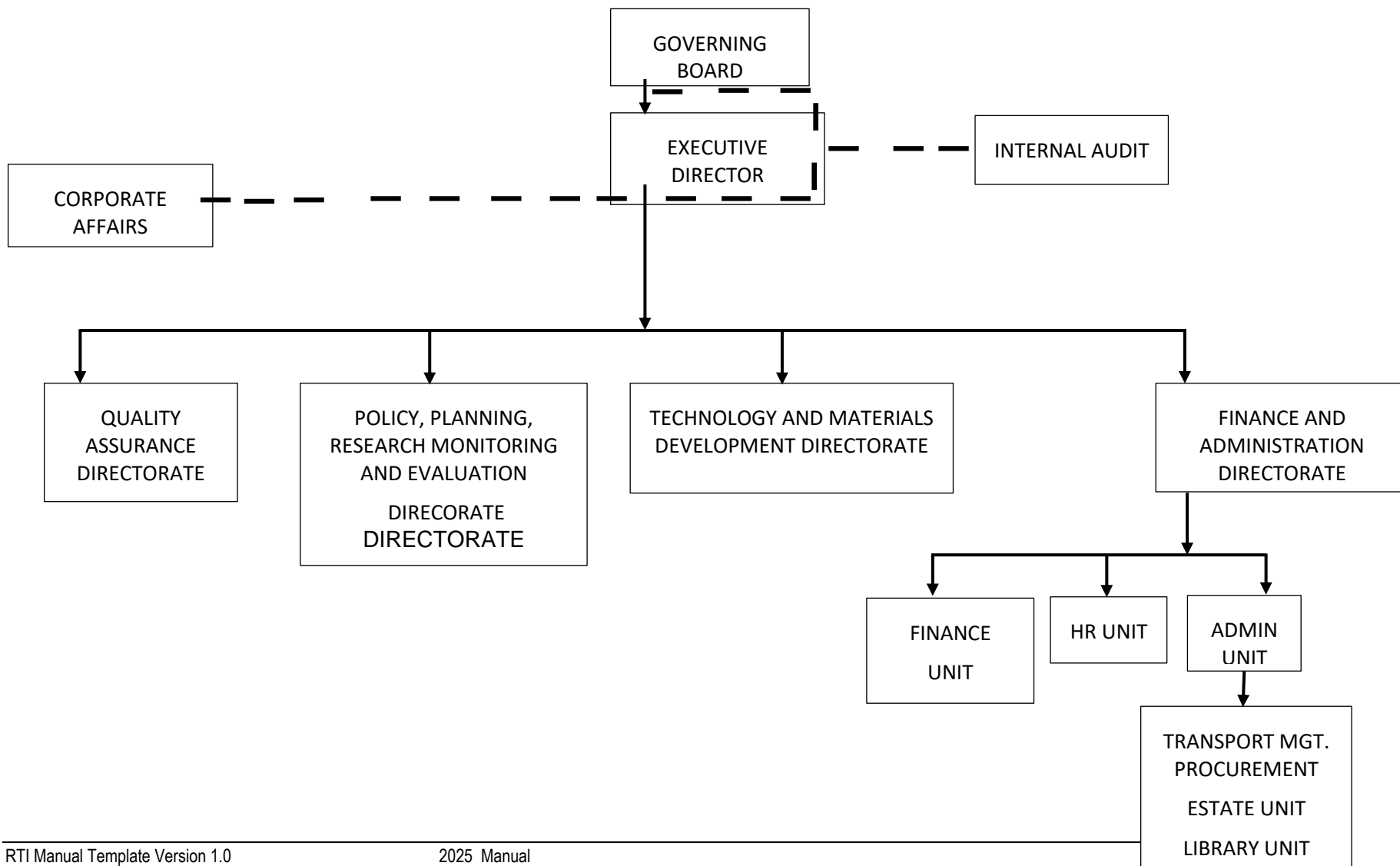
CENDLOS exists to make open, distance and electronic learning available to every Learner irrespective of location to have equitable, quality and easy access to education and to make them functional citizens who can contribute to socio-economic growth of Ghana.

2.1 Description of Activities of each Directorate and Units

Directorates/Units	Responsibilities/Activities
FINANCE AND ADMINISTRATION DIRECTORATE	The Finance and Administration Directorate (F&A) is responsible for planning, coordinating and executing Administrative Services, Human Resource (HR) Management strategies and Financial & Accounting systems, which aim at improving efficiency and effectiveness of official work performance and financial performance compliance at CENDLOS.
POLICY, PLANNING, RESEARCH MONITORING AND EVALUATION DIRECTORATE	The Policy, Planning, Research, Monitoring and Evaluation Directorate (PPRMED) is mandated to play a critical role in guiding the strategic direction of CENDLOS, ensuring effective policy implementation, and promoting a culture of continuous improvement and evidence-based decision-making.
QUALITY ASSURANCE DIRECTORATE	The Quality Assurance Directorate plays a crucial role in ensuring that CENDLOS operates efficiently, delivers high-quality services and products, and maintains compliance with applicable standards and regulations.
TECHNOLOGY & MATERIALS DEVELOPMENT DIRECTORATE	The Technology & Materials Development Directorate responsible for overseeing the installation and maintenance of computer network systems within CENDLOS. Also responsible for developing, designing and producing technology for education delivery.
CORPORATE AFFAIRS UNIT	The Corporate Affairs Unit of CENDLOS typically handles a range of functions related to CENDLOS's image, communication, and relationships with various stakeholders.
INTERNAL AUDIT UNIT	The Internal Audit Unit ensures that financial, managerial and operating information provided internally and externally is accurate, reliable and timely and complies with the laws, policies, plans, standards and procedures.
HUMAN RESOURCE UNIT	Responsible for managing the employee life cycle (i.e., recruiting, hiring, training, etc., and administering employee benefits.
FINANCE UNIT	The Finance Unit of CENDLOS is responsible for managing the organization's financial resources, ensuring financial

	sustainability, and maintaining compliance with financial regulations.
ADMINISTRATION UNIT	Responsible for General Office Management, Asset Management, Transport Management; and Security and Safety Management.
TRANSPORT UNIT	The Transport Unit is responsible for efficiently managing CENDLOS's transportation resources, ensuring compliance with regulations, promoting safety, and contributing to overall operational effectiveness.
ESTATE UNIT	The Estate Unit manages the physical assets of CENDLOS. By overseeing property-related functions such as maintenance, security, and space planning, the Estate Unit contributes to the overall functionality, safety, and compliance of the organization's facilities.
LIBRARY UNIT	The Library Unit provides access to information, supporting research and learning, and promoting information literacy within CENDLOS

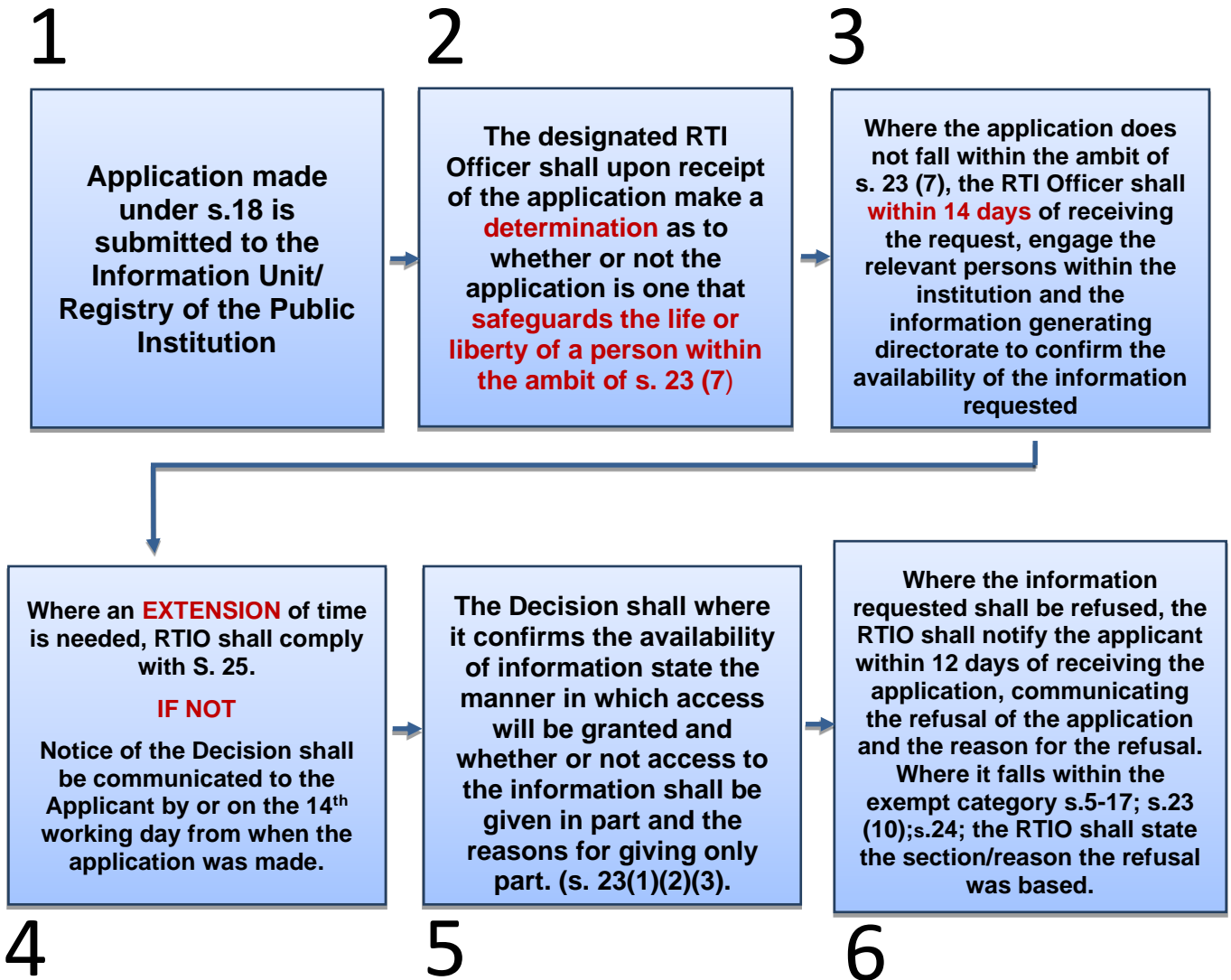
2.2 Centre for National Distance Learning and Open Schooling's Organogram ORGANIZATIONAL STRUCTURE



2.3 Classes and Types of information

List of various classes of information in the custody of the institution:
<ol style="list-style-type: none">1. Administrative2. Financial3. Legal4. Reports of workshops and conferences5. Annual Performance reports for ICT in Education Reforms
Types of Information Accessible at a fee:
n/a

3. Processing and Decision on Application – S. 23



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. 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 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:	Individual <input type="checkbox"/>	Organization/Institution	<input type="checkbox"/>
6.	TIN Number			
7.	If Represented, Name of Representative:			
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):			

<p>10.</p>	<p>Manner of Access:</p>	<p><input type="checkbox"/> Inspection of Information</p> <p><input type="checkbox"/> Copy of Information</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>
<p>10 (a).</p>	<p>Form of Access:</p>	<p><input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille</p>
<p>11.</p>	<p>Contact Details:</p>	<p><input type="checkbox"/> Email Address _____</p> <p><input type="checkbox"/> Postal Address _____</p> <p><input type="checkbox"/> Tel: _____</p>
<p>12.</p>	<p>Applicant's signature/thumbprint:</p>	
<p>13.</p>	<p>Signature of Witness (where applicable)</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 <CENDLOS>'s Information Unit

Name of Information/Designated Officer:

NAJEH SAFI

Telephone/Mobile number of Information Unit:

0302986268

Postal Address of the institution:

Post Office Box CT 8793, Cantonments, Accra

Email Address:

info@cendlos.gov.gh

8. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<i>CENDLOS</i>	<i>Centre For National Distance Learning and Open Schooling</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>