



GOVERNMENT OF GHANA

RIGHT TO INFORMATION MANUAL

FAIR WAGES AND SALARIES COMMISSION

FWSC

2023

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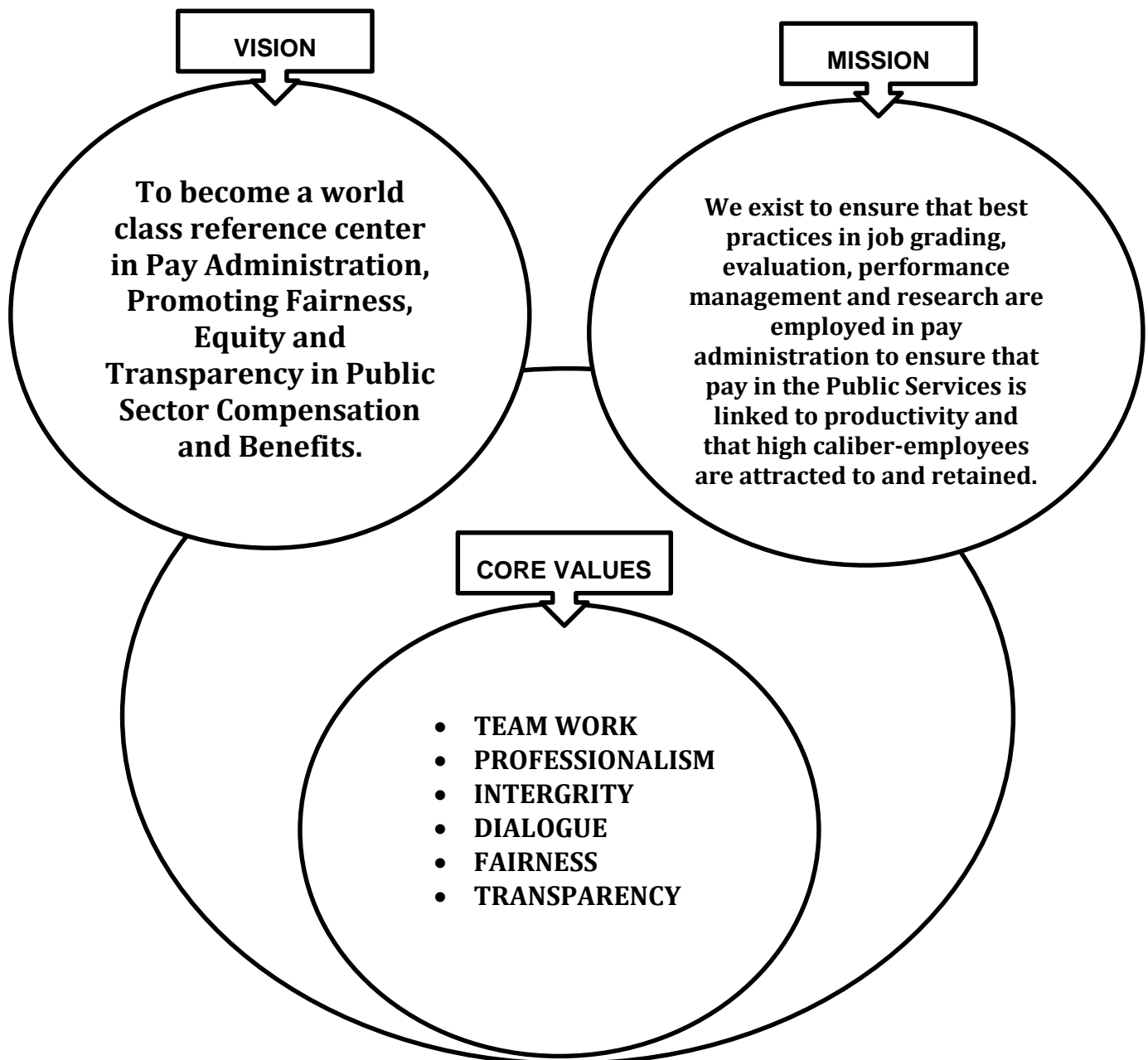
1. Overview

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, Nana Addo Dankwa Akufo-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 Fair Wages and Salaries Commission (FWSC) and provide the types of information and classes of information available at FWSC, including the location and contact details of its Information Officers and Units.

2. Directorates and Units under Fair Wages and Salaries Commission (FWSC)

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



3. Directorates and Units under the Fair Wages and Salaries Commission

| Directorates and Units under Fair Wages and Salaries Commission (FWSC) |
|---|
| <ol style="list-style-type: none">1. Finance and Administration2. Salary Administration3. Performance Management4. Research, Monitoring and Evaluation5. Grievances and Negotiations6. Public Affairs Unit7. Human Resource Unit8. Internal Audit Unit9. Procurement Unit10.IT Unit11.Legal Unit12.Estate Unit |
| |

Responsibilities of the Commission:

1. Ensure fair, transparent and systematic implementation of the Government of Ghana's Public Sector Pay Policy.
2. Develop and advise Government on, and to ensure that decisions are implemented on matters related to:
 - Salaries, wages, grading, classification
 - Job analysis and job evaluation,
 - Performance management and indicators,
 - Allowances and benefits in the public service with the ultimate objective consolidation of the allowances and benefits.

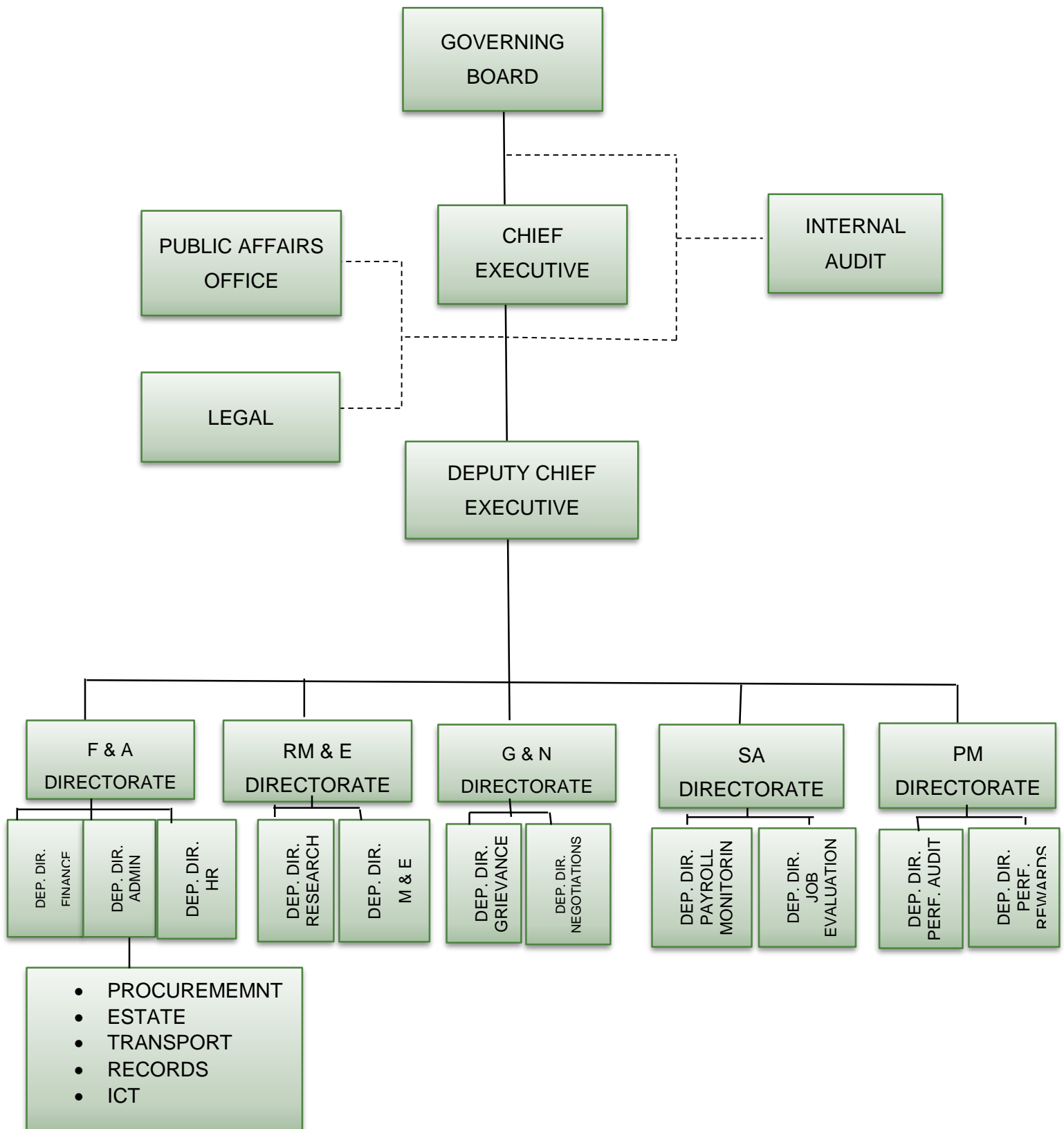
2.1 Description of Activities of each Directorate and Units

| Directorate/Units | Responsibilities/Activities |
|-----------------------------------|---|
| Salary Administration | The Directorate is responsible for conducting job analysis and evaluations, grading and re-grading of positions and developing salary structures for the public service based on annually negotiated base pay. It also provides technical and operational directions on government pay policy for salary administration for the achievement of the mandate of the Commission. |
| Performance Management | The Directorate has the responsibility for coordinating Performance Management Systems of Public Service institutions on the Single Spine Pay System. It also advises on performance management processes and indicators as well as the development and implementation of a robust public service-wide Performance Management System and to ensure that employee performance is fairly reflected in the public service pay system that links pay to productivity in the public service. |
| Finance and Administration | The Directorate has an oversight responsibility for directing and overseeing all the financial and administrative activities of the Commission. It provides financial administrative and human capital management to support the smooth operation of the Commission through prudent management of resources. |

| | |
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| Research, Monitoring and Evaluation | <p>The Directorate is responsible for conducting research, surveys and analysis on salaries, benefits and allowances and ensures the provision of accurate and timely information for public service pay policy formulation, implementation and analysis. It also monitors and evaluates institution's compliance within the tenets and principles of the Single Spine Pay Policy to enable the Commission to advise Government appropriately on public sector pay management.</p> |
| Grievances and Negotiations | <p>The Directorate is responsible for coordinating, managing and monitoring collective bargaining processes in which the government is the direct or indirect employer.</p> <p>It also co-ordinates and manages the collective bargaining processes in negotiation in which Government is the direct or indirect employer and to ensure timely resolution of all grievances.</p> |
| Human Resource | <p>The HR is responsible for managing the employee's life cycle in the Commission from recruitment to retirement.</p> |
| Public Affairs Unit | <p>The Unit is responsible for managing the corporate image of the Commission and its stakeholders. It also supports all Directorates to ensure that the Commission's obligations to its stakeholders' are met.</p> |

| | |
|-----------------------|--|
| Legal Unit | The Unit is responsible for carrying out the legal functions of the Commission. |
| Internal Audit | The Unit is responsible for carrying out regular pre-audit and ensuring full preparation for year-end audits by External Auditors. |

2.2 Fair Wages and Salaries Commission's Organogram



2.4 CLASSES AND TYPES OF INFORMATION

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

1. FINANCE AND ADMINISTRATION

- Budget Estimates and Releases
- Financial Statements
- Cashbook
- Bank Statements
- Asset Register
- ESPV Reports
- Budget Performance Report
- Procurement Plan

2. SALARY ADMINISTRATION

- Single Spine Salary Structure
- Single Spine Grade Structure for Institutions
- Approved Scheme of Service for Institutions
- Migration Data for Institutions

3. HUMAN RESOURCE

- FWSC HR Manual
- Public Services Commission Manual
- Code of Conduct
- Minutes of Management Meetings
- Attendance Reports

- Recruitments and Staffing Report
- Annual Reports
- Promotion Reports
- Leave Management Reports
- Progress Reports
- Training Report
- Health and Safety Reports

4. PERFORMANCE MANAGEMENT

- Performance Management Reports

5. PROCUREMENT

- Procurement Plan
- Progress Report
- Status Report
- Contract Awards
- Contract Documents

6. GRIEVANCES AND NEGOTIATIONS

- Administrative Guidelines for Category 2, 3 and 4 Allowances
- Rates for Category 2, 3 and 4 Allowances
- Rules of Engagement
- Base Pay Agreements for Public Service
- Cost of Living Allowances Agreement

7. RESEARCH MONITORING AND EVALUATION

- Annual Statistical Report from the Ministry of Employment and Labour Relations
- Trend Analysis of the National Daily Minimum Wage (NDMW)
- Trend Analysis of the Single Spine Base Pay
- Research findings on pay policy implementation
- Research findings on public opinion related to salaries
- Analysis of Payroll data from controller and accountant general's department and other central Management agencies

8. PUBLIC AFFAIRS UNIT

- Press Statements on the implementation of the Single Spine Pay Policy
- Articles on Pay Policy Implementation
- Briefs on the:
 - Historical background
 - Government white paper on the implementation of the SSPP
 - Government white paper on the implementation of the Market Premium
 - Labour Market Survey Report 2022

Types of Information Accessible at a fee:

Hard copies of all information listed in 2.4 (Classes and types of Information) above will command a fee as prescribed by the RTI Act, 2019 (Act 989).

4. 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 Fair Wages and Salaries Commission (FWSC). To requests for information under the RTI Act from the Fair Wages and Salaries 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 Fair Wages and Salaries 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 Fair Wages and Salaries 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.
- He 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.

5. 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.
- e. A statutory declaration must be attached.

6. 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, the information officer may request a reasonable transcription cost. (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 to examine and ensure the information is not exempt
- preparing the information

7. 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: | <input type="checkbox"/> Individual <input type="checkbox"/> Organization/Institution | | |
| 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"/> ID Driver's License <input type="checkbox"/> Voter's ID | | |
| 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 type="text"/> |
| 10 (a). | Form of Access: | <input type="checkbox"/> Hard copy <input type="checkbox"/> Soft/Electronic Copy <input type="checkbox"/> Braille |
| 11. | Contact Details: | <input type="checkbox"/> Email Address <hr/> <input type="checkbox"/> Postal Address <hr/> <input type="checkbox"/> Tel <hr/> |
| 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> | |

8. Appendix B: Contact Details of FWSC's Information Unit

Name of Information/Designated Officers:**AMOAKO AKESE****Telephone/Email Address****0547129813****akeseamoako10@gmail.com****ERIC AKUAMOAH BOATENG****0243716174****0273103904****x_nana25@yahoo.com****Postal Address of the institution:****FAIR WAGES AND SALARIES COMMISSION
P. O. BOX. MB 263**

9. Appendix C: Acronyms

Table 1 Acronyms

| Acronym | Literal Translation |
|-------------------|--|
| <i>RTI</i> | <i>Right to Information</i> |
| <i>MDA</i> | <i>Ministries, Units and Agencies</i> |
| <i>s.</i> | <i>section</i> |
| <i>MMDAs</i> | <i>Metropolitan, Municipal and District Assemblies</i> |
| <i>FWSC</i> | <i>Fair Wages and Salaries Commission</i> |
| <i>SA</i> | <i>Salary Administration</i> |
| <i>DIR.</i> | <i>Director</i> |
| <i>DEP.</i> | <i>Deputy</i> |
| <i>F & A</i> | <i>Finance and Administration</i> |
| <i>RM & E</i> | <i>Research, Monitoring and Evaluation</i> |
| <i>PM</i> | <i>Performance Management</i> |
| <i>G & N</i> | <i>Grievances and Negotiations</i> |

10. 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> |

| Term | Definition |
|-----------------------------|--|
| <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> |