



THE RIGHT TO INFORMATION COMMISSION

**GUIDELINES TO FILLING THE NEW RTI
ANNUAL REPORT TEMPLATE (2025)**

THE RIGHT TO INFORMATION COMMISSION

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GUIDELINES TO FILLING THE RTI ANNUAL REPORT TEMPLATE

INTRODUCTION

The Right to Information (RTI) Annual Report is a written report that every public institution is required to submit to the RTI Commission, detailing all RTI-related activities carried out during the previous year, as mandated by Section 77(1) of the Right to Information Act, 2019 (Act 989). Submitting the RTI Annual Report is a statutory obligation. Public institutions must comply with the requirements of Section 77(1) of Act 989 by providing accurate and timely information on their RTI operations.

To support this process, the RTI Commission provides a standard reporting template to guide Information Officers in preparing and submitting comprehensive RTI Annual Reports.

The Annual Report must cover all RTI-related activities undertaken by the institution within the reporting year, including:

- Applications and requests processed
- Sensitisation and training activities
- Compliance with the Information Manual requirements
- Records management and internal review processes
- Applicant demographics
- Modes and types of RTI applications
- Challenges encountered and recommendations

This document offers a step-by-step guide to help you accurately complete the RTI Annual Report template, from the initial stages through to final submission.

STEP-BY-STEP GUIDE

COVER PAGE

Your Reference: located at the top left of the cover page. Enter the institution's reference number or file tracking code.

Date: Located at the top right of the cover page. Select the date using the date-picker when the report is finalised.

CONTACT DETAILS OF INSTITUTIONS AND INFORMATION OFFICERS

Fill in all fields relating to the institution and the designated Information Officer:

- **Name of Institution:** Indicate the official name of the institution or the updated name
- **Contact Number:** Indicate the official contact number of the institution.
- **Email Address:** Indicate the official email address of the institution.
- **Digital Address:** Indicate the official digital address of the institution.
- **P.O. Box Address:** Indicate the official postal address of the institution.
- **Name of Information/Designated Officer:** Indicate the name of the Information officer or the designated officer assigned to facilitate RTI implementations.
- **Officer's Contact Number and Email:** Indicate accurate contact details of the IO or Designated officer
- **Details of the person who prepared the report:** In the instance the IO did not fill the form, provide name and position of the officer who provided details to this report/ filled this template.
- **Signature and date:** Provide signature of the IO or Officer who filled this form. Use the date picker to select the date of which this report is being filled
- **Head of Institution's name:** Provide the name of the Head of Institution.
- **Signature:** The Head of Institution or an authorized officer must sign the provided field on the form for authentication.
- **Date:** Indicate the date the Head of Institution signed, approving this document for submission to the RTI Commission.
- **Affix institutional seal:** IO's must append the official institutional stamp (physical or digital seal) for authentication.

SECTION 1: APPLICATIONS AND REQUESTS

Difference between Applications and Requests

Applications is considered the letters (hardcopy letters or emails) submitted to the public institution as RTI request for information by an applicant (individuals or organisations).

Requests refer to the individual questions asked on an application. A single application may contain multiple questions (requests).

Indicators Explained:

- **Applications Received:** The total number of RTI applications/letters (written and oral).
- **Requests Received:** The total number of individual questions/requests asked on each application/letter.
- **Fully Approved:** Total number of Requests where all requested information/questions on the application was provided/submitted to the applicant.
- **Partially Granted:** When a single question demands different types of information to be provided but then due to exemptions or other stipulations of Act 989, only part of the requested information can be given to the applicant, then the request/question is considered partially granted.
- **Transferred:** A total of any submitted request that the Information Officer (IO) has transferred or forwarded to another public institution on behalf of the applicant because his/her institution is not the custodian of the requested records. (Section 20 (1)(d)).
- **Referred:** A total of any submitted request that the IO has directed an applicant to another public institution to submit their own application because his/her institution is not the custodian of the requested records. (Section 20 (1)(c)).
- **Deferred Requests:** A total of any request that the IO has delayed access to the information because the public institution will publish the same requested information in the public domain within 90 days. (Section 22)
- **Rejected Requests:** A total count of all requests where the Information Officer refused to provide the information or declined the application based on the stipulated exemptions under section 5-17 or Section 23,24,26, and 27 of Act 989.
- **Reasons for Rejection:** Provide explicit reasons why requests/applications were denied or rejected by the IO.

- **Internal Reviews Requested:** The total number of applications/letters for internal reviews triggered by the applicant seeking redress from the head of institution (section 31 of Act 989).
- **Internal Reviews Granted:** The total number of internal review applications where the head of institution or authorized persons responded to the applicant.
- **Internal reviews dismissed (with reasons):** The total number of internal review applications where the Head of Institution did not respond to the applicant.
- **Judicial Reviews:** The total number of applications that has been taken to court for judicial reviews and the outcomes if any.
- **Average Response Time per Application:** This is calculated as the total number of days an IO takes to respond to each RTI applications divided by the total number of applications responded to. Please note that Act 989 mandates notification for RTI requests to be relayed in 14 days. This is to measure how promptly public institution responds to RTI applications.
- **Average Internal Review Response Time:** The average number of days between when an applicant submits a request for internal review for a dissatisfied RTI decision and when the institution issues its review decision.

SECTION 2: SENSITISATION AND TRAINING

RTIC Organised Sensitisation: Indicate the date for sensitisation sessions conducted by personnel from the RTI Commission. Use the date picker to select the dates that apply.

Information Officers/Designated Officers Training: Indicate if the IO has undergone any RTI-related training organised by institutions other than the RTI Commission:

- Pick the appropriate training date(s) using the date picker.
- Choose the institution that organised the training from the drop-down list.
 - Access to Information Division (ATI)
 - Ghana Commission for UNESCO
 - None
- Choose “Other” to type out institutions that are not on the dropdown list

SECTION 3: INFORMATION MANUAL FOR PUBLIC INSTITUTIONS

Indicate **YES/NO** in this section using the drop-down options.

Information manual is a document compiled by an institution detailing the categories of information it holds, how this information can be accessed, and the procedures for making requests under the RTI Act (Section 3).

- **Does your institution have an information manual?** : This means has your institution prepared an information manual for year 2025?
- **Has your institution published the information manual on their website?** : This refers to whether your institution has published its information manual on their official website and is accessible for public viewing?
- **Does your institution have a copy of the information manual displayed where any person can have access to?** : Is there a copy of the information manual displayed at the premises of your institution that is accessible to the public?
- **Does your institution proactively publish information on its website?** : Indicate whether your institution proactively publishes information online (section 2 of Act 989).
- **Was the information manual reviewed/updated during the year?** : Indicate if your institution has reviewed and updated details of the information manual during the year 2025.

SECTION 4: CHALLENGES AND RECOMMENDATIONS

Challenges: Indicate specific issues encountered during RTI implementation by using the drop down to pick specific challenges that apply. Choose the “Other” option to be able to type out challenges that are not included in the drop down menu

Recommendations: Suggest specific solutions to help mitigate the challenges encountered during RTI implementation by selecting the appropriate recommendations from the drop-down menu. Choose the ‘Other’ option if you need to type a recommendation that is not included in the list.

SECTION 5: BIODATA OF APPLICANTS

Biodata refers to the age and gender of applicants which will be gathered from ID cards submitted by applicants at the time of making an RTI request. **Section 18(f)** mandates IO's to demand for accurate identification from applicants when they are making RTI requests.

Data for Age: Determine the age ranges of applicants using the dates of birth on the submitted photocopies of ID cards. Count each applicant's age and record the total number of applicants who fall within each specified age range. After counting, sum the totals for all age ranges.

Data for Gender: Determine the gender of applicants using the submitted photocopies of their ID cards. Count each applicant's gender and record the total number of applicants who fall within each specified gender group. After counting, sum the totals for all gender groups.

Tip: Ensure biodata is obtained only from applicant-supplied ID cards preferably from ECOWAS/Ghana cards, Passports, Drivers' license and Voters' ID cards.

SECTION 6: TYPE AND MODE OF APPLICATIONS

The Type of Application is the format/form in which an applicant submits an RTI request to the public institution. (Type = format, either written or oral)

Written Applications: Hard copy formats of the applications/letters submitted to the public institution. Examples: Letters delivered in hardcopy formats (by person, through postal mail, or by courier).

- **How to Count:** Review your record for the total number of paper-based applications received within the reporting period.

Oral Applications: Refers to when an applicant communicates his/her RTI request verbally (in person) to the IO (section 18(2)). Example: A citizen who walks into the office and asks to see the IO to make his/her RTI request orally (by mouth) without the applicant writing the request out themselves.

- **How to Count:** Review the records of oral applications documented by the IO during 2025

Mode of Application is the channel used by the applicant when delivering or submitting their RTI application to the institution. (Mode = how it was delivered either physical or electronic)

In-Person Applications: Applicant physically or directly submitted the application directly to the premises of the institution. Examples: Individuals who visit the office to hand-deliver their written applications or to make a verbal request.

- **How to Count:** Sum up all applications where applicants physically visited the office to submit their requests.

Electronic Applications: Refers to applications submitted through digital means, such as email or any online channel approved by the public institutions for RTI request submissions. Examples: Emails received at the institution's RTI email address or applications submitted through a digital form on the institution's website.

- **How to Count:** Review your email records or system logs to tally the total number of electronic submissions

Important Notice: Applications received in Section 2 should match the total of written + oral in Section 7. Cross-check each type and mode's count with the total number of applications to ensure accuracy.

SECTION 7: RECORDS MANAGEMENT AND COMPLIANCE

Indicate **YES/NO** for this section using the drop-down options.

1. **Central register of RTI Applications:** Does your institution have a dedicated records book for recording and tracking all RTI requests received, how they are processed, and the decisions for request outcomes (approved, deferred etc.).
2. **Do you record the time you respond to the applicant?** : Indicate if the IO records exact date when the public institution provides the requested information or communicates a decision to the applicant.
3. **Establishment of filing system for RTI requests and decisions:** Indicate whether RTI requests received are systematically recorded and organised, either in physical files or in a digital system.

CHANNELS TO SUBMIT YOUR RTI ANNUAL REPORT:

Submit the completed report to the RTI Commission within 60 days after 31st December as required by law (section 77(1)).

Report should be submitted via email using reports@rtic.gov.gh with the official RTIC mail rticommission@rtic.gov.gh in copy

Institutions facing internet connectivity challenges are allowed to submit via postal address P. O. Box yk1179, Kanda-Accra or submitted to the RTI Commission premises at No. 4, 1st Osu Badu link.