



Government of Ghana

Right to Information Manual

Ghana Airports Company Limited
(GACL)

2026

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1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the Right to Information Act, 2019 (Act 989) The Act gives substance to the constitutional right to information provided under Article 21 (1) (f) of the 1992 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 [Ghana Airports Company Limited \(GACL\)](#) and provide the types of information and classes of information available at GACL, including the location and contact details of its information officers and units.

Directorates and Departments under Ghana Airports Company Limited (GACL)

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 position Ghana as the preferred aviation hub and leader in Airport business in West Africa.

MISSION

To provide world-class airport facilities and services for the benefit of our stakeholders.

Directorates and Departments under Ghana Airports Company Limited (GACL)

1. Managing Director's Directorate
2. Human Capital & Office Services Dept.
3. Finance Dept.
4. Procurement Dept.
5. Information Communication Technology (ICT) Dept.
6. Airport Planning and Project Dept
7. Corporate Communications & Public Relations Dept.
8. Internal Audit, Compliance & Risk
9. Legal and Company Secretariat Dept.
10. Strategy and Corporate Performance Management Dept
11. Facilities and Infrastructure Management Dept.
12. Commercial Services Dept.
13. Airport Operations Dept.
14. Business Development Services
15. Aviation Security Dept.

Responsibilities of the Institution:

1. Develop, manage and maintain airports and airstrips in Ghana
2. Facilitate aircraft, passenger, cargo and mail movements
3. Provide safety and security for Aircraft, Passengers and Cargo in accordance with best international practices
4. Coordinate the operations of other agencies that provide support services at the airport to enhance overall efficiency
5. Provide rescue and firefighting equipment and services at airport

2.1 Description of Activities of each Directorate and Department

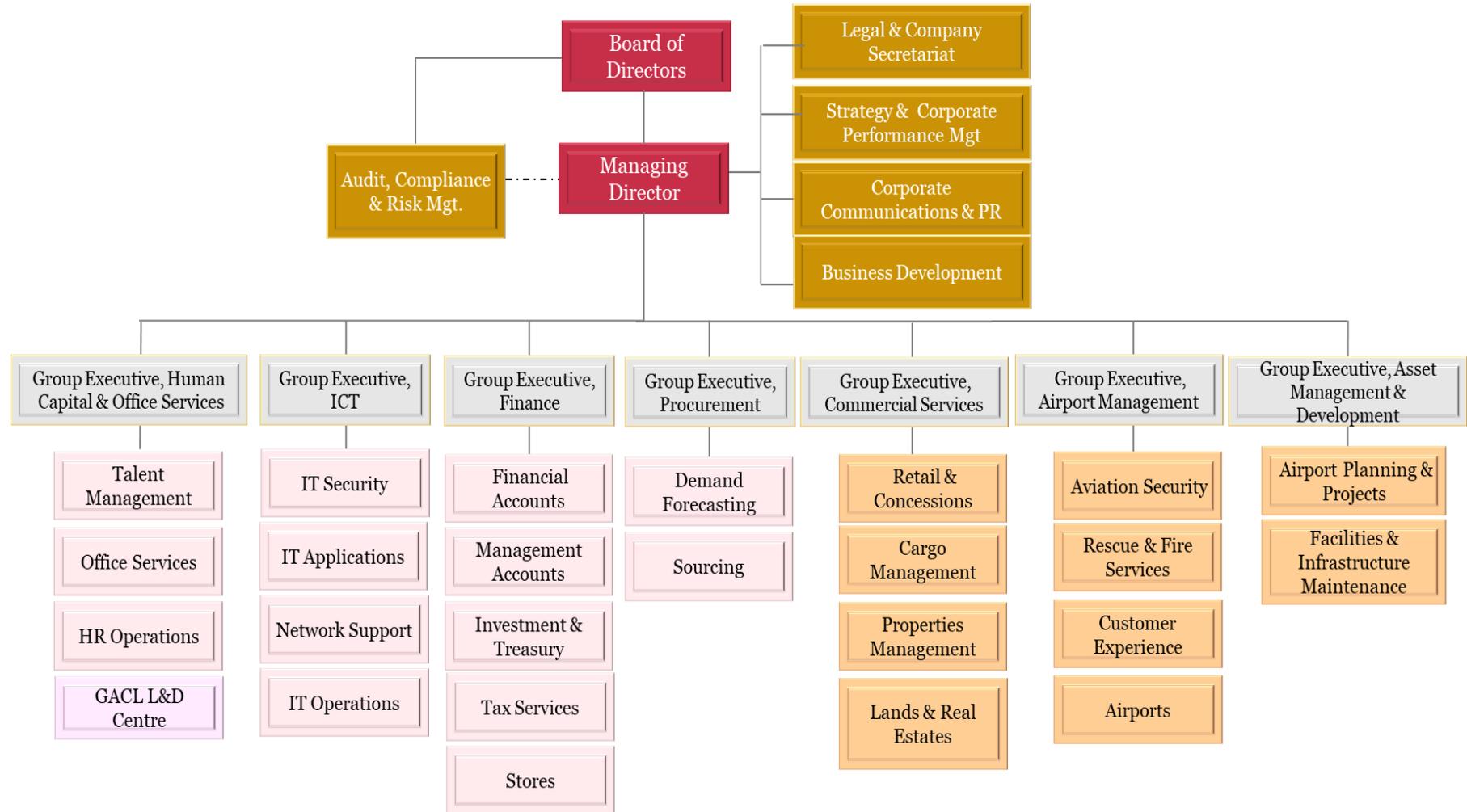
| Directorate/Department | Responsibilities/Activities |
|--|--|
| Human Capital & Office Services Dept. | <p>Responsible for ensuring that GACL and its subsidiaries have the right mix of talent that are effectively deployed, managed, rewarded and engaged in a cost-effective manner.</p> <p>Support the creation of a distinctive organizational culture and employer brand and facilitate its adoption and promotion by employees.</p> <p>Provide leadership in the development and execution of strategic and operational Human Capital & Office Services programmes in support of Business Objectives.</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Human Capital Operations • Talent Management • Office Services • Training Academy/Learning & Development • Quality Assurance |
| Finance Dept. | Responsible for the management of the entire spectrum of the company's financial resources and external relationship with stakeholders and other members of the aviation business on financial matters. |
| Procurement Dept. | <p>Manage the procurement function for GACL and its subsidiaries and ensure that cost-effectiveness and best value for money are adopted in sourcing, acquiring and paying for goods and services required for the company operations and devoid of any conflict of interest practices</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Planning & Forecasting • Sourcing & Logistics |
| Information Communication Technology (ICT) Dept. | Responsible for the effective acquisition, deployment and management of business-focused ICT resources and ensure functionality of ICT infrastructure and delivery of a high-quality customer -focused ICT |

| | |
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| | <p>service that supports the operations of GACL and its subsidiaries.</p> <p>Core Activities</p> <ul style="list-style-type: none"> • IT Security • Applications Management • IT Operations • Hardware & Infrastructure Management |
| <p>Airport Planning and Project</p> | <p>Responsible for the management of all GACL's infrastructure development in compliance with national, corporate policies and industry/regulatory standards (GCAA, ICAO, ACI)</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Civil Engineering • Electrical & Mechanical Engineering • Structures & Design • Planning and Quantities |
| <p>Corporate Communications & Public Relations Dept.</p> | <p>Responsible for promoting and protecting the company's image/reputation, communicating with internal and external publics as well as managing relationships</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Brand and Communication • Protocol • Oversee all corporate social responsibility initiatives and activities • Event Management etc. |
| <p>Internal Audit, Compliance & Risk</p> | <p>Work to promote accountability, transparency and discipline of business operations as well as governance and ethics</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Internal Audit • Risk Management • Compliance |

| | |
|---|--|
| <p>Legal and Company Secretariat Dept.</p> | <p>Accountable for ensuring that all legal services across GACL are carried out effectively including provision of advisory legal services, preparing contracts, prosecuting and defending the company's interest, liaising with regulatory agencies, preparation of regulatory reports and managing relationships with regulatory bodies for all business operations</p> <p>Core Activities</p> <ul style="list-style-type: none"> • General Legal Advisory • Company Secretariat |
| <p>Strategy and Corporate Performance Management Dept</p> | <p>Responsible for the formulation of GACL's corporate strategy and annual plans in conjunction with management based on research and analytics conducted on historical performance, competition, trends and developments at national, regional and international levels. Monitor achievement of stated goals and objectives and reporting on corporate performance.</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Strategy Planning and Performance • Research and Analytics |
| <p>Facilities and Infrastructure Management Dept.</p> | <p>Provision of overall leadership and oversight to the planning, development, management and maintenance of GACL physical infrastructure and asset, ensuring high level efficiency, serviceability and return on investment.</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Building, Pavements and Grounds • Electrical Maintenance • Electro – Mechanical Maintenance • Transport and Fleet management • Fault reporting |
| <p>Commercial Services Dept.</p> | <p>Responsible for the developing, leading and managing all commercial/business activities of the business, developing and implementing innovative, growth focused commercial/business development strategy.</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Properties and Real Estate Management |

| | |
|-------------------------------|---|
| | <ul style="list-style-type: none"> • Air Cargo Management • Retail and Concessions • Car Parks Management |
| Airports Management | <p>Provision of strategic leadership and technical guidance of airport operations and the technical departments (Terminal Operations, Landside Operations, Airside Operations, Safety & Environment, asset management, facilities management, customer experience) in GACL with focus on achieving cost-effectiveness, safety and positive customer experience.</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Airport Operations including Regional Airports • Facilitation of passengers, airlines and other airport stakeholders • Customer Services • Rescue & Fire Fighting Services |
| Business Development Services | <p>Support the growth and expansion of GACL's business by identifying and engaging potential airlines and major concession partners in order to promote GACL's airports as the airports of choice in West Africa.</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Management of Joint Venture/Investment portfolio • Routes development • Development of new business |
| Aviation Security Dept. | <p>Serve as a Chief Liaison Officer between GACL and National Security on Airport Security issues, working with GACL and coordinate key activities to assure safety of passengers and other airport operators.</p> <p>Core Activities</p> <ul style="list-style-type: none"> • Intelligence & Investigations • Quality Control • Terminal/Landside/Airside Security Operations |

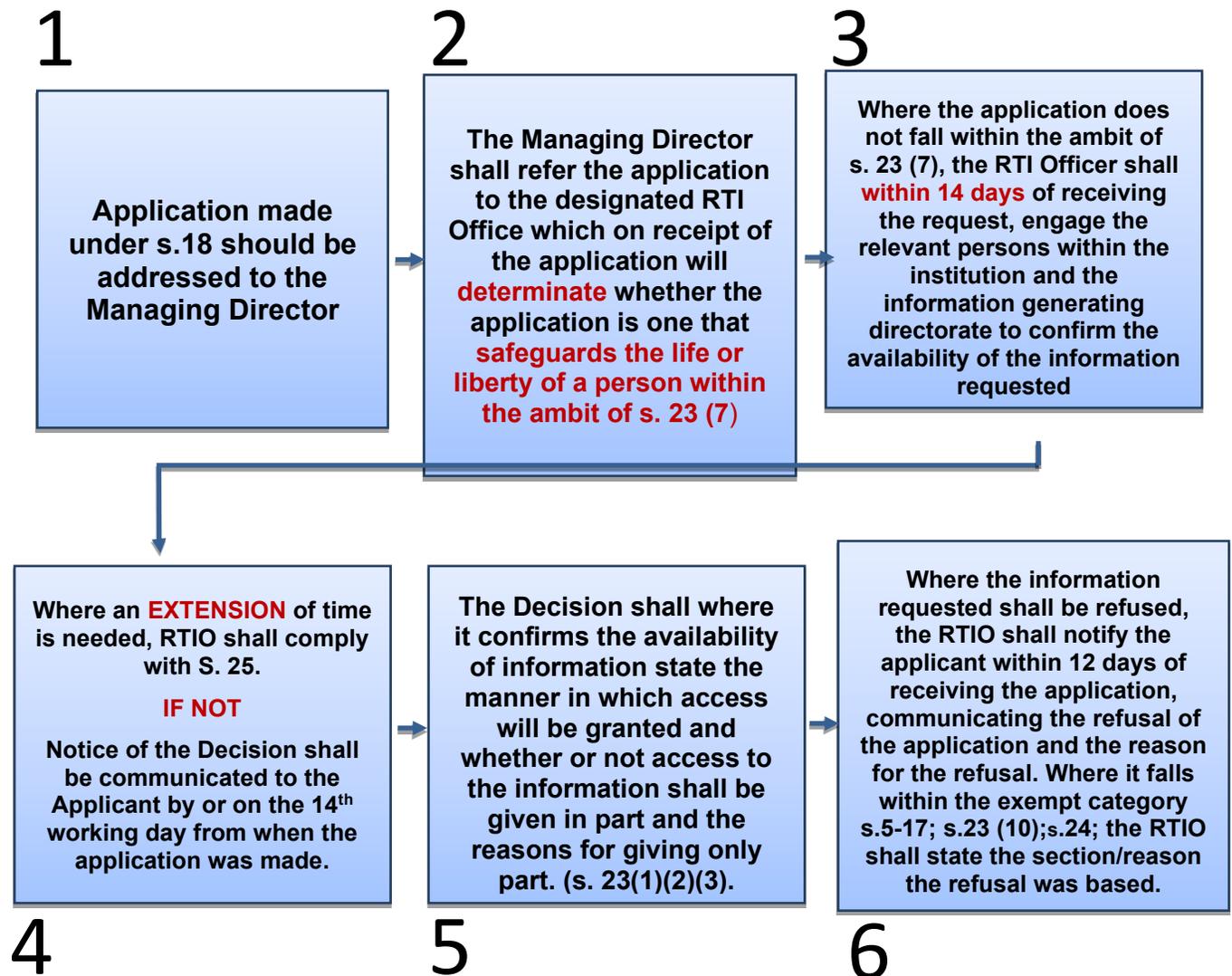
1.2 Ghana Airports Company Limited's Organogram



2.4 Classes and Types of information

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| List of various classes of information in the custody of the institution: |
| <ol style="list-style-type: none">1. Airline related Information2. Air traffic statistics |
| Types of Information Accessible at a fee: |
| Not applicable |

2. Processing and Decision on Application – S. 23



3. 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

4. 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.

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. | 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): | | |

| | | |
|---------|---|---|
| 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 GACL's Information Unit

Name of Information / Designated Office:

ALPHA SAVIOUR

Telephone / Mobile number of Information Unit:

0249990674

Postal Address of the institution:

KA PMB 36, KOTOKA INTERNATIONAL AIRPORT (KIA), 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> |
| <i>GACL</i> | <i>Ghana Airports Company Limited</i> |
| <i>ACI</i> | <i>Airports Council International</i> |
| <i>GCAA</i> | <i>Ghana Civil Aviation Authority</i> |
| <i>ICAO</i> | <i>International Civil Aviation Organization</i> |

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> |
| Airport | <i>an airport is a place where airplanes take off and land that has all the services and buildings needed to take care of the airplanes, passengers, and cargo</i> |