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CHIEF EXECUTIVE OFFICER
NATIONAL AMBULANCE SERVICE
P. O. BOX M8 423
MINISTRY OF HEALTH
ACCRA-GHANA



Government of Ghana

Right to Information Manual

NATIONAL AMBULANCE SERVICE (NAS)

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, 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 National Ambulance Service (NAS) and provide the types of information and classes of information available at NAS, including the location and contact details of its information officers and units.

2. Directorates and Departments under NATIONAL AMBULANCE SERVICE (NAS)

This section describes the institution's vision, 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

A responsive world-class Pre-Hospital Emergency Medical Service (EMS) for people living in Ghana.

MISSION

Provision of an integrated, high quality pre-hospital emergency medical care, health transport, medical retrieval and education services to all people living in Ghana by deploying modern and technologically advanced equipment and devices and the use of highly skilled and motivated staff working within an integrated and functionally sustainable system.

Directorates and Departments under *National Ambulance Service (NAS)*

1. Human Resources
2. Operations
3. Finance
4. Procurement
5. Monitoring and Evaluation
6. Administration
 - Estate
 - Stores
 - Public Relations
 - I.T.

Responsibilities of the Institution:

- Emergency medical response and out of hospital care.
- Emergency medical transport by road
- Non-emergency patient transport
- Major incident management and response.
- Retrieval of critically ill patients.
- Provision of Ambulance cover during public events.
- Support for other health services in communities where the full range of services are not easily accessible.
- Community education on First Aid.

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Human Resources	<ul style="list-style-type: none"> • Assist in the determination of appropriate sectoral Human Resource levels consistent with the overall operational requirements of the Service. • Provide framework for the periodic review of Schemes of Service, job descriptions and job classifications of staff in the Service • Keep and updates records on fellowship related training of staff in the Service. • Periodically reviews rules, regulations and procedures relating to training. • Establishes and maintains systems and procedures for planning training and manpower development for the Service.
Operations	<ul style="list-style-type: none"> • To provide pre-hospital emergency care to accidents victims (Road traffic, Domestic, Industrial, Medical etc.) • To transport accident victims to health facilities • To provide stand by emergency cover at mass public gatherings.
Finance	<p>The directorate is responsible for the provision of advice on financial policy, preparation of budget estimates and financial records.</p> <p>To analyze and forecast revenue and expenditure trends and prepare cash flow analysis for the Service.</p>
Monitoring and Evaluation	<ul style="list-style-type: none"> • Monitoring of performance of the staff and stations of the NAS. • Develops a system of linking resource allocation to service output. • Monitors the implementation of the budget. • To undertake periodic reviews of the activities of NAS and its stations

Procurement

- Maintains and updates the procurement procedures including standard bidding documents
- Executes procurements on an agency level
- Co-ordinates emergency procurement and donations
- Provides training and supervises procurement at headquarters and regional level
- Advises on all procurement issues.

Administration

This Directorate ensures the development and implementation of approved managerial practice.

This Directorate further ensures that services and facilities necessary to support the administrative and other functions of the Service are available. It also ensures the provision of an effective and efficient system for internal checks.

Estate

This Unit provides advice on estate management issues and ensures that repairs and works on facilities and equipment are properly carried out in the Service. The Unit is responsible for ensuring the safety of all staff and property of the Service.

Stores

The unit is responsible for managing the stores services and providing technical support on procurement processes for the Service. It also ensures the proper storage of materials procured and ensures that stocks are replaced on time in the Service.

Public Relations

The unit is responsible for the identification and updating of relevant information for policy formulation and decision making. It acts as a focal point for information about the Service and provides a system for feedback to stakeholders and clients.

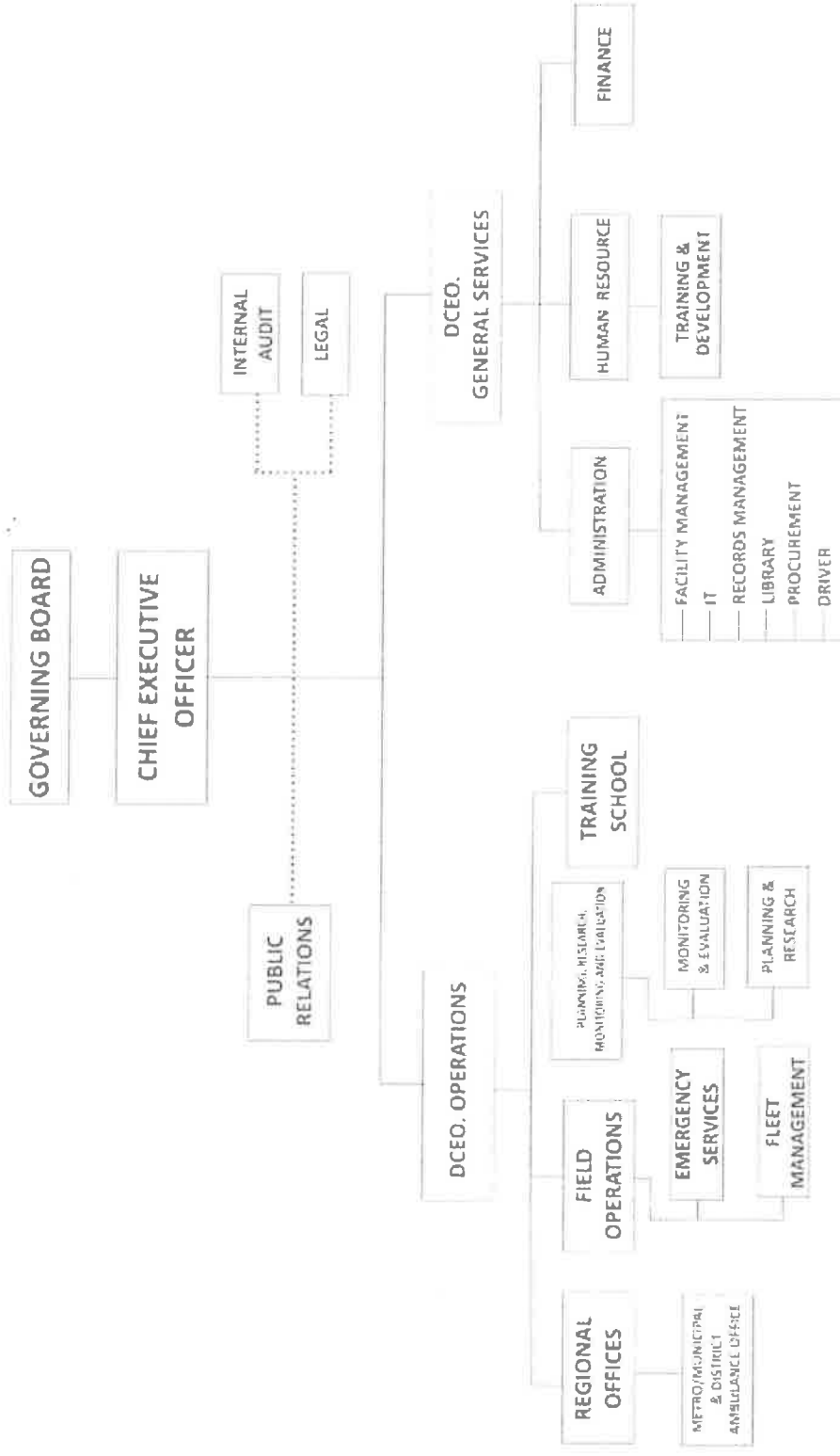
I. T.

- To develop skills and competencies required for automation of information within NAS and its station.
- To develop and update hardware and software standards for procurement and deployment of computers for NAS.
- To establish computer systems and network support unit at the central level to provide in-house technical support to information automation.

- To develop, administer and maintain a NAS Website as a central broadcast facility for the organization.

2.2 National Ambulance Service's Organogram

NAS ORGANOGRAM



2.4 Classes and Types of information

List of various classes of information in the custody of the institution:
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- | |
|--|
| <ol style="list-style-type: none">1. Financial Records2. Records on Procurements3. Human Resource Policy Documents4. General Documents5. Administrative Documents6. Legal Document7. Operational Data (Cases Handled)8. Media Information |
|--|

Types of Information Accessible at a fee:
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- | |
|--|
| <ol style="list-style-type: none">1. Accounting Records on expenditure2. Records on Procurements3. Human Resource Policy Documents4. Operational Data (Cases Handled) |
|--|

3. Processing and Decision on Application – S. 23

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 National Ambulance Service. To requests for information under the RTI Act from the National Ambulance Service, 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 National Ambulance Service 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 National Ambulance Service'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 (if any).
- 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 Procedure in Applying and processing requests 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. Procedure in Applying and Processing Requests

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:

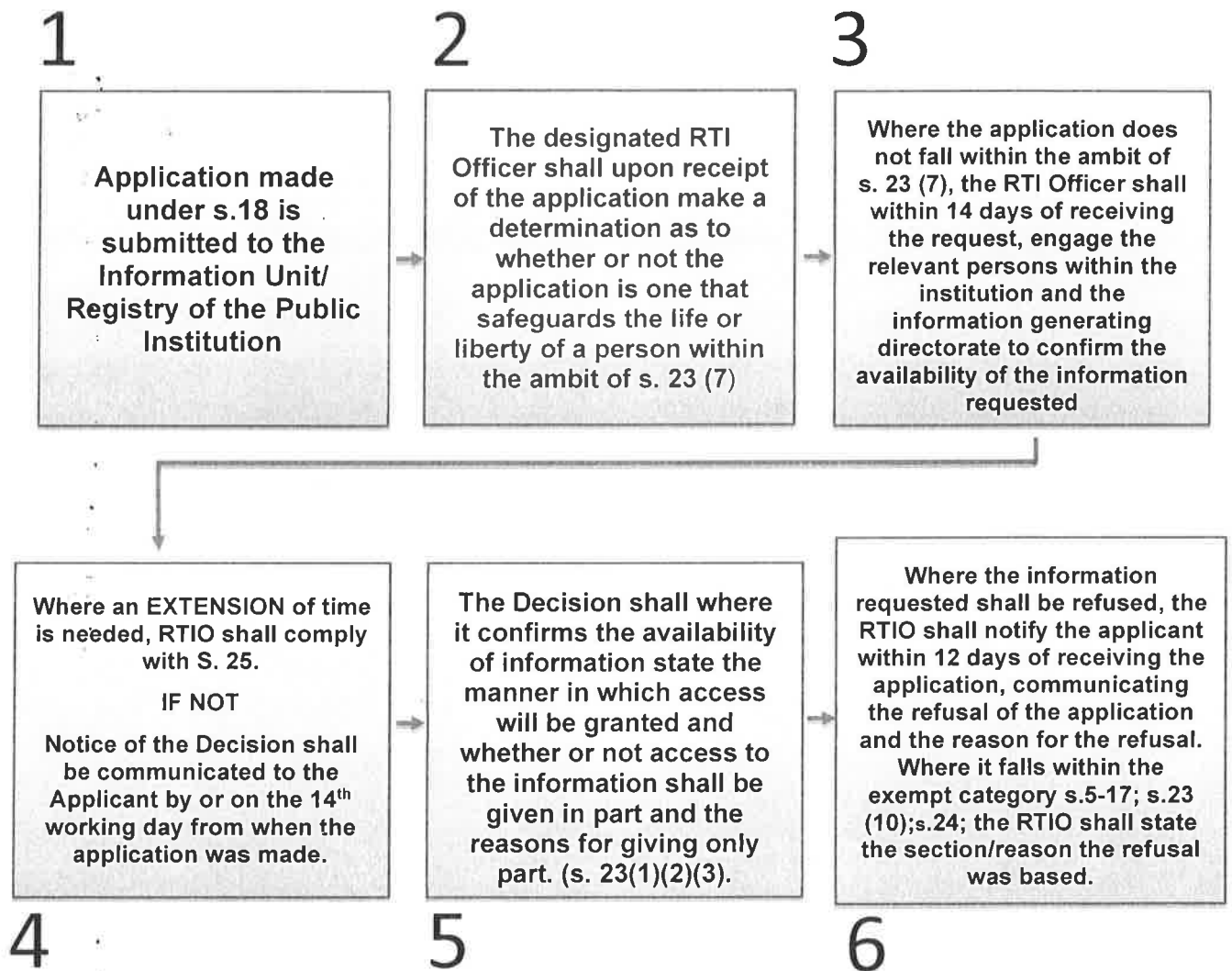
- Information requested is voluminous.
- It is necessary to search through a large number of records.
- The information has to be gathered from more than one source.
- Consultation with someone outside the institution is required.

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. 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):			

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>	

7. Appendix B: Contact Details of NAS's Information Unit

Name of Information/Designated Officer:

EVANS APPIAH

Telephone/Mobile number of Information Unit:

0501614877/0249370184

Postal Address of the institution:

P. O. BOX MB423, MINISTRIES, ACCRA

8. 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
RTI	Right to Information
MDA	Ministries, Departments and Agencies
s.	section
MMDAs	Metropolitan, Municipal and District Assemblies
NAS	National Ambulance Service
EMS	Emergency Medical Services
EMT	Emergency Medical Technician

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
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>