Government of Ghana

Right to Information Manual Template

PRECIOUS MINERALS MARKETING COMPANY LIMITED (PMMC)

2024

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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 Precious Minerals Marketing Company (PMMC) and provide the types of information and classes of information available at PMMC, including the location and contact details of its Information Officers and units.

2. Directorates and Departments under Precious Minerals Marketing Company (PMMC)

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 attain market leadership in purchase of gold from small scale miners, diamond trading and manufacture

and sale of jewellery in Ghana and service provision to gold exporters.

MISSION

To trade cost-effectively in gold and diamonds locally and internationally, efficiently produce quality

jewellery through highly skilled and motivated staff to ensure customer satisfaction and enhance

shareholders value.

Directorates and Departments under Precious Minerals Marketing Company (PMMC)>
1. Finance 2. Audit 3. Corporate Planning 4. Field Operations 5. Technical Operations 6. Human Resource/Administration 7. Security
Responsibilities of the Institution: 1. To grade, assay, value and process precious minerals. 2. To buy and sell precious minerals 3. To appoint licensed buyers for the purchase of precious minerals produced by small-scale miners. 4. To carry on any trade and business whatsoever, which can, in the opinion of the Directors, be profitable ancillary to the general business of the company

5. To promote the development of precious minerals and the jewelry industry in Ghana

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Finance Directorate	□ Ensuring the efficient financial management and financial controls. □ Bookkeeping. □ Management of company's cash flow. □ Budgets and forecasting. □ Advising and sourcing longer-term financing. □ Management of Taxes. □ Management of Company's Investments. □ Producing financial reports related to budgets, account payables, account receivables, expenses etc. □ Assist in making key strategic financial decisions.
Internal Audit Directorate	□ Verify the existence of assets and recommend proper safeguards for their protection; □ Evaluate the adequacy of the system of internal controls; □ Recommend improvements in controls; □ Assess compliance with policies and procedures and sound business practices; □ Assess compliance with state and federal laws and contractual obligations;

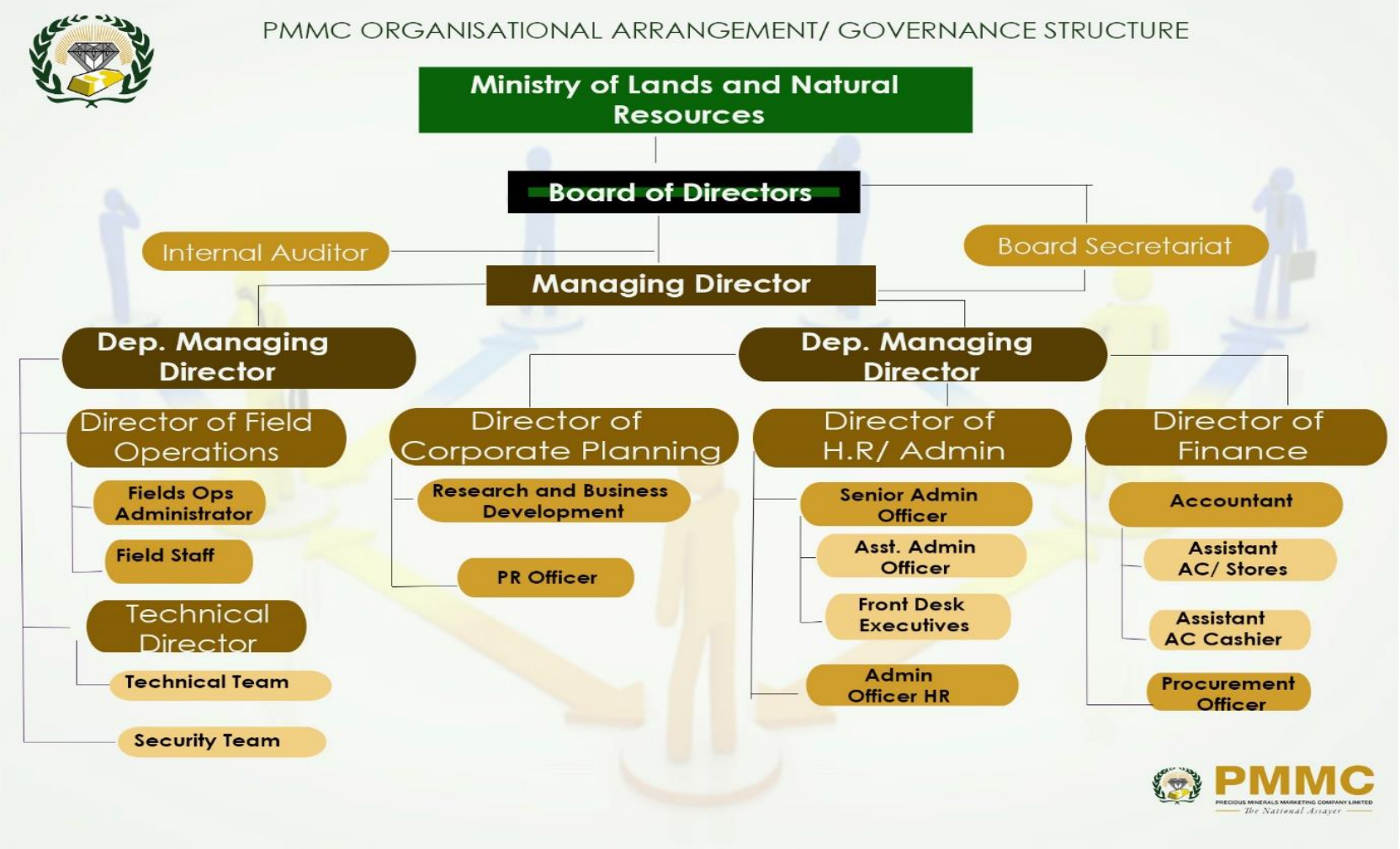
	□ Review operations/programs to ascertain whether results are consistent with established objectives and whether the operations/programs are being carried out as planned; □ Continuous appraisal of all the systems and procedures of internal controls within the company; □ Detection and prevention of frauds, defalcation and other similar irregularities; □ Investigate reported occurrences of fraud, embezzlement, theft, waste, etc
Corporate Planning Directorate	□ Design and develop sound corporate policies and business plans in order to maximize profits and productivity. □ Synergise the functions of the various departments to boost productivity. □ Identify all potential threats to the growth and success of the company and develop strategies to avert or neutralise them. □ Ensure that all statutory reporting requirements including but not limited to the State Interests Governance Authority (SIGA), Ministries of Land and Finance, and the Board of Directors, are complied with in a timely manner. □ Create a good Corporate Image and Identity □ Ensure effective communication strategy for both internal and external publics □ Handle Company Information Technology issues □ Relate to Foreign Investors and Potential Investor
Field Operations Directorate	To determine best practice in the assaying industry □ To analyze the competitive pressures in the domestic and export/international markets and evaluate their

	impact on the minerals trade. To prepare realistic forecasts of exports for gold and diamonds. To recommend strategies corresponding to forecasts taking into consideration the tax regime. To assay more gold by increasing the number of licensed gold buyers. To ensure proper documentation of assay records To ensure complete compliance with the Kimberley Process Certification Scheme and related matters in the diamond industry. To undertake pre-shipment inspection and valuation of rough diamonds purchased by the LBCs with all strictness. To ensure that export documents have been properly filled in accordance with procedures and policy.
Human Resource and Administration Directorate	Coordinate the annual budgetary proposal for the Department and implement Aligning HR strategy with PMMC strategy To ensure effective communication among all departments and sections. Harmonious Interpersonal grievances and disputes Keep updated record of Company's landed properties Keep updated record of Tenants, agreements, needs, concerns and payments Keep updated record of all Company Vehicles Efficient monitoring of Company's Vehicles – operations, repairs etc. Effective management and ensure annual maintenance reports on plant, equipment, machines,

	buildings, vehicles etc. □ Ensure a good registry and archives system □ Periodically submit for approval a review of the structure, reporting lines to reflect Company's operations □ Implement and manage a healthy and efficient leave programme □ Ensure efficient recruitment process and onboarding □ Ensure updated well-kept personal files □ Ensure the right staff strength for each department □ Ensure staff are well compensated and motivated □ Effective Annual appraisal and coordinate staff appraisal with immediate subordinates from HODs □ Ensure an efficient and effective Performance Management System that impacts on productivity, etc.
Security Directorate	□ Responsible for the safe-guarding of all the security Risks. □ To ensure that the company's operations are conducted under safe and peaceful conditions which include the security of staff, tenants, visitors, customers assets and stocks of the company. □ Responsible for the security cover for internal evacuation. □ Responsible for the security cover for exports. □ Responsible for the general supervision of all security staff and their training needs. □ Responsible for the liaison with the police and all other security agencies for the security matters of the company. □ To advise management on security matters including the procurement of security equipment to facilitate

	the operations of the Security Department. □ Responsible for the liaison with the Ghana National Fire Service to monitor the provision and maintenance of fire extinguishers at vantage points in all PMMC facilities. □ Responsible for preparing annual budgets of the security department and implements same. □ Responsible for developing Training Programmes for employees in fire protection and general security.

2.2 Precious Minerals Marketing Company's Organogram



2.3 AGENCIES UNDER <PMMC > (None)

2.4 Classes and Types of information

List of various classes of information in the custody of the institution:
1. Assay data 2. Invoices 3. Legal Documents 4. Ledgers 5. Staff Database 6. Export Documents 7. Procurement Documents
Types of Information Accessible at a fee:
1. Clients Export Data 2. Assay Data 3. Assay Invoices 4. List of licensed Gold Buyers

3. 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 Precious Minerals Marketing Company's To requests for information under the RTI Act from the Precious Minerals Marketing Company's, 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 Precious Minerals Marketing Company's 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 Precious Minerals Marketing Company'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.

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.

e. A statutory declaration must be attached.

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, 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

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**	☐ **Organization/Institution**	
6.	**Tax Identification Number**			
7.	**If Represented, Name of Person Being Represented:**			
7 (a).	**Capacity of Representative:**			
8.	**Type of Identification:** ☐ **National ID Card** ☐ **Passport** ☐ **Voter's ID** ☐ **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:**	☐ ☐ **Inspection of Information** **Copy of Information** ☐ **Viewing / Listen** ☐ ☐ **Written Transcript** ☐ **Translated (specify language)**
10 (a).	**Form of Access:**	☐ **Hard copy** ☐ **Electronic copy** ☐ **Braille**
11.	**Contact Details:**	☐ **Email Address**_____ ☐ **Postal Address**_____ ☐ **Tel:** _____
12.	**Applicant's signature/thumbprint:**	
13.	**Signature of Witness (where applicable)** ***"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."***	

7. Appendix B: Contact Details of <insert acronym of institution>'s Information Unit

Name of Information/Designated Officer:

Ernest Asiedu Odei

Telephone/Mobile number of Information Unit:

0302 664931-4 / 0541393935

Postal Address of the institution:

Box M108, 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*
PMMC	*Precious Minerals Marketing Company*

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	*Right to Information*
Access to information	*Right to obtain information from public institutions*
Contact details	*Information by which an applicant and an Information Officer may be contacted*
Court	*A court of competent jurisdiction*
Designated officer	*An officer designated for the purposes of the Act who perform similar role as the Information Officer*
Exempt information	*Information which falls within any of the exemptions specified in sections 5 to 16 of the Act*
Function	*Powers and duties*
Government	*Any authority by which the executive authority of the Republic of Ghana is duly exercised*
Information	*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.*
Information officer	*The Information Officer of a public institution or the officer designated to whom an application is made*
Public	*Used throughout this document to refer to a person who requires and/or has acquired access to information.*
Public institution	*Includes a private institution or organization that receives public resources or provides a public function*
Right to information	*The right assigned to access information*
Section	*Different parts of the RTI Act*