



**National
Communications
Authority**



Right to Information Manual

October 2023

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TABLE OF CONTENTS

TABLE OF CONTENT	II
1. Overview	1
2. Divisions under the NCA	3
2.1 Activities of each Division	4
2.2 Organogram	6
2.3 Classes and Types of Information	7
3. Processing and Decision on Application	8
4. Amendment of Personal Record	9
4.1 How to Apply for an Amendment	9
5. Fees and Charges for Access to Information	10
6. Appendix A; Contact details	11

1. OVERVIEW

The purpose of the Right to Information Manual (The Manual) is to provide the public and information seekers with access to the types of information that are available within this institution. It reveals the various Divisions and structures within this institution and specific classes of information that can be obtained from each of them.

The manual has been compiled in compliance with section 3 of the Right to Information Act, 2019 (Act 989). Inspection of this manual is not to attract any fee or charge since the manual only seeks to point users to the information available for access with this institution. Request for a copy of this manual, however, shall attract a charge, which covers the unit cost of the manual.

1.1 Purpose of Manual

To inform/assist the public on the organizational structure, responsibilities and activities of the National Communications Authority (NCA) and provide the types or classes of information available at NCA including the location and contact details of its information officers and units.

2. About the National Communications Authority (NCA)

This section describes the institution's Vision and Mission and list the names of all Divisions under the NCA, including the description of organisational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

VISION

A world-class communications Regulator that facilitates innovative, reliable, and sustainable communication solutions to meet stakeholders' expectations.

MISSION

Regulate the communications industry in a forward-looking and transparent manner that promotes fair and sustainable competition, stimulates innovation, encourages investment, protects stakeholders' interests, and facilitates universal access to quality communications services for national development.

Responsibilities of NCA:

The National Communications Authority is the statutory body mandated to license and regulate electronic communications activities and services in the country. These functions include:

- **Grant Licences and Authorisations for Operation of Communication Systems and Services**

NCA allocates, assigns, and regulates the use of frequencies in conformity with development strategies for the communications industry. It also monitors the radio frequencies to identify cases of interference and take action against illegal broadcasters and users of unauthorised wireless devices.

- **Ensures Fair Competition Among Licensees**

The Authority promotes and ensures fair competition in the telecommunications industry. This includes implementing policies on competition within the remit of the Authority. NCA promotes fair competition and protects communications services providers from misuse of market power or anti-competitive and unfair practices by other service providers. The Authority is also vested with concurrent powers to deal with anti-competitive behaviour in broadcasting, use of spectrum and telecommunications.

- **Establish and Monitor Quality of Service Indicators for Service Providers**

The Authority continuously strives to ensure that consumers get good quality from telecommunications services. The Authority routinely conducts network end-to-end Quality of Service (QoS) monitoring exercises throughout the nation. The results of the QoS activities are used for compliance and enforcement purposes, thereby ensuring that consumers are provided with excellent services throughout Ghana.

- **Educate and Protect Consumers**

The Authority ensures consumers are protected by providing safeguard mechanisms for seeking redress on telecommunication issues. The NCA, acting as a neutral arbitrator, examines and resolves complaints and disputes between subscribers, licensed operators or any other person involved in the communications industry.

- **Authorise Type Approval and Enforce Equipment Standards**

Equipment Standards and Type Approvals are administrative but technical requirements for vendors, manufactures, dealers and network service providers. This is to prove that communications equipment that are sold, used and meant to be connected to the public networks meets the required national and international standards. It is aimed at ensuring that communication equipment used in the country are safe, secured and meet the required standard.

- **Coordinate Frequency Use With Neighbouring Countries**

To ensure good quality of service for consumers, the Authority, constantly, engages in international frequency coordination with neighbouring countries particularly Burkina Faso, Cote d'Ivoire and Togo. This is to ensure that telecommunications and broadcasting services provided in Ghana are not interfered with by other transmitting signals from these neighbouring countries.

Divisions under the NCA

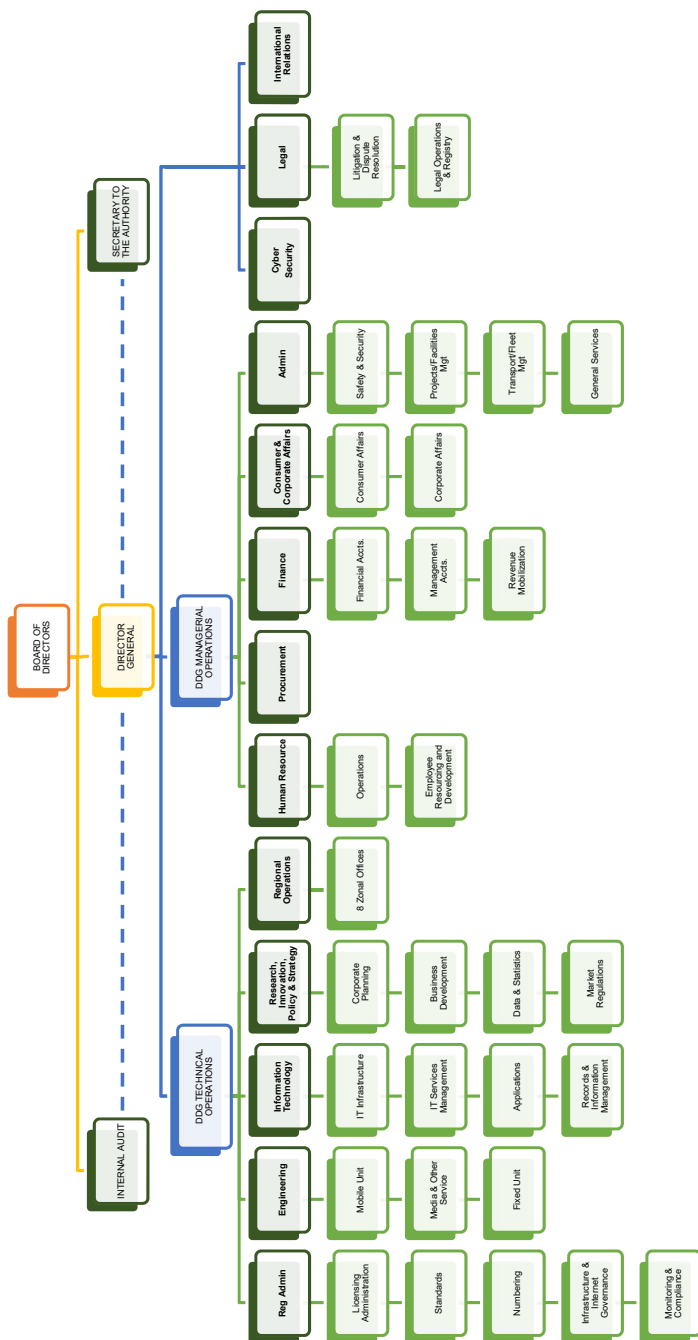
1. Administration
2. Consumer and Corporate Affairs
3. Cyber Security
4. Engineering
5. Finance
6. Human Resource
7. Information Technology
8. Internal Audit
9. Legal Administration
10. Procurement
11. Research, Innovation, Policy and Strategy
12. Regional Operations
13. Regulatory Administration

2.1 Description of Activities of each Division

Divisions	Responsibilities/Activities
Consumer and Corporate Affairs	The Consumer and Corporate Affairs Division plays a role in the enhancement of the Authority's image. It fosters business confidence through consumer education, consumer protection and complaint resolution amongst others.
Research, Innovation, Policy and Strategy	The Division conducts industry market research and regulatory impact analysis. It also monitors and evaluates the Authority's performance as against its strategic objectives.
Regulatory Administration	The Division generates Licences and Authorisations. It sets up and enforces standards for ICT equipment and systems as well as monitoring the Quality of Service per an Operator's Licence conditions.
Regional Operations	The Regional Operations Division oversees and coordinates activities of the Authority's Zonal Offices as well as ensure optimal utilisation of resources at the said Offices.
Legal Administration	The Legal Division provides legal advice to the Authority. It represents the Authority before the Courts, the Electronic Communications Tribunal and other Adjudicatory bodies.
Engineering	The Division develops and manages the Authority's information systems infrastructure. It also provides advisory support on how to leverage IT innovations to back the Authority's business objectives.

Finance	The Finance Division provides financial advice and manages the Authority's funds. It is also responsible for collecting outstanding debts as well as safeguarding assets and resources of the Authority.
Human Resource	The Division supports the attainment of the Authority's corporate objectives through the efficient management of its human resources.
Information Technology	The Division develops and manages the Authority's information systems infrastructure. It also provides advisory support on how to leverage IT innovations to back the Authority's business objectives.
Administration	The Administration Division is responsible for administering and managing the Authority's corporate offices. It provides mechanisms for the efficient and effective use of resources.
Internal Audit	The Internal Audit through the provision of independent and objective advice helps the Authority accomplish its objectives by evaluating and improving the effectiveness of risk management, control and governance process.
Cyber Security	The Cybersecurity Division is responsible for the identification, detection and mitigation of computer security threats within the Authority and Telecommunications Sector.

2.2 Organisational Structure



2.3 Classes and Types of Information

List of various of information in the custody of the institution

A. Licenses and Authorisation of the services we regulate.

- 1) 3G Cellular Network
- 2) Aeronautical Radio Services
- 3) Amateur Radio
- 4) Broadband Wireless Access
- 5) Electronic Communications Managed Service Licence
- 6) DTT Conformance Certification
- 7) Fixed Licence
- 8) Infrastructure Licence (Mast and Towers)
- 9) Infrastructure Licence (Nationwide or Metro Fibre)
- 10) Interconnect Clearing House
- 11) International Inbound Traffic
- 12) International Wholesale Carrier Licence
- 13) Internet/Public Data Service Provision
- 14) Maritime Radio Services
- 15) Microwave Authorisation
- 16) Mobile Cellular
- 17) Mobile Virtual Network Operations
- 18) Numbering (SIM, M2M, Shortcodes, etc.)
- 19) Public Radio Equipment (PRE) or Land Mobile Services
- 20) Radio FM Broadcasting
- 21) Submarine Cable Landing
- 22) Television Broadcasting
- 23) Type Approval
- 24) Universal Mobile Telecommunications System (UMTS-900)
- 25) Value Added Services (VAS)
- 26) Very Small Aperture Terminal (VSAT) Licence
- 27) Digital Audio Broadcasting

B. Application and Renewal forms and Related Correspondence

C. List of Vendors and Suppliers of NCA

Types of Information Accessible at a Fee

1. Any other information that requires man hours and is outside the regular scope of duties.
2. Searches
3. Due diligence on Companies

3. Processing and Decision on Application- S.23

1

Application made under S.18 is submitted to the information Unit of the public institution

2

The RTI officer or designated RTI officer shall upon receipt of the application make a determination as to whether or not the application is one that safeguards the life or liberty of a person within the ambit of S.23 (7)

3

Where the application does not fall within the ambit of S.23 (7), the RTI officer shall, within 14 days of receiving the request, engage the relevant persons within the institution and the information directorate to confirm the availability of the information requested life or liberty of a person within the ambit of S.23 (7)

4

Where an EXTENSION of time is needed, RTIO shall comply with S.25. IF NOT, Notice of the decision shall be communicated to the applicant by or on the 14th day from when the application was made

5

The Decision shall state where it confirms the availability of information the manner in which access will be granted and whether or not access to the information shall be given in part and the reasons for giving only parts. (S 23 (1) (2) (3))

6

Where the information requested shall be refused, the RTIO shall notify the applicant within 14 days of receiving the application, communicating the refusal of the application and the reasons for the refusal. Where it falls within the exempt category S 5-16; S.23 (10); S.24; the RTIO Shall state the section / reason for the refusal.

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 to the Director General of the NCA indicating;
 - Name and proof of identity
 - Particulars that will enable the NCA identify the applicant
 - The incorrect, misleading, incomplete or out of date information in the record
 - Signature of the applicant
- b. For incomplete information claimed or out 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 RTI Act mandates Parliament in Section 75 to approve a fee that public institutions can charge. However, fees shall apply to only 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 of reformatting. (S.75)(3)

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.

Contacts and Presence Countrywide

• Accra, Head Office

National Communications Authority,
NCA Tower, No. 6 Airport City
P. O. Box CT 1568, Cantonments, Accra
Tel: +233 (0) 302 771701
Fax: +233 (0) 302 763449
E-mail: info@nca.org.gh
Complaints: +233 (0) 30 701 1419
complaints@nca.org.gh
Website: www.nca.org.gh
Digital Address: GL-126-7029

• Accra Office

National Communications Authority,
1st Rangoon Close, Switchback Road,
Cantonment, Accra
P. O. Box CT 1568, Cantonments, Accra
Tel: +233 (0) 553 369862, (0) 553 432215
E-mail: complaints.accra@nca.org.gh
Digital Address: GL-060-2379

• Bolgatanga Office

National Communications Authority,
H/No ZB 70, Zorbisi Estates
Private Mail Bag, Bolgatanga, Upper East
Region
Tel: +233 (0) 3820 21141
E-mail: complaints.bolgatanga@nca.org.gh
Digital Address: UB-0034-8536

• Ho Office

National Communications Authority,
H/No A6/29, Stadium Road
P. O. Box HP1576, Ho, Volta Region
Tel: +233 (0) 3620 26339
E-Mail: complaints.ho@nca.org.gh
Digital Address: VH-006-0554

• Koforidua Office

National Communications Authority,
Residency Street
Behind New Juaben Municipal Library
Private Mail Bag, Koforidua, Eastern Region
Tel: +233 (0) 3420 28378 / 28380 / 28382
E-Mail: complaints.koforidua@nca.org.gh
Digital Address: EN-001-4621

• Kumasi Office

National Communications Authority,
Danyame, Kumasi
P. O. Box KS 10768, Kumasi,
Ashanti Region
Tel: + 233 (0) 3220 20014 / 20018 / 20019
E-Mail: complaints.kumasi@nca.org.gh
Digital Address: AK-063-2250

• Sunyani Office

National Communications Authority,
Plot No 83/D Penkwase
P. O. Box SY125, Sunyani, Brong Ahafo Region
Tel: + 233 (0) 3520 27564
E-Mail: complaints.sunyani@nca.org.gh
Digital Address: BS-0012-4632

• Takoradi Office

National Communications Authority,
Bakado
P. O. Box SL 409, Sekondi,
Western Region, Ghana
Tel: +233 (0) 3120 28073 / 28049
Fax: +233 (0) 3120 28063
E-Mail: complaints.takoradi@nca.org.gh
Digital Address: WS-014-8190

• Tamale Office

National Communications Authority,
Watherson Residential Area
P. O. Box TL 1590, Tamale,
Northern Region, Ghana
Tel: + 233 (0) 3720 28105 / 3720 20104
E-Mail: complaints.tamale@nca.org.gh
Digital Address: NT-0027-8191



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