



RIGHT TO INFORMATION MANUAL

2024

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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 Ministry of the Interior (MINTER) and provide the types of information and classes of information available at MINTER, including the location and contact details of its information officers and units.

1. Directorates and Departments under Ministry of the Interior (MINTER)

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

A world-class Ministry with well-defined operational internal security systems

MISSION

The Ministry of the Interior exists to ensure internal security, a stable and peaceful environment for sustainable national development through the initiation, formulation, monitoring and evaluation of policies, regulations and programmes relating to the protection of life and property; disaster prevention and mitigation; immigration, crime control, prevention and detection; safe custody, reformation and rehabilitation of prisoners.

Directorates and Units under Ministry of the Interior (MINTER)

1. Policy Planning, Budgeting, Monitoring and Evaluation Directorate (PPBMED)
2. Human Resource Management and Development Directorate (HRMDD)
3. Research Statistics and Information Management Directorate (RSIMD)
4. General Administration (GA) Directorate
5. Specialized Units under the Ministry:
 - Migration Unit (MU)
 - Public Affairs & Communication Unit (PACU)
 - Internal Audit Unit (IAU)
 - Client Service Unit (CSU)

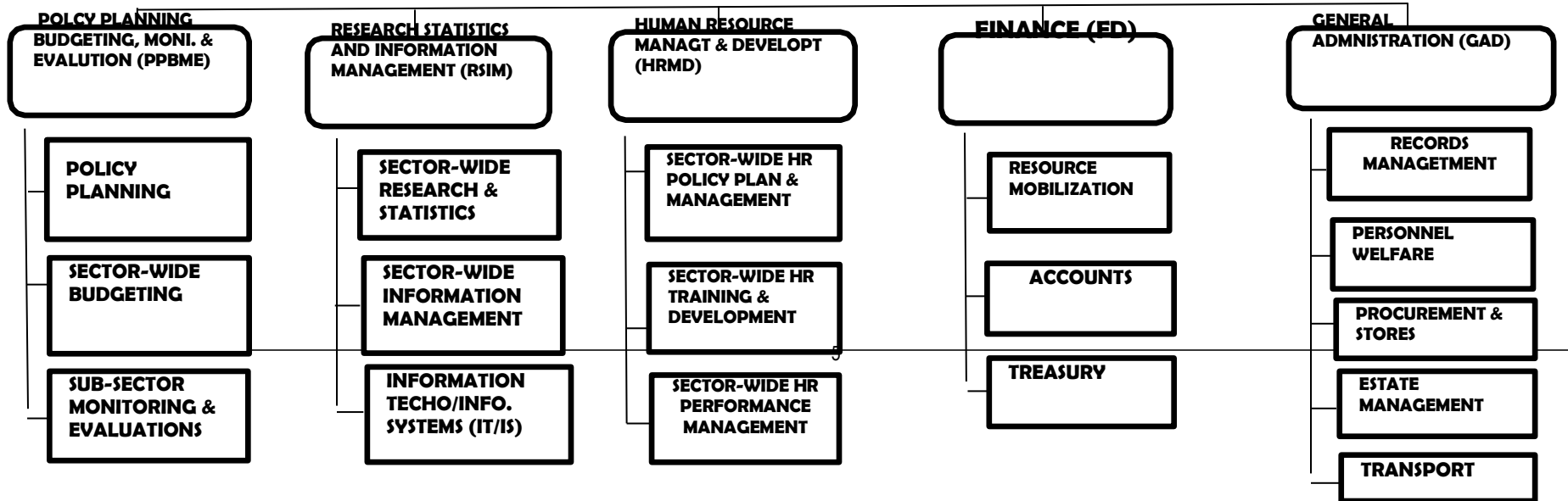
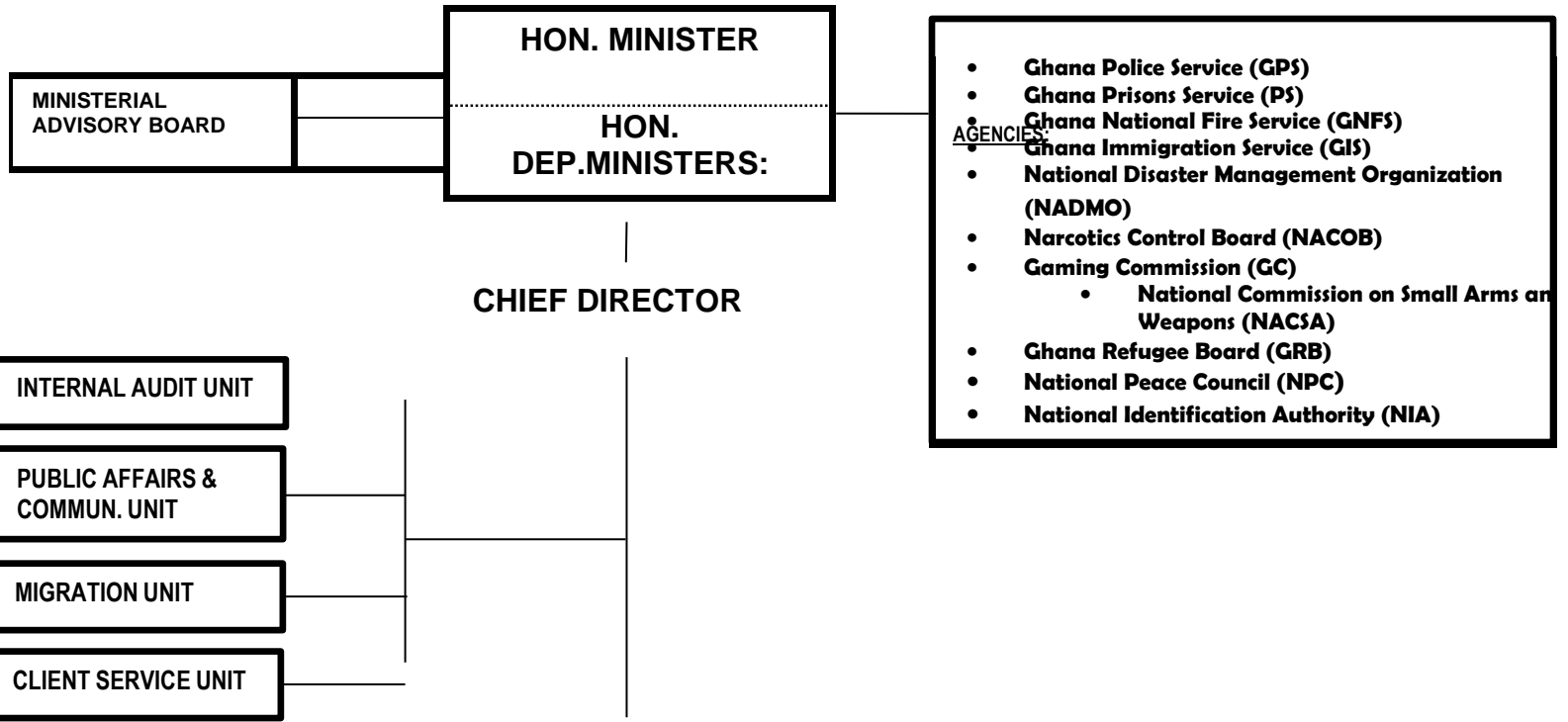
2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Policy Planning, Budgeting, Monitoring and Evaluation Directorate (PPBMED)	This Directorate leads the technical processes for the development of policies, plans, programmes and budgets of all activities of the Ministry. It caters for the design and application of monitoring and evaluation systems for purposes of assessing the operational effectiveness of the Ministry's strategies and interventions
Human Resource Management and Development Directorate (HRMDD)	This Directorate develops sector-wide policy on HR Planning, Succession Planning, Training and Development and Performance Management. It also ensures that there is in place an effective and stable management framework consistent with the overall manpower needs of the Sector
Research Statistics and Information Management Directorate (RSIMD)	<p>This Directorate conducts and commissions research into policy and strategy options, compiles and analyses data for the Ministry in particular and government as a whole. It maintains a data bank for effective and efficient decision-making.</p> <p>This Directorate also projects the good image of the Sector both within and outside the country by disseminating information on the Ministry's policies, activities and procedures as well as providing a mechanism for receiving feedback on Government's policies and activities.</p>
General Administration (GA) Directorate	This Directorate ensures that approved personnel policies in the Ministry on employment, personnel

	<p>records, training, and wages and salaries administration are translated into good management practices and effectively carried out.</p> <p>This Directorate further ensures that services and facilities necessary to support the administrative and other functions of the Ministry are available. It also ensures the provision of an effective and efficient system for internal checks.</p>
Specialized Unit under the Ministry: Migration Unit	The Unit coordinates the national activities in the area of migration and at the same time help in the development of a coherent migration Policy framework for the country
Internal Audit Unit	The Unit ensures systematic, disciplined approach to evaluate and improve effectiveness of risk management, control and the administrative process at the Ministry. The Unit advises management on how to better execute their responsibilities and duties.
Public Affairs and Communication Unit (PACU)	The Unit develops, implements and reviews communication strategies to market and communicate the Ministry's policies, programs and activities to the public and also receive and manage client responses and enquiries.
Client Service Unit (CSU)	The Unit is responsible for providing information on the services of the Ministry through advocacy, social marketing and networking activities to nurture and promote corporate relationships with the general publics and stakeholders. It shall institutionalize a feedback mechanism to receive complaints and handle in accordance with the laid down guidelines and policies.

2.2 Ministry of the Interior's Organogram

MINISTRY OF THE INTERIOR - ORGANISATIONAL STRUCTURE



2.3 AGENCIES UNDER Ministry of the Interior

Agencies under Ministry of the Interior (example NHI)
1. Ghana Police Service 2. Ghana Prisons Service 3. Ghana National Fire Service 4. Ghana Immigration Service 5. Narcotics Control Commission 6. National Disaster Management Organization 7. Gaming Commission of Ghana 8. National Commission on Small Arms and Light Weapons 9. National Peace Council 10. Ghana Refugee Board 11. National Identification Authority

Ghana Police Service	
Responsibilities of the Agency: The Ghana Police Service was created by the colonial administration to produce an enabling environment for commerce through the maintenance of law and order as well as the arrest and prosecution of people who fall foul of the laws	Details of Activities: Prevention and detection of crime Apprehension and prosecution of offenders Maintenance of law and order Protection of life and property

Ghana Prisons Service	
Responsibilities of the Agency: The Ghana Prisons Service, as an agent operating under the ambit of	Details of Activities: Safe custody of prisoners

<p>the Ministry of the Interior, contributes to the maintenance of public safety by ensuring the safe custody of criminals convicted by the courts to terms of imprisonment</p>	<p>Welfare of prisoners</p> <p>Reformation and rehabilitation of prisoners where applicable through the following:</p> <ul style="list-style-type: none"> Execution of sentences in a humane manner to reduce recidivism (re-offending). Offering opportunities to prisoners to develop their skills through vocational training, moral and formal education. Encouraging public/private participation in the provision of skills training. Improvement in the welfare of prisoners (i.e. healthcare, clothing, bedding, feeding, recreation, library facilities) Protection of the rights of prisoner.
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<p>Ghana National Fire Service</p>	
<p>Responsibilities of the Agency:</p> <p>The responsibility of the Ghana National Fire Service is to prevent and manage undesired fire.</p> <p>Provide adequate protection of life and property and sensitize and provide technical assistance and advice to schools, markets, MMDAs, lorry parks and other institutions nationwide on fire safety measures. The major programme and project assigned to the Service is Fire Management, Rescue and Extrication services.</p>	<p>Details of Activities:</p> <p>Organize public education programmes to create and sustain awareness of hazards of fire; and heighten the role of the individual in the prevention of fire;</p> <p>Provide technical advice for building plans in respect of machinery and structural layouts to facilitate escape from fire rescue operations and fire management;</p> <p>Inspect and offer technical advice on fire extinguishers</p> <p>Co-ordinate and advise on the training of personnel in firefighting departments of Institutions in the Country;</p>

	<p>Train and organize fire volunteer squads at community level;</p> <p>Offer rescue and evacuation services to those trapped by fire or in other emergency situations; and</p> <p>Undertake any other function incidental to the objective of the service.</p>
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Ghana Immigration Service	
<p>Responsibilities of the Agency:</p> <p>The Ghana Immigration Service is mandated to regulate and monitor the entry, residence, employment and exit of all foreigners.</p> <p>Movement of Ghanaians into and out of the country is equally monitored</p>	<p>Details of Activities:</p> <p>Facilitating the border crossings of legitimate travelers at authorized routes</p> <p>Promoting migration that contributes to the economic, social and developmental interests of Ghana and the communities residing therein</p> <p>Administering the rights of visitors to Ghana.</p> <p>Preventing, detecting and deterring border crossings at unauthorized routes</p> <p>Detecting and stopping threats at entry points.</p> <p>Tackling immigration crime</p> <p>Collaborating with other Ghanaian security agencies</p> <p>Working with other states to improve the quality of operations</p>

Narcotics Control Commission	
<p data-bbox="207 348 667 384">Responsibilities of the Agency:</p> <p data-bbox="207 405 727 684">Narcotics Control Commission is the central coordinating body for dealing with the rising incidence of drug abuses in the country and the threatening dimensions that illicit drug trafficking, had taken globally, sub-regionally and nationally.</p>	<p data-bbox="743 348 1045 384">Details of Activities:</p> <p data-bbox="743 405 1105 438">Enforcement and Control</p> <p data-bbox="743 459 1425 653">Aimed at reducing narcotic drugs in the society at large, by arrests and prosecution of cultivators, traffickers, peddlers and users and thus control the supply of narcotic drugs to the minimum.</p> <p data-bbox="743 674 1117 707">Education and Prevention</p> <p data-bbox="743 728 1425 1052">Aimed at educating the general public and in particular target groups like the youth, workers, parents, law enforcement personnel on the harmful effects of drug abuse and the dangers inherent in drug abuse; so that those persons who have not taken to drug abuse would be sensitized on the need to lead a drug-free life.</p> <p data-bbox="743 1125 1425 1203">Treatment, Rehabilitation and Social Re-integration</p> <p data-bbox="743 1224 1425 1417">Aimed at encouraging those who have become addicted to drugs seek treatment at appropriate centres. These drug addicts after overcoming the drug addiction would go through a process for rehabilitation and social re-integration.</p> <p data-bbox="743 1491 938 1524">Coordination</p> <p data-bbox="743 1545 1425 1829">The multi-disciplinary approach to combating the drug problem requires that the Narcotics Control Board liaises with governmental and non-governmental organizations which have anything to do with drug abuse in all aspects and direct all their efforts towards a common objective of fighting the drug war in line with</p>

the United Nations Comprehensive Multi-disciplinary Outline (CMO).

International Obligation

On the International front, Ghana is a signatory to the following United Nations Conventions and Protocols on drugs. • The 1961 Single Convention on Narcotic Drugs • The 1971 Convention on Psychotropic Substances • The 1972 Protocol Amending The 1961 Single Convention • The 1988 Convention Against Illicit Trafficking of Narcotic Drugs and Psychotropic Substances.

These Conventions promote co-operation among states so that they may effectively address the various aspects of illicit drug trafficking and psychotropic substances. The Board, therefore, has international obligations as a lead agency in addressing the drug menace.

International Cooperation

The Narcotics Control Board has received various forms of international co-operation geared towards curbing the drug menace in the country. Some known international assistance include; Operation West bridge with Her Majesty's Revenue and Customs of UK.

The west bridge Team in collaboration with NACOB Operatives undertake passenger and baggage profiling at the Kotoka International Airport (K.I.A.) and other training programmes for their Ghanaian Counterparts.

Bilateral co-operation with EU, US, Germany, France, Spain and other countries.

International collaborations with the United Nations Office on Drugs and Crime (UNODC), the International Narcotics Control Board

	<p>(INCB), the United Nations Development Programme (UNDP) and the World Customs Organization (WCO).</p> <p>National Coordination Mechanism Besides the international cooperation, Narcotics Control Board also has local collaboration with other stakeholders through Inter Agency Committees to facilitate exchange of information and statistics, and to assist intelligence gathering among various agencies in the country. Currently, there are two of such committees, one for Enforcement and Control and the other for Demand Reduction.</p>
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National Disaster Management Organization	
<p>Responsibilities of the Agency:</p> <p>The National Disaster Management Organization (NADMO) under the Ministry of the Interior was established by ACT 517 of 1996 with the responsibility to manage disasters and similar emergencies in the country</p>	<p>Details of Activities:</p> <p>Prepare national disaster plans for preventing and mitigating the consequences of disasters;</p> <p>Monitor, evaluate and update national disaster plans;</p> <p>Ensure the establishment of adequate facilities for technical training and the institution of educational programmes to provide public awareness, warning systems and general preparedness for its staff and the general public;</p> <p>Ensure that there are appropriate and adequate facilities for the provision of relief, rehabilitation and reconstruction after any disaster;</p>

	Co-ordinate local and international support for disaster or emergency control relief services and reconstruction.
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Gaming Commission of Ghana	
<p>Responsibilities of the Agency:</p> <p>The Gaming Commission of Ghana is an Agency under the Ministry of the Interior with continuous progression and a common seal, which was established under the Gaming Act 2006, (Act 721). The mandate of the Commission is to regulate, control, monitor and supervise the operation of Games of Chance in the country.</p>	<p>Details of Activities:</p> <p>Makes proposals for the formulation of policies on Games of Chance in the country.</p> <p>License companies that want to operate Casinos and any other Games of Chance.</p> <p>Serves as an advisory body to Government on betting activities in the country.</p> <p>Receives and investigates complaints from companies and the public on matters pertaining to Games of Chance.</p> <p>Monitors and secure implementation of laws on Casinos and any other Game of Chance.</p> <p>Determines the minimum bankroll and ensure that license holders keep and maintain the minimum bankroll.</p> <p>Performs any other functions related to Games of Chance that the Minister for the Interior may determine.</p>

National Commission on Small Arms and Light Weapons

Responsibilities of the Agency:

The National Commission on Small Arms and Light Weapons is an Agency established by an Act of Parliament; National Commission on Small Arms and Light Weapons Act, 2007 (Act 736). The Commission exists among other things, to prevent, combat and eradicate the illicit trade in small arms and light weapons; educate and sensitize the public and provide information on the dangers of small arms and light weapons in order to discourage their production.

Details of Activities:

Set in place programmes of action to prevent, combat and eradicate the illicit trade in small arms and light weapons.

Educate and sensitize the public and provide information on the dangers of small arms and light weapons in order to discourage their acquisition and production.

Ensure that obligations under the UN Firearms Protocol, ECOWAS Convention, and other International Instruments on SALW to which Ghana is a party or has acceded to are complied with.

Advise the Minister for the Interior on the formulation of policies and strategies towards the implementation of provisions as contained in the ECOWAS Convention on SALW, UN Firearms Protocol and any other relevant international conventions on SALW to which Ghana is a party or has acceded to.

Receive, study and analyse periodic reports from the Ghana Police Service on the registration and licensing of arms to inform decision and policy.

Perform any other functions related to the objectives of the Commission.

National Peace Council	
<p>Responsibilities of the Agency:</p> <p>The National Peace Council (NPC) is an independent national peace institution established by the National Peace Council Act, 2011 (Act 818). The mandate of the Council is to prevent, manage, and resolve conflicts and to build sustainable peace.</p>	<p>Details of Activities:</p> <p>Harmonise and co-ordinate conflict prevention, management, resolution and build sustainable peace through net-working and co-ordination.</p> <p>Strengthen capacities for conflict prevention, management, resolution and sustainable peace in the country including but not limited to chiefs, women, youth groups and community organization.</p> <p>Increase awareness on the use of non-violent strategies to prevent, manage and resolve conflict and build sustainable peace in the country.</p> <p>Facilitate the amicable resolution of conflict through mediation and other processes including indigenous mechanisms for conflict resolution and peace building.</p> <p>Promote understanding of the values of diversity, trust, tolerance, confidence building, negotiation, mediation, dialogue and reconciliation.</p> <p>Co-ordinate and supervise the work of the Regional and District Peace Councils.</p> <p>Facilitate the implementation of agreements and resolutions reached between parties in conflict.</p> <p>Make recommendations to the Government and other stake-holders on actions to promote trust and confidence between and among group.</p>

	Perform any other function which is ancillary to its object.
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Ghana Refugee Board	
Responsibilities of the Agency:	Details of Activities:
<p>The Ghana Refugee Board, an Agency under the Ministry of the Interior, was established under the Ghana Refugee Law 1992 (PNDC 305D) with the sole responsibility of managing all activities relating to refugees in the Country. It advises Government on refugee management policy and ensures that Government policy and directives are adhered to in the management of the refugee program.</p>	<p>Refugee Policy: All major policy decisions related to refugees are taken by the Board and Government is advised accordingly. GRB also ensures that Government decisions and directives are implemented as stipulated.</p> <p>Refugee Status Determination: GRB registers interviews and grants asylum or rejects application for refugee status by asylum seekers. This activity takes place all year round. This involves staff of the Secretariat at one level and the Board at a later stage.</p> <p>Counseling: Counseling services are offered to refugees and asylum seekers who require them on a weekly basis.</p> <p>Verification Exercises: The Board together with UNHCR organizes periodic verification exercises which basically is the headcount of refugees. These are done for various populations (i.e. nationality) or done on location basis.</p> <p>Camp Management: The Board manages the refugee camps in the country. There are currently three (3) Ivorian camps: Ampain and Egeykrom in the Western Region and Fetentaa in the Brong-Ahafo Region and one (1) mixed population camp at Krisan in the Western Region. The Buduburam Settlement still has persons of concern, namely Liberian refugees who were granted exemption from the</p>

Cessation Clause. Permission to visit any refugee camp for any purpose by individuals or organisations must be sanctioned by the Secretariat. The National Disaster Management Organization (NADMO) has by convention, provided staff for managing the various camps. This is due to the fact that GRB does not have the manpower for them.

Documentation: The Board issues identity cards to refugees and attestation documents mainly for asylum seekers. Also, the Board is responsible for issuing the UN Convention Travel Documents for recognised refugees who require them for travel. This is in agreement with the Ministry of Foreign Affairs and Regional Integration. The Board also assists recognised refugees who require work permits to obtain them from the Ghana Immigration Service (GIS) and facilitates the provision of services by state and other agencies to refugees and asylum seekers.

Local Integration: The Board works closely with the Ghana Immigration Service to implement the legal aspect of Local Integration for refugees who opt for local integration (LI). This entails issuance of residence and work permits.

Naturalization: GRB is responsible for assisting refugees who qualify for and apply to naturalise as Ghanaians.

Advocacy: The Ghana Refugee Board per its mandate carries out sustained advocacy programs with stakeholders to throw more light on the existence of refugees in Ghana and the. These advocacy programs in the past have yielded and still continue to produce results such as waiver of school fees as foreigners for both secondary and tertiary, improved access to healthcare, opening of bank accounts among other services.

	<p>Oversight Role: GRB oversees all activities implemented by UNHCR and the implementing partners. Activities and services provided to refugees include the following:</p> <p>Security – Services provided by the police with GRB liaising</p> <p>Water, Sanitation and Health (WASH)</p> <p>Shelter provision</p> <p>Education</p> <p>Food distribution</p> <p>Livelihood activities including skills training</p>
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National Identification Authority	
<p>Responsibilities of the Agency:</p> <p>The National Identification Authority was set up in 2003 under the office of the president with the mandate to issue national ID cards and manage the National Identification System (NIS). This resulted in the passing of the National Identification Authority Act, 2006 (Act 707) to give it the necessary legal premises on which to operate. The National Identity Register Act, 2008 (Act 750) was also passed to give authorization for collection of personal and biometric data and to ensure the protection of</p>	<p>Details of Activities:</p> <p>To establish a national data centre and manage a national database.</p> <p>Issue National Identity Cards.</p>

privacy and personal information of enrollees/applicants.	
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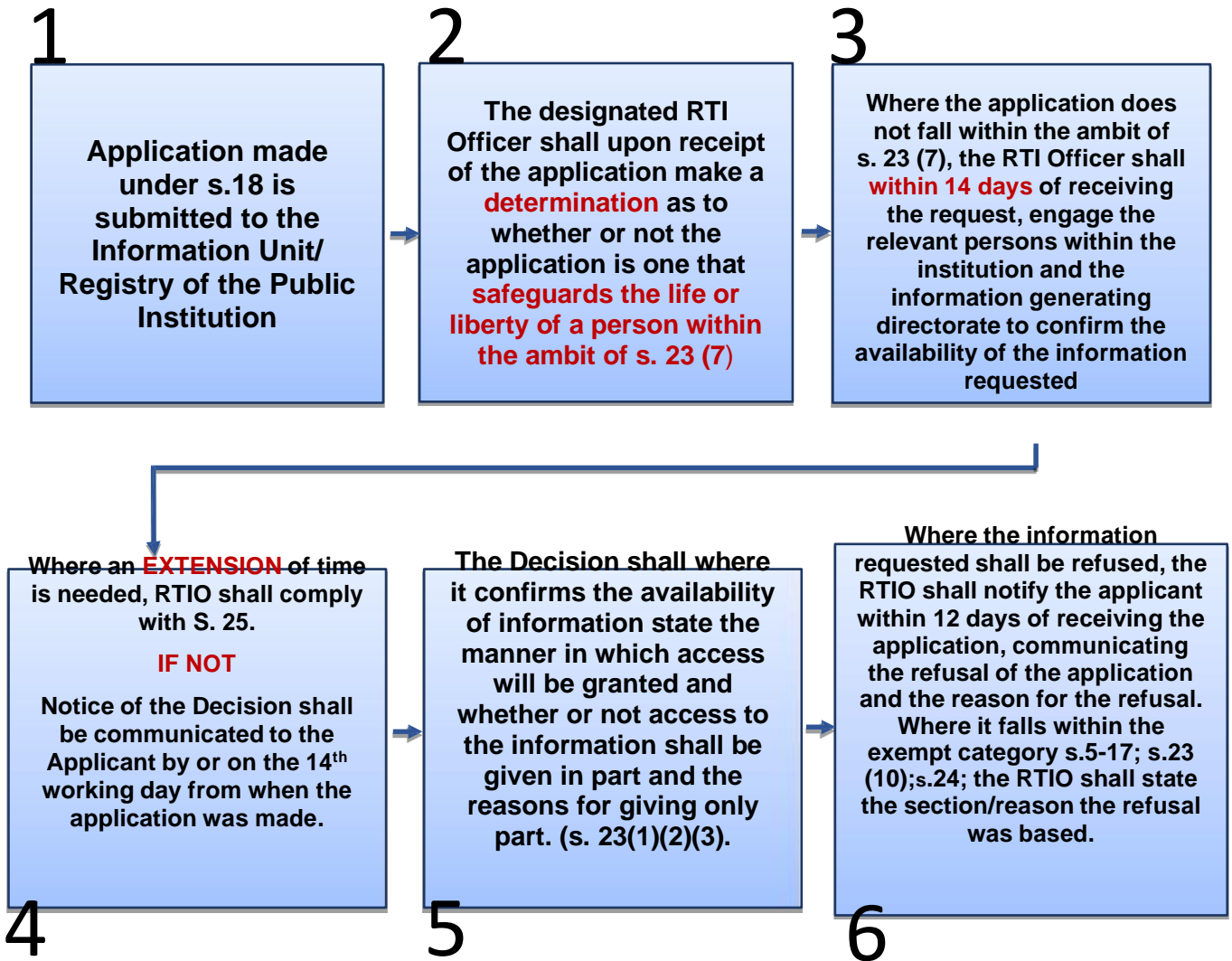
2.4 Classes and Types of information

List of various classes of information in the custody of the institution:
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- | |
|---|
| <ol style="list-style-type: none">1. Administration Records2. Building and Properties Records3. Equipment and Supplies Records4. Personnel Records |
|---|

Types of Information Accessible at a fee:

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 <input type="checkbox"/> Card <input type="checkbox"/> Passport 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 type="text"/>	
10 (a).	Form of Access:	Hard copy	Electronic copy	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 MINTER's Information Unit

Name of Information/Designated Officer:

Barbara Barnes

Telephone/Mobile number of Information Unit:

0244252049

Postal Address of the institution:

P.O. BOX M42, 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>MINTER</i>	<i>Ministry of the Interior</i>
<i><Acronym></i>	<i><Literal Translation></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>

