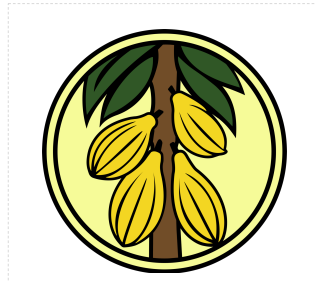


Government of Ghana

Right to Information Manual



Ghana Cocoa Board (COCOBOD)

2022/2023

Table of Contents

Table of Contents	I
1. Overview	1
2. Directorates and Departments under Ghana Cocoa Board (COCOBOD)	2
2.1 Description of Activities of each Directorate and Department.....	3
2.2 Ghana Cocoa Board’s Organogram.....	7
2.3 Subsidiaries/Divisions Under Ghana Cocoa Board.....	8
2.4 Classes and Types of information.....	17
3. Procedure in Applying and Processing Requests	23
3.1 The Application Process	23
3.2 Processing the Application.....	24
3.3 Response to Applicants	25
4. Amendment of Personal Record	26
4.1 How to apply for an Amendment.....	26
5. Fees and Charges for Access to Information	27
6. Appendix A: Standard RTI Request Form	298
7. Appendix B: Contact Details of COCOBOD’s Information Unit	32
8. Appendix C: Acronyms	33
9. Appendix D: Glossary	34

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 Danko 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 Ghana Cocoa Board (COCOBOD) and provide the types of information and classes of information available at COCOBOD, including the location and contact details of its information officers and units.

2. Directorates and Departments under Ghana Cocoa Board (COCOBOD)

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.

MISSION

To encourage and facilitate the production, processing and marketing of premium quality cocoa, coffee and sheanut in all forms in the most efficient and cost effective manner.

Directorates and Departments under Ghana Cocoa Board (COCOBOD)
<ol style="list-style-type: none">1. Human Resource Department2. Finance Department3. Internal Audit Department4. Procurement Department5. Estates Department6. Civil Works Department7. Scholarship Department8. Public Affairs Department9. Legal Department10. Special Services (Security) Department11. Medical Department
<p>Responsibilities of the Institution:</p> <ul style="list-style-type: none">• The responsibility of COCOBOD is to regulate the activities of the cocoa industry and the coffee and shea sub-sector in Ghana.

2.1 Description of Activities of each Directorate and Department

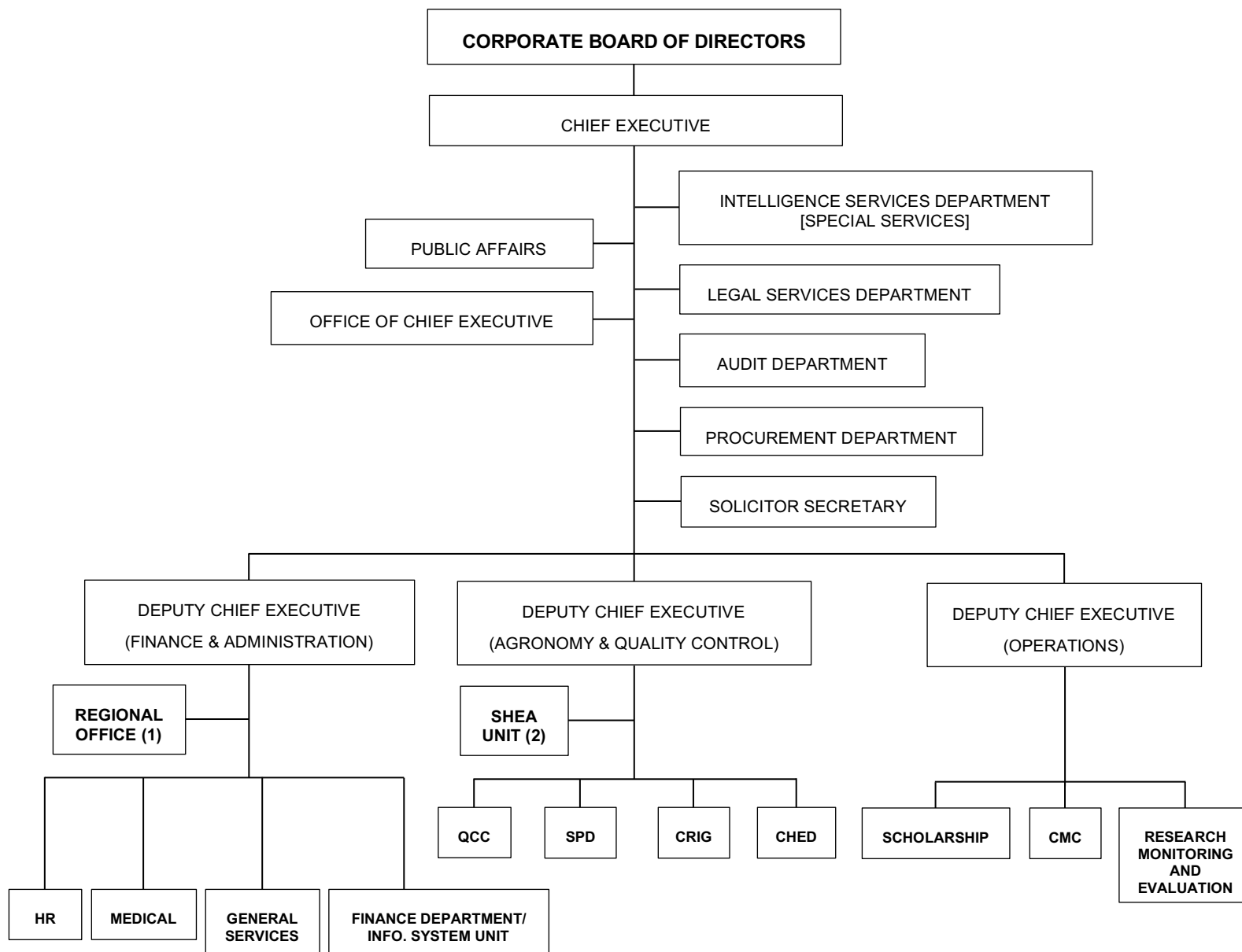
Directorate/Department	Responsibilities/Activities
Human Resource	<ul style="list-style-type: none"> • Human Resource Planning • Recruitment and Selection • Performance Management • Learning and Development • Career Planning • Function Evaluation • Rewards • Industrial Relations • Employee Participation and Communication • Health and Safety • Staff Welfare • Administrative Responsibilities
Finance	<ul style="list-style-type: none"> • General accounting. Day-to-day record keeping and preparation of financial statements • Financial controls • Financing • Planning
Internal Audit	<ul style="list-style-type: none"> • Determines compliance with policies and procedures • Assesses the quality of internal controls • Evaluates the quality of risk management • Evaluates compliance with rules and guidelines established by regulatory agencies • Assesses compliance with accounting standards • Reviews the strength of the code of ethics and actions to handle violations

	<ul style="list-style-type: none"> • Provides additional oversight to internal accounting practices that external auditors may not focus on • Verifies physical assets and inventory • Investigates employee complaints and alleged fraudulent activities
Procurement	<ul style="list-style-type: none"> • Supports Operational Requirements • Manages the procurement process and the supply base efficiently and effectively • Develops Strong Relationships with Other Functional Groups • Develops integrated purchasing strategies that support organizational strategies, goals and objectives
Estates	<ul style="list-style-type: none"> • Management and acquisition of properties and their documentation. • Management, maintenance and periodic inspection of all assets • To undertake feasibility and viability of (proposed) projects • Monitoring the progress of construction/maintenance works • Processes payment of utilities
Civil Works	<ul style="list-style-type: none"> • Provides renovation services on COCOBOD properties • Oversees the structural development in the industry • Floats tenders. • Evaluates submitted tenders. • Awards contracts. • Monitors performance of contracts. • Supervision of cocoa roads in cocoa growing areas.

	<ul style="list-style-type: none"> • Supervision of all renovations on COCOBOD properties.
Scholarship	<ul style="list-style-type: none"> • Awards scholarship to deserving farmers and COCOBOD staff wards in the second cycle schools. • Vetting of scholarship claims • Processing of scholarship claims • Payment of scholarship claims to the banks • Issues letters to non-performing students on the scholarship • Overall management of the scholarship programme <p>However,</p> <ul style="list-style-type: none"> • COCOBOD is considering allocating funds to support Model basic schools in deprived cocoa Communities to enhance access to basic education • COCOBOD is also considering further proposals to award bursaries and scholarships to wards of cocoa farmers at the tertiary level.
Public Affairs	<ul style="list-style-type: none"> • Press Relations • Product Publicity • Corporate Communication • Counseling • Protocol • Events • Publication • Public Educators • Corporate Social Responsibility
Legal	<ul style="list-style-type: none"> • Providing legal advice and guidance • Facilitates prosecution of cases in courts and litigation management • Documentation preparation and drafting

Special Services (Security)	<ul style="list-style-type: none">• It sees to the general safety of workers• Detection, prevention and management of threats, losses etc. to the organization• Management of human movements• Maintains environment by monitoring and setting controls.
Medical Department	<ul style="list-style-type: none">• Renders health services to employees of the Board and the general public.

2.2 Ghana Cocoa Board's Organogram



2.3 Subsidiaries/Divisions Under Ghana Cocoa Board

Agencies Under Ghana Cocoa Board
<ol style="list-style-type: none"> 1. Cocoa Research Institute of Ghana (CRIG) 2. Seed Production Division (SPD) 3. Cocoa Health and Extension Division (CHED) 4. Quality Control Company Limited (QCC) 5. Cocoa Marketing Company Limited (CMC)

2.3.1 COCOA RESEARCH INSTITUTE OF GHANA (CRIG)

CRIG MISSION STATEMENT

1.To undertake research into all problems relating to production of cocoa, kola, coffee, sheanut and other indigenous and introduced tree species, which produce fats similar to cocoa butter.

2.To Provide information and advice on all matters relating to production of cocoa, kola, coffee, sheanut and other indigenous and introduced tree species, which produce fats similar to cocoa butter.

3. To undertake such activities as are incidental or conducive to the discharge of its functions.

CURRENT MISSION

“CRIG will be a center of excellence for developing sustainable, demand driven, commercially oriented, cost-effective, socially and environmentally acceptable technologies which will enable stakeholders to realize the overall vision of the cocoa industry and that of the other mandated crops (Coffee, Shea, Kola and Cashew)”.

CRIG VISION

The Ghana Cocoa Industry and other mandated crops will be research driven and commercially viable, making a sustainable contribution to the development of Ghana in a socially responsible and environmentally friendly manner.

Scientific Divisions/Units

1. Agronomy Division

The Division undertakes research aimed at developing appropriate technologies to address farmer's problems with regard to establishment and maintenance of cocoa, coffee, kola, shea and cashew.

Broad areas of investigation include plant propagation, determination of optimum plant density and spatial arrangement, suitable shade tree selection and density. Others are weed management, agro-forestry including inter-cropping with food and other crops, pruning and soil management.

2. Soil Science Division

The Division undertakes research into soil fertility and plant nutrition of the mandated crops of the Institute. This involves testing of soil to find their suitability for the production of the crops and evaluation of fertilizers for their suitability in crop production.

It also advises on soil management practices that will improve on soil fertility. Other functions of the division are to provide training for Extension Assistants, farmers and other stakeholders in the Extension Services. It provides technical advice to the National Fertilizer Programme on cocoa in Ghana and provides soil testing services to farmers.

3. Entomology Division

The Division investigates pests' problems of the mandated crops and their control. Studies are undertaken on the biology, ecology and population dynamics of mirids which attack cocoa and pests of coffee, kola, shea and cashew as well as the mealybug vectors of cocoa swollen shoot virus; screening of insecticides for mirid control and their effect on non-target organisms. Other studies include integrated pest management (IPM) involving the use of sex pheromones, parasites and natural enemies for the control of mirids and mealybugs. The study of termites and stemborers has become important in recent years.

4. Plant Breeding Division

The Division is responsible for the introduction and study of new germplasm, selection and breeding of new varieties of cocoa, coffee, kola, cashew improvement of yield and maintenance of quality, testing of promising varieties, breeding for diseases resistance and for establishment in degraded environments. It is also responsible for the provision of improved coffee planting materials for the establishment of Coffee Wood Gardens.

5. Pathology Division

This Division is made up of the Mycology and Virology Section. The Mycology section investigates fungal diseases of cocoa, coffee, kola, cashew and shea, and develops appropriate control strategies. In cocoa, the most important fungal disease is black pod caused by *Phytophthora palmivora* and *P. megakarya*. With this and other diseases, fungicides are screened in the laboratory, in CRIG plots and on farmers to select effective products of disease control. In the medium and long term, biological control measures and resistance breeding are being developed. The section also works on parasitic plants including mistletoes on the CRIG mandated crops.

The Virology section deals mainly with Cocoa Swollen Shoot Virus (CSSV) disease. Cocoa types are continuously assessed to identify possible sources of resistance/tolerance that will prolong the economic life of the trees. Studies of disease epidemiology are carried out to provide data to support the field eradication programme and reduce the rate of virus spread.

Other studies include the use of mild CSSV strains to cross-protect cocoa against severe strains of the virus and characterization of CSSV isolates from the field so that reliable information necessary for control could be obtained.

6. Physiology/Biochemistry Division

This Division is made up of the biochemistry and physiology sections. The Physiology section of the Division studies the Physiological basis for yield, drought resistance and establishment of cocoa and coffee in degraded areas. The biochemistry section works closely with the Pathology Division on molecular aspects of CSSV and *Phytophthora*. It also works on cocoa, coffee and kola quality.

7. Social Science and Statistics Unit (SSSU)

It liaises with all the research divisions to improve the relevance of research to the small-scale cocoa producer. It co-ordinates off-station trials of component and packaged technologies and identifies constraints (Social and economic) to the adoption of technologies.

8. New Products Development Units

The Unit conducts research and development into production of animal feed from cocoa pods husks, toilet soap and cosmetics from cocoa butter exacted from discarded beans; alcoholic beverages and industrial alcohol, soft drink, marmalade/jelly, pectin, theobromine and acetic acid from cocoa sweatings. It also conducts research and development into production of toilet soap and cosmetics from shea butter and alcoholic

beverages and jam from cashew. It assesses the economic and commercial viability of large-scale production of the products.

9. Scientific Information Division

The Division is responsible for the dissemination of information and comprises the Library, Public Relation, Bindery and Photography. In addition, all matters relating to the general administration of computers and telephones services come under this Division.

Cocoa Research Institute of Ghana (CRIG)	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Develops proper handling processes of the harvest and post-harvest of the beans, consisting of harvesting, pod breaking, fermentation, drying and storage of the cocoa beans. 	<p>Details of Activities:</p> <ul style="list-style-type: none"> • It conducts research into diseases that affects cocoa, coffee, and sheanut. • It develops techniques for processing of cocoa, coffee, sheanut, and cashew. • It rehabilitates ageing cocoa farms and returns the farms to production within the shortest possible time. • It also undertakes research into and develop new products from cocoa, coffee, sheanut and cashew.

2.3.2 SEED PRODUCTION DIVISION

MISSION

Multiply and distribute high quality planting materials in the most efficient and cost-effective manner in adequate quantities to farmers and pursue soil fertility improvement programmes.

VISION

To continue to play a strategic role in increasing the productivity of national cocoa through the provision improved hybrid planting materials to farmers to achieve the national production goal.

The Cocoa and Coffee Stations are the only sources of improved planting materials in the form of hybrid cocoa seed pods and coffee seeds. There are twenty-eight (28) Cocoa and four (4) Coffee Stations distributed across the country as indicated below:

Seed Production Division (SPD)	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Distribute high quality cocoa and coffee planting materials and also ensure the production and delivery of improved cocoa and coffee varieties. 	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Multiplies all newly developed cocoa and coffee varieties at the Stations through vegetative propagation and establishment of special seed gardens. • Establishes and maintains cocoa seed gardens and coffee hi-clonal gardens at the Stations. • Undertakes hand pollination of flowers in the seed gardens for production of hybrid cocoa seed pods. • Produces hybrid cocoa and coffee seedlings at the Stations and selected sites for distribution to farmers for rehabilitation of old farms and establishment of new ones. • Provides coffee extension education to farmers on Good Agricultural Practices (GAP). • Undertakes awareness and sensitization programmes on best labour practices for farmers.

2.3.3. COCOA HEALTH AND EXTENSION DIVISION

MISSION

Support cocoa farmers to adopt Good Agricultural Practices through effective and efficient extension services delivery, rehabilitate diseased and overaged cocoa farms and implement other Productivity Enhancement Programmes for increased yields.

VISION

To achieve excellence in Cocoa Extension Services delivery and increasing adoption of Good Agricultural Practices and Productivity Enhancement Programmes by farmers to attain dry cocoa bean yield of 1,500kg/ha by 2025.

There are two main sections

1. **Technical** further subdivided into:
 - i. Cartography
 - ii. Productivity Enhancement Programmes
 - iii. Extension
 - iv. Monitoring and Evaluation (M&E)
 - v. CODAPEC/HITECH

2. **Support Services** made up of:
 - i. Human Resource
 - ii. Accounts
 - iii. Audit
 - iv. Estates
 - v. Information Systems Unit

The Division operates in seven Cocoa Regions of Ghana namely: Eastern, Ashanti, Central, Brong Ahafo, Western (North), Western (South) and Volta Regions. Each Region is further divided into districts. Currently there are seventy (70) districts. In addition, the division has oversight responsibility for the Bunso Cocoa College.

Cocoa Health And Extension Division (CHED)	
<p>Responsibilities of the Agency:</p> <p>Responsible for the control of cocoa swollen shoot virus disease, rehabilitation of old and unproductive cocoa farms and extension services.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • Surveys all cocoa areas to identify cocoa swollen shoot virus disease outbreaks. • Generate data on the distribution of cocoa varieties and age classes of cocoa trees. • Provide technical support for cocoa farmers to cut diseased trees in their farms.

	<ul style="list-style-type: none">• Supports farmers to replant their treated farms with improved hybrid cocoa varieties.• Facilitate the distribution of seedlings and raising of community nurseries.• Provides assistance to farmers establishing new cocoa farms.• Guides farmers to rehabilitate old and moribund cocoa farms, including removal of parasitic mistletoes.• Support farmers to manage pests and diseases employing both cultural and chemical practices.• Provide support and technical backstopping for soil fertility management, pruning, pollination and irrigation.• Provides extension training and education to farmers on Good Agricultural Practices (GAPs) and business ethics in cocoa farming• Facilitates the formation and management of farmer groups and cooperatives• Promotes additional livelihoods programmes and good nutrition among cocoa farmers
--	--

	<ul style="list-style-type: none"> • Identifies and develop database on all partner programmes, projects and other interventions in CHED operational areas • Monitor and Evaluates (M&E) CHED and partner programmes, projects and other interventions • Undertakes such activities as are incidental to the discharge of its functions.
--	---

2.3.4. QUALITY CONTROL COMPANY LIMITED

MISSION

To facilitate the trade of Quality Agricultural produce on both the domestic and international markets through the provisions of world class Inspection Services.

VISION

To provide the most efficient and effective customer-oriented services to the company's clients/stakeholder

Quality Control Company (QCC)	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> • Responsible for management and supervision of all landed properties, title documentation and maintenance to required standards. <p>Collaboration and provision of expert advice on contracts with regards to the estate of the Company.</p>	<p>Details of Activities:</p> <ul style="list-style-type: none"> • quality inspection, grading and sealing and the provision of disinfestation services • Regular checks and assessments for maintenance, health and safety and security and liaising with functional departments, ensuring jobs are performed as they are required • monitoring of projects and programmes • Educate farmers on fermentation of cocoa beans.

<ul style="list-style-type: none"> Responsible for the development and implementation of an integrated monitoring and evaluation system and processes to ensure timely implementation, reporting and feedback from the rollout of the projects and programs into the Company's decision-making architecture 	<ul style="list-style-type: none"> Ensure all cocoa are properly bagged in new sacks. Ensure evacuated trucks cover the cocoa in sacks with tarpaulin to prevent dust and rain. Ensure index of a purchasing clerk is boldly printed on sacks for easy identification. Ensure no cocoa beans is transported from one district to the other. Organizes farmer's durbar at district levels. Educates license buying companies of saving cocoa beans at the districts. Promotes rural education with a view to control child labour
--	---

2.3.5 COCOA MARKETING COMPANY

MISSION

We provide premium quality services in the trade and logistics of Ghana's cocoa and other commodities to create value that fulfills national aspirations and delight our stakeholders in the highest professional manner.

VISION

To be a World Leader in the supply chain of Ghana's cocoa and other commodities.

Cocoa Marketing Company (CMC)	
<p>Responsibilities of the Agency:</p> <ul style="list-style-type: none"> Receipt of cocoa beans Warehousing or storage of cocoa beans Internal and External marketing and sale of cocoa beans Local Delivery, Shipment and Export of cocoa beans 	<p>Details of Activities:</p> <ul style="list-style-type: none"> Take over good quality premium cocoa beans from registered Licensed Buying Companies (LBCs). Ensure Total Quality Management (TOM) of all cocoa taken-over for onward delivery to local processors or for export. Marketing and sales of cocoa beans and products to registered buyers Ensure Just-in-Time (JIT) delivery of cocoa for contractual period

	<ul style="list-style-type: none"> • Ensure that the necessary shipping/ delivery documents are sent to Customers on time • Monitor collections of revenue per delivery/ shipments
--	--

2.4 Classes and Types of information

List of various classes of information in the custody of the institution:

1. Pesticide trial results of products submitted by third parties for testing on the mandate crops
2. Unpublished results of experiments of Pest and Disease control strategies, and pest diversity studies
3. Information on personnel that directly undertakes testing of products submitted by third parties for testing on mandate crops
4. Pedigree of clones and hybrids of mandate crops
5. Sequence data of pests or mandate crops that are not formally published
6. Active ingredient formulations of pesticides, fertilizers, epiphyticides and growth promoting compounds being developed for the mandate crops, or developed but yet to be commercialized
7. Recipe or formulations of by-product research on the mandate crops
8. Personal information of farmers collaborating in research studies
9. Control of pest and diseases that affect cocoa, coffee and sheanut.
10. Technology for realizing optimal yields.
11. Agricultural extension services.
12. Distribution of high-quality cocoa and coffee planting materials.
13. Nursing of cocoa seeds.
14. Surveys in cocoa land at the various Cocoa Regions/Districts.
15. Grading and sealing of cocoa.
16. Issue of licenses to cocoa buying companies.

17. Sampling and sealing of cocoa beans
18. Agronomy and quality control of cocoa beans
19. Field and Theory Research on soil type for cocoa plantation
20. Crop demonstration of the various Seedlings
21. Testing and examination of pesticides and fertilizers needed for good cocoa yield
22. Regulatory of cocoa prices
23. Staff and client data in the custody of the Human Resource Department and other departments
24. Information on Procurement, Estate, Transport, Audit, Monitoring & Evaluation Departments
25. Financial and Annual Reports of past financial years

Types of Information Accessible at a fee:

1. Information on the Procurement, Estate, Transport, Audit, Accounts, Monitoring & Evaluation Departments
 2. Financial and Annual Reports of past financial years
 3. Integrated Pest and Disease Management Strategies of the mandate crops
 4. Research findings in various reports and publications
 5. Reports on approved farm implements such as motorized/manual pruners, sprayers, brushers etc.
 6. Strategic plan for the Institute
 7. Research Policy of the Institute
- Buyers' Application Letter
- Buyers' D&B Report
- Buyers' License
- Delivery Advice
- FCC rules /Documentation
- Work Program
- Truck List
- Weighing Chit
- Waybills
- Equipment Advice Form
- Policies and Procedures

Work Manuals/Work Instructions

COCOA RESEARCH INSTITUTE OF GHANA

	Description	CLASSIFICATION (EXEMPT/NON-EXEMPT)
1	Pesticide trial results of products submitted by third parties for testing on the mandate crops	Exempt
2	Unpublished results of experiments of Pest and Disease control strategies, and pest diversity studies	Exempt
3	Information on personnel that directly undertakes testing of products submitted by third parties for testing on mandate crops	Exempt
4	Pedigree of clones and hybrids of mandate crops	Exempt
5	Sequence data of pests or mandate crops that are not formally published	Exempt
6	Active ingredient formulations of pesticides, fertilizers, epiphyticides and growth promoting compounds being developed for the mandate crops, or developed but yet to be commercialized	Exempt
7	Recipe or formulations of by-product research on the mandate crops	Exempt
8	Personal information of farmers collaborating in research studies	Exempt
9	Integrated Pest and Disease Management Strategies of the mandate crops	Non-exempt
10	Research findings in various reports and publications	Non-exempt
11	Reports on approved farm implements such as motorized/manual pruners, sprayers, brushers etc.	Non-exempt
12	Strategic plan for the Institute	Non-exempt
13	Research Policy of the Institute	Non-exempt

SEED PRODUCTION DIVISION

INFORMATION		CLASSIFICATION (EXEMPT/NON-EXEMPT)
1	<p>FINANCIAL</p> <p>Information such as employees' salary structure, corporate investments, disbursements for operation and staff incentive packages are not supposed to be made public.</p>	Exempt
2	<p>POLICIES</p> <p>Policies on travels (foreign and local), conditions for promotion and awards are not public information.</p>	Exempt

QUALITY CONTROL COMPANY

INFORMATION		CLASSIFICATION (EXEMPT/NON-EXEMPT)
1	<p>Grading and sealing data are exempted from public consumption, however, the Management of COCOBOD may by writing authorize the release of such data.</p> <p>Staff and Client data in the custody of the Human Resource Department and other departments are exempted by the operation of the combined laws of: Data Protection Act, 2012 (Act 843), Copyright Act, 2005 (Act 690), Patents Act, 2003 (Act 657), Trademarks Act, 2004 (Act 664), Industrial Designs Act, 2003 (Act 660) and Protection Against Unfair Competition Act, 2000 (Act 589)</p>	Exempt
2	<p>1. Information of the Procurement, Estate, Transport, Audit, Accounts, Monitoring & Evaluation Departments are exempted and accessible to the public.</p> <p>2. Financial and Annual Reports of past financial years</p>	Non – exempt

COCOA MARKETING COMPANY

MARKETING DEPARTMENT	CLASSIFICATION
----------------------	----------------

		(EXEMPT/NON-EXEMPT)
1	Buyers' Application Letter	Non-Exempt
2	Buyers' D&B Report	Non-Exempt
3	Buyers' License	Non-Exempt
4	Delivery Advice	Non-Exempt
5	FCC rules /Documentation	Non-Exempt
6	Buyers' bank details	Exempt
7	CMC bank details	Exempt
8	Contracts	Exempt
9	MKs	Exempt
10	Sales advice	Exempt
11	Shipment declaration	Exempt
12	Sales Data	Exempt
13	C&I / FOB database	Exempt
14	Shipment Invoice	Exempt

WAREHOUSE AND PORT OPERATIONS DEPARTMENT		CLASSIFICATION (EXEMPT/NON-EXEMPT)
1	Work Program	Non-Exempt
2	Truck List	Non-Exempt
3	Weighing Chit	Non-Exempt
4	Waybills	Non-Exempt
5	Weighing Ticket	Exempt
6	QCC Evacuation Certificate	Exempt
7	Cocoa Delivery Note (CDN)	Exempt
8	Cocoa Taken – Over Receipts (CTORs) Cocoa Receipt/Evacuation Confirmation Log Book (CRAAECOLB)	Exempt
9	Stack Information Display (SID)	Exempt
10	Warehouse Locking Register Books (WLRB)	Exempt
11		

SHIPPING DEPARTMENT		CLASSIFICATION (EXEMPT/NON-EXEMPT)
1	Equipment Advice Form	Non-Exempt
2	Work Program	Non-Exempt
3	Situational Reports	Exempt
4	Shipment Allocation	Exempt
5	Certificate of Analysis	Exempt
6	Out of Charge	Exempt
7	ISF Forms	Exempt
8	G-CNET Reports	Exempt
9	Phytosanitary Certificate	Exempt

10	Purity Certificate	Exempt
11	Fumigation Certificate	Exempt
12	Packing List Certificate	Exempt
13	EUR 1 Certificate	Exempt
14	GSP Certificate	Exempt
15	Non-Wooden Certificate	Exempt
16	Draft Invoice	Exempt
17	Bill of Lading	Exempt
18	Buyers Declaration	Exempt
19	Freight Allocation Book	Exempt
20	Invoice	Exempt

ADMINISTRATIVE/GOVERNANCE		CLASSIFICATION (EXEMPT/NON-EXEMPT)
1	Policies and Procedures	Non-Exempt
2	Work Manuals/Work Instructions	Non-Exempt
3	Corporate Plans	Exempt
4	Management Reports	Exempt
5	Budgets/Budget Reports	Exempt
6	Committee Reports	Exempt
7	Financial Reports	Exempt
8	Audit Reports	Exempt
9	Departmental Reports	Exempt
10	Staff Personal Records	Exempt
11	Medical Reports	Exempt
12	Statutory Committee Reports	Exempt
13	Board Minutes	Exempt
14	Board Reports	Exempt

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 Ghana Cocoa Board. To requests for information under the RTI Act from the Ghana Cocoa Board, 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 Ghana Cocoa Board 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 Ghana Cocoa Board'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. (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

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

Below is a table of the approved fees and charges;

REVENUE ITEM	APPROVED FEES AND CHARGES (GHS)
For every copy of an A4 size page or part thereof	0.27
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0.38

For a copy in a computer readable form on external storage device	0.29
For a transcription of visual images, for an A4 size page of size thereof	1.28
For a copy of visual images	3.50
For a transcription of an audio record, for an A4 size page or part thereof	0.07
For a copy of audio record	1.00

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 COCOBOD's Information Unit

Name of Information/Designated Officer:

Hannah-Joy Amissah / Frank Amoah-Frimpong

Telephone/Mobile number of Information Unit:

0574061899 / 0244295776

Postal Address of the institution:

Post Office Box 933, Accra

8. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<i>CE</i>	<i>Chief Executive</i>
<i>CHED</i>	<i>Cocoa Health and Extension Division</i>
<i>CMC</i>	<i>Cocoa Marketing Company</i>
<i>COCOBOD</i>	<i>Ghana Cocoa Board</i>
<i>CRIG</i>	<i>Cocoa Research Institute of Ghana</i>
<i>HR</i>	<i>Human Resource</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>QCC</i>	<i>Quality Control Company</i>
<i>RTI</i>	<i>Right to Information</i>
<i>s.</i>	<i>section</i>
<i>SPD</i>	<i>Seed Production Division</i>

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>