



2024 INFORMATION MANUAL

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1. Overview

This Manual is pursuant to the provisions of the RTI Act, 2019, (Act 989) passed 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 Gaming Commission of Ghana (GCG) and provide the types of information and classes of information available at the GCG, including location and contact details of its Information Officer(s) and Units.

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 within this institution. Request for a copy of this Manual, however, shall attract a charge which covers the unit cost of the Manual.

2. Directorates and Units under Gaming Commission of Ghana (GCG)

This section describes the institution’s vision and mission and lists the names of all Directorates and Units within the institution, including a description of the organizational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

VISION

To create a better and sustainable gaming industry for national development.

MISSION

To create and maintain a viable, fair and respectable gaming industry for all who have interest in or are affected by gaming in the country.

Directorates and Units under Gaming Commission of Ghana (GCG)
<p>Directorates</p> <ol style="list-style-type: none">1. Licensing and Registration2. Investigation, Inspection, Compliance and Enforcement3. Research, Planning, Monitoring and Evaluation4. Finance and Administration
<p>Units</p> <ol style="list-style-type: none">5. Human Resource Management6. Finance6. Corporate Affairs7. Internal Audit8. Procurement9. Legal10. Estate11. Transport12. IT

Functions of the Institution:

- Make proposals for the formulation of policies on games of chance in the country;
- License companies that want to operate casinos and any other game of chance;
- Serve as an advisory body to Government on betting activities in the country;
- Receive complaints from companies and the public on matters pertaining to games of chance;
- Monitor and secure the implementation of laws on casinos and any other game of chance;
- Determine the minimum bankroll and ensure that license holders keep and maintain the minimum bankroll provided for under section 23; and
- Perform any other functions related to games of chance that the Minister for the Interior may determine.

2.2 Description of Activities of each Directorate and Unit

Licensing and Registration (L & R)	<ul style="list-style-type: none">• Formulate standards, guidelines, processes and procedures for the licensing of operators and operations of the industry• Processing licenses to qualified operators• Develop and keep register of operators• Training of stakeholders on the implementation of standards, guidelines, process and procedures• Review relevant documents for licensing applicants• Liaise with the Ministry of the Interior on matters pertaining to policy planning and development.• Evaluate and review operational processes and procedures.
Investigation, Inspection, Compliance and Enforcement Directorate (IICE)	<ul style="list-style-type: none">• Undertakes surveillance, investigation and verification into the operations of the industry.• Develop guidelines, processes and procedures for investigation and enforcement of standards in the industry.• Facilitate the prosecution of general offences• Inspects gaming facilities for compliance. Analyses the modes of gaming and undertakes enforcement of regulatory requirements as stipulated in the Gaming Act, 2006• Conducts inventory assessments of all gaming facilities.

	<ul style="list-style-type: none"> • Carries out quarterly and biennial checks on gaming activities nationwide. • Investigates, Monitors and reports activities of illegal operations • Implements the Commission’s Anti-money laundering and terrorist financing initiatives. • Develops, initiates, maintains and revises procedures for the operations of compliance to international standards in the gaming industry • Works to prevent and expose illegal operations of games of chance in the country.
<p>Research, Planning, Monitoring and Evaluation Directorate (RPME)</p>	<ul style="list-style-type: none"> • Monitor and evaluate programs and activities of the Commission • Prepare strategic medium term and annual plans for the Commission • Develops performance indicators for monitoring and evaluation • Conducts research in the Gaming industry.
<p>Finance and Administration Directorate (F&A)</p>	<ul style="list-style-type: none"> • Provides technical and operational leadership in management of organizational financial resources. • Supervise the disbursement and judicious use of funds for the implementation of programs and activities of the Commission • Ensure availability of human resources and logistics to support the programs and activities of the Commission
<p>Human Resource and Administration Unit</p>	<ul style="list-style-type: none"> • Ensures compliance with legal, contractual and statutory procedures on personnel management such as

	<p>recruitment, welfare benefits and work contract termination</p> <ul style="list-style-type: none">• Undertakes HR planning, policy formulation and procedures• Monitors and implements HR requirements• Manages personnel, individual and collective developments such as trainings, assessments and promotions
Finance Unit	<ul style="list-style-type: none">• Prepares financial statements for the Commission and its Stakeholders.• Maintains and prepares periodic financial records for both internal and external Stakeholders.• Ensures accounting entries and financial reports comply with generally accepted accounting principles• Response to enquiries regarding financial results and special reporting requests.
Internal Audit Unit	<ul style="list-style-type: none">• The Internal Audit Unit prepares and executes annual Audit plans within the accounting year in accordance with the Internal Audit Agency Act.• Preparation of quarterly reports on the various audit activities conducted in reference to the annual plan.• Verify the existence of assets and recommend proper safeguards for their protection.• Evaluate the adequacy of the system of internal controls of the various departments and units within the commission.

	<ul style="list-style-type: none"> • Recommend improvements in controls where they are lacking or inadequate. • Assess compliance with policies and procedures and sound business practices. • Assess compliance with laws and contractual obligations in the Gaming Industry. • Review operations/programs to ascertain whether results are consistent with established objectives and whether the operations/programs are being carried out as planned. • Investigate reported occurrences of fraud, embezzlement, theft, waste, etc.
<p>Information Technology (IT) Unit</p>	<ul style="list-style-type: none"> • Designs, installs and maintain LAN, WAN and other hardware, software and telecommunications systems to ensure timely, secure and reliable processing of data by the organization. • Maintains network file, servers, PC workstations, printers, routes cabling and communications devices. • Provides user training, support, advise and feedback on systems.
<p>Estate</p>	<ul style="list-style-type: none"> • Coordinate the identification, acquisition, maintenance, evaluation control and servicing of the estates of the Commission • Ensure proper sanitation of the estate of the Commission • Ensure the development and maintenance of a database and an asset's register on the estates under the Commission

	<ul style="list-style-type: none"> • Supervise the inspection and certification of the completion of the Commission’s estates under construction
<p>Procurement</p>	<ul style="list-style-type: none"> • Provides technical and operational support in the area of procurement to help the Commission achieve its mandate. • Procures goods and services for the Commission in a transparent, competitive and cost-effective manner. • Ensures procurement processes adhered to requirements stipulated by the public procurement Act, 2003 (Act 663)
<p>Corporate Affairs Unit</p>	<ul style="list-style-type: none"> • Builds and maintains mutually beneficial relationships between the organization and its clients through stakeholder engagements • Maintains mutual beneficial relationships with the media • Design and implement the Commission’s communications strategy • Undertakes advocacy and sensitization • Act as focal on communications related issues pertaining to the Commission and the Gaming Industry • Develop and implement media strategy and action plan.
<p>Legal</p>	<ul style="list-style-type: none"> • Provides corporate legal guidance to the Commission. • Liaise with the Attorney General’s department and other stakeholders for the preparation and review of legal documentation relating to the mandate of the Commission

	<ul style="list-style-type: none">• Drafts and reviews contracts of the Commission.• Provides legal protection and risk management advice to management especially on contract management• Provides legal support to ensure compliance with a gaming act.• Reviews and provides legal advice in cases.• Represents the Commission on matters that may be brought before the court of law.
Transport Unit	<ul style="list-style-type: none">• Facilitate the registration, licensing, acquisition of insurance and certification of road worthiness for the vehicles of the Commission• Facilitate the regular servicing and maintenance of vehicles of the Commission• Supervise the data entry on the programs and activities of the unit.• Facilitate the activities on movement of all vehicles of the Commission

3. Classes and Types of Information

List of Various classes of information in the custody of the institution

- | |
|--|
| <ul style="list-style-type: none">• Gaming Act, 2006 (Act 721)• Sports betting operations – Land based and online betting• Requirements for gaming license• Casino Operations• Self-Exclusion processes• Marketing promotional gaming• Route operations• Advertising guidelines• Remote Interactive• Scratch Card |
|--|

4. Procedures 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 Gaming Commission of Ghana. To requests for information under the RTI Act from the Gaming Commission of Ghana, applicants are to follow these basic procedures:

4.1 The Application Process by Applicant

a. Application by any person or organization who seeks access to information in the custody of Gaming Commission of Ghana 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 Gaming Commission of Ghana's official website or the Ministry of Information's 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[s] are to specify the class and type of information including cover dates).
- Payment of relevant fee[s] 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/Ghana Card.
- Voter's ID.

- d. The applicant should state the format of information being requested and the mode of transmission. Example (do you need a 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.

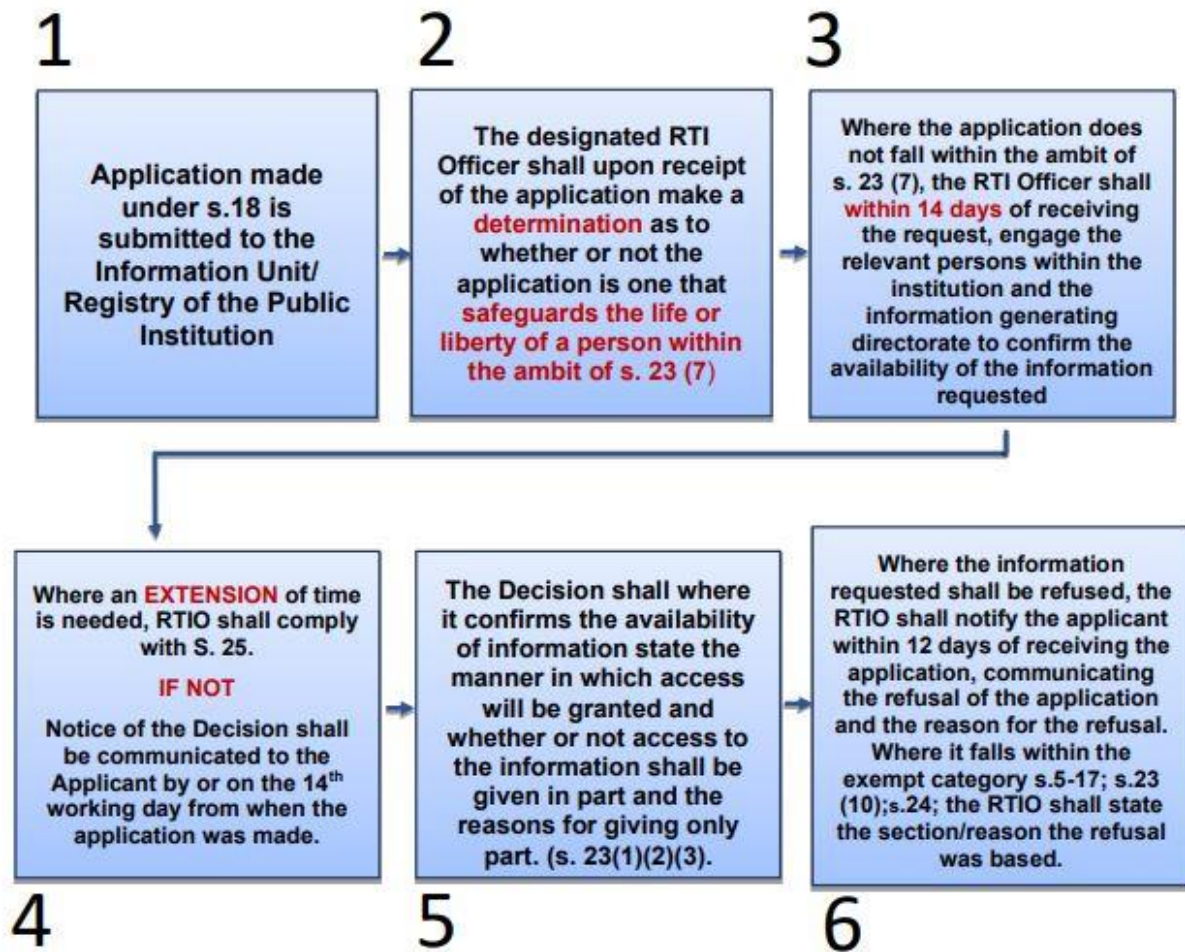
4.2 Processing the Application at the Commission

- Applications would be treated on a priority basis. The Information Officer is responsible for handling requests to ensure that statutory deadlines are met.
- Officer 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.

4.3 Response to Applicant

- 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.

5. Processing and Decision on Application – S. 23



6. Amendment of Personal Records

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.

6.1 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.

7. Fees and Charges for Access to Information

Parliament has approved 'Fees and Charges (Miscellaneous Provisions) Act, 2022 (Act 1080 for reproduction of information or for media conversion.

REVENUE ITEM	APPROVED FEES AND CHARGES (GHS)
For every photocopy 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 or part 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	0.70
For a copy of audio record	1.00

- **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

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 a 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).

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.

8. 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.	Tax Identification Number		
7.	If Represented, Name of Person Being Represented:		
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>	

9. Appendix B: Contact Details of GCG's Information Unit

Name of Information/Designated Officer:

Beatrice Baiden / Bridget Allotey

Telephone/Mobile number of Information Unit:

0274698935/0540132100

Email:

info@gamingcommission.gov.gh

Postal Address of the institution:

PMB 195, Kotoka International Airport, Accra.

10. Appendix C: Acronym

Acronym	Literal Translation
<i>GCG</i>	<i>Gaming Commission of Ghana</i>
<i>RTI</i>	<i>Right to Information</i>
<i>s.</i>	<i>section</i>
<i>MIS</i>	<i>Management Information Systems</i>

11. 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.

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>