

NATIONAL LOTTERY AUTHORITY

Development Through Games.

GOVERNMENT OF GHANA

RIGHT TO INFORMATION MANUAL

2024

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1. OVERVIEW

This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President, Nana Addo Dankwa Akufo Addo. The Act gives substance to the constitutional right to information provided under Article 21 (1) (f) of the 1992 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 National Lottery Authority and provide the types of information and classes of information available at NLA, including the location and contact details of its Information Officer(s) and unit(s).



2. VISION AND MISSION

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, classes and types of information accessible at a fee.

VISION

To become the Organization of choice and Blueprint for Lottery in Africa.

MISSION

To create moments of Hope and Happiness through exciting Lottery Games that generate Revenue for National Development and make all Stakeholders ultimate Winners.



3. OBJECTS OF NATIONAL LOTTO

The National Lotto Act , 2006, (Act 722) mandates the NLA to regulate, supervise, conduct and manage National Lotto and to provide for related matters.

1. National Lotto shall be conducted for the purpose of raising revenue for the nation and for other purposes stated in this Act.
2. The National Lottery Authority established under Part II shall be the institution to conduct National Lotto.
3. There shall be conducted as part of the operation of National Lotto, a Lottery with the object of providing care and protection for the physically or mentally afflicted, the needy, aged, orphans and destitute children.
4. The Authority may, in consultation with the Minister, operate any other game of chance or enter into collaboration, partnership or joint venture with any person, society, association or corporate entity, to operate a game of chance in accordance with existing laws, but losses from the game of chance, the collaboration, partnership or joint ventures shall not be compensated for by the State or from the Lotto Account provided for under section 32.

NLA'S CORE VALUES

R = Respect - Respect for people.

E = Excellence - Excellence in all we do.

A = Accountability - Recognising our responsibility.

L = Leadership - Setting standards in the Lottery Industry.

I = Integrity - Doing the right thing and doing it well.

T = Teamwork - Together we accomplish more.



4. DIRECTORATES AND DEPARTMENTS

1. Director General's Directorate
2. Deputy Director General's Directorate
3. Board Secretariat
4. Monitoring, Feedback and Special Duties
5. Legal Department
6. Human Resource Department
7. Finance Department
8. Internal Audit Department
9. Administration Department
10. Operations Department
11. Strategy and Business Improvement Department
12. Procurement Department
13. Corporate Affairs Department
14. Enterprise Risk and Quality Assurance Department
15. Sales Department
16. Marketing, Caritas and Events Department
17. NLA Good Causes Foundation
18. ICT Department
19. Security and Intelligence Department



4.1 DESCRIPTION OF ACTIVITIES OF EACH DIRECTORATE AND DEPARTMENT

DIRECTOR GENERAL'S DIRECTORATE

Subject to directions from the Board on matters of policy, is responsible for the day - to - day administration of the Authority and performs other functions determined by the Board.

DEPUTY DIRECTOR GENERAL'S DIRECTORATE

Subject to directions from the Director General, executes assigned duties prescribed by the Director General.

BOARD SECRETARIAT

Provides administrative support, ensures effective communication, and maintains proper governance within an organization.

MONITORING, FEEDBACK AND SPECIAL DUTIES

Responsible for monitoring, providing feedback, and evaluating processes, programmes, or initiatives to assess their effectiveness and impact, enabling informed decision-making, performance improvement and the achievement of desired outcomes.

LEGAL DEPARTMENT

In charge of legal affairs of the Authority.

HUMAN RESOURCE DEPARTMENT

In charge of recruitment, employee welfare, training, performance evaluations and ensures compliance with labour policies to support organisational goals.



4.1 DESCRIPTION OF ACTIVITIES OF EACH DIRECTORATE AND DEPARTMENT

FINANCE DEPARTMENT

Implement the public financial management framework as it applies to the revenue generated by the authority.

INTERNAL AUDIT DEPARTMENT

Implement the internal audit framework in accordance with the Internal Audit Agency Act and Act 722.

ADMINISTRATION DEPARTMENT

Responsible for overseeing the organisation's daily operations, and upholds governance standards.

OPERATIONS DEPARTMENT

Responsible for the integrity of the draw process and implementation of the licensing regime for Lotto operators.

STRATEGY AND BUSINESS IMPROVEMENT DEPARTMENT

Responsible for research, developing strategies, strategic objectives and initiatives, action plan and monitoring adherence for operational excellence.

PROCUREMENT DEPARTMENT

Responsible for sourcing, acquiring and managing goods, services and resources that the organization needs to operate efficiently to achieve its goals.



4.1 DESCRIPTION OF ACTIVITIES OF EACH DIRECTORATE AND DEPARTMENT

CORPORATE AFFAIRS DEPARTMENT

Responsible for creating and maintaining a positive public image for the Authority to enhance business performance.

SECURITY AND INTELLIGENCE

Responsible for ensuring the safety and integrity of lottery operations, protect assets, prevent fraud, and oversee security protocols to maintain trust in the lottery's processes.

SALES DEPARTMENT

Responsible for ensuring the sales of Lottery products by Lotto Marketing Companies in accordance with their duties in Act 722.

MARKETING, CARITAS AND EVENT DEPARTMENT

Responsible for promoting the brand, creating top-of-mind awareness, enhancing visibility, driving penetration and managing the look and feel of our lottery products and services. This also includes handling customer complaints and providing helpful information to NLA's customers.

ICT DEPARTMENT

Managing information technology, maintaining systems on-site and conducting routine evaluations of network and data security.

NLA GOOD CAUSES FOUNDATION

Responsible for the Corporate Social Responsibilities of the Authority, in the areas of Health, Education, Youth and Sports Development and Arts and Culture.

ENTERPRISE RISK AND QUALITY ASSURANCE DEPARTMENT

Responsible for identifying, assessing, and mitigating potential risks to ensure the integrity, efficiency, and compliance of NLA's operations while maintaining high-quality standards.



4.2 NLA'S ORGANOGRAM

GOVERNING BOARD

DIRECTOR GENERAL

DEPUTY DIRECTOR GENERAL

Director - Monitoring, Feedback and Special Duties

Ag. Director - Marketing, Caritas and Events

Ag. Director - Enterprise Risk & Quality Assurance

Head, Operations

Head, Sales

Cordinator, Good Causes Foundation

Ag. Director Finance

Ag. Director - Strategy & Business Improvement

Head, Administration

Head, Corporate Affairs

Head, Procurement

Chief Internal Auditor

Ag. Director - Legal

Ag. Director - HR

Head, ICT

GM. Security and Intelligence



4.3 CLASSES AND TYPES OF INFORMATION

LIST OF VARIOUS CLASSES OF INFORMATION IN THE CUSTODY OF THE INSTITUTION:



LOTTO GAMES / PRODUCTS



REGISTER OF LOTTO MARKETING COMPANIES



LIST OF LICENSEES, COLLABORATORS AND PRIVATE LOTTO OPERATORS



5.0 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 National Lottery Authority. To request for information under the RTI Act from the National Lottery Authority, applicants are to follow these basic procedures:

a. Application by any person or organization who seeks access to information in the custody of the National Lottery Authority 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 National Lottery Authority's official website or the Ministry of Information website.

b. **In making the request, the following information must be provided:**

- Date of the Application.
- Name of the applicant or the person on whose behalf an application is being made.
- Name of the organization represented by the applicant.
- Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
- Brief description of information being sought. (Applicant are to specify the class and type of information including cover dates).
- Payment of relevant fee if applicable.
- Signature/ thumbprint.



5.1 THE APPLICATION PROCESS

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 Subject to RTI, 2019 (Act 989) 2.5 Procedure in Applying and Processing Requests RTI Manual Version 1.0 10 2022 Manual 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 understands and the applicant appeared to have understood the content of the request."

- The applicant must then make a thumbprint or mark on the request.



5.2 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 identifies 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.



5.3 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.



6.0 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.

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.

e. A statutory declaration must be attached.



6.2 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).

- 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



7.0 APPENDIX A: STANDARD RTI REQUEST FORM

4.0 Appendix A: Standard RTI Request Form

[Reference No.: .....]

APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO INFORMATION ACT, 2019 (ACT 989)



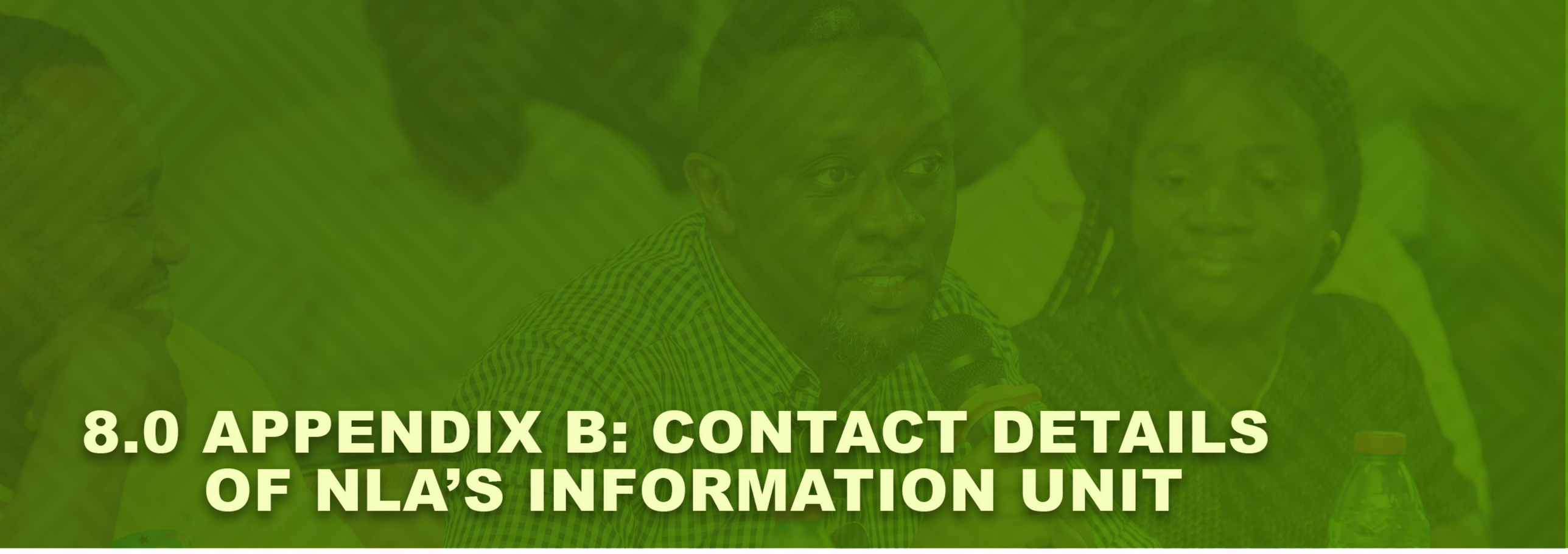
7.0 APPENDIX A: STANDARD RTI REQUEST FORM

1.	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	Individual ☐	Organization/Institution ☐	
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	☐ National ID Card ☐ Passport ☐ Voter's ID ☐ Driver's License		
8 (a).	Id. No.:			
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):			



7.0 APPENDIX A: STANDARD RTI REQUEST FORM

10.	Manner of Access:	☐ Inspection of Information ☐ Copy of Information ☐ Viewing / Listen ☐ Written Transcript ☐ Translated (specify language) ☐
10 (a).	Form of Access:	☐ Hard copy ☐ Electronic copy ☐ Braille
11.	Contact Details:	☐ Email Address_____ ☐ Postal Address_____ ☐ Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) *"This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."*	



8.0 APPENDIX B: CONTACT DETAILS OF NLA'S INFORMATION UNIT

4.1 Appendix B: Contact Details of National Lottory Authority's Information Unit

Name of Information/Designated Officer:

EBENEZER AMOAH DUODU

Telephone/Mobile number of Information Unit:

0243040584

Postal Address of the institution:

P.O.BOX 506, ACCRA

Email:

nlacorporateaffairs@gmail.com



9.0 APPENDIX C: ACRONYMS

A list of acronyms and associated literal translations used within the manual. The acronyms are listed in alphabetical order using the table below.

NLA

National Lottery Authority

RTI

Right to Information

S.

Section



10.0 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	*Right to Information*
Access to information	*Right to obtain information from public institutions*
Contact details	*Information by which an applicant and an Information Officer may be contacted*
Court	*A court of competent jurisdiction*
Designated officer	*An officer designated for the purposes of the Act who perform similar role as the Information Officer*
Exempt information	*Information which falls within any of the exemptions specified in sections 5 to 16 of the Act*
Function	*Powers and duties*
Government	*Any authority by which the executive authority of the Republic of Ghana is duly exercised*
Information	*Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.*
Information officer	*The Information Officer of a public institution or the officer designated to whom an application is made*
Public	*Used throughout this document to refer to a person who requires and/or has acquired access to information.*
Public institution	*Includes a private institution or organization that receives public resources or provides a public function*
Right to information	*The right assigned to access information*
Section	*Different parts of the RTI Act*

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