



RIGHT TO INFORMATION MANUAL

2026

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1. OVERVIEW

This Right to Information (RTI) Manual (the “Manual”) is made pursuant to the provisions of the Right to Information Act, 2019 (Act 989). Act 989 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 public institutions, and the qualifications and conditions under which the access may be obtained. In accordance with Section 80, Act 989 applies to information which came into existence before, or which will come into existence after the commencement of the Act.

1.1 Purpose of the Manual

To inform the public on the organizational structure, responsibilities and activities of Ghana Grid Company LTD (GRIDCo/the Institution) and provide the types or classes of information available at GRIDCo, including the location and contact details of its information officer and unit.

2. DIRECTORATES AND DEPARTMENTS UNDER GHANA GRID COMPANY LTD (GRIDCo)

This section describes the Institution's vision and mission and lists the names of all Directorates and Departments under the Institution. It also provides a description of the organizational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

GRIDCo's VISION & STRATEGIC DIRECTION

Mission

To provide a reliable grid for development.

Vision

To be the model electricity grid company in Africa.

Medium-Term Goal

To achieve 99.95% availability of the National Interconnected Transmission System with fully automated and integrated business processes.

Core Values (RISE & Care)

➤ Responsiveness

We attend to internal and external customer needs with focus, speed, and skill, and effectively engage our stakeholders.

➤ Integrity

We adhere to moral and ethical principles as well as non-discrimination and transparency in our service delivery.

➤ Safety

We are committed to the highest safety standards and environmental practices.

➤ Excellence

We strive to be outstanding in everything we do and consistently create better ways of doing our work.

➤ Caring

We are committed to act with compassion in all situations, to listen with respect to employees, customers, and stakeholders and to value their differences.

MANDATE

- To carry out the business of economic dispatch and transmission of electricity from facilities of wholesale suppliers to bulk customers or electricity distribution utilities in Ghana and West Africa without discrimination.
- To acquire by purchase or otherwise construct, establish, manage, maintain and otherwise deal with all transmission facilities, works, buildings, conveniences and other systems necessary to transmit electric energy.
- To undertake metering and billing of all power transfers in the National Interconnected System.
- To carry out general commercial activities related to the safe and reliable operation of the transmission system and the economic dispatch of electric energy.
- To carry out general commercial telecommunication services using its transmission assets.

2.1. Description of Activities of each Directorate and Department

DIRECTORATES & DEPARTMENTS

GRIDCo operates through fifteen (15) Departments, with most of them reporting directly to the Chief Executive through two Deputy Chief Executives. ([kindly refer to the Organogram below](#)). This structure provides clear executive oversight and strengthened coordination across technical and corporate functions.

These Departments cover a broad range of core and support functions, including Engineering, Technical Services, Southern and Northern Network operations, System Operations, Project Implementation Unit, and the Office of the Chief Executive & Organisational Development. Other key support functions are Legal, Internal Audit, Corporate Strategy, Finance, Human Resource, Procurement, Land Management, and GRIDTel (Telecom & Information Systems). These departments strengthen the Company's ability to deliver on its mandate.

Together, these Departments provide a cohesive framework that enables GRIDCo to maintain operational efficiency while advancing its strategic priorities.

Department/Directorate	Responsibilities/Activities
1. Engineering Department	Provides technical leadership in the planning, design, and project management and implementation of strategic investments to ensure the delivery of adequate, reliable, and resilient transmission infrastructure within agreed timelines, budgets, and technical specifications. The Department leads grid modernisation initiatives and supports project designs consistent with long-term system development objectives.
2. System Operations Department	Responsible for the real-time operation of the National Interconnected Transmission System (NITS), ensuring the continuous balance between electricity supply and demand. The Department manages grid integration of new participants, oversees economic dispatch of generation resources, and develops and operates the Ghana Wholesale Electricity Market (GWEM).
3. Procurement Department	Provides strategic leadership in the procurement of goods, consultancy and non-consultancy services, warehousing and inventory management, contract administration, and facility management services. The Department ensures transparency, value for money, and compliance with procurement laws and internal policies.
4. Technical Services Department	Provides technical expertise and policy direction for maintaining a reliable and safe transmission network. It oversees equipment

	standards, grid modernisation, testing and calibration services, and effective fleet management to ensure operational efficiency and asset longevity.
5. Southern Network Department	The Southern Network Department operates, maintains and manages power system infrastructure and facilities in the southern sector of the National Interconnected Transmission System (NITS). The operational areas of Department are Accra, Tema, Akosombo, Takoradi, Prestea and Tafo Sub-Area. They focus on system reliability, preventive maintenance, and operational excellence to ensure uninterrupted power delivery to customers and communities within their network areas.
6. Northern Network Department	The Northern Network Department operates, maintains and manages power system infrastructure and facilities in the northern section of the National Interconnected Transmission System (NITS). The operational areas of the Department are Kumasi, Techiman, Tamale, Bolgatanga and Dunkwa Sub- Area. They focus on system reliability, preventive maintenance, and operational excellence to ensure uninterrupted power delivery to customers and communities within their network areas.
7. Human Resources Department	The Department drives talent acquisition, leadership development, performance management, staff retention, and employee wellbeing initiatives. The Department fosters a culture of inclusiveness, innovation, and accountability, ensuring that employees are empowered to excel and contribute meaningfully to GRIDCo's strategic goals.
8. Finance Department	Provides strategic financial leadership through effective revenue and expenditure management, treasury operations, financial reporting, debt management, tax planning, and financial planning and analysis. The Department ensures fiscal discipline, accountability, and financial sustainability.

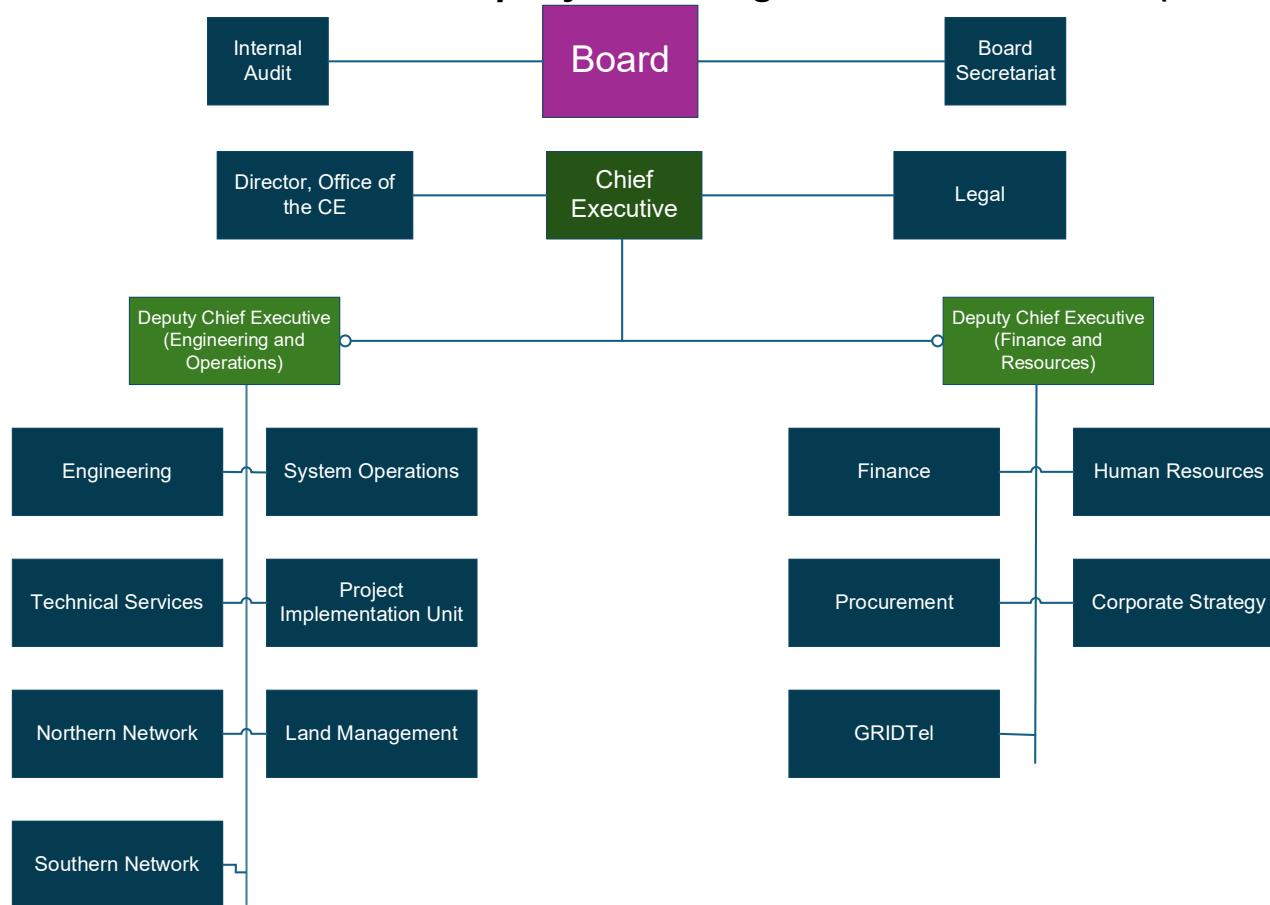
9. Legal Department	Provides legal advisory services, in various disciplines, dispute resolution, and regulatory compliance support. The Department safeguards GRIDCo's legal interests and ensures that all corporate activities align with applicable laws and regulations.
10. Internal Audit Department	Delivers independent and objective assurance and advisory services to strengthen governance, risk management, and internal control processes. The Department helps to protect organisational assets and improve operational effectiveness and compliance.
11. Corporate Strategy Department	Leads GRIDCo's strategic planning, enterprise risk management, and compliance coordination. The Department oversees corporate communications and branding, ensuring coherent messaging and stakeholder engagement. It also manages GRID Consult, GRIDCo's commercial and consultancy subsidiary, to expand revenue-generating opportunities.
12. Office of the Chief Executive and Organisational Development	Provides executive leadership and direction for GRIDCo. The Office leads the implementation of Board-approved strategies, policies and decisions. It also drives organisational development initiatives, including organisational design and change management, to keep GRIDCo's structure and culture aligned with its mandate and strategic goals.
13. GRIDTel (Telecom & Information Systems)	Leverages GRIDCo's fibre optic infrastructure to provide commercial telecommunications services to wholesale clients. The Department is responsible for maintaining and expanding the fibre network, supporting GRIDCo's operational needs and contributing to national digital transformation objectives. The department also leads GRIDCo's digitalisation agenda, driving IT innovation, digital inclusion, Information and Cybersecurity to assure business continuity and support GRIDCo's goals.
14. Land Management Department	Responsible for land acquisition, survey, environmental and security management, and

	vegetation control. The Department also ensures efficient management and protection of transmission line corridors and substations, supporting uninterrupted and safe power transmission operations.
15. Project Implementation Unit	Manages and coordinates the implementation of donor and development partner-funded transmission infrastructure projects. The Unit ensures project delivery within agreed timelines, budgets, and technical specifications, while maintaining compliance with funding and environmental standards.

OPERATIONAL AREAS

The Company maintains and operates the National Interconnected Transmission System (NITS) through the Southern and Northern Network Departments. The Southern Network Department is responsible for five (5) Operational Areas located in Akosombo, Tema, Accra, Takoradi, Prestea and one (1) Sub-Area in Tafo, whilst the Northern Network Department is responsible for four (4) Operational Areas located in Kumasi, Techiman, Tamale, Bolgatanga and two (2) Sub-Areas in Dunkwa and Sunyani.

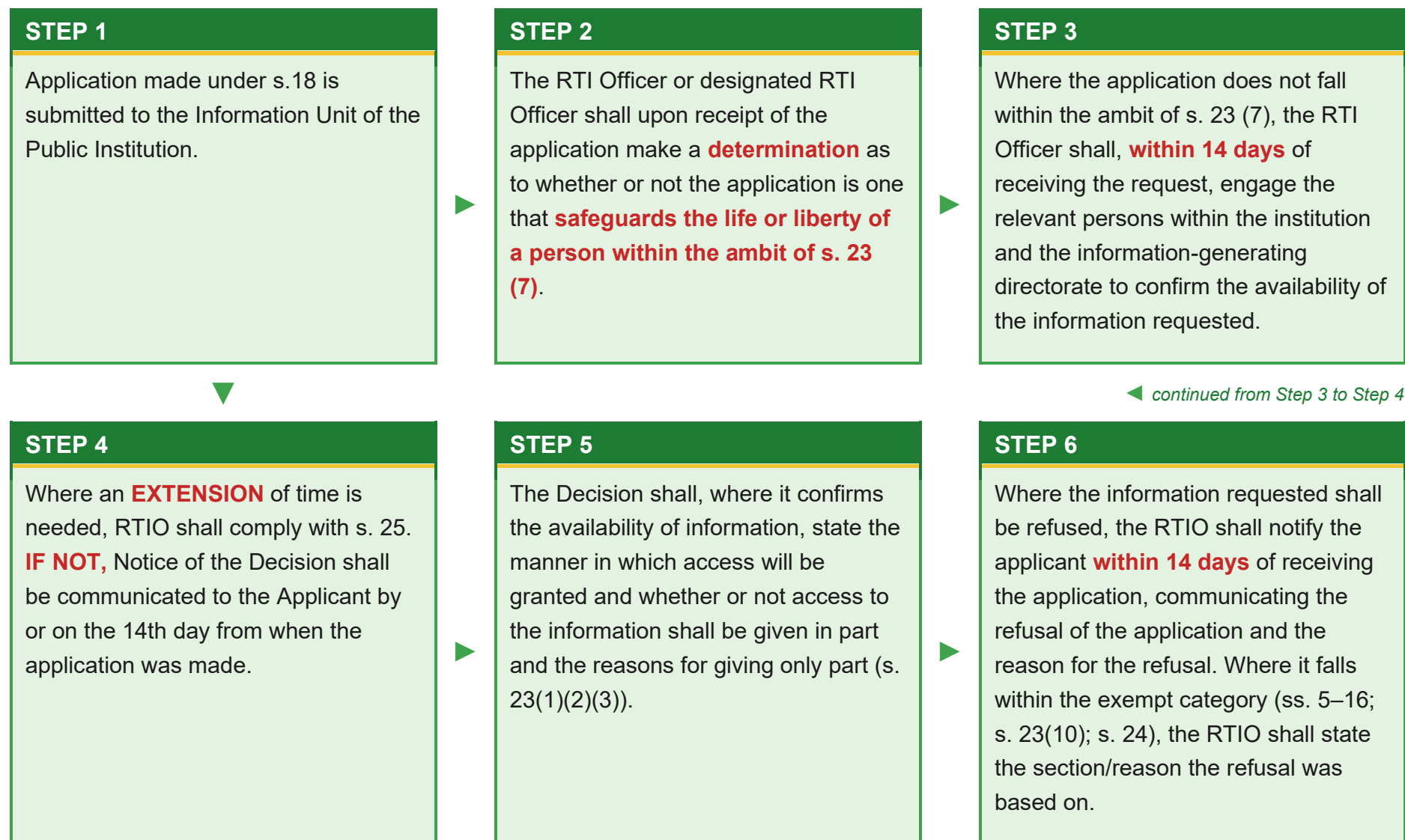
2.2. *Ghana Grid Company LTD's Organisational Structure (as of December 31, 2025)*



2.3. *Classes and Types of information*

List of various classes of information in the custody of the institution:
1. Corporate Governance Records 2. Regulatory and Licensing Records 3. Transmission System Operations Records 4. Engineering and Network Planning Records 5. Project Records 6. Land, Right of Way and Estates Records 7. Environment, Health, Safety Records 8. Procurement Records 9. Financial Records 10. Human Resource and Administrative Records 11. Audit, Risk and Compliance Records
Types of Information Accessible at a fee:

3. PROCESSING AND DECISION ON APPLICATION – S. 23



3. AMENDMENT OF PERSONAL RECORD

A person given access to information contained in records of the 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.

1.1 How to apply for an Amendment

- a. The application should be in writing and addressed to the Head of the Institution 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 Institution
- e. A statutory declaration must be attached.

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:

- a. Request for information in a language other than the language in which the information is held. (s.75) (3).
- b. 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).
- c. Cost of media conversion or reformatting. (s.75) (5).

Under Section 75 (2) of Act 989, no fee is payable for:

- reproduction of the applicant's own personal information, or that of a person on whose behalf the application is made.
- reproduction of information that is in the public interest.
- information that was not provided within the time stipulated under the Act.
- information requested by an indigent applicant or a person with disability
- time spent by the Information Officer or Information Reviewing Officer reviewing the request or examining whether the information is exempt.
- preparing the information for access.

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	YY
5.	Type of Applicant:	Individual ☐	Organization/Institution ☐	
6.	TIN Number:			
7.	If Represented, Name of Representative:			
7(a).	Capacity of Representative:			
8.	Type of Identification:	☐ National ID Card	☐ Passport	
		☐ Voter's ID	☐ Driver's License	
		☐ 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	☐ 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."	

6. APPENDIX B: CONTACT DETAILS OF GRIDCo'S INFORMATION UNIT

Name of Information / Designated Officer:

Ms. Yaaba Blay-Amihere

Telephone/Mobile Number of Information Unit:

+233-(0)30-3318700

Email:

rti@gridcogh.com

Postal Address:

P.O. Box CS 7979
Tema.

7. APPENDIX C: ACRONYMS

Table 1 Acronyms

Acronym	Meaning
GRIDCo	Ghana Grid Company LTD
RTI	Right to Information
MDA	Ministries, Departments and Agencies
s.	Section
MMDAs	Metropolitan, Municipal and District Assemblies

8. APPENDIX D: GLOSSARY

Table 2 Glossary

Term	Definition
Access	Right to Information
Access to Information	The right to obtain information from a public institution
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 Act 989
Exempt Information	Information which falls within any of the exemptions specified in Act 989
Function	Powers and duties
Government	Any authority by which the executive authority of the Republic of Ghana is duly exercised
Information	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 Act 989