



NATIONAL BLOOD SERVICE (NBS)

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Subject to Revision

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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 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 [National Blood Service, Ghana \(NBS\)](#) and provide the types of information and classes of information available at [NBS](#), including the location and contact details of its information officers and units.

2. Directorates and Departments under National Blood Service, Ghana (NBS)

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

VISION

“To be an efficient, effective and innovative provider of safe blood and related services that meet National requirements and International standards”

MISSION

“To save the lives of patients by providing safe and adequate blood products and other related blood services through professionalism of our staff and generosity of our voluntary non-remunerated blood donors”

Departments under National Blood Service, Ghana (NBS)

1. STANDARDS AND QUALITY ASSURANCE
2. CLINICAL SERVICES
3. RESEARCH, PLANNING, MONITORING AND EVALUATION
4. LABORATORY SERVICES
5. DONOR SERVICES
6. ADMINISTRATION AND SUPPORT SERVICES
7. HUMAN RESOURCE
8. FINANCE.

Responsibilities of the Institution:

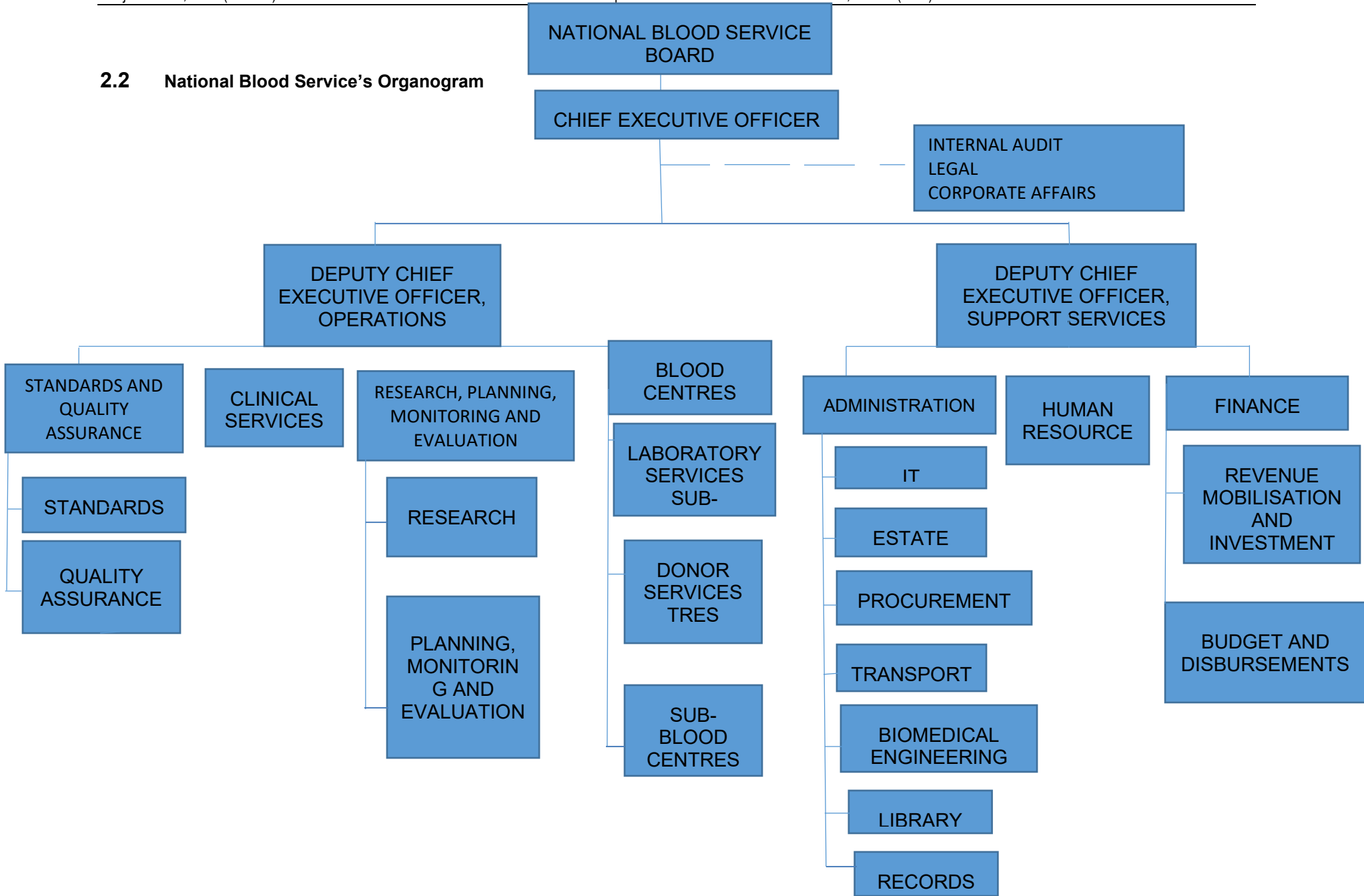
The National Blood Service, is an agency under the Ghana Ministry of Health. The mandate of the National Blood Service, is to ensure an effective and coordinated national approach to the provision of safe, adequate and efficacious, blood and blood products, making it timely, accessible and affordable to all patients requiring blood transfusion therapy in both public and private health care institutions in the country.

2.1 Description of Activities of each Department

Directorate/Department	Responsibilities/Activities
Standards and Quality Assurance	<ul style="list-style-type: none"> • The Quality Department is responsible for ensuring that Blood and Blood components meet quality and safety standards in a consistent manner. • The department focuses on reducing the risk of error along the blood transfusion chain to the barest minimum. • Quality management requires the commitment of management and staff to ensure that transfusion of blood donors to recipients is as safe as possible.
Clinical Services	<ul style="list-style-type: none"> • The Clinical Services Department is established to strengthen the clinical interface at the Blood Centre. • The department provides clinical inputs into donor selection, blood testing and blood component preparation as well as promote the appropriate use of blood and blood components.
Research, Planning, Monitoring and Evaluation	<ul style="list-style-type: none"> • The Research and Development Department has oversight of Research, Development, Planning and Data Management. • The mandate of the department is to excel in the creation of new knowledge and its translation into improved blood safety for Ghanaians, and more effective processes, products and blood services.
Laboratory services	<ul style="list-style-type: none"> • The Laboratory Department is responsible for the testing, processing, storage and distribution of blood and blood components based on Good Laboratory Practice (GLP) and Good Manufacturing Practice (GMP).

Donor Services	<ul style="list-style-type: none"> • The Donor Services Department is responsible for public sensitization, donor education and donor recruitment, selection and retention for a sustained supply of safe blood to transfusion health facilities.
Administration and Support Services	<ul style="list-style-type: none"> • The Administration and Support Services is responsible for the general administration and support services functions within the Centre. • The department also provides corporate services that cut across all other departments/unit.
Human Resource	<ul style="list-style-type: none"> • The Human Resource Department is responsible for the human resource planning, employee compensation, performance management, staff discipline and disengagement from the service.
Finance	<ul style="list-style-type: none"> • The Finance Department is responsible for the efficient planning and management of financial resources of the Blood Centre.

2.2 National Blood Service's Organogram



2.3 AGENCIES UNDER NATIONAL BLOOD SERVICE, GHANA

Agencies under National Blood Service
1. None 2. 3. 4. 5. 6. 7.

2.4 Classes and Types of information

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

Administration

1. Minutes of Meetings
2. General Correspondence and Reports
3. Internal Memo
4. Rotary Club
5. Ghana Red Cross Society
6. Ministry of Health Matters
7. Circular Files
8. Lectures and Education
9. Projects and Proposal
10. Ghana Health Service
11. Support Staff General
12. National Blood Policy
13. Requisition/Needs from Departments
14. Policy Guidelines Administrative Instructions, Rules, Regulations and Standards
15. Marketing of services, Publicity, logo etc.

Transport

1. Service Payment
2. Duty Schedule
3. Management Minutes
4. Operational Minutes
5. Vehicle Request File
6. Vehicles Individual Files
7. Bulk Fuel Coupons
8. Transport Inventory
9. Management & Official Bulk Fuel Request Form
10. Bulk Fuel Coupon Receipt Form

ICT

1. Blood Safety Information System (BSIS)
2. Maintenance Reports
3. System Passwords
4. Database Backups
5. Standard Operating Procedures (SOP's)

Equipment Management

1. Purchased and Installed Equipment
2. Equipment Repairs
3. Equipment Training

4. Equipment calibration**Public Relations**

1. Media Relations- press interviews, Video & Audio
2. Press Cuttings/ Blood Related Stories
3. Press Contact Updates
4. Sponsorship Documents/ Letters
5. Minister's Speech
6. CEO's Speech
7. Speeches for Invited Guests
8. Ghana Blood Foundation Records

Estates

1. Asset Register
2. Contract of Service Providers
3. Maintenance Request Form
4. Maintenance File
5. Local Purchase Order File
6. Electricity and Water Bills

Procurement

1. Bid Opening
2. Tender documents
3. Evaluation Reports
4. Entity Tender Committee Minutes
5. Purchase Order
6. Award Notification
7. Contract Form

Finance

1. Imprest File
2. Payment Vouchers
3. Financial Reports (Annual Report)
4. Quarterly Reports (MOF and MOH)
5. Refund of Mobile Session
6. Debtors Ledgers/Debtors File
7. Salary Advances Ledger
8. Cashbook, Bank Statement and Bank Reconciliation
9. Cheques Books and Bank Deposit Slips/Payment Slip (On Site Banking)
10. Value Book Stock Register/Ledger
11. Receipt Books (GCR'S)
12. Revenue Collection Books
13. Revenue Summary Report (On Site Banking)

Human Resource

1. Staff Personal Records on File
2. Appointment of Staff

3. Application for Leave
4. Application for Employment
5. Staff Transfers/ Postings
6. Application for Financial Clearance
7. Assumptions and Releases
8. Obituaries (Death of Staff)
9. Retirement and Resignation
10. Performance Appraisals
11. Queries
12. Secondments
13. Staff Contracts

Research, Planning Monitoring and Evaluation

1. Research projects of Students
2. Research and Implementation Projects initiated by external Organizations
3. Approval letters for Student Research Projects conducted on National blood Service, Ghana (NBS)
4. NBS Quarterly reports on Blood Services for National and Zonal Blood Centres (ZBC's)
5. National Blood Service Annual Performance Review Reports
6. Presentations on Annual Performance Reports for NBS Headquarters and ZBC's
7. Copies of RPMED Staff Personal Information
8. Copies of Blood Safety Information Documents
9. Internal Memos received by RPMED

Clinical Services

1. Polycythemia Records
2. Anaemia and Donor Adverse Events
3. List of Donors for Counselling
4. Donor Counselling Forms

Donor Recruitment

1. Advance Mobile Sessions
2. Mobile Statistic Report
3. Mobile Session Reports
4. Static Mobile Session Reports
5. Clinical Records Forms (Voluntary Sessions)
6. Walk-In Results

Donor Care

1. Clinical Record Forms (Fit and Unfit Donors)
2. Hepatitis B Reactive Forms
3. Donor Care Report
4. Statistic Record
5. Adverse Reaction
6. Covid 19 Donor Records

7. Autologous Donor Records

Laboratory Services

1. Temperature Charts
2. Blood Component Labelling
3. Blood Issuance
4. Blood Component Discard
5. Blood Component Preparations
6. Incidence Book
7. Blood Stock Ledger
8. Blood Inventory
9. Equipment Maintenance
10. Blood Disposal
11. Standard Operating Procedures (SOP's)
12. Requisitions
13. Pediatric Packs
14. Handing Over Forms
15. Blood Disposal
16. Blood Request Facilities
17. Blood Grouping Worksheets
18. Patient Requests
19. Grouping requisitions
20. Cleaning and Maintenance
21. Repeat Grouping Worksheets
22. Donation testing
23. Donor Blood sample Log Book
24. Facilities TTI's reports
25. First Time Donors; Repeat Grouping Worksheet

Quality Assurance and Standards

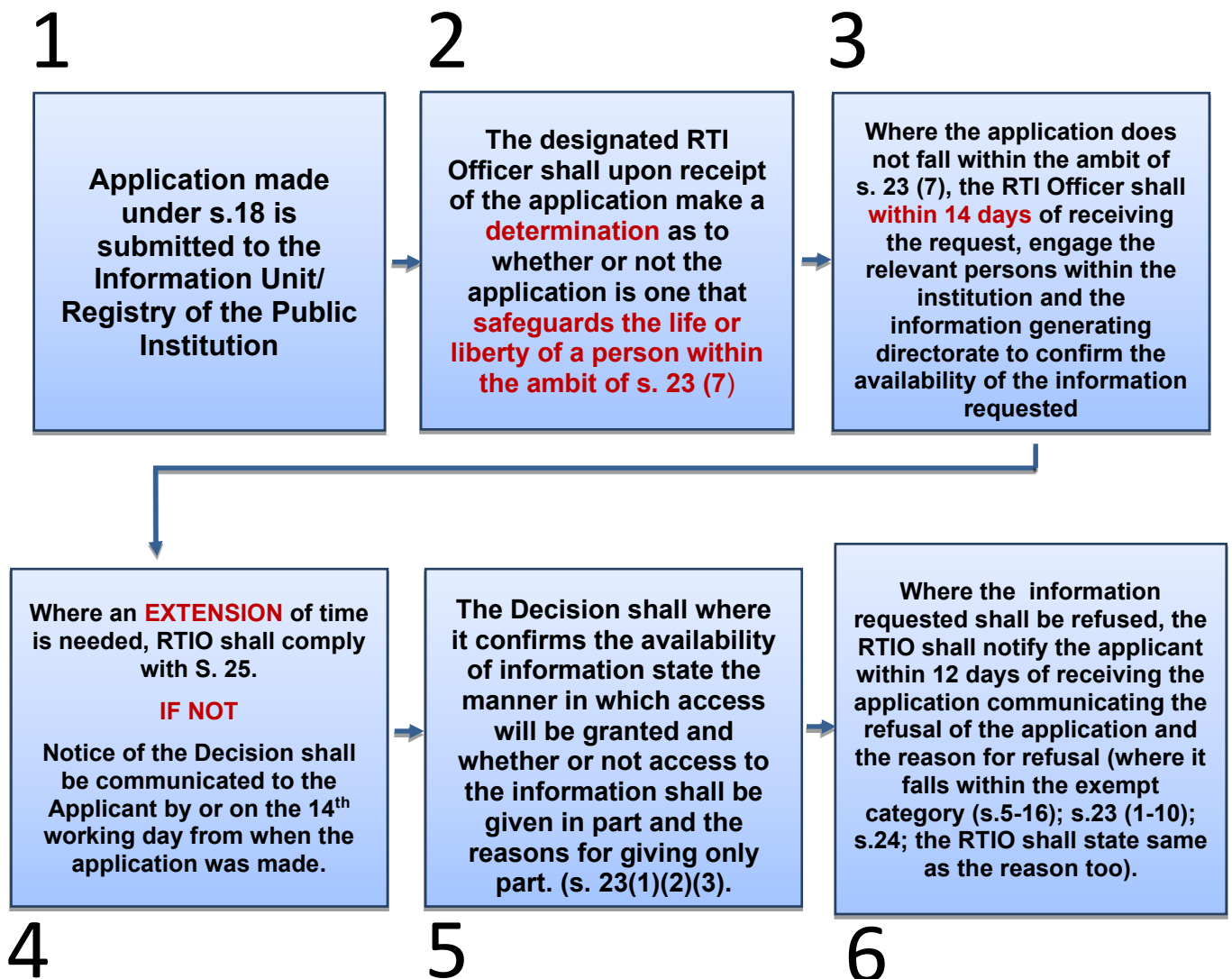
1. Archive File
2. Hospital Registration
3. Temperature Records
4. Training Attendance File
5. Quality Control of Components
6. Staff Training Record
7. FDA Audit and Assessment

Internal Audit

1. Quarterly Reports
2. Annual Reports

Types of Information Accessible at a fee:
NONE

3. Processing and Decision on Application – S. 23



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, a reasonable transcription cost may be requested by the Information Officer. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

Under Section 75 (2), fees are not payable for:

- reproduction of personal information
- information in the public interest
- information that should be provided within stipulated time under the Act
- an applicant who is poor or has a disability
- time spent by the information officer in reviewing the information
- time spent by the information officer to examine and ensure the information is not exempt
- preparing the information

Section 76 subjects the retention of charges received by a public institution to the Constitution. Thus, a public institution is authorized to retain charges received under the Act to be used only to defray expenses incurred by the public institution in the performance of functions under the Act and be paid into a bank account opened for the purpose with the approval of the Controller and Accountant-General.

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):			

<p>10.</p>	<p>Manner of Access:</p>	<p><input type="checkbox"/> Inspection of Information</p> <p><input type="checkbox"/> Copy of Information</p> <p><input type="checkbox"/> Viewing / Listen</p> <p><input type="checkbox"/> Written Transcript</p> <p><input type="checkbox"/> Translated (specify language) <input style="width: 150px; height: 20px;" type="text"/></p>
<p>10 (a).</p>	<p>Form of Access:</p>	<p><input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille</p>
<p>11.</p>	<p>Contact Details:</p>	<p><input type="checkbox"/> Email Address _____</p> <p><input type="checkbox"/> Postal Address _____</p> <p><input type="checkbox"/> Tel: _____</p>
<p>12.</p>	<p>Applicant's signature/thumbprint:</p>	
<p>13.</p>	<p>Signature of Witness (where applicable)</p> <p><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></p>	

7. Contact Details of NATIONAL BLOOD SERVICE Information Unit

Name of Information/Designated Officer:

John Yaw Ansah

Telephone/Mobile number of Information Unit:

0500450769

Postal Address of the institution:

National Blood Service, Ghana
P. O. Box KB 78
Korle Bu, Accra
Phone: 030 266 3701
Phone: 030 266 3702
Email: info@nbs.gov.gh

8. Acronyms

Table 1 Acronyms

Acronym	Literal Translation
ACUB	Appropriate Clinical Use of Blood
AfSDT	Africa Society for Blood Transfusion
APR	Annual Performance Review
BCI	Blood Collection Index
CEO	Chief Executive Officer
CHAG	Christian Health Association of Ghana
CHIM	Centre for Health Information Management
CME	Continuous Medical Education
DHIMS	District Health Information Management System
EQAS	External Quality Assurance Scheme
FDA	Food and Drugs Authority
GHS	Ghana Health Service
GLP	Good Laboratory Practices
GMP	Good Manufacturing Practices
GPP	Good Preparation Practices
GRC	Ghana Red Cross
GSA	Ghana Standard Board
HBB	Hospital Blood Bank
HFRA	Health Facilities Regulatory Authority
HR	Human Resource
HSMTDP	Health Service Medium Term Development Plan
ICT	Information and Communication Technology
IMS	Information Management System
IT	Information Technology
KAP	Knowledge, Attitudes and Practices
M&E	Monitory and Evaluation
MDA	Ministries Department and Agencies

Acronym	Literal Translation
MOF	Ministry of Finance
MOH	Ministry of Health
MOU	Memorandum of Understanding
NABDAG	National Blood Donors Association of Ghana
NBS	National Blood Service
NHIA	National Health Insurance Authority
PHRL	Public Health Reference Laboratory
PIU	Project Implementation Unit
PR	Public Relations
QA	<i>Quality Assurance</i>
QC	<i>Quality Control</i>
QMS	<i>Quality Management Systems</i>
RPM&E	<i>Research, Planning, Monitoring and Evaluation</i>
SZBC	<i>Southern Zonal Blood Centre</i>
SOP	<i>Standard Operating Procedure</i>
TTI	<i>Test for Transfusion Transmissible infection</i>
VNRBD	<i>Voluntary Non-Remuneration Blood /Donation</i>
WHO	<i>World Health Organization</i>
ZBC	<i>Zonal Blood Centre</i>
RTI	<i>Right to Information</i>
MDA	<i>Ministries, Departments and Agencies</i>
MMDAs	<i>Metropolitan, Municipal and District Assemblies</i>
NBSG	<i>National Blood Service, GHANA</i>

9. 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>