



Government Of Ghana

Right To Information Manual

Bulk Oil Storage and Transportation Limited Company

2023

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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 Bulk Oil Storage & Transportation Limited Company (BOST) and provide the types of information and classes of information available at BOST, including the location and contact details of its information officers and units.

2. Departments under Bulk Oil Storage & Transportation Limited Company. (Bost)

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 the number one fuel and logistics business in West Africa

MISSION

To manage the business of Storage and Transmission of fuels focusing on excellence in Security, Safety and Profitability

Directorates and Departments under Bulk Oil Storage and Transportation Limited Company (BOST)

1. Assets and Infrastructure
2. Legal and Compliance
3. Internal Audit
4. Procurement and Supply Chain
5. Fuel Trading
6. Terminal and Transmission
7. Finance
8. Corporate Planning
9. Human Resource and Administration
10. Corporate Communications and External Affairs
11. Fields Operations
12. Managing Director's Secretariat
13. Information Technology

Responsibilities of the Institution:

The Bulk Oil Storage and Transportation Limited Company is:

- To develop a network of storage tanks, pipelines, and other bulk transportation infrastructure throughout the country.
- To rent or lease out part of the storage facilities to enable it to generate income.
- To keep Strategic Reserve Stocks for Ghana
- To own, manage and develop a national network of oil pipelines and storage depots.
- To manage the “Zonalization” policy of the National Petroleum Authority (NPA) and
- To develop the Natural Gas Infrastructure throughout the country.

In this regard, BOST is responsible for building strategic reserve stocks to meet a minimum of six (6) weeks of national consumption in the short and medium term and to increase stock level to twelve (12) weeks in the long term.

To adequately fulfil its mandate, BOST has developed a network of storage and pipeline infrastructure throughout the country. The company currently has six (6) Depots nationwide. These are in the Accra Plains, Mami Water, Akosombo, Kumasi, Buipe and Bolgatanga. Pipelines link the Tema Oil Refinery (TOR) to the Accra Plains Depot which in turn is linked to the Mami Water Depot and ends at the Akosombo Depot.

Another pipeline links the Buipe Depot to the Bolgatanga Depot. For petroleum products to reach the northern parts of the country, it is conveyed by pipeline from the Tema Oil Refinery through the Accra Plains Depot and Mami Water to Akosombo where it is loaded onto River Barges to Buipe. It is then conveyed to Bolgatanga by 261km- 8-inch pipeline.

The Depot in Kumasi receives products by Bulk Road Vehicles (BRVs) from the Accra Plains Depot. BOST has built four barges to convey petroleum products from Akosombo to Buipe for onward transmission to Bolgatanga. However, the Bolgatanga Depot was recently re-commissioned after several years of inactivity thus making it necessary for Buipe to feed Bolgatanga by pipeline.

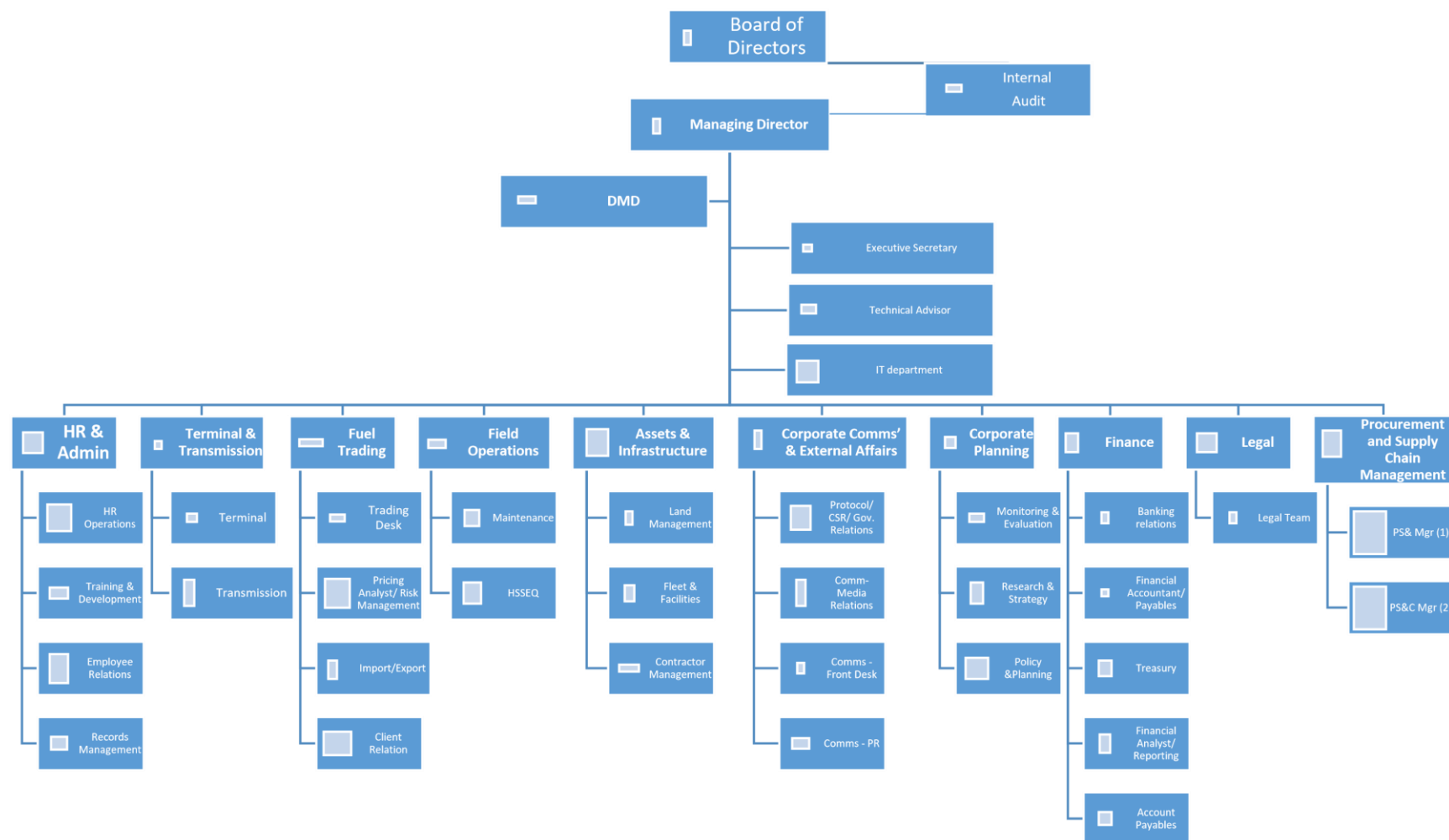
2.1 Description of Activities of each Directorate and Department

Department	Responsibilities/Activities
Assets and Infrastructure	<p>Is the department that owns the entire assets of BOST: Storage and distribution infrastructure, administrative offices, guest houses, staff bungalows and moveable assets of the company.</p> <p>The department oversees the acquisition and development of BOST corporate infrastructure and ensures maintenance works are appropriately conveyed to the maintenance unit of field operations to be carried out.</p>
Legal and Compliance	<p>To defend and protect the interests of the company in all aspects of its dealings with third parties.</p> <p>Draft and prepare all legal documents emanating from the company.</p> <p>Review all legal documents and make recommendations to the company.</p> <p>Represent the company in all legal suits, and to give legal opinion and advice to the Board and Management.</p> <p>Ensure compliance by the company of all requisite statutory requirements and manage company litigation by providing legal advice in settling disputes and</p> <p>To take measures to ensure that litigation is at a barest minimum.</p>
Internal Audit	<p>Is an independent department tasked to provide objective assurance and consulting services to add value to improve BOST operational activities.</p> <p>The department functions as an advisor to management</p> <p>Delivers professional assurance and consulting services to assist the company to achieve its mission, strategic goals, and initiatives in an atmosphere of respect and accountability.</p>

Procurement and Supply Chain	<p>The Procurement and Supply Chain Department holds the mandate of procuring goods, works and services on behalf of other departments.</p> <p>Ensures that provisions of the Public Procurement Authority (Acts) are adhered to in the execution of the company's procurement processes.</p>
Fuel Trading	<p>The department is responsible for the purchase and sale of the various volumes of products which BOST uses in meeting the strategic stocks requirement.</p> <p>It serves as one of the main income generating activities of BOST.</p>
Terminal and Transmission	<p>The department is responsible for the overall strategic management of BOST terminals across the country,</p> <p>The department facilitates regular communication with the terminal management service provider (TMSP) concerning the contract to ensure all KPIs are met.</p> <p>It monitors both quality and quantities of BOST product stock levels at all terminals across the country.</p> <p>To conduct regular product reconciliation with the BDCs.</p> <p>The department is also responsible for the distribution of liquid and gas fuel products in a secure, safe, and profitable manner throughout the country.</p>
Finance	<p>The department is responsible for the collection, safe custody, and disbursement of the cash resources of BOST.</p> <p>Assess the viability of various projects and helps management in deciding on the choicest combination of funds for the operations of the company.</p>
Corporate Planning	<p>The department is responsible for crafting corporate strategy for BOST and overseeing the implementation of same through playing a lead role in establishing corporate, departmental and unit objectives.</p>

Human Resource and Administration	<p>The department oversees the recruitment, development, remuneration and the keeping of records of staff.</p> <p>It oversees the rules and regulations bothering employee behavior.</p> <p>Ensures that all actions of the workforce are targeted towards the attainment of set corporate targets.</p>
Corporate Communications and External Affairs	<p>The department is responsible for branding, advertising, media relations, corporate social responsibility (CSR) and stakeholders.</p>
Fields Operations	<p>The department is responsible for the maintenance of BOST infrastructure and the safety of operations across all installations.</p> <p>Oversees how various activities of the company are carried out to ensure the attendant risks are minimised to the barest minimum.</p>
MD's Secretariat	<p>Has oversight responsibility of all the departments.</p>
Information Technology	<p>The department is responsible for the day-to-day ICT needs of the company.</p> <p>Oversees the installation and maintenance of computer network systems within the company.</p> <p>Its primary function is to ensure that the network systems run smoothly to enable staff access the network resources.</p>

2.2 Bulk Oil Storage & Transportation Limited Company's Organogram



2.3 Classes and Types of information

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

Assets and Infrastructure

Status and completion of projects
Cost of projects
Feasibility reports for projects
Information on office facilities
Records on renting of premises for office building
Information on office accommodation
Records on disposal of unserviceable vehicles
Vehicle inspection and valuation reports
Reports on repair works on official vehicles.
Documents on registration and insurance of vehicles
Reports on maintenance of office building

Legal and Compliance

Information on status and outcome of litigations
Letters of Incorporation and Registration
Business/Service Contracts Agreements
Information on Judgement Debts
Information on cost of litigations
Information on value of contingent liabilities
Information on experience of BOST's legal team

Internal Audit

Internal Audit Reports
External Auditors Reports
Reports on Compliance
Information on Value for Money Audit

Procurement and Supply Chain

Information on sourcing of contracts/due process
Information on competitive tendering
Information on cost of projects
Information on general purchasing of goods and services
Information on compliance with the provisions of the Public Procurement Acts
Information on Entity Tender Committee
Information on Procurement and Supply Chain Management

Fuel Trading

Information on sourcing of petroleum products
Information on sale of petroleum products
Information on competitive pricing of products
Information on Letters of Credit (L/Cs)
Information on Third Party Product Transfer
Information on Product Accountability
Records on Reconciliation with Bulk Distribution Companies (BDCs)

Terminal and Transmission

General Information on Transporters
Loading Schedules for Transporters
Inventory Records
Records on Reconciliation with BDCs
Information on Tank Utilisation
Information on Transmission mix – volumes of products transported by Road, River and by Bulk Road Vehicles (BRVs)
Information on depot staff (Competencies and Experience)
Information on Product Loss
Records on Transporters Claims
Information on Product Stock Levels

Finance

Information on fees and revenues
Information on sale of petroleum products
Information on Imprest Account
Payment Vouchers/Receipts
Payment Utilities
Information on revenue and expenditure
Waybills and Invoices
Information on Primary Distribution Fund (PDM)
Information on Kerosene Fund (MOE)

Corporate Planning

Information on BOST Corporate Strategy
Information on new areas on business
Information on new projects to undertake.
Information on performance

Human Resource and Administration

Staff appointment letters
Applications for employment
Leave applications.
Staff personal files
Queries
Retirement and secondment
Obituary
Staff durbars
Staff matters on insurance.
Study leave
Social Security issues
Vacancy announcements
Honors, appreciations, and awards
Courses and training
Staff appraisals
Staff promotions
Industrial attachment

National Service Scheme Programme

Permission to travel in/out of the country.
Petitions and complaints
Request for security
Records and information management
Policy on employee data protection
Reports on medical facility
Refund of medical expenses
Scholarships

Corporate Communications and External Affairs

Profile of Board of Directors
Information on celebrations/anniversaries/festivals
Information on courtesy calls and visits
Client Service Charter
Ministry of Energy (MOE) conferences/seminars/workshops
Information on fairs and exhibitions
Information on honors/appreciations/awards
Information on international conferences/meetings/workshops
Invitation on introduction to companies
Invitations
Information on oil and gas conferences
Information on Parliamentary Services and questions
Protocol courtesies
Information on request for financial assistance NGOs/others)
Information on request for passport and visa permits
Information on release of funds – overseas travels

Field's Operations

Information on compliance and safety standards
Information on national disaster management
Status on the maintenance of BOST tanks
Information on cost of maintenance
Information on maintenance protocol
Health and safety policy
Information on hazards

Managing Director's Secretariat

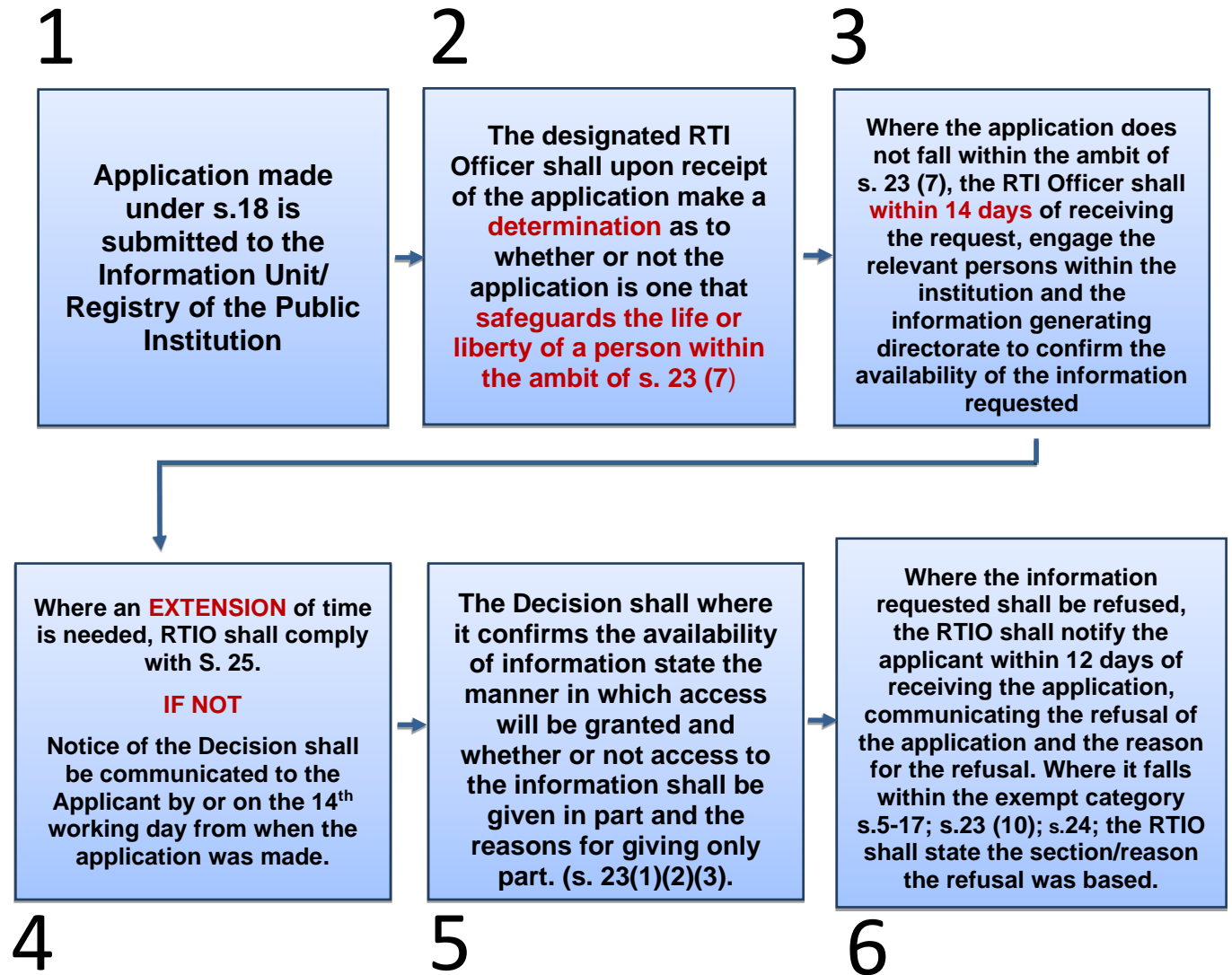
Handing over notes
Information on enquiry reports
Minutes of meetings
Board allowances
Board resolutions
Management decisions on specific issues
Directors' performance agreement
Memoranda/circulars
Parliamentary approvals
Ministry of Energy (MOE) circulars

Information Technology

Cost of Enterprise Resource Planning (ERP) Software
Cost of maintenance of IT equipment per annum
Cost of connection of all depots to the ERP
Cost of sub-contract
Policy on employee data protection
Policy on protection on corporate information

Types of Information Accessible at a fee:

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 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

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).

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

- reproduction of personal information
- information in the public interest
- information that should be provided within the stipulated time under the Act.
- an applicant who is poor or has a disability.
- time spent by the information officer 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"/>	Organisation/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 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) "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."	

7 Appendix B: Contact Details of BOST's Information Unit

Name of Information/Designated Officer:

NAT SALIFU ACHEAMPONG

Telephone/Mobile number of Information Unit:

+233 – 302 770546; 0243690052

Email: nat.acheampong@bost.gov.gh

Postal Address of the institution:

30 GULF STREET, SOUTH LEGON ACCRA. GPS: GA- 289-5568

8 Appendix C: Acronyms

Acronym	Literal Translation
RTI	Right to Information
MDA	Ministries, Departments and Agencies
s.	section
MMDAs	Metropolitan, Municipal and District Assemblies
BOST	Bulk Oil Storage and Transportation
TOR	Tema Oil Refinery
NPA	National Petroleum Authority
ERP	Enterprise Resource Planning
MOE	Ministry of Energy
NGOs	Non-Governmental Organizations
PDF	Primary Distribution Fund
BRVS	Bulk Road Vehicles
BDCs	Bulk Distribution Companies
L/Cs	Letters of Credit
CSR	Corporate Social Responsibility
ICT	Information Communication Technology
TMSP	Terminal Management service provider
KPIs	Key Performance Indicators

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 1 Glossary

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	<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 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>