

FAO - EU FLEGT PROGRAMME



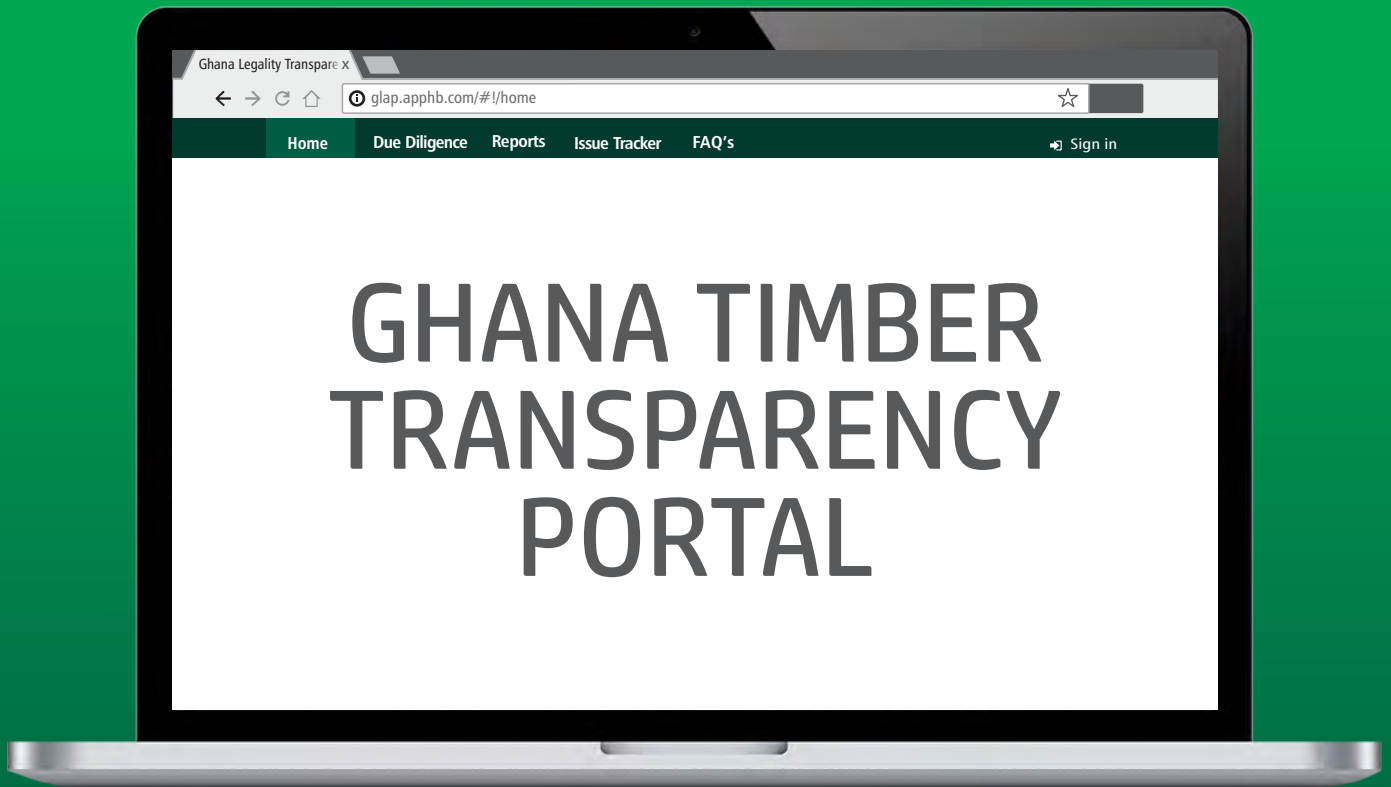
Food and Agriculture
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from the British people



USER MANUAL



Civic
Response

ACKNOWLEDGEMENTS

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Special thanks to FAO for a very supportive working relationship and contributing to improved forest governance in Ghana.

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1.0 INTRODUCTION

The Ghana Timber Transparency Portal is a web application which is linked to the Ghana Wood Tracking System (GWTS). This public portal is the gateway to the GWTS and forest management in Ghana. The portal is to make information easily accessible to the international community as well as local CSOs and non-state actors.

This is part of the Civil Society – led Independent Forest Monitoring (CSIFM–Ghana) project being implemented by Civic Response through the FAO FLEGT Programme with funding from the European Union, Swedish International Cooperation Agency and the United Kingdom Department for International Development.

2.0 GENERAL INFORMATION

The portal was designed to provide information for both passive and active monitoring of the issuance of credible, transparent, and acceptable FLEGT licence through improvement in access to timely, accurate, and relevant information.

2.1 SYSTEM OVERVIEW

The Ghana Timber Transparency Portal has the following functionalities:

1. Home
2. Due Diligence
3. Reports
4. Issue Tracker

The Ghana Timber Transparency Portal allows input of data through different channels:

1. Control Panel
 - a. Announcements
 - b. Notice
 - c. Reports
 - d. FAQ's
 - e. Latest News
 - f. Purpose
 - g. Respondents
2. Manage Users
 - a. Configure Roles
 - b. Manage Users

2.2 CONTACT

Requests for access to, inquiries on the use of the software, and comments on the design and functionalities of the application should be sent to the dedicated mail service address dev@axoninfosystems.com

3.0 GETTING STARTED

3.1 USER ACCESS, ROLES AND PRIVILEGES

Access to the public portal will be provided by the service provider (Axon Information Systems), upon request; however, the accounts of the other users (administrators) will be created either by the members of the Forestry Commission of Ghana or Civic Response.

The international community as well as local CSOs and non-state actors can access the public portal through the universal resource locator (URL).

3.2 HOW TO ACCESS/LOG OUT/CREATE INPUTS

3.2.1 HOW TO ACCESS THE GHANA TIMBER TRANSPARENCY PORTAL

Open any internet browser (i.e. Google Chrome, Mozilla Firefox, etc.) and type in the URL glap.apphb.com on the browser's address bar. (figure 1)

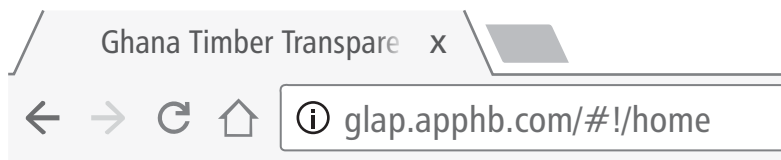


Figure 1. Using Google Chrome browser

Press the 'Enter Key' and the Ghana Timber Transparency Portal web page appears.

To access the Ghana Timber Transparency Portal (GTTP) web application, click on Sign In on the top right hand side of the screen. (figure 2, number 1) and the log in page will be displayed.

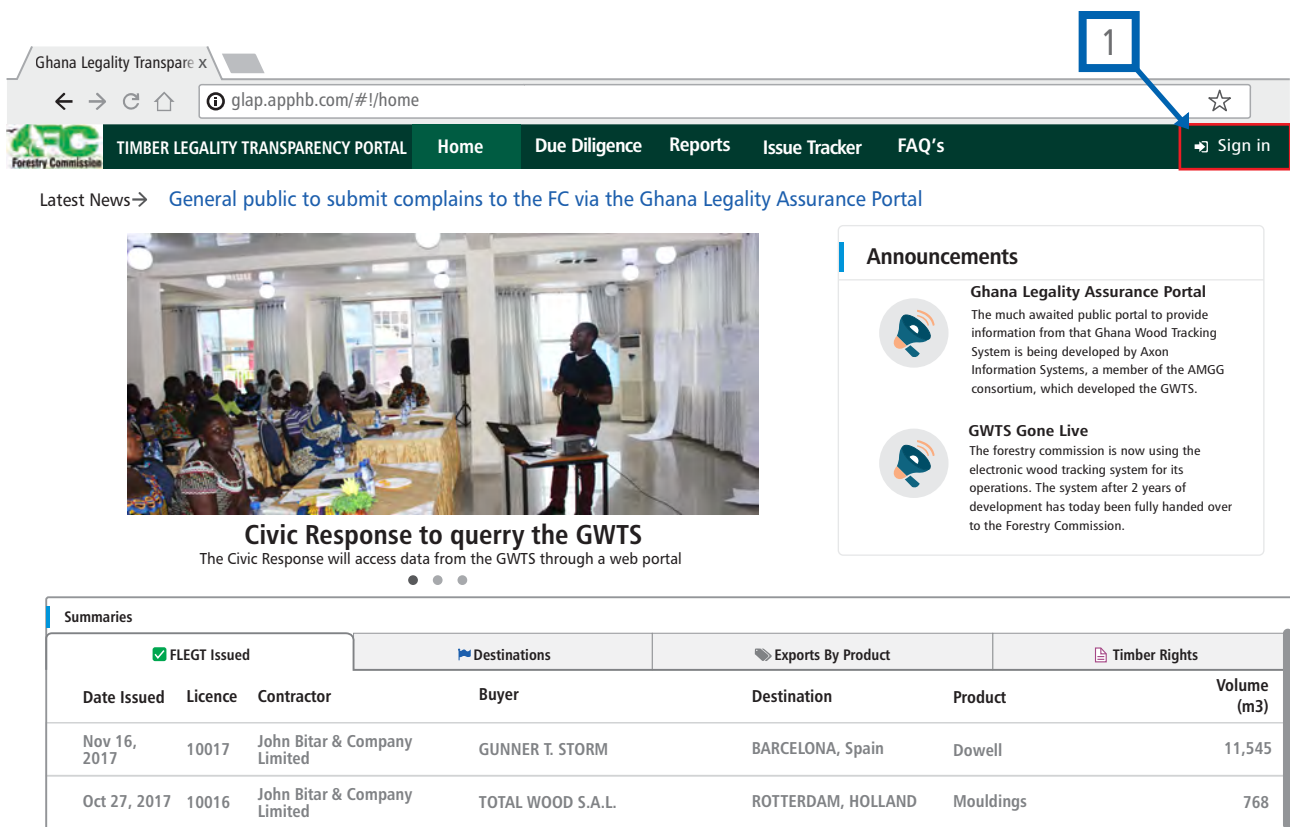


Figure 2. Ghana Timber Transparency Portal web page

To log – in, enter the username and password and click on the “Sign in” button.

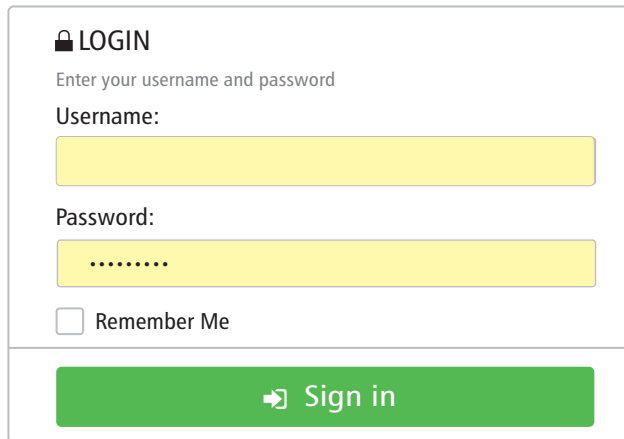


Figure 3. Log-in page of the Ghana Timber Transparency Portal Web Application

Below is the navigation bar of the web page and application. (figure 4 and 5)



Figure 4. Navigation bar for web page users who are the international community as well as local CSOs and non – state actors



Figure 5. Navigation bar for the web application which will be managed by members of the Forestry Commission and Civic Response

3.2.2 HOME

The Homepage is the first page that appears to the web page and application users. It contains many useful information to the international community as well as local CSOs and non – state actors.

Information displayed on this page are a combination of information from the Ghana Wood Tracking System and inputs by the administrators of the system. Information displayed on this page from the Ghana Wood Tracking System are as follows:

1. Summaries
 - a. FLEGT Issued
 - b. Destinations
 - c. Exports By Product
 - d. Timber Rights

2. Forestry Statistics
 - a. Reserves
 - b. Species
 - c. Wood Products
 - d. Number of Exporters
 - e. Buyers

Information displayed on this page which are inputs by the system administrators are as follows:

1. Latest News
2. Announcements
3. Sliding Image Banner

On this page, web page users may also input information by either requesting for information or reporting an issue found under contact us.

There are also available on display useful links for the international community as well as local CSOs and non-state actors.

3.2.3 SUMMARIES

Summaries provide a brief history of FLEGT related activities within the GWTS. (figure 6, 7, 8, 9)

Summaries						
FLEGT Issued		Destinations		Exports By Product		Timber Rights
Date Issued	Licence	Contractor	Buyer	Destination	Product	Volume (m3)
Nov 16, 2017	10017	John Bitar & Company Limited	GUNNER T. STORM	BARCELONA, Spain	Dowell	11,545
Oct 27, 2017	10016	John Bitar & Company Limited	TOTAL WOOD S.A.L.	ROTTERDAM, HOLLAND	Mouldings	768
Oct 16, 2017	10011	John Bitar & Company Limited	VOHRINGER GmbH	BREMERHAVEN GERMANY	Lumber	2,677
Oct 2, 2017	10009					2,677

Figure 6. Displays all issued FLEGT with detailed parameters

Summaries							
FLEGT Issued		Destinations		Exports By Product		Timber Rights	
#	Country	Number	Volume (m3)				
1	Spain	2	17,145				
2	GERMANY	2	2,769				
3	HOLLAND	1	768				
4	Belgium	2	255				

Figure 7. Displays destinations with cumulative volumes and FLEGT licences which have received export

Summaries							
FLEGT Issued		Destinations		Exports By Product		Timber Rights	
#	Product	Volume (m3)					
1	Mouldings	56.484					
2	Lumber	48.977					
3	Rotary Veneer - Fixed Dimensio	40.845					
4	Dowell	14.708					
5	Lumber - Batch	7.902					

Figure 8. Displays cumulative export by products

Summaries							
FLEGT Issued		Destinations		Exports By Product		Timber Rights	
#	Type	Number	Contractors	Forest	Total Compartments	Total Compartments	
1	TUC Natural On Reserve	240	108	94	690	726,970.37	
2	TUC Natural Off Reserve	212	125	200	0	795,670.08	
3	TUC Plantation On Reserve	28	23	13	0	14,029.50	
4	Plantation Off-Reserve Conveyance Permit	3	3	1	0	0.00	
5	Salvage Permits	75	65	67	0	0.00	

Figure 9. Displays information of timber rights by type

By clicking any of the types of timber rights found in figure 9, a list of certificates associated to the type in question will be displayed on a new page. (figure 10)

TUC Natural On Reserve							search	
List of active certificate.								
#	Number	Contractor	Awarded	Expiry	Forest Area	Location	Area (Ha)	SRA Reference
1	AB6BOSUFRAYUM1	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Bosumkese	Bechem, Brong Ahafo	10,864.00	
2	TA10MANFRTAT	TRANSPORT TIMBERS	Aug 19, 2011	Aug 19, 2021	MANKRANSO FOREST RESERVE	Mankranso, Ashanti	0.00	
3	AB4MPAMFRAYUM	Ayum Forest Products Limited	Jun 27, 2001	Jun 27, 2041	Mpameso Forest Reserve	Dormaa Ahenkro, Brong Ahafo	31,882.00	
4	AB6AMAMFRAYUM	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Mpameso Forest Reserve	Dormaa Ahenkro, Brong Ahafo	4,352.00	
5	AB6APSBFRAYUM	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Aparapi Shelterbelt	Bechem, Brong Ahafo	1,881.00	
6	AB6BOSUFRAYUM2	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Bosumkese	Bechem, Brong Ahafo	3,840.00	
7	AB9AYUMFRAYUM	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Ayum	Goaso, Brong Ahafo	11,290.00	
8	AB9BIATFRAYUM	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Bia Tano	Goaso, Brong Ahafo	7,451.00	
9	AB9BISBFRAYUM	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Bia Shelterbelt	Goaso, Brong Ahafo	2,920.00	
10	AB9BONKFRAYUM	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Bonkoni	Goaso, Brong Ahafo	6,699.00	
11	AC10PMAFRAYUM1	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Opon Mansi	Dunkwa, Central	8,293.00	
12	AC10PMAFRAYUM2	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Opon Mansi	Dunkwa, Central	2,201.00	
13	AW1BIANFRAYUM	Ayum Forest Products Limited	Jun 27, 2001	Jun 26, 2041	Bia North Tributaries	Juabeso Bia, Western	25,088.00	
14	BCNCOMPT115	BOISON CONSTRUCTION LTD	Jan 1, 2015	Dec 31, 2020	Sui River	Sefwi Wiawso, Western	0.00	
15	BOBR	Carpo Sawmill Limited	Sep 1 2012	Dec 31 2017	Bobirl	Juaso, Ashanti	0.00	
16	KAKACOM	Affukaah Kwaku Timbers	Mar 17, 2000	Mar 17, 2020	Sui Riber	Sefwi Wiawso, Western	0.00	

Figure 10. List of active TUC Natural on Reserve and its related parameters

3.2.3 FORESTRY STATISTICS

Informs the web page users as to the number of reserves, species, wood products, exporters, and buyers that are recorded in the Ghana Wood Tracking System. (figure 11)

Forestry Statistics		
	Reserves	693
	Species	156
	Wood Products	30
	No of Exporters	87
	Buyers	351

Figure 11. Displays number of reserves, species, wood products, exporters, and buyers

Click on any of the displayed forestry statistics to get detailed information of your selection. E.g. by clicking on forest reserves, a list of all forest reserves in the country with their associated name, code, type, land owners, and area(Ha) will be displayed in a new page. (figure 12)

Forest Reserves					search
List of all forest Reserves in Ghana					
#	Name	Code	Type	Land Owner	Area (Ha)
1	Domiabra Off-reserve	WEDOMI	Nat.Off	Sefwi Wiawso Stool	1696.00
2		1234	Nat.On	Abaam Stool Land	0.00
3	Sisiasi Off-reserve	12345	Nat.Off	Manso Amenfi Stool Land Manso Nkwanta Stool Land	0.00
4	KWAMANG (KWABENA DAPAA NO.2) OFR	A3KWAMOFR	Nat.Off		0.00
5	AKUTUASE-NYNAMPONSASE OFR	A4AKNYOFR	Nat.Off		0.00
6	HWANYANSO NORTH WEST OFR	A4HWNW	Nat.Off		0.00
7	ANWIAFUTIU	A5ANWOFR	Nat.Off	Nkawie Panin & Nyinahin	345.00
8	DAMPONG OFR	A7DAMPOFR	Nat.Off		0.00
9	GROMESA OFR	A8GROMOFR	Nat.Off		0.00
10	AMUDURASE OFR	A9AMUDOFR	Nat.Off		0.00
11		AAA	Nat.Off	Debiso Stool Land	0.00
12	A.A.Bonk Company Limited	AABONKOOFR1	Nat.Off	Ayomso	0.00
13	Adwoa Afriyie Off Forest Reserve	AACLOFR	Nat.Off	Ayomso	2,300.00
14	Abu Abdul Fatwawu Outside Forest Reserve	AAFGOAYA	Nat.Off	Mim Stool Land	0.00

Figure 12. Detailed list of forest reserves and their associated parameters

3.2.4 USEFUL LINKS

These are links related to FLEGT, Industry, Forestry Commission, related operations and organisations. By clicking on any one of the provided links user will be redirected to the links page/domain. (figure 13)

Useful Links

- [Forestry Commission Ghana](#)
- [Civic Response](#)
- [Europa Official Site](#)
- [Environmental Protection Agency](#)
- [FAO Official Site](#)
- [FAO-EU FLEGT Programme](#)

Figure 13. Displayed is a list of useful links that may interest web users

3.2.5 ANNOUNCEMENT

Notices, declarations, publications, of various information will be shared here by the management / administrators of the web application for the web users.

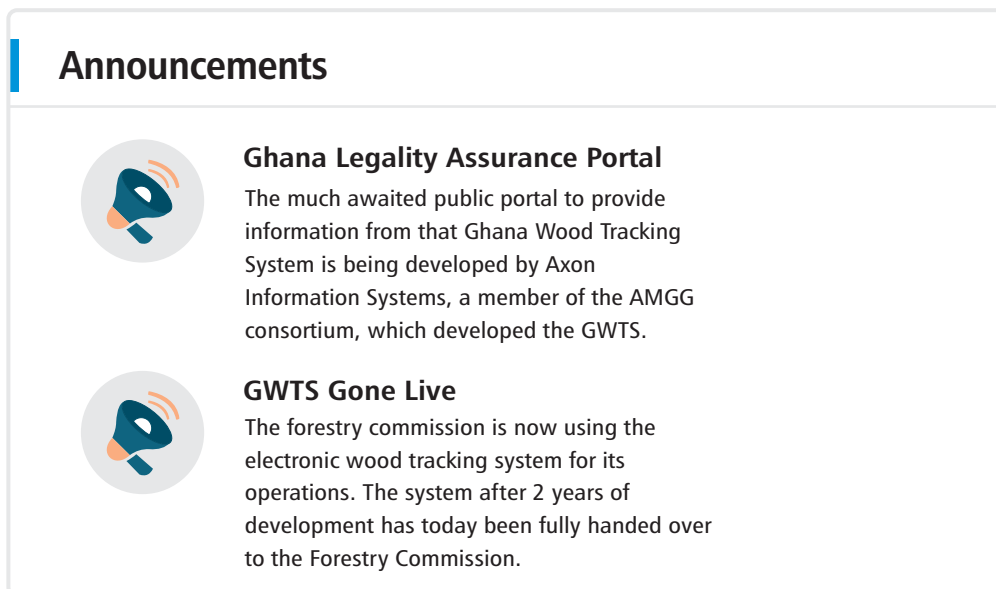


Figure 14. Notices of various useful information will be shared here by the administrators of the system

3.2.6 CONTACT US

There are two main media in which administrators of the system can be contacted, that is by clicking Request for Information or Report an Issue button. (figure 15)

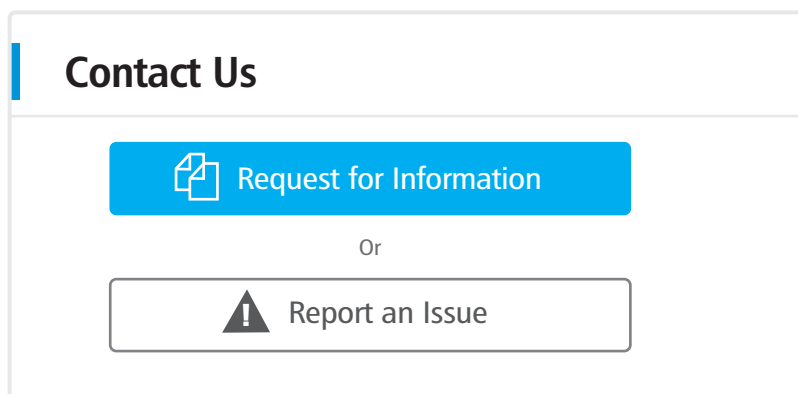


Figure 15. Contact Us view

3.2.6.1 REQUEST INFORMATION

Click on the Request for Information button on Contact Us (figure 15) to display a request form (figure 16). Once form is displayed, enter the necessary information in the text fields provided. Upon completion of this task click on the send request button (figure 16, number 2) to send request.

Request Form


Name

Organization

Email address

Purpose

Your Request

I'm not a robot 

Send Request

Figure 16. Request Form

3.2.6.2 REPORT AN ISSUE

Click on the Report an Issue button on Contact Us (figure 15) to display a request form (figure 17). Once form is displayed, enter the necessary information in the text fields provided. Upon completion of this task click on the send request button (figure 17, number 3) to send request.

Issue Report Form

Name


Contact Number

Region

District

Priority

Problem

I'm not a robot 

Report Issue

Reporting an Issue

- Fill and submit form
- Our team will verify the issue. (We may contact you).
- Only verified complains will be available on the issue tracker board.
- You will be notified when the status if your report is changed

Figure 18. Please take note of information provided within the above

Figure 17. Issue report form

3.3 ISSUE TRACKER

3.3.1 ISSUE TRACKER BOARD (TICKETS)

Reported issues by web page users can be viewed in this segment only if the issue has been verified by the web application user/administrator.

All reported issues are listed on this page. By selecting or clicking on an issue the status of the issue will be displayed (verified, pending, solved, and closed). figure 19

A field for comments has been provided for a chat/thread interaction between the issue reporter, administrator, and other users of the community. figure 20

When a report is tagged as closed no comments can be added to that particular reported issue.

1

3

5

Filter Tickets: Ticket No Priority Status Region District

Search 6 2 4

Issue Ticket Low High Critical

#2017- 0002
Truck carrying logs in our town has no labels on them. We believe there's a huge illegal operation going on there at Juaso.
Status Pending **Priority** High
Reported on Monday November 13, 2017 by Ernest Kobi Adjei
Juaso, Ashanti

#2017- 0005
Go ahead and type the problem here
Status Closed **Priority** High
Reported on Thursday, November 16, 2017 by Ernest Kobi Adjei
Kintampo, Brong Ahafo

Figure 19. Issue Tracker List View

Tickets can be filtered based on five specific parameters, either selection of singular, couple or all parameters. Parameters have been numbered in figure 19 from numbers 1 – 5.

1. Enter ticket number in the provided text box to narrow search to the exact ticket number in question.
2. Tickets can be filtered or narrowed down by priority type (low, high, critical). Click on the dropdown button to select a priority
3. Tickets can be filtered or narrowed down by status. Click on the dropdown button to select status.
4. Tickets can be filtered or narrowed down based on region
5. Tickets can be filtered or narrowed down based on district. A region must be selected before one can have the opportunity to select a district.
6. Once desired search parameters have been selected/entered by user click on the search button for retrieval of desired information.

Issue Details

Ticket Number	2017-0002
Date	Monday, November 3, 2017
Reported By	Ernest Kobi Adjei
Region	Ashanti
District	Juaso
Priority	High
Status	Pending

Truck carrying logs in our town has no labels on them. We believe there's a huge illegal operation going on there at Juaso.

Comments

Yes ooo. This id for real. Its happening right now.
Fred Adu Kumi at Nov 13, 2017 3:51:49PM

Comments

Name

Notes:

I'm not a robot

[Post Comment](#)

Figure 20. Communicate with other users by posting comments or view activity within a reported issue

3.3.2 ISSUE TRACKER WEB APPLICATION USER / ADMINISTRATOR

On the issue tracker list view (figure 19), a web application user who has signed into the system selects a raised issue by a web page user. There are a few steps to this as explained below:

1. Administrator selects a reported issue, views the issue and verifies issue. Figure 21
2. Once issue has been verified by administrator comments can be added posted by administrator. Figure 22
3. Verified issues will also be made available to web page users for view and comment posting.
4. Issues queried by administrator can be marked as solved, thereafter closed.
5. These status updates by the administrator are made available to the web page users to view.
6. A closed issue cannot be commented on. Figure 23

Issue Details

Ticket Number	2017-0003
Date	Monday, November 13, 2017
Reported By	Francis Miah
Region	Brong Ahafo
District	Dormaa Ahenkro
Priority	Low
Status	Pending

Verified

Figure 21

Issue Details

Ticket Number	2017-0002
Date	Monday, November 3, 2017
Reported By	Ernest Kobi Adjei
Region	Ashanti
District	Juaso
Priority	High
Status	Pending

Truck carrying logs in our town has no labels on them. We believe there's a huge illegal operation going on there at Juaso.

Comments

Yes ooo. This id for real. Its happening right now.
Fred Adu Kumi at Nov 13, 2017 3:51:49PM

Comments

Notes:

Figure 22.

Issue Details

Ticket Number	2017-004
Date	Tuesday, November 14, 2017
Reported By	David Pobi
Region	Greater Accra
District	Amasamna
Priority	Critical
Status	Closed

Wood is lost in space

Comments

it is quiet bizarre but it happens
Administrator, at Nov 14, 2017, 2:50:01PM

Based on findings it is now known that the wood can not be lost in space
Administrator, at Nov 14, 2017, 2:52:18PM

Figure 23.

3.4 DUE DILIGENCE

3.4.1 DUE DILIGENCE

This is a comprehensive appraisal of business undertaken by a prospective buyer or, especially to establish its assets and liabilities and evaluate its commercial potential.

All information provided on this view is extracted from the GWTS which is live, current, and sensitive information of contractors and their activities.

On the navigation bar click on due diligence to open the due diligence module view. Figure 24

STEPS

1. On due diligence view search by entering the company name, code, or property mark. Press enter button on your keyboard to search and view results. Figure 24
2. In the search results list name of company in question will appear with summary details and parameters. Figure 25
3. Click on name of company to view detailed company information (Contractor Details & Timber Rights). Figure 26
4. Click on any of the listed timber rights to draw down further information and have access to live data on ongoing activities within. Figure 27

#	Name	Code	Mark	Date Registered	Expiry Date
Showing Page: of 1					

Figure 24

#	Name	Code	Mark	Date Registered	Expiry Date
1	John Bitar & Company Limited	JCM	JCM		
Showing Page: of 1					

Figure 25

Type	Number	Forest	District	Region	
1	TUC Natural On Reserve	LE50BOYFRJCM	Oboyow	Oda	Eastern
2	TUC Natural On Reserve	LW1KH1FRJCM1	Krokrosua Hills	Juabeso Bia	Western
3	TUC Natural On Reserve	LW1KH1FRJCM2	Krokrosua Hills	Juabeso Bia	Western
4	TUC Natural On Reserve	LW2SUHMFRJCM	Suhuma	Sefwi Wiawso	Western

Figure 26

Compartment	Species	
9	Wawa: 3, Esa: 3, Penkwa: 1, Esia: 2, Denyao 1, Kyenkyen: 1	11
10	Afena: 39, Esa: 203, Wawa: 203, Wama: 8, Ofram: 38, Danta: 77, Penkwa: 11, Asoma: 5, Esia: 40, Akata: 4, Onyina: 39, Baku: 4, Kyenkyen: 25, Otie: 23, Afam: 23, Potrodom: 3, Ohaa: 6, Bonsamdua: 7, Akye: 1, Onyinakoben: 5, Kumanini: 8, Denyao: 18, Ananta: 3, Hotrohoto: 2, Odum: 5, Sinuro: 3, Kwabohoro: 4, Edinam: 1, Kroma: 2, Awiefosamina: 4, Kwatafompaboa: 1, Kokote: 2, Okoro: 1, Emire: 4, Dubini: 1, Papao: 1, Asamfenanini 1, Wawabima: 9, Atabene: 1, Bediwonua: 1, Hyedua: 2, Kotreamfo: 1, Opron_1, Bompagya: 1, Esakosua: 1, Kyereye: 1, Okuo: 1	844
13	Wawa: 135, Denyao: 52, Dahoma: 71, Esa: 260, Afena: 86, Danta: 62, Ofram: 31, Wama: 17, Kumanini: 9, Aprozuma: 6, Esia: 38, Onyina: 30, Otie: 25, Okuo: 3, Kotreamfo: 7, Edinam: 8, Wawabima: 28, Odum: 2, Kwatafompaboa: 3, Kyereye: 6, Baku: 5, Onyinakoben: 5, Kyenkyen: 26, Akata: 12, Mami 2, Okoro: 3, Akye: 2, Hotrohoto: 5, Bonsamdua: 6, Penkwa: 1, Awiefosamina: 5, Ananta: 1, Hyedua: 2, Potrodom: 1, Kroma: 1, Asoma: 1, Kusia: 1, Ohaa: 4, Emire: 2, Papao-nua: 1, Sinuro: 1, Cedrela: 2, Yaya: 1	969
26	Wawa: 130, Otie: 37, Esa: 329, Esia: 49, Opron: 2, Afena- 72, Afam: 28, Dahoma: 6, Kyereye: 36, Wawabima: 23, Okuo: 4, Onyinakoben: 18, Hotrohoto: 8, Edinam: 3, Akye: 10, Esakoko: 7, Kwatafompaboa: 2, Onyina: 79, Ohaa: 46, Kroma: 9, Ofram: 26, Denyao: 84, Wama: 20, Danta: 61, Sinuro: 6, Kyenkyen: 29, Penkwa: 6, Kumanini: 14, Bompagya: 3, Atabene: 2, Okoro: 1, Asoma: 6, Papao-nua: 2, Aprozuma: 2, Potrodom: 4, Yaya: 1, Dubini: 1, Entedua: 1,	1183

Figure 27

3.5 REPORT & FAQ's

3.5.1 REPORT

On the navigation bar click on report to open the due diligence module view. Figure 28
In the report module view click on download button to download report. Figure 28 – 1
Reports will be uploaded by the web application user (administrator) to be made available for the web page users to access and download.

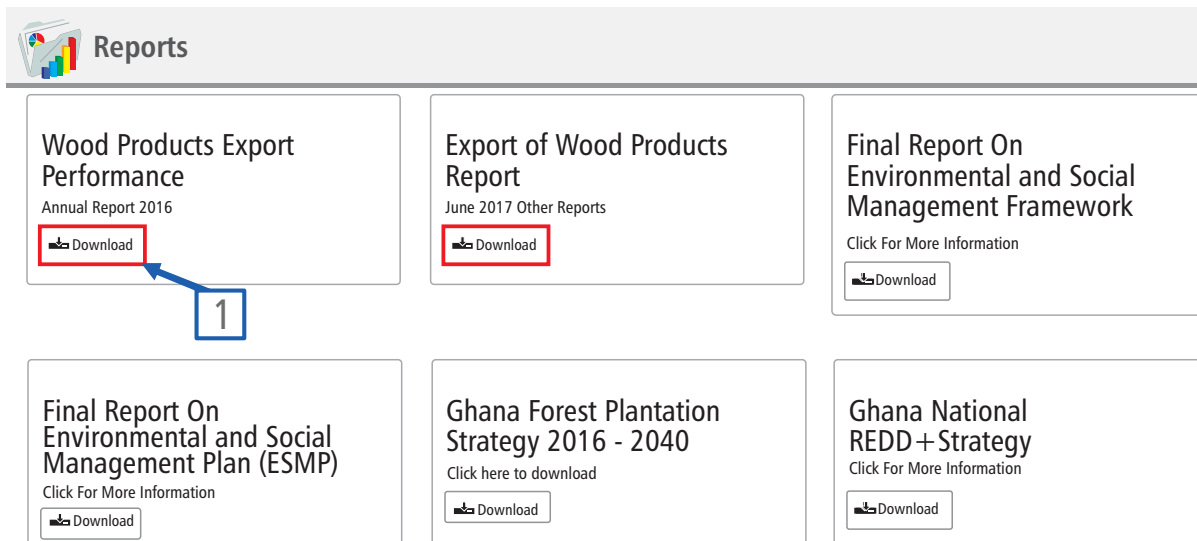


Figure 28.

3.5.2 FAQ's

On the navigation bar click on FAQ's to open the FAQ module view. Figure 29

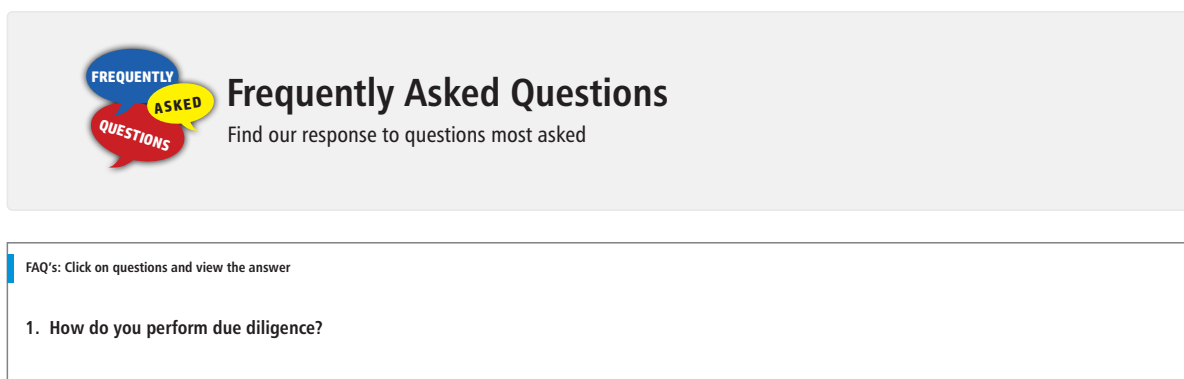


Figure 29.

4.0 CONTROL PANEL

This is a module in the system which allows the web application user (administrator) to view and manipulate basic system settings and controls such as adding the following:

1. Announcement
2. Notice
3. Reports
4. FAQ's
5. Latest News
6. Purpose
7. Respondents – This is a list of request recipients with their email addresses. Respondents receive email(s) of request information made by the web page users

There is a unique process of performing this action that cuts across all seven (7) controls. Once a control is selected:

- On the control list view, click on the blue button on the top left to add an input under the selected control
- Once the above has been created, click on the save button to save input.

These inputs that are created in the control panels would reflect in the main web page.

An example of these control panel activities are provided below from figures 30 – 32

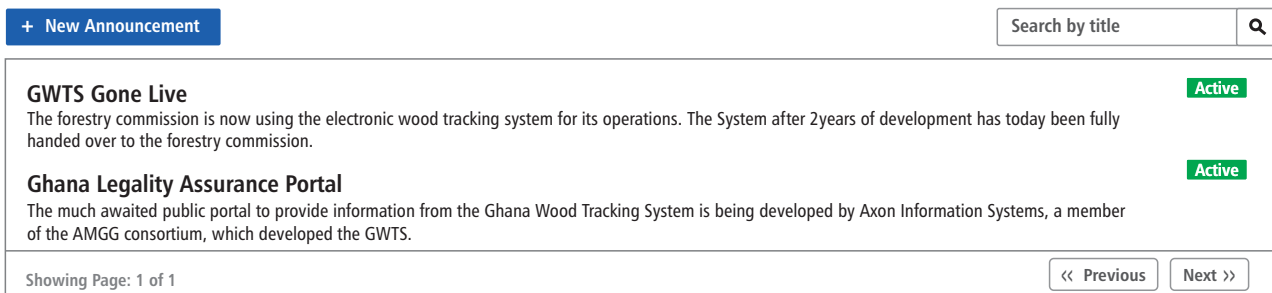


Figure 30. List of announcements are listed in the view above. Click on the blue button on the top left corner to create a new announcement

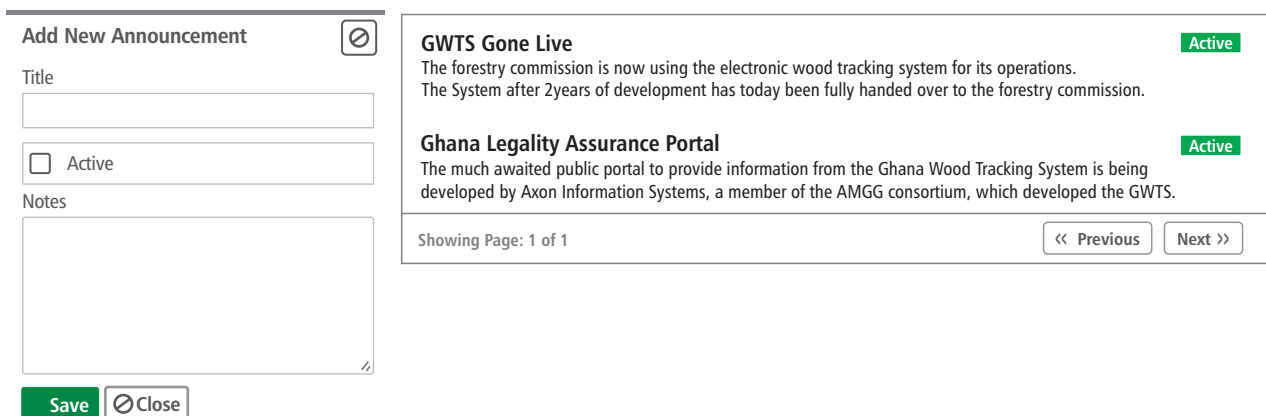


Figure 31. Enter the title and notes of the announcement in the text field provided on the left. Select check box if announcement is active to show on homepage. If checkbox is not selected and marked announcement will not appear on the home page. Click on the green button on the button left corner to save announcement.

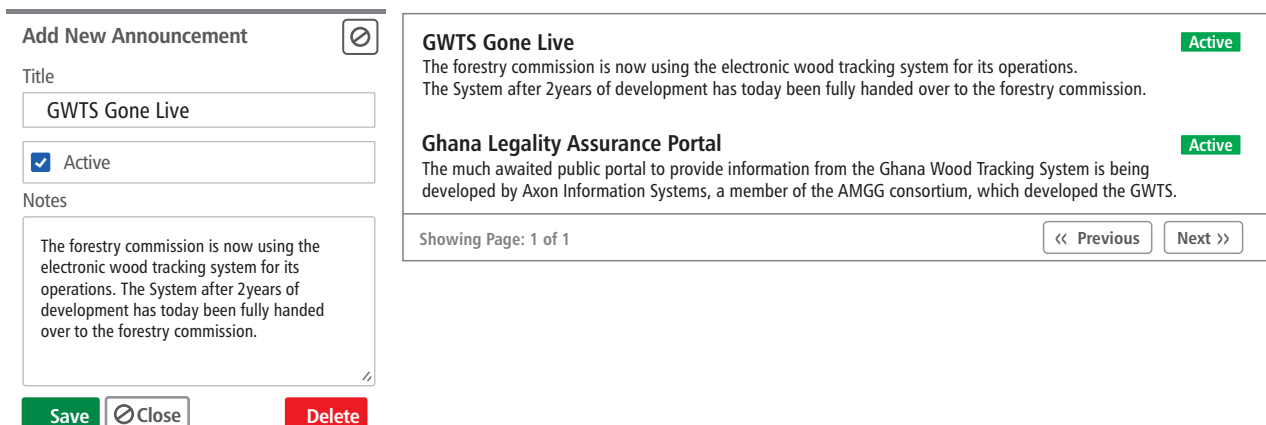


Figure 32. To edit or delete an announcement click on an announcement on the list view. Click on the red delete button to delete an announcement. If an announcement was edited click on the green save button for changes to be saved and take effect.



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