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Mamusa Local Municipality Records Management Project



Promotion of Access to Information Act (PAIA) Manual



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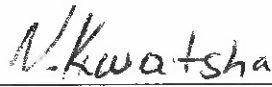
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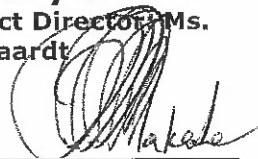


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Document History

S/no	Version Number	Date of Change	Pages Affected	Short Description
1.	0.1			Document created

Related Definitions

S/no	Definition.	Description
1.	Accountability	The responsible party must ensure that the conditions and all the measures set out in the Act that give effect to such conditions, are complied with at the time of the determining the purpose and means of the processing.
2.	Confidentiality	The keeping of another person or entity's information private. Certain professionals are required by law to keep information shared by a client or patient private, without disclosing the information, even to law enforcement, except under certain specific circumstances.
3.	Data Subject	Means the person to whom personal information relates.
4.	Disclosure	The action of making new or secret information known.
5.	Information Officer	Of, or in relation to, a – a) public body means an Information Officer or Deputy Information Officer as contemplated in terms of section 1 or 17; or private body means the head of a private body as contemplated in section 1, of the Promotion of Access to Information Act
6.	Personal Information	Means information relating to an identifiable, living, natural person, identifiable, existing juristic person, including, but not limited to— a) information relating to the race, gender, sex, national or social origin, language, age disability; b) information relating to the education or medical or financial history of the person; c) any identifying number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person; d) the biometric information of the person; e) the personal opinion, views or preferences of the person; f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;

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S/no	Definition.	Description
		g) the views or opinions of another individual about the person; and the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person.
7.	Privacy	Privacy is the ability of an individual or group to seclude themselves or information about themselves, and thereby express themselves selectively. When something is private to a person, it usually means that something is inherently special or sensitive to them
8.	Private Body	a) A natural person who carries or has carried on any trade, business or profession, but only in such capacity. b) A partnership which carries or has carried on any trade, business or profession; or Any former or existing juristic person.
9.	Processing	Any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including— a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use; b) dissemination by means of transmission, distribution or making available in any other form; or merging, linking, as well as restriction, degradation, erasure or destruction of information.
10.	Processing Limitation	Personal information may only be processed in a fair and lawful manner and only with the consent of the data subject.
11.	Public Body	a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or b) any other functionary or institution when i. exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or exercising a public power or performing a public function in terms of any legislation.
12.	Records	Means any recorded information— a) regardless of form or medium, including any of the following: i. Writing on any material; ii. information produced, recorded or stored by means of any tape-recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored; iii. label, marking or other writing that identifies or describes any thing of which it forms part, or to which it is attached by any means; iv. book, map, plan, graph or drawing;

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S/no	Definition.	Description
		<p>v. photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced;</p> <p>b) in the possession or under the control of a responsible party;</p> <p>c) whether or not it was created by a responsible party; and regardless of when it came into existence;</p>
13.	Responsible Party	The POPIA public or private body or any other person which determines the purpose of and means for processing personal information.
14.	Requestor	<p>in relation to-</p> <p>a) a public body, means-</p> <p>i. any person (other than a public body or an official thereof) making a</p> <p>ii. request for access to a record of that public body; or</p> <p>iii. a person acting on behalf of the person referred to in subparagraph above;</p> <p>b) a private body, means-</p> <p>i. any person, including, but not limited to, a public body or an official thereof,</p> <p>ii. making a request for access to a record of that private body; or</p> <p>a person acting on behalf of the person contemplated in subparagraph above;</p>
15.	Security	Security settings control who can access sites, what content they can see and what they can do with the content. Security can be set on sites, web parts, folders and documents/items. Users should be added to security groups and permission should be assigned on group level, not on individual user level.
16.	The Act	means Promotion of Access to Information Act 2 of 2000
17.	Third Parties	means any natural or juristic person other than the Requester or, such party acting on behalf of the Requester
18.	Views	Views control what information is displayed in lists and libraries, but can only be fully utilised if metadata is properly set up and used. Views determine what columns are displayed, how information is sorted, grouped and filtered. It is possible to create multiple views to display the same information in different ways, depending on how it is filtered, sorted and organised. A public view is available to all users on a site, whereas a private view is only available to the user that created it.

Abbreviations

S/no	Abbreviation	Description
1.	IO	Information Officer
2.	DIO	Deputy Information Officer

1. Introduction

1.1 Background

The Constitution of the Republic of South Africa, 1996 states that South Africa is a sovereign and democratic state that is founded on the advancement of human rights and an accountable, responsive and transparent system of governance as part of its values.

Before South Africa became a constitutional democracy with an enforceable Bill of Rights, the system of Government in South Africa amongst others, resulted in a secretive and unresponsive culture in both public and private bodies which often led to the abuse of power and human rights violations.

It is in this regard that the Constitution, in section 32(1) of the bill of rights, provides for the right of access to any information held by the state and any information held by another person that is required for the exercise or protection of any rights.

The requirement relating to the protection of rights is confined to information held by the public bodies. Meaning, the public sector is entitled to keep its information to itself, unless that information is needed for the exercise or protection of any rights.

Section 32(2) of the Constitution in turn provides for the enactment of national legislation that will give effect to this right, by respecting, protecting, promoting and fulfilling this right.

1.2 Section 9 Objects of PAIA

- to give effect to the constitutional right of access;
- to any information held by the State;
- to any information that is held by another person and that is required for the exercise or protection of any rights in a case of a private body;
- in a manner which balances the right of access to any information with any other rights, including the rights contained in the Bill of Rights;
- to give effect to the constitutional obligations of the State, which is to promote human rights culture and social justice;
- to establish voluntary and mandatory mechanisms or procedures which enables persons to obtain reasonable access to records of public and private bodies swiftly, inexpensively and effortlessly;
- to promote transparency, accountability and effective governance of all public and private bodies by empowering and educating everyone;
- to understand the rights in terms of this Act in order to exercise those in relation to public and private bodies;

- to understand the functions and operations of public bodies.

1.3 Purpose of this document

This PAIA Manual is intended for the public to:

- know the nature of the records that may already be available at Mamusa Local Municipality without the need for submitting a formal PAIA request;
- have an understanding of how to make a request for access to a record of Mamusa Local Municipality;
- have access to all relevant contact details of the persons who will assist the public with the records they intend to access;
- know all the remedies available from Mamusa Local Municipality regarding requests for access to the records before approaching the Regulator or the Courts;
- know the description of services available to members of the public from the Mamusa Local Municipality, and how to gain access to those services;
- know if the Mamusa Local Municipality has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom personal information may be supplied; and
- know whether the Mamusa Local Municipality has appropriate security measures to ensure the confidentiality, integrity and availability of personal information that is to be processed.

2. Mamusa Local Municipality Governance Structure

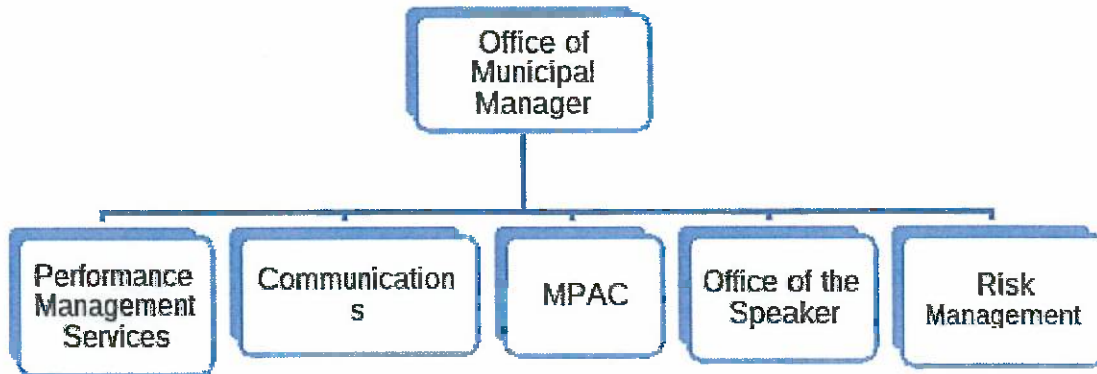


Figure 1: Mamusa Local Municipality Governance Structure

3. Contact Details

3.1. Information Officer (IO)

Name: Mr. R.R. Gincane (Municipal Manager)

Telephone Number: 053 963 1331

Fax Number:

Email:

3.2. Deputy Information Officer (DIO)

Name: Mr. J. Makade (Director Corporate Services)

Telephone Number: 053 963 1331

Fax Number:

Email:

(The Municipal Manager can delegate the duties of the IO to the DIO)

All requests for access to records of Mamusa Local Municipality, and any internal appeal in terms of section 75 of PAIA, shall be submitted for the

attention of the Municipal Manager through any one of the following methods:

3.3. Name of Public Body:

Physical Address:

Mamusa Local Municipality

28 Schweizer Street

Schweizer-Reneke

North West Province

2780

4. Access to Mamusa Municipality records

Mamusa Municipality is required to compile and keep a description of the categories of records that are automatically available (on the website) without a requester having to request access thereto. Section 11(1) of PAIA makes it an obligation for a public body to grant access to the record if:

- that requester complies with all the procedural requirements relating to a request for access to that record and
- access to that record does not fall under any of the grounds of refusal.

A request for access to a record must be made to the Mamusa Municipality's Information Officer (IO) in a prescribed Form 2, which is attached as Annexure "A" Form 2 and also available in the Information Regulator's website:

<https://inforegulator.org.za/wp-content/uploads/2020/07/InfoRegSA-PAIA-Form02-Reg7.pdf>

The IO has an obligation to render such reasonable assistance, free of charge, to any individual who is unable to complete Form 2, by reducing the oral request to writing in the prescribed form and provide a copy thereof to the requester. The decision on the request for access to the municipality's records must be made as soon as reasonably possible, but in any event within 30 days of receipt of the request. The requester must

be informed in terms of section 25 (3) (c) of PAIA, of the remedies available should the request for access be refused. These include their right to lodge an internal appeal since the municipality is a public body, if still not satisfied with the outcome of the internal appeal, lodge a complaint with the Regulator or make an application with a court

5. Mamusa Local Municipality Departments/Units and Categories of Records

The table below provides the details relating to Mamusa Local Municipality records:

Organisational Unit	Document Type Name
Office of the Mayor	Transversal Invitations
Communications	Internal Newsletter Media Statements Service Delivery Notices Website Content Statement Releases Policies
Performance Management Services	Policy Framework
Municipal Public Account	Investigation Investigation findings Compliance of legislation Unlawful expenditure Reports Video of meetings Audio of meetings Audit reports Terms of References
Risk management	Risk Framework Register Quarterly register Quarterly reports
Buildings	Building Plans Inspection Reports Housing Applications
Local Economic Development	Application for space/land Recommendation letter Trading license
Community Services	Community communication Reports Weekly Plans Weekly Reports Quarterly Reports

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Park, recreations & cemeteries	Strategic documents Receipts Plans Incident reports Weekly Reports Monthly reports Grave purchases (file) Policy Grave Register Burial Order Booking Recreational Facilities and Approval Correspondence Recreational Facilities Inventory Municipal Manager
Supply Chain Management	Procurement plan Letters of Appointment Request for a quotation (goods/services) Quotations Evaluation order Approved appointment Request (specifications) Minutes Tender advert BSC minutes BSC Register Tender documents Amendments BEC minutes BEC register BEC score sheets Report Recommendation Letter
Budget and Treasury	Monthly reporting Quarterly reporting Annual Reporting Adjustments documents Mid-term reviews
Expenditure	Delivery Note Slip Payment Voucher
Revenue	Indigent Application Personal information file Indigent reapplication

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Debt Collection	Cut-off spreadsheet Debtor Notice Form of Arrangement Reconnection record Invoices
Assets Management	Monthly asset verification assessment Annual assets register report
Occupational Health and Safety	Reports Memorandum Forms Injury on Duty Correspondence Inspections report
Council Support	Agendas Minutes of meetings
Legal services	Letter of Demand Summonses Judgement Grievance Form Memorandum Memorandum of Agreement (MOA) Memorandum of Understanding (MOU) Notice of Intention to Suspend Charge Sheet Outcome of the Disciplinary Judgements Summons Acknowledgement receipts Legal opinions Misconduct Chairperson appointment letter Suspension letter Warning letters
Information Communications Technology	SLAs Policies Framework Quarterly report Technical report
Water and Sanitation	Operational Plan Design Document Weakly reports Quarterly reports Maintenance Book

Table 1: Mamusa Local Municipality Categories of Records

5.1 Information/Records available in terms of other Legislation

Where applicable to Mamusa Local Municipality operations, information is also available in terms of certain provisions of the following statutes:

- Where applicable to Mamusa Local Municipality operations, information is also available in terms of certain provisions of the following statutes:
- Constitution of the Republic of South Africa No 106 of 1996
- Basic Conditions of Employment Act No. 75 of 1997
- Electronic Communications and Transactions Act No. 25 of 2002
- Occupational Health and Safety Act No. 85 of 1993
- Occupational Injuries and Diseases Act No. 130 of 1993
- Compensation for Occupational Injuries and Diseases Act No. 130 of 1993
- National Archives and Records Service of South Africa Act No. 43 of 1996
- Protection of Personal Information Act No. 4 of 2013
- Electronic Communication and Transactions Act No. 25 of 2002
- Public Finance Management Act No. 1 of 1999
- Promotion of Access to Information Act No. 2 of 2000
- Protection of Constitutional Democracy against Terrorist and Related Activities Act No. 33 of 2004
- Prevention of Organised Crime Act No.121 of 1998
- Development Act No. 22 of 1940
- Labour Relations Act No. 66 of 1995
- Employment Equity Act No. 55 of 1998
- Income Tax act No. 58 of 1962
- Skills Development Act No. 9 of 1999

Due to the number of legislations applicable to Mamusa Local Municipality, the above list may not be exhaustive. If a piece of legislation is not listed above, a requester will be required to state the legislation and information will be provided in accordance with the rights of the legislation.

6. PROCEDURE FOR REQUESTING ACCESS TO INFORMATION

According to the Act certain information should be made available on request from members of the public following certain procedures required by the Act and at certain times disclosure may be refused. The following information can only be obtained by means of a formal request:

Organisational Unit	Document Type Name
Risk management	Register Quarterly register Quarterly reports
Buildings	Inspection Reports Housing Applications
Supply Chain Management	Procurement plan Letters of Appointment Quotations Evaluation order Approved appointment Minutes Tender advert BSC minutes BSC Register Tender documents BEC minutes BEC register BEC score sheets Reports Recommendation Letter
Expenditure	Delivery Note Slip Payment Voucher
Revenue	Indigent Application Personal information file Indigent reapplication
Debt Collection	Debtor Notice Form of Arrangement Reconnection record Invoices
Occupational Health and Safety	Injury on Duty Correspondence Inspections report
Council Support	Minutes of meetings
Legal services	Letter of Demand Summonses Judgement Grievance Form

	Memorandum Memorandum of Agreement (MOA) Memorandum of Understanding (MOU) Notice of Intention to Suspend Charge Sheet Outcome of the Disciplinary Judgements Summons Acknowledgement receipts Legal opinions Misconduct Chairperson appointment letter Suspension letter Warning letters
Water and Sanitation	Maintenance Book

Table 2: Mamusa Local Municipality Categories of Records for Requesting Access

The DIO receives requests for access to information on behalf of the IO and assists any person wishing to lodge a request. Any enquiries regarding the lodging of request(s) for access to information on the Municipality should be made by visiting the municipality at the contact details provided under paragraph 3.

Who can request information?

- Any person can request information.
- Personal requesters requesting information about themselves.
- Requesters requesting information on behalf of another person (a requester that is acting on behalf of someone else must produce a letter of authority)

6.1 Manner of accessing information

6.1.1 Automatically available records

Certain categories of records are automatically available without a person having to request them through PAIA processes as per the provisions of section 15(1)(a) of the Act. Information/records that are automatically available will be made available on Mamusa Local Municipality' website, and at the district offices. The following records are available without request forms:

- (i) Non-confidential reports of Municipality
- (ii) Legislation (this includes By-Laws)
- (iii) Social Matters
- (iv) Essential Services (Strategic documents, Plans and Reports)
- (v) Community Services
- (vi) Communications records

6.1.2 Telephonic requests

The Mamusa Municipality also accepts telephonic requests. Attention will be given to any such request made to the IO or the DIO at the contact numbers provided in this manual. Officials at the IO or the DIO offices will complete the prescribed Form 2 on behalf of the requester and furnish them with a copy thereof.

6.1.3 Oral requests

If an individual is unable to complete the prescribed form because of illiteracy or a disability, such person may make the request orally to the DIO. The DIO at the Mamusa Local Municipality must reduce the oral request to writing in the prescribed form and provide a copy thereof to the requester.

6.2 Formal requests as per PAIA requirements

STEP 1: completing the prescribed access request form

- Obtain the prescribed request form (Form 2) contained in Annexure "A" of this manual, which is available on the Mamusa Local Municipality website or at any office of the Mamusa Local Municipality upon request.
- Complete the prescribed form in full, clearly indicating the record(s) requested, and sign the request form in the space provided.
- If a request is made on behalf of another person, the requester must submit proof of the capacity in which the request is made to the reasonable satisfaction of the IO.

STEP 2: Submission of request

The requester must submit the application form to the IO at the address or email address provided in this manual. The request form should be accompanied by proof of payment for the request fee (R100). No proof of payment shall be attached by people qualifying for exemption, but the reasons for exemption should be clearly stated on the form.

A person (data subject) having provided adequate proof of identity has the right to request the municipality to confirm, free of charge, whether or not the responsible party holds personal information about the data subject, and request from the Municipality a record or a description of the personal information about the data subject held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to the information within a reasonable time at a prescribed fee, if any, in a reasonable manner and format, and in a form that is generally understandable.

6.2.1 Turnaround times for attending to requests

In terms of section 25 of the Act, the Mamusa Local Municipality must decide whether to grant or refuse a request and give notice with reasons to that effect within 30 days of receipt of the request. The 30 days within which the Mamusa Local Municipality must decide whether to grant or refuse the request may be extended once for a period of not more than 30 days if the request is for large amounts of information or if the request requires a search for information held at another office of the Mamusa Local Municipality and the information cannot be reasonably obtained within the original period of 30 days. The Mamusa Local Municipality must notify the requester in writing if an extension is required.

6.3 Fees

6.3.1 Non-refundable request fee

A requester, other than a personal requester, requesting access to information held by Mamusa Local Municipality will be required to pay the prescribed request fee of R100 as specified on Form 2 before the request will be processed. Persons listed under paragraph 6.5.4 of this manual are exempted from paying request fees. The DIO will withhold a record(s) until the requester concerned has paid the applicable fees (if any).

6.3.2 Access Fee

An access fee is payable in all instances where a request for access to information is granted for reproduction costs and, if applicable, the postal fee and the time reasonably required to search for and prepare the record for disclosure as prescribed in Annexure "B" to the PAIA Regulations. The DIO may withhold a record until the requester has paid the applicable fees, if any. Persons listed under paragraph 6.3.4 of this manual are exempted from paying an access fee.

6.3.3 Deposits

If the search for a record in respect of which a request for access has been made, and the preparation of the record for disclosure, including any arrangements contemplated in section 29(2)(a) and (b)(i) and (ii)(aa) of the Act, would, in the opinion of the DIO, require more than six hours for these purposes, the DIO must, on a form that corresponds substantially to Form 3 of Annexure "B" to the Regulations, inform the requester to pay as a deposit a portion of the access fee, provided that the amount payable as a deposit must not exceed one-third of the amount payable, if the request is granted.

6.3.4 Exemptions

The following persons are exempted from paying the access fee contemplated in section 22(6) of the Act:

- a single person whose annual income after permissible deductions does not exceed R14 712,00 per annum,
- married persons or life partners whose combined annual income after permissible deductions does not exceed R27 192,00 per annum.

Further:

- where the cost of collecting any fee in respect of the search and preparation of a record for disclosure exceeds the amount charged, such fee does not apply,
- the search and preparation cost does not apply to the personal records of a requester,
- the request and access fees do not apply to records requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 (Act No. 99 of 1998), or the Regulations made under section 44 of that Act,

- the Regulator may, by notice in the Gazette, grant an exemption to a responsible party to process personal information, even if that processing is in breach of a condition for the processing of such information, or any measure that gives effect to such condition, if the Regulator is satisfied that, in the circumstances of the case—
 - o the public interest in the processing outweighs, to a substantial degree, any interference with the privacy of the data subject that could result from such processing, or
 - o the processing involves a clear benefit to the data subject or a third party that outweighs, to a substantial degree, any interference with the privacy of the data subject or third party that could result from such processing. the public interest referred to in subsection (1) includes:
 - o the interests of national security;
 - o the prevention, detection and prosecution of offences;
 - o important economic and financial interests of a public body;
 - o fostering compliance with legal provisions established in the interests referred to under paragraphs (b) and (c);
 - o historical, statistical or research activity; or
 - o the special importance of the interest in freedom of expression.
- The Regulator may impose reasonable conditions in respect of any exemption granted under subsection (1) of section 37.

7. Grounds for refusal of access to records

7.1 Grounds for refusal

Mamusa Local Municipality may, in certain instances, refuse access to records on any of the grounds set out in Chapter 4 of Part 3 of PAIA as follows:

- that access would result in the unreasonable disclosure of personal information about a third party;
- the necessity of protecting the commercial information of a third party or of Mamusa Local Municipality;
- the necessity of protecting the confidential information of a third party;
- the necessity of protecting the safety of individuals and protecting property;

- that a record constitutes privileged information for the purpose of legal proceedings; and
- the necessity of protecting the research information of a third party or Mamusa Local Municipality.

7.2 Mandatory disclosure in the public interest

A request for access to a record that could otherwise be refused on the grounds for refusal in terms of PAIA may be granted, however, in circumstances where the disclosure of the record is in the public interest, and if such public interest clearly outweighs the harm contemplated in the grounds for refusal.

7.3 Deemed refusal of a request

If the IO fails to give a decision on a request for access to the requester within the prescribed 30-day period, the IO will be deemed to have refused such a request. The requester may then lodge an internal appeal against such refusal.

8. Complaint to the regulator

Lodging a complaint with the Regulator is not a prerequisite for approaching the courts. This means that one may approach a court as soon as internal remedies are exhausted or as soon as his or her request for access to records is refused:

- A complaint to the Regulator must be lodged within 180 days of receipt of the decision.
- A complaint must be made in writing, on Form 5:

<https://info regulator.org.za/wpcontent/uploads/2020/07/InfoRegSA PAIA-Form05-Reg10-1.pdf>

- The Regulator has 20 days within which to decide whether to accept the complaint or reject it.

9. Offences and Penalties

Non-compliance with the provisions of PAIA will result in penalties being imposed for the following offences:

Type of offence	Penalty
Refusal by the Information Officer or Head of a private body to comply with an Enforcement Notice served by the Regulator (s 77K).	A fine or imprisonment for not more than 3 years or both.
Intention by any person to deny a right of access to a record by destroying, damaging or altering it (s 90 (1) (a)).	A fine or imprisonment for not more than two 2 years.
Intention to deny a right of access to a record by concealing it (s 90 (1) (b)).	A fine or imprisonment for not more than two (2) years
Intention to deny a right of access to a record by falsifying it (s 90) (1) (c). A fine or imprisonment for not more than 2 years. A fine or imprisonment for not more than 2 years.	A fine or imprisonment for not more than 2 years.
Failure by the IO to wilfully or negligently not develop a Manual and make it available to the public (s 14).	A fine or imprisonment for not more than 2 years.
An IO who wilfully or in a grossly negligent manner charges a fee other than the fee prescribed in terms of the Regulations. (Regulation 16),	A fine or to imprisonment for a period not exceeding 2 years.
Intention to deny a right of access to a record by concealing it (s 90 (1) (b)).	A fine or imprisonment for not more than two (2) years

Table 3: Types of Offences and Penalties

10. Conclusion and Remedies

The Mamusa Local Municipality does not have internal appeal procedures regarding PAIA and POPI Act requests. As such, the decision made by the duly authorised persons in section 2, is final. If a request is denied, the requestor is entitled to apply to a court with appropriate jurisdiction, or the Information Regulator (once established), for relief.

A requester who is aggrieved by a decision of the Information Officer of the Mamusa Local Municipality to:

- Grant access to a request for access; or
- taken in terms of sections 22, 26(1) or 29(3) of PAIA, may by way of an application, within 30 days, apply to a Court for appropriate relief in terms of section 82 of PAIA.
- The Mamusa Local Municipality does not have internal review or appeal procedures and therefore Annerure "C" Form 4 may be used to lodge an appeal.

11. UPDATING OF THE MANUAL

The Municipality will, if necessary, update and publish this Manual annually or as and when necessary.

Annexure A

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			

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Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<i>Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

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Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

Annexure B

Note:

FORM 3

OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8]

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language: (Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)	

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Kindly note that your request has been:

Approved

Denied, for the following reasons:

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4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer

Annexure C**INTERNAL APPEAL FORM****FORM 4**

[Regulation 9]

Reference Number:

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PARTICULARS OF PUBLIC BODY			
Name of Public Body			
Name and Surname of Information Officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full Names			
Identity Number			
Postal Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
E-Mail Address			
Is the internal appeal lodged on behalf of another person?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>			
Full Names			
Identity Number			
Postal Address			
	Tel. (B)		Facsimile

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Contact Numbers	Cellular	
E-Mail Address		

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	
GROUNDS FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE

**OFFICIAL RECORD OF INTERNAL
APPEAL**

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>			
Date received:			
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			Yes <input type="checkbox"/> No <input type="checkbox"/>
OUTCOME OF APPEAL			
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>
	No	<input type="checkbox"/>	

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority