



MANUAL IN TERMS OF S14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

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1. INTRODUCTION

The Promotion of Access to Information Act 2 of 2000 ("PAIA") was enacted to give effect to the constitutional right to access to information held by the State and any information that is held by another person that is required for the exercise or protection of the right. PAIA sets out the procedure to follow in order to gain access to this information.

2. DEFINITIONS AND INTERPRETATION

Definitions

In the compilation of this manual, unless context indicates otherwise -:

Constitution	Refers to the Constitution of the Republic of South Africa, 1996 (Act 108 of 1996)"
Court	As defined in the Promotion of Access to Information Act, 2000 (Act 2 of 2000) -: "(a) the Constitutional Court acting in terms of section 167 (6) (a) of the Constitution; or (b) (i) a High Court or another court of similar status; or (ii) a Magistrate's Court, either generally or in respect of a specified class of decisions in terms of this Act, designated by the Minister by notice in the Gazette and presided over by a magistrate or an additional magistrate designated in terms of section 91A, within whose area of jurisdiction- (aa) the decision of the information officer or relevant authority of the public body or the head of a private body has been taken; Page 5 of 53 (bb) the public body or private body concerned has its principal place of administration or business; or (cc) the requester or third party concerned is domiciled or ordinarily"
Human Rights Commission	As defined in the Promotion of Access to Information Act, 2000 (Act 2 of 2000) as -: "the South African Human Rights Commission referred to in section 181 (1) (b) of the Constitution"
Information Officer	As defined in the Promotion of Access to Information Act, 2000 (Act 2 of 2000) as -: "of, or in relation to, a public body- (a) in the case of a national department, provincial administration or organisational component-

	<p>(i) mentioned in Column 1 of Schedule 1 or 3 to the Public Service Act, 1994 (Proclamation 103 of 1994), means the officer who is the incumbent of the post bearing the designation mentioned in Column 2 of the said Schedule 1 or 3 opposite the name of the relevant national department, provincial administration or organisational component or the person who is acting as such; or Page 6 of 53</p> <p>(ii) not so mentioned, means the Director-General, head, executive director or equivalent officer, respectively, of that national department, provincial administration or organisational component, respectively, or the person who is acting as such;</p> <p>(b) in the case of a municipality, means the municipal manager appointed in terms of section 82 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998), or the person who is acting as such; or</p> <p>(c) in the case of any other public body, means the chief executive officer, or equivalent officer, of that public body or the person who is acting as such”</p>
Internal Appeal	As defined in the Promotion of Access to Information Act, 2000 (Act 2 of 2000) as the -: “means an internal appeal to the relevant authority in terms of section 74”of PAIA.
KwaDukuza Local Municipality or “KDM”	means the KwaDukuza Local Municipality established in terms of Section 12 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998), and includes any person acting in connection with this Bylaw by virtue of a power vested in the Municipality and any other designated official appointed to perform the role and function of the appointee;
MFMA or Municipal Finance Management Act:	Means the Municipal Finance Management Act, 2003 (Act 56 of 2003).
Municipality	The term Municipality or ‘the Municipality’ means the KwaDukuza Local Municipality established in terms of Section 12 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998), and includes any person acting in connection with this Bylaw by virtue of a power vested in the Municipality and any other designated official appointed to perform the role and function of the appointee ;
Personal	As defined in the Promotion of Access to Information Act, 2000 (Act 2 of

Information	<p>2000) as - : “information about an identifiable individual, including, but not limited to-</p> <p>(a) information relating to the race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the individual;</p> <p>(b) information relating to the education or the medical, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved; (c) any identifying number, symbol or other particular assigned to the individual;</p> <p>(d) the address, fingerprints or blood type of the individual;</p> <p>(e) the personal opinions, views or preferences of the individual, except where they are about another individual or about a proposal for a grant, an award or a prize to be made to another individual;</p> <p>(f) correspondence sent by the individual that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;</p> <p>(g) the views or opinions of another individual about the individual; (h) the views or opinions of another individual about a proposal for a grant, an award or a prize to be made to the individual, but excluding the name of the other individual where it appears with the views or opinions of the other individual; and</p> <p>(i) the name of the individual where it appears with other personal information relating to the individual or where the disclosure of the name itself would reveal information about the individual, but excludes information about an individual who has been dead for more than 20 years”</p>
Promotion of Access to Information Act or “PAIA”	Refers to the Promotion of Access to Information Act, 2000 (Act 2 of 2000).
Public Body	<p>As defined in the Promotion of Access to Information Act, 2000 (Act 2 of 2000) as -:</p> <p>“(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</p>

	<p>(b) any other functionary or institution when-</p> <p>(i) exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or</p> <p>(ii) exercising a public power or performing a public function in terms of any legislation;”</p>
Record	<p>As defined in the Promotion of Access to Information Act, 2000 (Act 2 of 2000) as -: “of, or in relation to, a public or private body, means any recorded information-</p> <p>(a) regardless of form or medium;</p> <p>(b) in the possession or under the control of that public or private body, respectively; and</p> <p>(c) whether or not it was created by that public or private body, respectively;”</p>
Request for access	<p>As defined in the Promotion of Access to Information Act, 2000 (Act 2 of 2000) as -: “in relation to-</p> <p>(a) a public body, means a request for access to a record of a public body in terms of section 11; or</p> <p>(b) a private body, means a request for access to a record of a private body in terms of section 50;”</p>
Requester	<p>As defined in the Promotion of Access to Information Act, 2000 (Act 2 of 2000) -: “in relation to-</p> <p>(a) a public body, means-</p> <p>(i) any person (other than a public body contemplated in paragraph (a) or (b) (i) of the definition of 'public body', or an official thereof) making a request for access to a record of that public body; or</p> <p>(ii) a person acting on behalf of the person referred to in subparagraph (i);</p> <p>(b) a private body, means-</p> <p>(i) any person, including, but not limited to, a public body or an official thereof, making a request for access to a record of that private body; or (ii) a person acting on behalf of the person contemplated in subparagraph (i);”</p>
The Act	<p>References to “the Act” means the Promotion of Access to Information Act, 2000 (Act 2 of 2000).</p>
Third Party	<p>As defined in the Promotion of Access to Information Act, 2000 (Act 2 of 2000) -: “in relation to a request for access to-</p>

	<p>(a) a record of a public body, means any person (including, but not limited to, the government of a foreign state, an international organisation or an organ of that government or organisation) other than- (i) the requester concerned; and</p> <p>(ii) a public body; or</p> <p>(b) a record of a private body, means any person (including, but not limited to, a public body) other than the requester,</p> <p>but, for the purposes of sections 34 and 63, the reference to 'person' in paragraphs (a) and (b) must be construed as a reference to 'natural person';"</p>
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3. PURPOSE OF PAIA MANUAL

Section 14 of PAIA obliges public bodies, in this instance the KwaDukuza Municipality ("the Municipality"), to compile a manual which would assist the public to obtain access to the information held by the Municipality and it stipulates the minimum requirements that this manual has to comply with. In accordance with the section, this manual contains the following information:

- 3.1. the structure and functions of KDM;
- 3.2. the relevant contact details;
- 3.3. description of the Guide referred to in section 10 of PAIA, if available, and how to obtain access to it;
- 3.4. categories of information that's automatically available without formal request;
- 3.5. description of the records available in accordance with any other legislation;
- 3.6. description of subjects on which the municipality holds records and the categories of records held on each subject; and
- 3.7. such other information as may be prescribed.

Section 9(b)(i) of PAIA, however, also recognises that the right to access to information may be subject to justifiable limitations, including, but not limited to limitations aimed at the reasonable protection of privacy, commercial confidentiality; and effective, efficient and good governance.

Section 9(b)(ii) of PAIA further recognises that the right to access to information must be given effect to in a manner which balances the right to access with any other rights, including such rights contained in the Bill of Rights in the Constitution.

For and in the context of this manual, wherever reference is made to “Public Body” this will refer to the KwaDukuza Local Municipality, a public body within the local sphere of government, for whom this manual is drafted.

4. STRUCTURE AND FUNCTION OF THE MUNICIPALITY

The KwaDukuza Local Municipality is established terms of Section 12 of the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998), and includes any person acting in connection with this Act by virtue of a power vested in the Municipality and any other designated official appointed to perform the role and function of the appointee.

The KwaDukuza Municipality is a local Municipality under the jurisdiction of the iLembe District Municipality together with the following other Local Municipalities:

- Mandeni Local Municipality;
- Maphumulo Local Municipality; and
- Ndwedwe Local Municipality.

Further information regarding the KwaDukuza Municipality can be obtained from its website at www.kwadukuza.gov.za.

5. AVAILABILITY OF THE MANUAL

This manual is available for inspection on the website of the KwaDukuza Municipality and can be accessed at www.kwadukuza.gov.za. Physical copies will also be available at the offices of the KwaDukuza Municipality.

6. THE HUMAN RIGHTS COMMISSION GUIDE

Section 10 (1) of the Act imposes a duty on the Human Rights Commission to “compile in each official language a guide containing such information in an easily comprehensible form and manner, as may be reasonably required by a person who wishes to exercise any right contemplated in the Act”. The guide will be provided to any person who wishes to exercise any right as contemplated in The Act, to determine the correct remedy for their action and to provide practical guidance to private and public bodies.

The guide will be available from the South African Human Rights Commission. Please direct any queries to: The South African Human Rights Commission PAIA Unit Research and Documentation Department

Telephone:	Private Bag 2700 Houghton 2041
Fax:	+27 11 877 3600
Website:	+27 11 403 0625
E-mail:	www.sahrc.org.za
Telephone:	PAIA@sahrc.org.za

7. CONTACT INFORMATION AND INFORMATION OFFICERS

The responsibility for the administration of, and compliance with legislation, has been delegated to the Accounting Officer of the Municipality. Requests pursuant to the provisions of the PAIA should be directed as follows:

Information Officer:	Municipal Manager
Postal address:	PO Box 72, KwaDukuza, 4450;
Address:	14 Chief Albert Luthuli St, Stanger Central, KwaDukuza, 4450
Telephone:	032 437 5000
E-mail address:	municipalmanager@kwadukuza.gov.za
Deputy Information Officers :	Mr. A. M Manzini Mrs. Pamela Govender
Telephone:	032 437 5000

E-mail address: PamelaG@kwadukuza@gov.za ;
MandlaM@kwadukuza.gov.za

8. RECORDS AUTOMATICALLY AVAILABLE TO THE PUBLIC

8.1. Section 75 (1) of the Local Government: Municipal Finance Management Act, (Act 56 of 2003) provides that the following information shall be freely available and posted on the municipal website:

- 8.1.1. the annual and adjustments budgets and all budget-related documents;
- 8.1.2. all budget-related policies;
- 8.1.3. the annual report;
- 8.1.4. all performance agreements required in terms of section 57(1) (b) of the Municipal Systems Act;
- 8.1.5. all service delivery agreements;
- 8.1.6. all long-term borrowing contracts;
- 8.1.7. all supply chain management contracts above a prescribed value;
- 8.1.8. information statement containing a list of assets over a prescribed value that have been disposed of in terms of section 14(2) or (4) during the previous quarter;
- 8.1.9. contracts to which subsection (1) of section 33 apply, subject to subsection (3) of that section;
- 8.1.10. public-private partnership agreements referred to in section 120;
- 8.1.11. all quarterly reports tabled in the council in terms of section 52;
- 8.1.12. and any other documents that must be placed on the website in terms of the Act; and any other applicable legislation, or as may be prescribed.

8.2. Information included in a notice in terms of S15 of PAIA.

8.3. Records – categories and subject of records held by the municipality

- 8.3.1. The information contained in this section is intended to identify the main categories of records held by the Municipality and to help the requester to gain a better understanding of the main business activities of the Municipality. Further assistance in identifying the records held by the Municipality can be obtained from the Information Officer.
- 8.3.2. Records to which access will be provided automatically in accordance with the PAIA (subject to the restrictions and right of refusal to access provided for in the PAIA) are available in respect of the following (non-exhaustive) aspects of the Municipality's businesses and

operations:

KWADUKUZA MUNICIPALITY RECORDS:	<ul style="list-style-type: none"> i. Documents of incorporation, (i.e. Section 12 Notice); ii. Council Resolution on composition of Council; iii. Records relating to the appointment/election of Councilors; and iv. List of Senior Management.
FINANCIAL RECORDS:	<ul style="list-style-type: none"> i. Annual Financial Statements; ii. Tax Returns; iii. Accounting Records; iv. Banking Records; v. Bank Statements; vi. Electronic banking records; vii. Asset Register; and viii. Rental Agreements;
INCOME TAX RECORDS:	<ul style="list-style-type: none"> i. PAYE Records; ii. Documents issued to employees for income tax purposes; iii. Records of payments made to SARS on behalf of employees; iv. All other statutory compliances: <ul style="list-style-type: none"> a. VAT; b. Skills Development Levies; c. UIF; and d. Workmen's Compensation.
PERSONNEL / EMPLOYEE DOCUMENTS AND RECORDS:	<ul style="list-style-type: none"> i. Employment contracts; ii. Employment Equity Plan; iii. Medical Aid records; iv. Pension Fund records; v. Disciplinary records; vi. Salary records; vii. SETA records; viii. Disciplinary code; ix. Leave records;

	<ul style="list-style-type: none"> x. Training records; and xi. Training Manuals.
SAFETY, HEALTH AND ENVIRONMENT (SHE) RECORDS :	<ul style="list-style-type: none"> i. Occupational Health and Safety Policy; ii. Environmental Management Plans; iii. Municipal Building Floor Plan and iv. Emergency Evacuation Plan.

9. REQUEST FOR ACCESS TO RECORDS HELD BY THE PUBLIC BODY

9.1. Request Procedure and Fees

- 9.1.1. The prescribed application form must be completed. If the requester needs information on where to obtain the application form, or any other matter, the requester should contact the Deputy Information Officer (see contact details in section 7).
- 9.1.2. The requester should provide sufficient detail on the application form to allow the Deputy Information Officer to identify the records requested, as well as the identity of the requester. The requester should indicate which form of access is required, and whether the record concerned is preferred in a particular language. The information will be provided in the preferred language, if available. The requester must provide a postal address or fax number. If, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, the requester should state that manner and the necessary particulars.
- 9.1.3. If the request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request, to the satisfaction of the Information Officer.
- 9.1.4. The completed application form must be sent to the Deputy Information Officer (see contact details in Section 7).
- 9.1.5. The requester must submit the prescribed proof of payment of fee together with the application, except in cases where the requester requires access to a personal record, containing information about himself or herself, in which case no fee is applicable.
- 9.1.6. The Information Officer may use his discretion to determine whether the application fee may

be waived for certain public bodies or organizations. The fee shall be waived for Councillors that are duly appointed for Kwa-Dukuza Municipality.

9.1.7. The requester should note that the Act prescribes certain circumstances in which the Information Officer is obliged to advise a third party of a request for information that concerns him or her.

9.1.8. The Information Officer will decide whether or not to grant the request. This decision will be taken as soon as reasonably possible, and within 30 days after the request has been received (in some cases, the Information Officer may extend this period by a further 30 days, and the requester will be notified of this). Note that access to certain records may be refused on the grounds set out in the Act.

9.1.9. Should access be granted:

9.1.9.1. The requester will be notified of their successful outcome;

9.1.9.2. Following their notification, actual access to the records requested will be given as soon as reasonably possible, and in the manner requested or in the most convenient and available manner that the information is documented therein.

9.1.10. If the request is refused, the Information Officer will advise the requester in writing of the reasons for refusing access to the record.

9.1.11. Should the requester not be successful, they may lodge an internal appeal as prescribed by PAIA.

10. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

(CHAPTER 4 –SECTIONS 34 (1), 36 (1), 37 (1) (a), 38 (a), 40 (1) and 43 (1) OF PAIA)

10.1. The non-exhaustive main grounds for refusal of a request for information are:

10.1.1. Mandatory protection of the privacy of a third party who is a natural person, which would involve the unreasonable disclosure of personal information of that natural person including a deceased individual;

10.1.2. Mandatory protection of the commercial information of a third party, if the record contains:

- 10.1.2.1. Trade secrets of that party;
- 10.1.2.2. Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of that party;
- 10.1.2.3. Information disclosed by a third party to the Municipality if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 10.1.2.4. Mandatory protection of confidential information of third parties if it is protected in terms of any agreement – the provisions of the PAIA to apply in relation to the rights of the relevant third parties;
- 10.1.2.5. Mandatory protection of the safety of individuals and the protection of property;
- 10.1.2.6. Mandatory protection of records which could be regarded as privileged in legal proceedings;
- 10.1.2.7. Mandatory protection of research information of a third party and protection of research information of the KwaDukuza Municipality

11. INTERNAL APPEAL

- 11.1. Should a request for access be refused, the requester or third-party representative may lodge an internal appeal against the decision of the information officer of the Municipality.
- 11.2. An internal appeal of information, must:
 - 11.2.1. Be lodged as a written response on the prescribed form:
 - 11.2.1.1. Be lodged within 60 days of the decision;
 - 11.2.1.2. Be lodged within 30 days, if notice to a third applicant is required;
 - 11.2.1.3. Be delivered or sent to the Information Officer of KwaDukuza Municipality at his or her contact information contained within this manual.
 - 11.2.2. Identify the subject of the appeal.
 - 11.2.3. State the reasons for the internal appeal and may include any other relevant information known to the appellant.
 - 11.2.4. If additional manner of delivery is to be used, must state the manner and provide the necessary particulars to be so informed.
 - 11.2.5. Must be accompanied by the prescribed appeal fee.

11.2.6. Must specify contact details of the appellant including a postal address.

11.3. Late internal appeals

11.3.1. Should the internal appeal be lodged following the expiry period referred to in 11.2.1, the Relevant Authority must, upon good cause shown, allow the late lodging of the internal appeal.

11.3.2. If the Relevant Authority disallows the late lodging of an internal appeal, he or she must give notice of that decision to the person that lodged the internal appeal.

11.4. Fees

11.4.1. A requester who lodges an internal appeal must pay the prescribed fee (if any) for the appeal.

11.4.2. If the requester withholds payment of the prescribed fee, the decision of the internal appeal may be deferred until the fee is paid.

11.5. Within 10 days of receipt of an internal appeal, the Information Officer must submit the following:

11.5.1. The internal appeal together with his or her reasons for the decision concerned; and

11.5.2. If the internal appeal is against the refusal or granting of a request for access, the following details of any third party that must be notified in terms of Section 47(1) of PAIA:

11.5.2.1. Name

11.5.2.2. Postal address

11.5.2.3. Phone

11.5.2.4. Fax number (if applicable)

11.5.2.5. Electronic mail address

12. PROTECTION OF PERSONAL INFORMATION

12.1. Processing of Personal information

12.1.1. The Municipality processes personal information in accordance with its Privacy Policy, ensuring compliance with legislative requirements and the Municipality's purpose. Additionally, when granting access to records, the Municipality prioritizes the protection of processed information.

12.1.2. When processing information related to access requests, the Municipality implements security measures (physical, technological, and procedural) to uphold information integrity.

12.1.3. Recognizing the potential need for cross-border information transfer, the Municipality ensures compliance with the respective country's laws and agreements regarding information

security. Consent for personal information transfer to different countries is obtained, ensuring equivalent protection standards.

12.1.4. As an organ of the state, the Municipality may process personal information without consent if mandated by legislation, ensuring compliance with legal obligations

13. UPDATING OF THE MANUAL

Should the need arise, the Municipality may update this manual and publish such updates on its website.

REQUEST FOR A COPY OF THE HUMAN RIGHTS COMMISSION PAIA GUIDE

[Regulation 3]

TO: The Information Officer		
I,		
(Full Name)		
In my capacity as:	(Mark with an "X")	
	Information Officer <input type="checkbox"/>	
	Other <input type="checkbox"/>	
Name of public / private body (if applicable):		
Postal address:		
Street address:		
E-mail:		
Contact numbers	Tel:	
	Fax:	
	Cell:	
Hereby request the following copy(ies) of the Human Rights Commission PAIA Guide		

Language	No. of Copies	Language	No. of Copies	Language	No. of Copies
(Mark an "X" in the box for the language required and the number of copies in the second box)					
Afrikaans	<input type="checkbox"/>	isiZulu	<input type="checkbox"/>	Sesotho	<input type="checkbox"/>
English	<input type="checkbox"/>	isiXhosa	<input type="checkbox"/>	siSwati	<input type="checkbox"/>
isiNdebele	<input type="checkbox"/>	Sepedi	<input type="checkbox"/>	Setswana	<input type="checkbox"/>
Tshivenda	<input type="checkbox"/>	Xitsonga	<input type="checkbox"/>		

Manner of collection	(Mark with an "X") Personal Collection	<input type="checkbox"/>
	Postal address	<input type="checkbox"/>
	E-mail	<input type="checkbox"/>
	Fax	<input type="checkbox"/>

Signed _____ day
at _____ this _____ of

_____, 20____.

Signature of requester

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

E-mail:

Fax:

Request is made
(Mark with an "X")

In my own name

☐

On behalf of another person

☐*The following documents have been included
in my submission:*

Power of Attorney

☐

Resolution

☐**PERSONAL INFORMATION**

Full names:

Identity/ Passport number:

Postal address:

Street address:

E-mail:

Contact numbers	Tel:	
	Fax:	
	Cell:	
APPLICATIONS ON BEHALF OF ANOTHER <i>(if applicable)</i>		
Capacity of representative		
Full name of person on whose behalf the request is made		
Identity/ Passport number:		
Postal address:		
Street address:		
E-mail:		
Contact numbers	Tel:	
	Fax:	
	Cell:	
PARTICULARS OF RECORD REQUESTED		
Note: 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.)		
Description of record or relevant section of the record:		

Reference number: <i>(if available)</i>	
Approximate date range for record:	
Any further details / particulars of the record:	

TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>	
Record is in written or printed form	<input type="checkbox"/>
Record comprises virtual images <i>(Including photographs, slides, videorecordings, computer-generated images, sketches, etc)</i>	<input type="checkbox"/>
Record consists of recorded words or information which can be reproduced insound	<input type="checkbox"/>
Record is held on a computer or in an electronic, or machine-readable form	<input type="checkbox"/>
FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	<input type="checkbox"/>

Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	<input type="checkbox"/>
Transcription of soundtrack (written or printed document)	<input type="checkbox"/>
Copy of record on flash drive (including virtual images and soundtracks)	<input type="checkbox"/>
Copy of record on compact disc drive (including virtual images and soundtracks)	<input type="checkbox"/>
Copy of record saved on cloud storage server	<input type="checkbox"/>
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>	<input type="checkbox"/>
Postal services to postal address	<input type="checkbox"/>
Postal services to street address	<input type="checkbox"/>
Courier service to street address	<input type="checkbox"/>
Facsimile of information in written or printed format <i>(including transcriptions)</i>	<input type="checkbox"/>
E-mail of information <i>(including soundtracks if possible)</i>	<input type="checkbox"/>
Cloud share/file transfer	<input type="checkbox"/>
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>	<input type="checkbox"/>
PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>(Mark the applicable box with an "X")</i>	
Note: <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form.</i>	

<i>The requester must sign all the additional pages.</i>		
Indicate which rights to be exercised or protected		
Explain why the record requested is required for the exercise or protection of the aforementioned right:		
FEES		
Note: <ol style="list-style-type: none"> <i>A request fee must be paid before the request will be considered.</i> <i>You will be notified of the amount of the access fee to be paid.</i> <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> <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 <input type="checkbox"/>	Fax <input type="checkbox"/>	E-mail <input type="checkbox"/>

--	--

Signed		day
at		this of

	20_____.
--	----------

Signature of requester / Person on whose behalf the request is made

FOR OFFICIAL USE ONLY		
Reference No.:		
Request received by:	<i>Full name:</i>	
	<i>Rank</i>	
Date received:		
Access Fees:		
Deposit (if any):		
Signature of Information Officer		

ANNEXURE 3: FEES FOR ACCESS REQUEST : EXCLUDING VAT

Item	Description	Amount
1.	The request fee payable by every requester	R140.00
2.	Photocopy/printed black & white copy of A4-size page	R2.00 per page or part thereof.
3.	Printed copy of A4-size page	R2.00 per page or part thereof.
4.	For a copy in a computer readable form on: Flash drive (to be provided by requester) Compact disc If provided by requester If provided to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from service provider.
6.	Copy of visual images	
7.	Transcription of an audio record per A4-size page	R24.00
8.	Copy of an audio record on: Flash drive (to be provided by requester) Compact disc If provided by requester If provided to the requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R145.00 R435.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage e-mail or any other electronic transfer	Actual expense if any.
12.	Internal Appeal Fee	As gazetted by the Minister

OUTCOME OF REQUEST AND OF FEES PAYABLE

(Regulation 8)

NOTE:

- 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.*

To:		Ref No.: _____
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.f		<input type="checkbox"/>
OR		
2. You requested:		

Printed copies of the information <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	<input type="checkbox"/>
Written or printed transcription of virtual images <i>(including: photographs, slides, video recordings, computer-generated images, sketches, etc)</i>	<input type="checkbox"/>
Transcription of soundtrack <i>(written or printed document)</i>	<input type="checkbox"/>
Copy of information on flash drive <i>(including virtual images and soundtracks)</i>	<input type="checkbox"/>
Copy of information on compact disc drive <i>(including virtual images and soundtracks)</i>	<input type="checkbox"/>
Copy of record saved on cloud storage server	<input type="checkbox"/>
3. To be submitted:	
Postal services to postal address	<input type="checkbox"/>
Postal services to street address	<input type="checkbox"/>
Courier service to street address	<input type="checkbox"/>
Facsimile of information in written or printed format <i>(including transcriptions)</i>	<input type="checkbox"/>
E-mail of information <i>(including soundtracks if possible)</i>	<input type="checkbox"/>
Cloud share/file transfer	<input type="checkbox"/>
Preferred Language Language: _____	<input type="checkbox"/>
Note: <i>If an audio recording is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:	
<input type="checkbox"/> Approved	<input type="checkbox"/> Denied, for the following reasons
Reasons:	

FEES PAYABLE WITH REGARDS TO YOUR REQUEST			
Item	Cost per A4 page or part thereof / item	Number of pages / items	Total
Hardcopy			
Photocopy			
Printed copy			
Electronic Format			
i. Flash drive (provided by requester)	R 40.00		
ii. Compact disc (provided to requester)	R 40.00		
iii. Compact disc (provided by requester)	R 60.00		
Transcription & Audio Recordings			

For a transcription of visual images (per A4 sized page)	Outsourced & dependant on service providers quote		
Copy of visual images			
Transcription of an audio record (per A4 size)	R24.00		
i. Audio file on Flash drive (provided by requester)	R 40.00		
ii. Audio file on Compact disc (provided to requester)	R 40.00		
iii. Audio file on Compact disc (provided by requester)	R 60.00		
Disbursements			
Postage	Actual costs		
Electronic transfer	Actual costs		
TOTAL			
2. DEPOSIT PAYABLE			
If the search for a record exceeds 6 hours, a deposit is to be paid.			
Deposit applicable:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Hours of search:			
Amount of deposit	(Calculated on 1/3 of total amount per request)		
Bank Account details:	Name of Bank:		
	Account holder:		
	Type of account:		

	<i>Account number:</i>	
	<i>Branch Code:</i>	
Reference No.:		
Submit proof of payment to:		

Signed at _____ this _____ day of _____ 20_____.	
_____ Information Officer	

INTERNAL APPEAL FORM

[Regulation 9]

Ref No.: _____

PARTICULARS OF PUBLIC BODY

PARTICULARS OF PUBLIC BODY	
Name of Public Body:	
Details of Information Officer	
Full name:	
Contact:	

PATICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL

PATICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL		
Full name		
Identity/ Passport number:		
Postal address:		
Street address:		
E-mail:		
Contact numbers	Tel:	
	Fax:	
	Cell:	
Is the internal appeal lodged on behalf of another person?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If "yes", what capacity in which an internal appeal on behalf of another person is lodged: (Proof of the capacity in which appeal is lodged, if applicable, must be attached.)		

Capacity:		
Attachments:	Power of Attorney	<input type="checkbox"/>
	Resolution	<input type="checkbox"/>
PATICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>		
Full name		
Identity/ Passport number:		
Postal address:		
Street address:		
E-mail:		
Contact numbers	Tel:	
	Fax:	
	Cell:	
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(Mark the appropriate box with an "X")</i>		
Refusal of request for access	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Decision regarding fees prescribed in terms of section 22 of the Act	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Decision to grant request for access	<input type="checkbox"/> Yes	<input type="checkbox"/> No

 GROUNDS FOR APPEAL	
<i>(If provided space is inadequate, please continue on a separate page and attach it to this form. All 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:	

<p>You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:</p>		
Postal Address <input type="checkbox"/>	Fax <input type="checkbox"/>	E-mail <input type="checkbox"/>
<p>Signed at _____ this _____ day of _____ 20____.</p>		
<p>_____ Signature of Appellant / Third party</p>		

ANNEXURE 6: FOR OFFICIAL USE

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by:	Full name	
	Rank	
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:		
<input type="checkbox"/> Yes		<input type="checkbox"/> No
OUTCOME OF APPEAL		
Refusal of request for access. Confirmed?		<input type="checkbox"/> Yes <input type="checkbox"/> No
New Decision (if not confirmed)		
Fees (Section 22). Confirmed?		<input type="checkbox"/> Yes <input type="checkbox"/> No
New Decision (if not confirmed)		
Extension (Section 26(1)). Confirmed?		<input type="checkbox"/> Yes <input type="checkbox"/> No
New Decision		

(if not confirmed)			
Access (Section 29(3)). Confirmed?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
New Decision			
	(if not confirmed)		
Request for access granted. Confirmed?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
New Decision			
	(if not confirmed)		
Signed at _____ this _____ day of _____ 20____.			
Signature			