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M A N U A L S

IN ACCORDANCE WITH

THE PROMOTION OF ACCESS TO

INFORMATION ACT (NO. 2 OF 2000)



AIDS HELPLINE: 0800-0123-22 Prevention is the cure

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1 INTRODUCTION

This information manual ("the Manual") is published in terms of Section 14 of the Promotion of Access to Information Act No. 2 of 2000 (the "Act").

The Act gives effect to the provisions of Section 32 of the Constitution which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and/or protection of any right.

The purpose of the Act is to foster a culture of transparency and accountability in both the public and private sectors by affording any person the right of access to information to enable them to exercise and protect all of their rights to the full extent required.

The purpose of this Manual is to set out the procedures to be followed and criteria that have to be met for anyone (the "requester") to request access to records in the possession or under the control of Transnet Limited and its Operating Divisions ("Transnet").

2 AVAILABILITY OF THIS MANUAL

This Manual can be accessed on our website at www.transnet.co.za or by requesting a copy by e-mail from the relevant Information Officer as provided for in paragraph 4 below. The Manual may also be obtained from the South African Human Rights Commission.

3 FUNCTIONS AND STRUCTURE OF TRANSNET

Transnet is a publicly-owned bulk freight transport and logistics company with the South African Government as its sole shareholder. Transnet comprises of its ports, rail and pipeline assets. Transnet's 4 point turn-around plan resulted in the disposal of assets or businesses which do not form part of the building of a world-class bulk freight transport and logistics company.

Transnet is made up of the following Operating Divisions:

- 3.1 Transnet Freight Rail: Transnet's freight rail division (formerly known as Spoornet);
- 3.2 Transnet National Ports Authority: The main function of the Authority is to own, manage, control and administer ports to ensure their efficient and economic functioning;
- 3.3 Transnet Port Terminals: Previously known as SAPO was established in 2000 when Portnet was divided into Operations and Landlord businesses called South African Port Operations (SAPO) and National Ports Authority (NPA) respectively and its main function is cargo terminal operations;
- 3.4 Transnet Pipelines: Transnet's fuel and gas pipeline Division, which, pumps and manages the storage of petroleum and gas products through its network of high-pressure, long distance pipelines; and (formerly known as Petronet);
- 3.5 Transnet Rail Engineering: Transnet's rolling stock maintenance Division (formerly known as Transwerk).

4 INFORMATION OFFICERS AND CONTACT DETAILS

- 4.1 In terms of the Act, the chief executive officer of a public body is automatically designated as Chief Information Officer. Transnet's Group Chief Executive's details are as follows:
- 4.2 Chris Wells , Acting Group Chief Executive,
- 4.3 Transnet, 49th Floor, Carlton Centre, 150 Commissioner Street, Johannesburg.
- 4.4 Tel: 011 – 308 2309
- 4.5 Fax: 011 – 308 2315
- 4.6 Requesters are required to address all requests to the relevant Deputy Information Officer, Transnet Limited or of any of its Operating Divisions at the contact details listed below.

	Transnet Freight Rail	Transnet Rail Engineering	Transnet National Ports Authority	Transnet Port Terminals	Transnet Pipelines
Deputy Information Officer	Mr Siyabonga Gama	Mr Richard Vallihu	Mr Khomotso Phihlela	Mr Tau Morwe	Mr Charl Möller
Email address	Siyabonga.Gama@transnet.net	Richard.Vallihu@transnet.net	khomotso.phihlela@transnet.net	Tau.morwe@transnet.net	Christin@petronet.co.za
Postal address	Deputy Information Officer Transnet Freight Rail NOC Building Table 7 No 21 Wellington Road PARKTOWN	Deputy Information Officer Transnet Rail Engineering Lynette Street Transwerk Park Kilner Park PRETORIA	Deputy Information Officer Transnet National Ports Authority P.O.Box 32696 Braamfontein South Africa 2017	Deputy Information Officer Transnet Port Terminals 2 nd Floor, Lot 25 Kingsmead Office Park Stanger Road DURBAN	Deputy Information Officer Transnet Pipelines Room 808 202 Smith Street DURBAN
Street address	NOC Building Table 7 No. 21 Wellington Road Parktown	Lynette Street Transwerk Park Kilner Park Pretoria	National Ports Authority 30 Wellington Road Parktown	2 nd Floor, Lot 25 Kingsmead Office Park Stanger Road Durban	Room 808 202 Smith Street Durban
Phone	(011) 544 9585	(012) 391 1301	(011) 351 9002	(031) 308 8300	(031) 361 1300
Fax	(011) 544 9598	(012) 391 1342	(011) 351 9007	(031) 308 8302	(031) 361 1314

4.7 Requests directed to the Transnet Group (and not a particular Operating Division) must be directed to the Deputy Information Officer as follows:

Deputy Information Officer	Mr Siyabulela Xhanti Mapoma
Email address	Siyabulela.Mapoma@transnet.net
Postal address	PO Box 72501 Parkview 2122
Street address	47th Floor, Carlton Centre 150 Commissioner Street Johannesburg 2001
Phone	(011) 308 3927
Fax	(011) 308 2348

5 SOUTH AFRICAN HUMAN RIGHTS COMMISSION ("SAHRC") GUIDE ON THE ACT

A guide to the Act and the rights of requesters is available from the SAHRC or from their website: www.sahrc.org.za.

Should you have any queries in this regard, please contact the SAHRC directly at: The South African Human Rights Commission: PAIA Unit; The Research and Documentation Department; Postal address: Private Bag 2700, Houghton, 2041; Telephone: +27 11 484-8300; Fax: +27 11 484-0582; Website: www.sahrc.org.za; E-mail: paia@sahrc.org.za

6 HOW TO REQUEST ACCESS TO RECORDS HELD BY TRANSNET

The following steps must be considered before submitting a request:

6.1 Step 1: Are you entitled to use the Act to request access?

6.1.1 Please take note of section 7(1) of the Act which states:

"This Act does not apply to a record of a public body or a private body if—

(a) that record is requested for the purpose of criminal or civil proceedings;

(b) so requested after the commencement of such criminal or civil proceedings, as the case may be; and

(c) the production of or access to that record for the purpose referred to in paragraph (a) is provided for in any other law."

6.1.2 If section 7(1) applies, you may not bring a request in terms of this Act. You must use the rules and procedures for discovery of information of the relevant legal forum and proceedings you are involved in. Transnet reserves the right to claim all expenses and other damages incurred as a result of a requester submitting a request in contravention of section 7(1).

6.1.3 Please have regard to section 45 of the Act which entitles Transnet to refuse a request for access to a record if: (a) the request is manifestly frivolous or vexatious; or (b) the work involved in processing the request would substantially and unreasonably divert the resources of Transnet.

6.2 Step 2: Does the information requested exist in the form of a record?

6.2.1 Please note that the Act only applies to records which are in existence at the time of us receiving your request.

6.2.2 The Act does not compel anyone to create a record which is not yet in existence at the time the request is made. For instance, the Act cannot be used to obtain reasons for a decision taken by Transnet if such reasons are not in the form of a record.

6.2.3 If you are not sure whether the record exists, please indicate that to us in the relevant request form.

6.3 Step 3: Is the record in the possession or under the control of Transnet?

6.3.1 Transnet is a large organisation and the search for records requested may involve substantial time, resources and expenses.

6.3.2 The Act provides that the record requested must be in the possession or under the control of Transnet. However, for the purposes of this Act, a record in the possession or under the control of (a) a Transnet official or (b) an independent contractor engaged by Transnet, is regarded as being a record of that public body or private body, respectively. If you are not sure whether the record is in the possession or under the control of Transnet, please indicate that to us in the relevant request form.

6.3.3 As referred to earlier, section 45(b) of the Act entitles Transnet to refuse a request for access to a record if the work involved in processing the request would substantially and unreasonably divert the resources of Transnet.

6.4 Step 4: Should you bring the request in terms of Chapter 2 or 3 of the Act?

6.4.1 Although Transnet is a public body as referred to in subsection (b)(ii) of the definition of a public body in the Act, there may be certain instances where Transnet must be regarded as a private body in terms of Section 8 of the Act.

- 6.4.2 In determining if Transnet qualifies as a private body, the *conduct* of Transnet should be considered and particularly whether its actions qualify as administrative in nature. Whether particular conduct constitutes administrative action depends primarily on the nature of the power that is being exercised rather than the identity of the person (i.e. Transnet) who exercises it.

The following general rules can be considered as guidelines:

- 6.4.3 *Transnet as a public body:* Transnet will generally qualify as a public body where the records relate or are relevant to the exercise of public power or the performance of a public function in terms of any legislation.
- 6.4.4 *Transnet as a private body:* In employee related matters such as disciplinary proceedings, Transnet generally does not exercise a "public power" and it will therefore qualify as a private body for purposes of the Act.

6.5 Step 5: Form of Request

6.5.1 Transnet as a public body

- 6.5.1.1 Requests for access to records held by Transnet in its capacity as a public body must only be made on the request form prescribed by the Act, a copy of which is attached as **Annexure 1**.
- 6.5.1.2 If you wish to type in your information into an MS Word version of the request form, please send an email to the relevant Information Officer in order to email you a copy.

6.5.2 Transnet as a private body

- 6.5.2.1 Requests for access to records held by Transnet in its capacity as a private body must only be made on the request form prescribed by the Act, a copy of which is attached as **Annexure 3**.
- 6.5.2.2 Please note that in respect of requests where Transnet qualifies as a private body, you must clearly state the right you seek to protect or enforce.

- 6.5.2.3 If you wish to type in your information into an MS Word version of the request form, please send an email to the relevant information officer in order to email you a copy.

7 CONSIDERING YOUR REQUEST

- 7.1 Subject to the provisions of the Act, access to records requested from Transnet will only be given if -

- all the procedural requirements set out in the Act relating to a request are met; and
- access to the requested record/s is not refused in terms of any ground for refusal set out in the Act.

- 7.2 The grounds of refusal are outlined in Part 2 of Chapter 4 and Part 3 Chapter 4 and includes mandatory protection of -

7.2.1 commercial information of a third party;

7.2.2 certain confidential information;

7.2.3 safety of individuals, and protection of property;

7.2.4 records privileged from production in legal proceedings;

7.2.5 economic interests and financial welfare of the Republic and commercial activities of public bodies;

7.2.6 research information of third a party, and protection of research information of a public body; or

7.2.7 certain information regarding the operations of public bodies.

- 7.3 Transnet may also refuse requests that are manifestly frivolous or vexatious or that will lead to a substantial and unreasonable diversion of resources.

8 PRESCRIBED FEES

- 8.1 The Act sets out two types of fees, namely a *request fee* and an *access fee*, that are required to be paid prior to Transnet accessing the request for information.

- 8.2 A personal requester, i.e. a requester who requests access to a record containing personal information is not required to pay the request fee. Any other requester will be required to pay such fee, subject to the exemptions listed below.
- 8.3 Where Transnet acts as a **public body** -
- 8.3.1 the fees for reproduction of this manual and records are listed in **Annexure 2**;
- 8.3.2 the request fee payable by every requestor, other than a personal requestor is listed in Annexure 2;
- 8.3.3 the access fees payable by a requester referred to section 22(7), unless exempted under section 22(8), of the Act are listed in Annexure 2.
- 8.4 Where Transnet acts as a **private body** -
- 8.4.1 the fees for reproduction of voluntarily disclosed and automatically available records are listed in **Annexure 4**;
- 8.4.2 the request fee payable by a requestor other than a personal requestor is listed in Annexure 4;
- 8.4.3 the access fee payable by a requestor, unless exempted, are listed in Annexure 4.
- 8.5 **Exemptions**
- 8.5.1 The following persons are exempt from paying access fees:
- 8.5.1.1 a single person whose annual income, after permissible deductions does not exceed R14 712, 00 per annum; and
- 8.5.1.2 married persons or a person and his or her life partner whose annual income, after permissible deductions does not exceed R27 192, 00 per annum.

- 8.5.2 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.
- 8.5.3 The access fee in respect of the search, preparation and disclosure of records does not apply to the personal record of a requester.
- 8.5.4 The request and access fees do not apply to a record 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 No. 99 of 1998 or the regulations made under section 44 of that Act.

9 RECORDS AUTOMATICALLY AVAILABLE

We hereby provide you with a list of record categories that are automatically available to requesters as required by section 15 of the above Act.

A: RECORDS AUTOMATICALLY AVAILABLE FOR FREE

No	Description
1	The Annual Report of Transnet
2	Documentation and information relating to Transnet which is held by the Registrar of Companies

All records listed above are only available for free subject to available stock in print at any given time. Access to these records will be granted to requesters in respect of a request for access to records, subject to the provisions of the Promotion of Access to Information Act, 2000.

B: RECORDS AUTOMATICALLY AVAILABLE SUBJECT TO PAYMENT OF PRESCRIBED FEE

No	Description
1	All documents relating to the incorporation of Transnet that are retained by the Corporate Centre
2	Laws, regulations and by laws that govern the functioning and conduct

	of Transnet.
3	Details of auditors of the Corporate Centre.
4	Details of actuaries of the pension scheme and the medical aid fund utilized by Transnet.
5	Rules of benefit, housing and medical schemes and funds.
6	Newsletters.

Requesters will be advised of prescribed fees on receipt of a request for access to records. Access to these records will be granted to requesters in respect of a request for access to records, subject to the provisions of the Promotion of Access to Information Act, 2000.

10 SERVICES AVAILABLE TO THE PUBLIC

10.1 Transnet National Ports Authority

- 10.1.1 Plans, provides, maintains and improves port infrastructure.
- 10.1.2 Prepares and periodically updates a port development framework plan for each port, which must reflect the Authority's policy for port development and land use within such port.
- 10.1.3 Provides or arranges for road and rail access within ports.
- 10.1.4 Maintains the sustainability of the ports and their surroundings.
- 10.1.5 Regulates and controls the development of ports.
- 10.1.6 Controls land use within ports, and has the power to let land under such conditions as the Authority may determine.
- 10.1.7 Arranges services such as water, light, power, and sewage and telecommunications within ports.
- 10.1.8 Maintains the sustainability of the ports and their surroundings.
- 10.1.9 Regulates and controls the loading, unloading and storage of cargo and the embarkation and disembarkation of passengers.

- 10.1.10 Regulates and controls off-shore cargo-handling facilities.
- 10.1.11 Regulates and controls pollution and the protection of the environment within the port limits.
- 10.1.12 Regulates and controls the enhancement of safety and security within the port limits.
- 10.1.13 Prescribes the limits within which and the levels to which dredging may be carried out in the ports and the approaches thereto.
- 10.1.14 Ensures that adequate, affordable and efficient port services and facilities are provided.
- 10.1.15 Exercises licensing and controlling functions in respect of port services and port facilities.
- 10.1.16 Ensures that any person who is required to render any port services and port facilities is able to provide those services and facilities efficiently.
- 10.1.17 Promotes efficiency, reliability and economy on the part of the licensed operators in accordance with recognized international standards and public demand.
- 10.1.18 Promotes the achievement of equality by measures designed to advance persons or categories of persons historically disadvantaged by unfair discrimination in the operation of facilities in the port environment.
- 10.1.19 Promotes the use, improvement and development of ports.
- 10.1.20 Advises on all matters relating to the port sector, port services and port facilities.
- 10.1.21 Promotes greater representivity, in particular to increase the participation in terminal port operations of historically disadvantaged persons.
- 10.1.22 Exercises the licensing of the erection and operation of off-shore cargo handling facilities and services relating thereto.

- 10.1.23 Discharges or facilitates the discharge of international obligations relevant to ports.
- 10.1.24 Facilitates the performance any function of any organ of state in a port.
- 10.1.25 Promotes research and development in the sphere of port services and facilities.
- 10.1.26 Regulates and control navigation within port limits and the approaches to the ports.
- 10.1.27 Regulates and controls the entry of vessels into ports, stay, movements or operation in and departures from ports.
- 10.1.28 Provides or arranges for tugs, pilot boats and other facilities and services for navigation and berthing of vessels in the ports.
- 10.1.29 Provides, controls and maintains vessel traffic services.

(for information on how to gain access to such services kindly visit Transnet's website at www.transnet.co.za).

10.2 Transnet Pipelines

- 10.2.1 Transnet Pipelines operates, manages and maintains a network of high pressure petroleum and gas pipelines, and provides transportation and storage of petroleum products of both the Government and petroleum companies; and
- 10.2.2 Transnet Pipelines pumps petroleum and gas (for information on how to gain access to such services kindly visit Transnet's website at www.transnet.co.za).

10.3 Transnet Port Terminals:

- 10.3.1 Manages the operation of South Africa's 6 (six) major ports;
- 10.3.2 Attends to the loading and unloading of cargo;
- 10.3.3 Provides value added services of packaging and unpackaging cargo, in transit storage; and

- 10.3.4 Has a vision of being the logistics business partner of choice (for information on how to gain access to such services kindly visit Transnet's website at www.transnet.co.za).
- 10.4 Transnet Freight Rail:
- 10.4.1 Provides freight logistics solutions for customers in the mining as well as the heavy and light manufacturing sectors (for information on how to gain access to such services kindly visit Transnet's website at www.transnet.co.za).
- 10.5 Transnet Rail Engineering:
- 10.5.1 Is an engineering undertaking;
- 10.5.2 Is a leading South African, upgrader and refurbisher of rail related products;
- 10.5.3 Refurbishes and upgrades railroad products, locomotives and wagons; and
- 10.5.4 Provides components for rail freight products, and builds rail freight wagons (for information on how to gain access to such services kindly visit Transnet's website at www.transnet.co.za).

11 YOUR REMEDIES

- 11.1 A requester (or a third party, where applicable) may seek relief from any court with appropriate jurisdiction in respect of the following decisions of the Information Officer:
- 11.1.1 refusal or partial refusal of the request for access;
- 11.1.2 the amount of fees required to be paid;
- 11.1.3 the extension of the period within which to deal with the request; or
- 11.1.4 the form of access in which the information will be furnished.
- 11.2 All legal processes must be served on the Information Officer who dealt with the request.

12 RECORDS HELD BY TRANSNET

Transnet maintains records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be granted. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

12.1 Internal records

The following are records pertaining to Transnet's own affairs:

- Financial records;
- Operational records;
- Intellectual property;
- Marketing records;
- Internal correspondence;
- Statutory records;
- Internal policies and procedures; and
- Records held by officials of Transnet.

12.2 Employee records

"Employee" refers to any person who works for or provides services to or on behalf of Transnet and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting any work or services for Transnet. This includes, without limitation, heads of departments, managers, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- 12.2.1 Any personal records provided to Transnet by their personnel;
- 12.2.2 Any records a third party has provided to Transnet about any of their personnel;

- 12.2.3 Conditions of employment and other personnel-related contractual and quasi-legal records;
- 12.2.4 Internal evaluation records; and
- 12.2.5 Other internal records and correspondence.

12.3 **Work-related records**

Work-related information includes the following:

- 12.3.1 Any records a third party has provided to Transnet; and
- 12.3.2 Records generated by or within Transnet pertaining to work or services, including transactional records.

12.4 **Other Parties**

Records are kept in respect of other parties, including without limitation contractors, suppliers, departments, service providers. Alternatively, such other parties may possess records which can be said to belong to Transnet. The following records fall under this category:

- 12.4.1 Personnel, work or service related records which are held by another party as opposed to being held by Transnet; and
- 12.4.2 Records held by Transnet pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors/suppliers.

ANNEXURE 1: REQUEST FORM PUBLIC BODIES

This annexure must accompany the cover letter addressed to the relevant Information Officer

A. Particulars of Transnet or Division

The Information Officer for: [Information Officer Name and Transnet Operating Division]

Attention: _____

Transnet Operating Division _____

Fax number _____

Email address _____

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number: _____

Postal address:

Fax number: _____

Telephone number: _____

E-mail address: _____

Capacity in which the request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed *ONLY* if a request for information is made on behalf of another person.

Full names and surname:

Identity number: _____

D. Particulars of record

(a) 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.
(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.

1 Description of record or relevant part of the record:

2 Reference number, if available:

3 Any further particulars of record:

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) 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.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required
-------------	----------------------------------

Mark the appropriate box with an X.

NOTES:

(a) Compliance with your request in the specified form may depend on the form in which the record is available.

(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.

(c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

	copy of record*	inspection of record
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2. If record consists of visual images: this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

	view the images	copy of the images"	transcription of images*
--	-----------------	---------------------	--------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

	listen to the soundtrack audio cassette	transcription of soundtrack* written or printed document
--	--	--

4. If record is held on computer or in an electronic or machine-readable form:

	printed copy of record*	printed copy of information derived from the record	copy in computer readable form* (floppy, stifty or compact disc)
--	-------------------------	---	--

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	Yes	No
--	-----	----

G. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ on this ___ day of _____ 20__

Signature of requester / person on who's behalf request is made

FOR TRANSNET INTERNAL USE ONLY

Reference number: _____

Information Officer: _____

Request fee (if any): R

Deposit (if any): R

Access fee: R

SIGNATURE OF INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER

ANNEXURE 2: FEES IN RESPECT OF PUBLIC BODIES

DESCRIPTION	Rand
1 The fee for a copy of the manual as contemplated in regulation 5 (c) - for every photocopy of an A4-size page or part thereof.	0,60
2 The fees for reproduction referred to in regulation 7 (1) are as follows:	
(a) For every photocopy of an A4-size page or part thereof	0, 60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0, 40
(c) For a copy in a computer-readable form on—	
(i) Stiffy disc	5, 00
(ii) Compact disc	40, 00
(d)(i) For a transcription of visual images, for an A4-size page or part thereof	22, 00
(d)(ii) For a copy of visual images	60,00
(e)(i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(e)(ii) For a copy of an audio record	17,00
3 The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2).	35,00
4 The access fees payable by a requester referred to in regulation 7 (3) are as follows:	
4.1(a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on—	
(i) Stiffy disc	5,00
(ii) Compact disc	40,00
(d)(i) For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii) For a copy of visual images	60,00
(e)(i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(e)(ii) For a copy of an audio record	17,00
(f) To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
4.2 For purposes of section 22 (2) of the Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable; and	
(b) One third of the access fee is payable as a deposit by the requester.	
4.3 The actual postage is payable when a copy of a record must be posted to a requester.	

ANNEXURE 3: REQUEST FOR ACCESS TO RECORDS OF PRIVATE BODY

This annexure must accompany the cover letter addressed to the relevant Information Officer

A. Particulars of Transnet or Division

The Information Officer for: [Information Officer Name and Transnet Operating Division]

Attention: _____

Transnet Operating Division _____

Fax nr _____

Email address _____

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number: _____

Postal address:

Fax number: _____

Telephone number: _____

E-mail address: _____

Capacity in which the request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed *ONLY* if a request for information is made on behalf of another person.

Full names and surname:

Identity number: _____

D. Particulars of record

(a) 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.

(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.

The requester must sign all the additional folios.

4 Description of record or relevant part of the record:

5 Reference number, if available:

6 Any further particulars of record:

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) 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.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability: Form in which record is required:	Form in which record is required
---	----------------------------------

Mark the appropriate box with an X.

NOTES:

- (a) Compliance with your request in the specified form may depend on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access for the record, if any, will be determined partly by the form in which access is requested.

1. If the record is in written or printed form:

	copy of record*	inspection of record
--	-----------------	----------------------

2. If record consists of visual images: this includes photographs, slides, video recordings, computer-generated images, sketches, etc)

	view the images	copy of the images"	transcription of images*
--	-----------------	---------------------	--------------------------

3. If record consists of recorded words or information which can be reproduced in sound:

	listen to the soundtrack audio cassette	transcription of soundtrack* written or printed document
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4. If record is held on computer or in an electronic or machine-readable form:

	printed copy of record*	printed copy of information derived from the record	copy in computer readable form* (stiffy or compact disc)
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If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	Yes	No
--	-----	----

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this ____ day of _____ 200_

Signature of requester / person on whose behalf request is made

FOR TRANSNET INTERNAL USE ONLY
Reference number: _____
Information Officer: _____
Request fee (if any): R
Deposit (if any): R
Access fee: R

SIGNATURE OF INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER

ANNEXURE 4: FEES IN RESPECT OF PRIVATE BODIES

DESCRIPTION	Rand
1 The fee for a copy of the manual as contemplated in regulation 9(2)(c) - for every photocopy of an A4-size page or part thereof.	1,10
2 The fees for reproduction referred to in regulation 11 (1) are as follows:	
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) Stiffy disc	7,50
(ii) Compact disc	70,00
(d)(i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(d)(ii) For a copy of visual images	60,00
(e)(i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(e)(ii) For a copy of an audio record	30,00
3 The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2)	50,00
4 The access fees payable by a requester referred to in regulation 11 (3) are as follows:	
4.1(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) Stiffy disc	7,50
(ii) Compact disc	70,00
(d)(i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e)(i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(e)(ii) For a copy of an audio record	30,00
(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
4.2 For purposes of section 54 (2) of the Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable; and	
(b) One third of the access fee is payable as a deposit by the requester.	
4.3 The actual postage is payable when a copy of a record must be posted to a requester.	