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Julie

No. 31251

## **M A N U A L**

*IN ACCORDANCE WITH*

### **THE PROMOTION OF ACCESS TO INFORMATION ACT (NO. 2 OF 2000)**

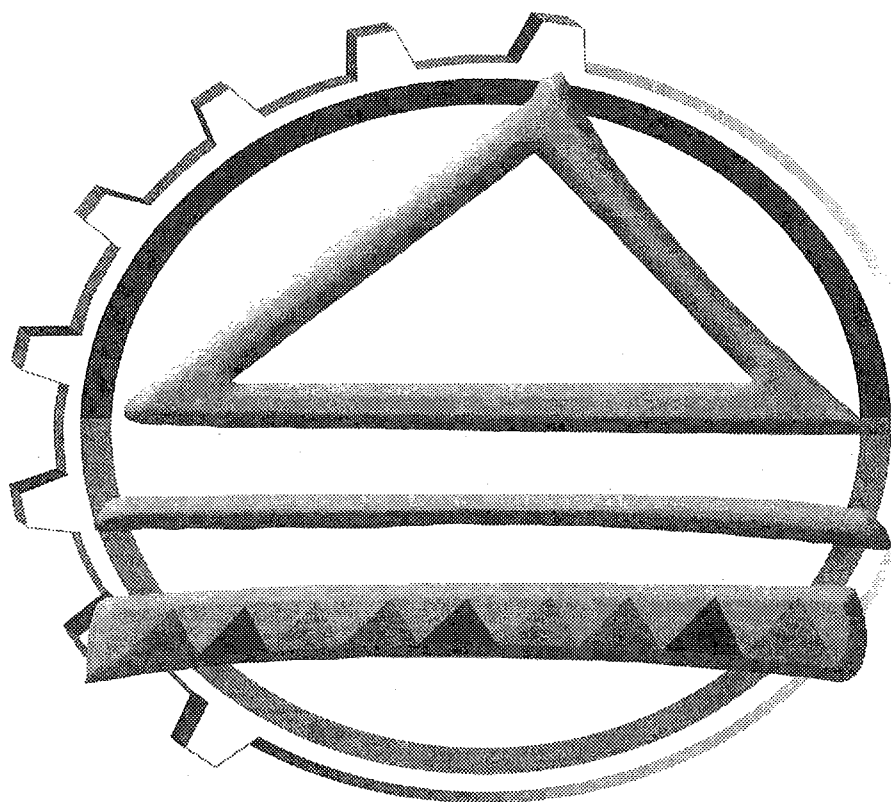
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**CCMA**

COMMISSION FOR CONCILIATION, MEDIATION & ARBITRATION

**PROMOTION OF ACCESS TO  
INFORMATION ACT  
MANUAL**

## **SECTION 14 MANUAL FOR THE COMMISSION FOR CONCILIATION, MEDIATION AND ARBITRATION**

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**A. PARTICULARS IN TERMS OF SECTION 14****1. The functions and the structure of the Commission for Conciliation, Mediation and Arbitration [Section 14(1)(a)]****(a) What is the CCMA?**

The Commission for Conciliation, Mediation and Arbitration (CCMA) is a dispute resolution body established in terms of the Labour Relations Act, No. 66 of 1995. The Commission is independent of the State, any political party, trade union, employer, employers' organisation, and federation of trade unions or federation of employers' organisations.

The Governing Body is the supreme policy-making body of the CCMA. The tripartite structure is made up of:

- Three State representatives,
- Three representatives of organised labour,
- Three representatives from organised business,
- A chairperson; (all of whom are nominated by NEDLAC), and
- The Director of the CCMA (who is nominated by the Governing Body).

**Vision**

To promote social justice and economic growth, with the social partners, by transforming relations in the labour market. This will be achieved by delivering high quality, low cost dispute resolution and prevention service.

**Mission Statement**

For ourselves, we hold dear professionalism, integrity and service and the value of sharing trustworthy relationships. For the CCMA, we hold ourselves accountable for sustaining our vibrant diverse community, united by a thirst for learning and strengthened by self-discipline. For the public, we hold fast to our commitment to transforming labour relations by resolving disputes fairly and sharing our knowledge widely. For Africa, we hold high the ideas of equity, social justice and shared prosperity.

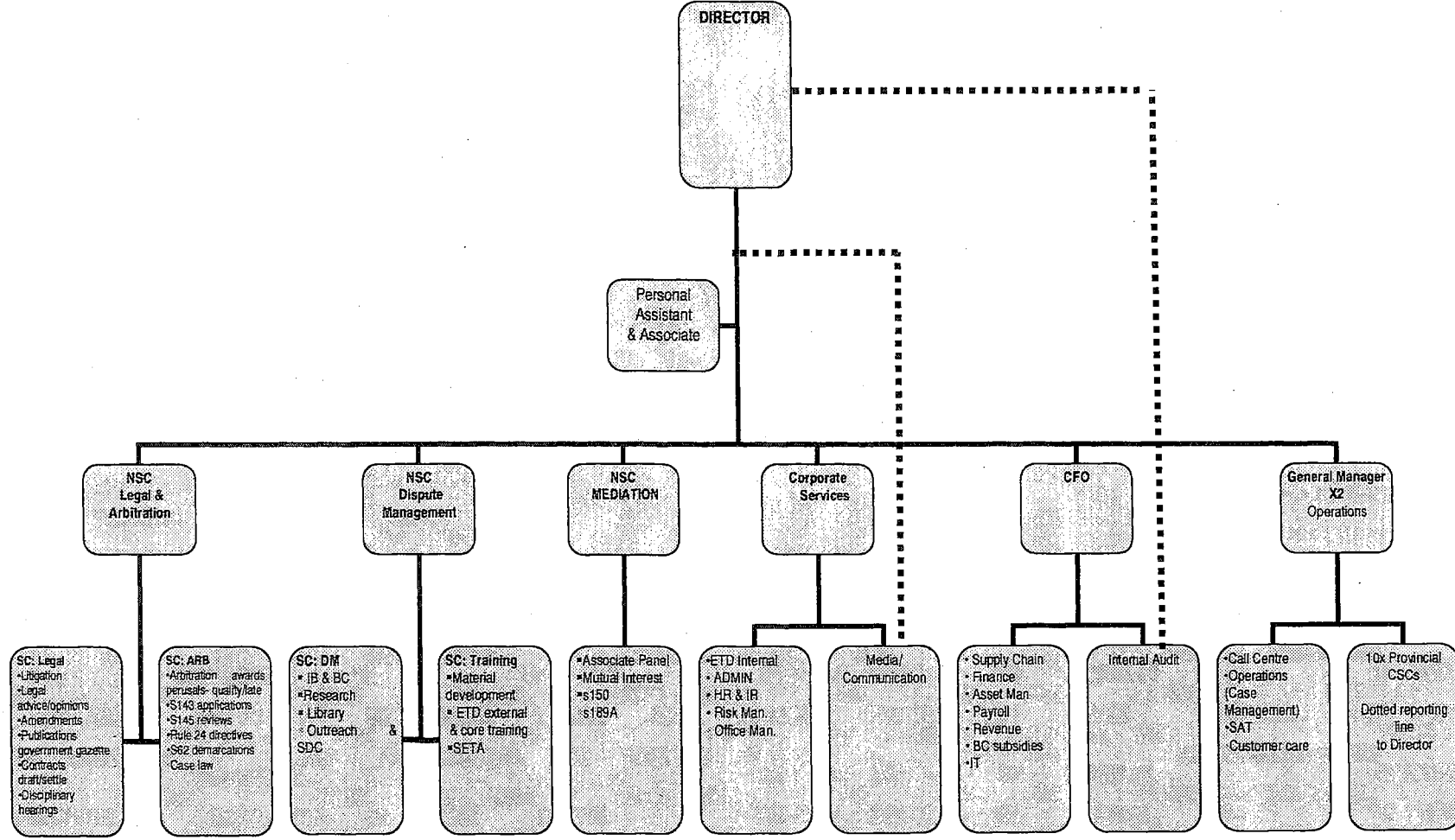
**(b) Functions of the CCMA**

The CCMA will:

- Conciliate disputes,
- Arbitrate disputes that remain unresolved after conciliation,
- Facilitate the establishment of workplace forums and statutory councils,
- Compile and publish information and statistics about its activities, and
- Consider applications for accreditation and subsidy by Bargaining Councils and private agencies.

The CCMA may:

- Supervise ballots for unions and employers' organisations,
- Provide training and advice on - the establishment of collective bargaining structures, workplace restructuring, consultation processes, termination of employment, employment equity programmes and dispute prevention.



**PROVINCIAL CONVENING SENIOR COMMISSIONERS**

Eastern Cape Provincial Office:	Fred Sauls
Free State:	Hlalele Molotsi (Acting)
Gauteng (Johannesburg):	Prince Kekana
Gauteng (Pretoria)	Winnie Everett (Acting)
KwaZulu Natal Provincial Office:	Eugene van Zuydam
Limpopo Provincial Office:	Piet Shai
Mpumalanga Provincial Office:	Leslie Ntuli
Northern Cape:	Carmen Ward
North West Office:	Elias Hlongwane
Western Cape Provincial Office:	Ronald Bernickow (Acting)

**(d) The structure of the CCMA**

The CCMA consists of a national office situated in Gauteng, and nine provincial offices. Each provincial office has a Convening Senior Commissioner responsible for the overall functioning of the Province and a Registrar/Operations manager overseeing support functions. Each province also has commissioners responsible for the conciliation and arbitration of disputes.

**2. Contact Details [Section 14 (1)(b)]****Head Office**

Information Officer: General Manager: Operations  
 Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001  
 Postal Address: Private Bag X94, Marshalltown, 2107  
 Telephone: (011) 377 6650  
 Fax: (011) 834 7351  
 Website: [www.ccma.org.za](http://www.ccma.org.za)  
 E-Mail: [ho@ccma.org.za](mailto:ho@ccma.org.za)

**Provincial Information Officers**

**Eastern Cape** Port Elizabeth: Convening Senior Commissioner  
 Physical Address: CCMA House, 107 Govan Mbeki Avenue, Port Elizabeth, 6001  
 Postal Address: Private Bag x22500, Port Elizabeth, 6000  
 Telephone: (041) 505 4300  
 Fax: (041) 586 4410/4585  
 E-Mail: [pe@ccma.org.za](mailto:pe@ccma.org.za)

**Eastern Cape** East London: Convening Senior Commissioner  
 Physical Address: Cnr Church & Oxford Street, East London, 5201  
 Postal Address: Private Bag x9068, East London, 5201  
 Telephone: (043) 743 0826  
 Fax: (043) 743 0810  
 E-Mail: [pe@ccma.org.za](mailto:pe@ccma.org.za)

**Free State** Bloemfontein: Convening Senior Commissioner  
 Physical Address: NBS Building, Cnr Elizabeth and Westburger Street, Bloemfontein, 9300  
 Postal Address: Private Bag x20705, Bloemfontein, 9300  
 Telephone: (051) 505 4400  
 Fax: (051) 448 4468/9  
 E-Mail: [blm@ccma.org.za](mailto:blm@ccma.org.za)

**Northern Cape** Kimberley: Convening Senior Commissioner  
 Physical Address: CCMA House, 5-13 Compound Street, Kimberley, 8301  
 Postal Address: Private Bag x6100, Kimberley, 8300  
 Telephone: (053) 831 6780  
 Fax: (053) 831 5947/8  
 E-Mail: [kmb@ccma.org.za](mailto:kmb@ccma.org.za)

<b>Gauteng</b>	<b>Johannesburg:</b> Convening Senior Commissioner
Physical Address:	127 Fox street, Johannesburg, 2001
Postal Address:	Private Bag x96, Marshalltown, 2107
Telephone:	(011) 220 5000
Fax:	(011) 220 5101/2/3/4
E-Mail:	<a href="mailto:gauteng@ccma.org.za">gauteng@ccma.org.za</a>
<b>Gauteng</b>	<b>Pretoria:</b> Convening Senior Commissioner
Physical Address:	Metro Park Building, 351 Schoeman Street, Pretoria, 0001
Postal Address:	Private Bag x176, Pretoria, 0001
Telephone:	(012) 392 9700
Fax:	(012) 392 9701/2
E-Mail:	<a href="mailto:pta@ccma.org.za">pta@ccma.org.za</a>
<b>KwaZulu Natal</b>	<b>Durban:</b> Convening Senior Commissioner
Physical Address:	Embassy Building, 6 <sup>th</sup> & 7 <sup>th</sup> Floors, 199 Smith Street, Durban, 4001
Postal Address:	Private Bag x54363, Durban, 4000
Telephone:	(031) 362-2300
Fax:	(031) 368 7387/7407
E-Mail:	<a href="mailto:kzn@ccma.org.za">kzn@ccma.org.za</a>
<b>KwaZulu Natal</b>	<b>Pietermaritzburg:</b> Convening Senior Commissioner
Physical Address:	3 <sup>rd</sup> Floor Gallwey House Gallwey Lane, Pietermaritzburg, 3201
Postal Address:	PO Box 72, Pietermaritzburg, 3200
Telephone:	(033) 345 9271/49
Fax:	(033) 345 9790
E-Mail:	<a href="mailto:kzn@ccma.org.za">kzn@ccma.org.za</a>
<b>KwaZulu Natal</b>	<b>Richard's Bay:</b> Convening Senior Commissioner
Physical Address:	Suit 15, 1 <sup>st</sup> Floor, Promenade Building, Cnr Tassel Berry & Lira Link Street, Richards Bay
Postal Address:	Private Bag x1026, Richard's Bay, 3900
Telephone:	(035) 789 0357/1415
Fax:	(035) 789 7148
E-Mail:	<a href="mailto:kzn@ccma.org.za">kzn@ccma.org.za</a>
<b>Limpopo</b>	<b>Convening Senior Commissioner</b>
Physical Address:	CCMA House, 104 Hans van Rensburg Street, Polokwane, 0699
Postal Address:	Private Bag x9512, Polokwane, 0700
Telephone:	(015) 297 5010
Fax:	(015) 297 1649
E-Mail:	<a href="mailto:ptb@ccma.org.za">ptb@ccma.org.za</a>
<b>Mpumalanga</b>	<b>Convening Senior Commissioner</b>
Physical Address:	Diedericks Street, Witbank, 1035
Postal Address:	Private Bag x7290, Witbank, 1035
Telephone:	(013) 656 2800
Fax:	(013) 656 2885/6
E-Mail:	<a href="mailto:wtb@ccma.org.za">wtb@ccma.org.za</a>
<b>North West</b>	<b>Convening Senior Commissioners</b>
Physical Address:	CCMA House, 47-51 Siddle Street, Klerksdorp, 2570
Postal Address:	Private Bag x5004, Klerksdorp, 2571
Telephone:	(018) 464 0700
Fax:	(018) 462 4126/4053
E-Mail:	<a href="mailto:kdp@ccma.org.za">kdp@ccma.org.za</a>
<b>Western Cape</b>	<b>Convening Senior Commissioner</b>
Physical Address:	CCMA House, 78 Darling Street, Cape Town, 8001
Postal Address:	Private Bag x9167, Cape Town, 8000
Telephone:	(021) 469- 0111
Fax:	(021) 465-7193/7, 465 7187/465 5006
E-Mail:	<a href="mailto:ctn@ccma.org.za">ctn@ccma.org.za</a>



**3. Access records held by the CCMA [Section 14 (1)(d)]****(a) Automatic disclosures [section 14(1)(e)]****National Head Office****Operations and Information Department**

- All policies and standard operating procedures
- Research Unit:
  - Information sheets
  - CCMA Arbitration awards
  - Selected Labour Court Judgments
  - CCMAIL
  - Codes of Good Practice
  - Frequently Asked Questions
  - Research documents
  - CCMA Rules
  - Contact details for labour related institutions
  - Selected Labour Court summaries
  - Selected CCMA Arbitration award summaries
  - Selected judgments of other dispute resolution forums

**Library:**

The public is allowed to utilise the library but cannot take books on loan. The following resources are available from the CCMA library:

- Books
- Journals

**Call Centre Unit:**

- Dispute referral forms
- Information Sheets
- Contact details of labour related institutions
- Contact details of bargaining councils
- Information on the status of case-related queries
- Arbitration awards and rulings
- Information on substantive issues based on the Labour Relations Act, Basic Conditions of Employment Act and Employment Equity Act.

**Internal Audit**

- Audit reports

**Education, Training and Development Department**

- All ETD policies and standard operating procedures

**Finance Department**

- All financial policies and standard operating procedures
- Annual financial statements

**Administration Department**

- All Administration policies and standard operating procedures

**Human Resources Department**

- All Human Resources policies and standard operating procedures

**Information Technology**

- All IT policies and standard operating procedures
- Minutes
- Project Status
- Strategic planning
- Security Standards
- IT Infrastructure (LAN/WAN)
- Software matrix
- Software version

- Backup selections and strategies

Dispute Management Department

- Best Practice Manuals

Institution Building Department

- List of bargaining councils and accredited agencies

**Provincial Offices**

All policies and procedures as indicated above

All referral forms

Information sheets

(b) **Records that may be requested** [section 14(1)(d)]

Description of the subjects and categories for records held by the CCMA:

Operations and Information Department

- Contracts with publishing companies
- Legal Information network
- Van Zyl Rudd
- Industrial Relations network
- Butterworths on line
- Butterworths CDs
- Juta intranet
- Monthly and annual reports

Finance Department

- Asset Register
- Monthly financial statement
- Budgets
- Strategic plans
- Finance statistics
- MTEF submissions

Administration Department

- Vendors
- Tenders
- Rental agreements
- Lease agreements

Human Resources Department

- Employment records
- Training manuals
- Salary structures
- Employment Equity plan
- Work on the Skills Development Act

Information Technology Department

Reports produced requiring consolidation, for example:

- IT project reports
- Anti virus report service level agreement reports
- Hardware/software procurement report
- SLA reports- system generated
- Inventory reports
- Server reports
- Ad hoc reports (any information required from the any of the databases can be extracted using Crystal report or queries on request)

Dispute Management Department

- Training Manuals

## Institution Building Department

- Information on payouts to bargaining councils
- Accreditation documents
- Collective agreements between Bargaining Councils
- Private agency applications
- Institution building reports

## Provincial requests

- Case files
- Provincial staff meeting minutes
- Provincial commissioner meetings minutes
- Statistics on settlement rates
- Case load by province
- Disputes by sector
- Awards

**(c) The request procedures**

A requester must be given access to records of a public body if the requester complies with the following:

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record, and
- Access to that record is not refused on any ground of refusal mentioned in the Act.

**Nature of the request**

- A requester must use the form that has been printed in the Government Gazette [Govt. Notice R187-15 February 2002] (Form A).
- The requester must also indicate if the request is for a copy of the record or if the requester wants to come in and look at the record at the offices of the public body. Alternatively if the record is not a document it can then be viewed in the requested form, where possible [s 29(2)].
- If a person asks for access in a particular form then the requester should get access in the manner he/ she has asked for. This is unless doing so would interfere unreasonably with the running of the public body concerned, or damage the record, or infringe a copyright not owned by the state. If for practical reasons access cannot be given in the required form but in an alternate manner, then the fee must be calculated according to the way that the requester first asked for it [s 29(3) and (4)].
- If, in addition to a written reply to their request for the record, the requester wants to be told about the decision in any other way, e.g. telephone, this must be indicated [s 18(2)(e)].
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated [s 18(2)(f)].
- If a requester is unable to read or write, or has a disability, then they can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give them a copy [s 18(3)].

There are two types of fees required to be paid in terms of the Act, being the request fee and the access fee s22:

- A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee:
- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.
- The request fee payable to public bodies is R35. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.

- After the information officer has made a decision on the request the requester must be notified of such a decision in the way in which the requester wanted to be notified in.
- If the request is granted then a further access fee must be paid for the search, preparation, and reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

4. **Services available** [Section 14(1)(f)]

(a) **Nature of the services**

The services of the CCMA are schematically depicted in the diagram on the following page.

## SERVICES THAT THE CCMA PROVIDES TO THE PUBLIC

<p><b>MEDIATION DEPARTMENT</b></p> <p><b>Commissioners</b></p> <ul style="list-style-type: none"> <li>• Conciliations</li> <li>• Arbitrations</li> <li>• Facilitations</li> <li>• Pre-Dismissal arbitrations</li> <li>• Con/Arb processes</li> </ul>	<p><b>DISPUTE MANAGEMENT DEPARTMENT</b></p> <ul style="list-style-type: none"> <li>• Workshops on appropriate workplace procedures</li> <li>• Effective workplace, trade union, employer and CCMA case screening training</li> <li>• CCMA Best Practice training and guidelines</li> <li>• National and provincial stakeholder discussion forums</li> <li>• Research and information on dispute resolution trends</li> </ul> <p><b>Research Unit</b></p> <ul style="list-style-type: none"> <li>• Arbitration awards and selected Labour Court judgements</li> <li>• Research publications</li> <li>• CCMAil, information sheets, FAQs, etc</li> </ul> <p><b>Library Unit</b></p> <ul style="list-style-type: none"> <li>• Labour related publications and journals</li> <li>• Access to electronic libraries</li> </ul>	<p><b>INSTITUTION BUILDING DEPARTMENT</b></p> <ul style="list-style-type: none"> <li>• Accreditation and subsidisation of bargaining councils and private agencies</li> <li>• Training, facilitation and monitoring of bargaining councils and private agencies</li> <li>• Supervising of ballots for unions and employer organisations</li> <li>• Demarcation disputes</li> <li>• Establishment of workplace forums</li> </ul>	<p><b>OPERATIONS &amp; INFORMATION DEPARTMENT</b></p> <p><b>Call Centre Unit</b></p> <ul style="list-style-type: none"> <li>• Client services</li> </ul> <p><b>Case Management Unit</b></p> <ul style="list-style-type: none"> <li>• User support and client services</li> </ul>
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**OPERATIONALISATION****Case Management Departments in all nine Provinces**

Assisting the public with labour related information

Case administration

(b) **How to gain access to these services**

To gain access to the above services at the CCMA, requests must be made to the relevant department as indicated below: Refer to contact details [Section 14(1)(b)] for details related referring to the CCMA's provincial offices.

**CCMA Call Centre**

Sandra Mathebula – Call Centre Manager

E-Mail: [sandram@ccma.org.za](mailto:sandram@ccma.org.za)

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag x94, Marshalltown, 2107

Telephone: 0861 16 16 16

Fax: (011) 834 7351

**Legal & Arbitration**

Eugene van Zuydam – National Senior Commissioner

E-Mail: [eugenevz@ccma.org.za](mailto:eugenevz@ccma.org.za)

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag x94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

**Dispute Management Department**

Jeremy Daphne – National Senior Commissioner

E-Mail: [jeremyd@ccma.org.za](mailto:jeremyd@ccma.org.za)

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag x94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

**Mediation Department**

Afzul Soobedaar – National Senior Commissioner

E-Mail: [afzuls@ccma.org.za](mailto:afzuls@ccma.org.za)

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag x94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

**Operations Department**

Nersan Govender & Ronald Bernickow – Operations Managers

E-Mail: [nersang@ccma.org.za](mailto:nersang@ccma.org.za) / [ronaldb@ccma.org.za](mailto:ronaldb@ccma.org.za)

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag X94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

**Corporate Services Department**

Jenny Lang – Corporate Services Manager

E-Mail: [jennyl@ccma.org.za](mailto:jennyl@ccma.org.za)

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag x94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

**Finance Department**

Obed Sekgololo – Chief Financial Officer

E-Mail: [obeds@ccma.org.za](mailto:obeds@ccma.org.za)

Physical Address: CCMA House, 28 Harrison Street, Johannesburg, 2001

Postal Address: Private Bag x94, Marshalltown, 2107

Telephone: (011) 377 6650

Fax: (011) 834 7351

5. **Arrangement allowing for public participation** [Section 14(1)(g)]

If members of the public have any queries or concerns regarding the CCMA and would like to participate in the formulation of policy, they would have to apply through the Director or contact any member of the social partners under whose constituency such member belongs to. For example, if the member of the public were a unionist, that person would have to refer the matter to the constituency that represents labour.

6. **The remedies available if the provisions of this Act are not complied with** [Section 14(1)(h)]

The requester can lodge an internal appeal with the Director of the CCMA (Information Officer). The requester can lodge an appeal related to:

- A decision not to grant access to a record;
- The fee charged;
- A decision to extend the time period to deal with the request; or
- The body refusing to give the requester the record in the form he or she asked for.

The procedure is as follows:

- The requester would be required to complete the relevant appeal form C, within 60 days.
- After completing the form, the requester must send the form to the information officer.
- A requester may request to be informed of the outcome of the appeal in any manner other than a written reply, for example, by e-mail or telephone.
- The person appealing must supply their contact details and may also be required to pay an appeal fee. (The fee is not payable when not asking for private information, the current fee is currently R35 for public bodies)
- The information officer must respond to the request within 10 working days and if the request was refused the information officer must give reasons for refusing in terms of the Act.

7. **Other information as prescribed in terms of the Act** [Section 14(1)(l)]

There is currently no information available from the Minister of Justice and Constitutional Development in terms of Section 92 to be placed here.

8. **Updating of the manual** [Section 14(2)]

A public body must, if necessary, update and publish its manual referred to in subsection (1) of Section 14, at intervals of not more than a year.

9. **Availability of the manual** [Section 14(3)]

Regulation No. R 187 of 15 February 2002 prescribes, in Section 4(1) that the manual of a public body must be made available in the following manner:

- A copy in each of the three official languages must be made available to every place of legal deposit as defined in Section 6 of the Legal Deposits Act, 1997; the South African Human Rights Commission; and every office of that public body.
- The manual is to be published in three of the official languages in the Gazette.
- The manual is to be made available on the website, if any, of the public body.

10. **Request to the Minister of Justice and Constitutional Development for the compilation of one manual** [Section 14(4)(a) and Section 14(4)(b)]

If the functions of two or more public bodies are closely connected, the Minister may, on request or of his or her own accord, determine that the two or more bodies compile one manual only.

The public bodies in question must share the cost of the compilation and making available of such manual as the Minister determines.

11. **Exemption by the Minister of Justice and Constitutional Development from any provision of this section for a determined period** [Section 14(5)]

CCMA Manual: PAIA – Operations &amp; Information – July 2008

For security, administrative or financial reasons, the Minister may, on request or of his or her own accord, by notice in the *Gazette*, exempt any public body or category of public bodies from any provision of this section for such period as the Minister deems fit.



**B. PRESCRIBED FEES FOR PUBLIC BODIES****PART II OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002  
FEES IN RESPECT OF PUBLIC BODIES**

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0, 60 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1a-e) and 7(3)(1a-e) are as follows:

Type of copy requested	Fees
For every photocopy of an A4-size page or part thereof	R0, 60
For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0, 40
For a copy in a computer-readable form on Stiffy disc	R5, 00
For a copy in a computer-readable form on Compact disc	R40, 00
For a transcription of visual images, for an A4-size page or part thereof	R22, 00
For a copy of visual images	R60, 00
For transcription of an audio record, for an A4-size page or part thereof	R12, 00
For a copy of an audio record	R17, 00

3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35, 00.
4. The access fees payable by a requester referred to in regulation 7(3)(1) (f) are as follows:
  - 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.
5. For purposes of section 22(2) of the Act, the following applies:
  - Six hours as the hours to be exceeded before a deposit is payable; and
  - One third of the access fee is payable as a deposit by the requester.
6. The actual postage is payable when a copy of a record must be posted to a requester.

**C. PREScribed FORMS FOR ACCESS TO A RECORD OF A PUBLIC BODY****ANNEXURE B OF NOTICE 187 IN THE GOVERNMENT GAZETTE ON THE 15 FEBRUARY 2002****FORM A****REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY**

[Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)]

[Regulation 2]

FOR DEPARTMENTAL USE	
	Reference number: .....
Request received by: .....	
(state rank, name and surname of information officer / deputy information officer) on .....	(date)
at .....	(place)
Request fee (if any): R .....	
Deposit (if any): R .....	
Access fee: R .....	
..... Signature of Information Officer / Deputy Information Officer	

**A. PARTICULARS OF PUBLIC BODY**

The Information Officer / Deputy Information Officer: .....

.....

.....

.....

.....

**B. PARTICULARS OF PERSON REQUESTING ACCESS TO THE RECORD**

- (a) The particulars of the person who requests access to the record must be recorded below.
- (b) Furnish an address and/or fax number in the Republic to which the information must be sent.
- (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 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.**

Description of record or relevant part of the record: .....

.....

Reference number (if available): .....

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 therefor.

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 – 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'.*

- (a) Your indication as to the required form of access depends 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 to 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 the 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 (stiffy 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. A postal fee is payable.

- ☐ Yes
- ☐ No

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

In which language would you prefer the record? .....

**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 on this day of .....

SIGNATURE OF REQUESTER / PERSON ON WHOSE BEHALF REQUEST IS MADE .....