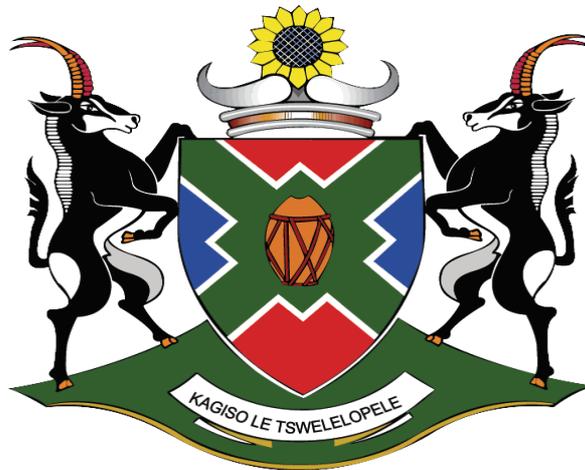


DEPARTMENT OF SOCIAL DEVELOPMENT

NO. 934

01 SEPTEMBER 2017



**IN TERMS OF SECTION 14 OF PROMOTION OF ACCESS TO INFORMATION ACT,
2000 (ACT NO.2 OF 2000)**

**DEPARTMENT OF SOCIAL DEVELOPMENT
NORTH WEST PROVINCIAL GOVERNMENT**

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1. INTRODUCTION

- Section 32(1)(a) of the Constitution of the Republic of South Africa, 1996 (the Constitution), provides that everyone has the right of access to any information held by the state and section 32(2) thereof provides for the enactment of national legislation to give effect to this fundamental right.
- Promotion of Access to Information Act, 200 (PAIA) is the national legislation contemplated in section 32(2) of the Constitution.
- Section 9 of PAIA recognises that the right of access to information is subject to certain justifiable limitations aimed at, amongst others:
 - the reasonable protection of privacy,
 - commercial confidentiality, and
 - effective, efficient and good governance
- Section 14(1) of PAIA stipulates that the Information Officer of the Public Body must compile a manual in at least three official languages for public consumption.
- The purpose of the manual is to inform the public about the records held by the Public Body and how to obtain access to them.
- The Department of Social Development is a Public Body in terms of PAIA and hereby presents the Manual in terms of Section 14.

DEPARTMENTAL MANDATE

- The mandate and core business of the department is underpinned by the Constitution and all other relevant legislation and policies applicable to government and the Executive Council Resolutions. The other main legislation from which the mandate of the Department is derived from is

the Public Service Act, 1994, (Proclamation No: 103 of 1994), Older Persons Act No 13 (2006), Children's Act No 38 of 2005, Non-Profit Organisation Act No 71 (1997), Domestic Violence Act No 116 (1998) and Social Assistance Act No 59 (1992).

VISION

A united, non-racial, non-sexist, democratic and prosperous society

MISSION

To create a caring and self-reliant society by building conscious and capable citizens through the provision of integrated social development services

DEPARTMENTAL CORE VALUES

Enshrined in our value system is to, at all times be exemplary by providing good leadership and espousing good governance. This includes being client-focused for the benefit of internal and external clients. We will at all times and without prejudice listen to our clients and treat them with **dignity, integrity, fairness and respect**.

As part of our values we strive to have progressive management practices while at the same time being compliant with all prescripts. It is within our values to remove silos and pursue our philosophy of "**Saamwerk -Saamtrek**" with **vigor and enthusiasm** by engaging with all stakeholders. We will pursue quality management practices in order to achieve **value for money, efficiency and effectiveness**. We will be **accountable and transparent at all times**.

DEPARTMENTAL PLANS

The departmental plans are aligned to the five (5) Provincial Concretes/Priorities. Namely:

- AGRICULTURE, CULTURE, TOURISM (ACT).

- VILLAGES, TOWNSHIPS AND SMALL DORPIES
- RECONCILIATION, HEALING AND RENEWAL (RHR)
- SAAMTWERK-SAAMTREK
- SETSOKOTSANE

2. DEFINITIONS

“**access fee**” means a fee prescribed for the purposes of reproduction and for search and preparation, for time reasonable required in excess of the hours prescribed to search for and to prepare the record for disclosure,

“**Department**” means Social Development,

“**Information Officer**” in relation to the Department, means the Head of Department,

“**Deputy Information Officer**” means an official duly authorised by the Information Officer (Director Information, records and Knowledge Management) to ensure that the requirements of PAIA are administrated in a fair, objective and unbiased manner,

“**Guide**” means the book produced by the Human Rights Commission in terms of section 10 of PAIA,

“**Human Rights Commission**” means the South African Human Rights Commission established in terms of section 181 to promote and protect human rights,

“**Official**” in relation to a public body means,

- (a) any person in the employ (permanent or temporarily and full time or part time) of the public body, including the head of the body, in his or her capacity as such.
- (b) a member of the public body, in his or her capacity as such

“**PAIA**” means the Promotion of Access to Information Act, 2000 (Act 2 of 2000)

“**Person**” means a natural or juristic person,

“**Personal information**” means information about an identifiable individual, as more fully described under definition in the PAIA,

“**Personal requester**” means of requester access to a record containing personal information about the requester,

“**Public body**” means –

- (a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government, or
- (b) any other functionary or institution when –
 - (i) Exercising a power or performing a duty in terms of the Constitution or a provincial Constitution, or,
 - (ii) Exercising a public power or performing a public function in terms of any legislation.

“**Record**” of, or in relation to, a public body, means any recorded information –

- (a) regardless of form or medium,
- (b) in the possession or under the control of that public body, and
- (c) whether or not it was created by that public body

“**Regulations in terms of PAIA**” means regulations published in the Government Notice No. 187 of 15 February 2002 (Government Gazette No. 23119), as amended by Government Notice No. 1244 of 22 September 2003 (Government Gazette No. 25411).

“**Relevant authority**”, in relation to the provincial sphere of government, means –

- (a) in the case of the Office of the Premier, the person designated in writing by the Premier, or

- (b) in any other case, the Member of the Executive Council responsible for that public body or the person designated in writing by that Member, or
- (c) in the case of a municipality, relevant authority means, the mayor, speaker or any other person designated in writing by the Municipal Council of that municipality.

“Request for access” in relation to a public body, means a request for access to a record of a public body in terms of section 11.

“Requester” in relation to a public body means –

- (a) any person (other than departments in the spheres of government or an institution exercising a power or performing a duty in terms of the (Constitution) making a request for access to a record of that public body, or
- (b) a person acting on behalf or the person referred to in (a) above.

“Third party” in relation to a request for access to a record of a public body, means, any person (including, but not limited to, the government of a foreign state, an international organization or an organ of that government or organization) other than the requester concerned and a public body.

“Working days” means any days other than Saturdays, Sundays and public holidays, as defined in section 1 of the Public Holidays Act, 1994 (Act 36 of 1994).

3. DEPARTMENTAL STRUCTURE AND FUNCTIONS

Programme 1	Purpose
Administration	Provision of strategic leadership, management & support to the department
Sub-Programme	Purpose
MEC Support	To Provide political oversight of the department
HOD Support	To Provide overall administrative management of the department
Risk management	To manage & facilitate the provision of organizational risk management services
Strategic Planning, policy, Research, Monitoring & Evaluation	To provide strategic planning and policy development
Government Information & Technology Services	To provide government information & technology services
Service Delivery & Transformation Programmes	To manage & coordinate the implementation of service delivery & transformation programmes
Human Capital Management	To provide human capital management services
Legal Services	To manage the provision of legal services
Support Services	To manage & provide support services
Media and Communication Services	To manage media & communication services in the department
Internal Control & Compliance	To manage internal controls in the department
Financial Administration & Accounting	To provide departmental financial administration & accounting
Financial Planning, Budgeting, Monitoring &	To manage & coordinate financial planning, monitoring & reporting process

Reporting	
Supply Chain Management	To manage & provide supply chain management services
Infrastructure Development	To manage infrastructure planning & management of assets

Programme 2	Purpose
Social Welfare Services	Provide social welfare services to vulnerable groups through social protection, social investment & social cohesion programmes
Sub-programme	
Services to Older Persons	To manage and facilitate the provision of services to older persons
Services to persons with disabilities	To manage and facilitate the provision of services to people with disabilities
HIV & AIDS	To manage the provision of HIV & AIDS prevention, care & support services
Social Relieve Distress	To ensure the implementation of the social relief of distress programmes

Programme 3	Purpose
Children & Families	Provide social welfare services to vulnerable groups through social protection, social investment & social cohesion programmes
Sub-Programme	
Family Care & Support Services	To manage the provision of family care & support services
Child Care & Protection Services	To manage the provision of child care & protection services
Child & Youth Care Services	To protect and nurture children by providing a safe, healthy environment with positive support
Community Based Services	Improve well-being and sustainable lives for children
Partial Care & Early Childhood Development	To manage the provision of early childhood development service

Services	
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Programme 4	Purpose
Restorative Justice	Provide social welfare services to vulnerable groups through social protection, social investment & social cohesion programmes
Sub-programme	
Social Crime Prevention & Support Services	To manage the provision of social crime prevention & support services
Victim Empowerment Services	To restore socially functioning and break the cycle of violence
Substance Abuse, Prevention, Treatment, & Rehabilitation Services	To manage the provision of substance abuse prevention, treatment & rehabilitation services

Programme 5	Purpose
Community Development	To manage the provision of integrated community development services and programmes
Sub-programme	
Institutional Capacity Building & Support	Manage and facilitate the provision of institutional capacity building programmes
Community Mobilisation	Popularize social development services
Sustainable Livelihoods	To manage social facilitation & poverty eradication for sustainable livelihoods (including EPWP)
Community Based Research & Planning	To identify households living below the poverty line
Women Development	To improve the capacity of women in socio economic empowerment programmes through financial or skills development to ensure self-reliance
Youth Development	To create an environment conducive to youth empowerment & development
Population Policy Promotion	To inform decision making on population research studies conducted

Programme 6	Purpose
Special Programmes	Promotion & protection of human rights of the targeted groups & coordination of governance systems, to meet development needs of these groups through provincial planning, support, sector participation/partnership, oversight & monitoring & evaluation
Sub-programme	
Office of the Status of Women	To report on all human rights interventions that are aimed at improving the status of women in the province
Office of the rights of the child	To report on all human rights interventions that are aimed at improving the status of children in the province
Office of the Status of Persons with Disabilities	To report on planned activities by the departments aimed at provincial coordination regarding the Implementation Matrix of the White Paper on the Rights of Persons with Disabilities
Office of the Rights of Older Persons	To report on planned activities by the departments regarding the implementation of the National Plan of Action on the rights of older persons.
Poverty Eradication Coordination	To promote food security and reduce hunger

4. THE INFORMATION OFFICER, DEPUTY INFORMATION OFFICER AND CONTACTS SECTION 14 (l)(b)

- 4.1 In terms of PAIA, the Head of Department (Accounting Officer) is the Information Officer for the Department.
- 4.2 The Information Officer has duly appointed the Director Information, Records and Knowledge Management as the Deputy Information Officer to ensure that the requirements of PAIA are administered in a fair, objective and unbiased manner.

The following is their contact details

Name	Physical Address	Postal Address and Contacts
Information Officer MS P.D Mothobi	Provident House Building University Drive Mmabatho	Private Bag x 6 Mmabatho 2735 Tel: 018 388 1668 Fax: 018 384 5967 E-mail:
Deputy Information Officer (Acting) MR G Mmila	Provident House Building University Drive Mmabatho	Private Bag x 6 Mmabatho 2735 Tel: 018 388 2427 Fax: 018 384 5967 E-mail: gmmila@nwpg.gov.za

5. GUIDE BY SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT

- 5.1 It is the responsibility of the South African Human Rights Commission to compile a guide in terms of section 10 of the PAIA, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.
- 5.2 This guide is also available in all the official languages from the South African Human Rights Commission and any enquiries in this regard should be directed to:

The South African Human Rights Commission

Physical Address	Postal Address
PAIA Unit: The Research and Documentation Department Boundary Road Isle of Houghton – Wilds View Entrance 1 Houghton JOHANNESBURG 2198	PAIA Unit: The Research and Documentation Department Private Bag 2700 Houghton 2041 Tel: 011 484 8300 Fax: 011 484 1360 E-mail: PAIA@sahrc.org.za Website: www.sahrc.org.za

6. DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS AND CATEGORIES HELD ON EACH SUBJECT

Below is a list of subjects on which the Department of Social Development holds records and categories of records held under each subject. The list is not exhaustive and may be amended from time to time. The records held under the various subjects are not automatically available and access to the records is subject to the nature of the information contained in the record.

➤ Strategic Leadership and Performance Management

- Departmental Strategic Plans
- Annual Performance Plans
- Service Delivery Improvement Plans
- Quarterly Reports
- Annual Reports
- Approved Organisational Structure
- Public Service Commission Report
- Auditor General's Report

- Budget Speech
- **Human Capital Management and Development**
 - Human Capital Management Policies
 - Departmental Human Resource Plans
 - Job grading and evaluation reports
 - Job descriptions
 - Staff establishment
 - Employment equity
 - Organisational Development Programmes reports
 - Labour Relations reports
 - Employee Health and Wellness policies and reports
 - Bursary policy
 - Database of bursary holders
 - Performance Management and Development System
 - Occupational Health and Safety
 - Information on learnership and internship programmes
- **Communications**
 - Communication Policies
 - Editorial & publication services
 - Branding Manuals
 - Media Statements
- **Financial Management**
 - Budget Book
 - Expenditure Reports
 - Banking arrangement
 - Internal audit
 - Risk management
 - Demand and acquisition
 - Tender guidelines and documents
 - Logistic management

- Asset management
- **Legal Services**
 - Litigation matters
 - Appeals Reports
 - Legal opinions and interpretations/ Advisory Services
 - Service Level Agreements
 - Contracts and Memoranda of Understanding

7. CATEGORIES OF RECORDS THAT ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST THE DOCUMENTS IN TERMS OF SECTION 15(2) NOTICE [s14(1)(e)]

FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i)	
<ul style="list-style-type: none"> • Annual Report • Annual Performance Plan • Five Year Strategic Plan • Quarterly Reports • Approved Organisational Structure • Departmental Policies and Legislation • Budget Speech • News letters • Departmental Media Statements • Circular for advertisement of vacant posts • Circular for advertisement of tenders • Brochures • Promotion of Access to Information Manual • Public Service Application Forms [z83] • Staff contact details 	<p>These records are available for inspection at the Office of the Deputy Information Officer as follows:</p> <p>Information, Records and Knowledge Management Unit Provident House Building University Drive Mmabatho</p> <p>Tel: 018 388 2427 Fax: 018 384 5967 E-mail: gmmila@nwpg.gov.za</p> <p>Records are available for inspection between 08h00 and 16h00</p>

8. REQUEST FOR ACCESS [s14c(1)(d)]

- Everyone has the right to request access to recorded information held by the Department, subject thereto that the request is made on the prescribed form and that the prescribed fees are paid.
- Access to information held by the Department is subject to the grounds of exclusion found in Chapter 4 of PAIA.
- The request may be made by anyone who acts in their own interests or acts on behalf of someone who cannot do so themselves.

9. PROCEDURE FOR REQUESTING RECORDS

- A requester must complete the prescribed form which-
 - can be found in the Regulations to PAIA,
 - is on the website of SAHRC at www.sahrc.org.za, or
 - is attached to this documents as Annexure A
- The request for information must be submitted to:

The Head of Department Private Bag x 6 Mmabatho 2735	The Head of Department Provident House Building University Drive Mmabatho Fax: (018) 384 5967
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- The requester must also indicate if he or she would like to obtain a copy of the record or would like to inspect the record at the offices of the Department. Alternatively, if the record is not a paper copy document, it can be viewed in the requested form, where possible [s29(2)].
- If a requester asks for access in a particular form, then he or she should get access in the manner that has been asked for. This principle applies, unless doing so would interfere unreasonably with the running of the

Department, or damage the record, or infringe a copyright not owned by the state [s29(3)].

- If for practical reasons, access cannot be given in the required form, but in an alternative manner, then the fee must be calculated according to the way that was first asked for by the requester [s29(4)].
- If, in addition to a written reply to their request for the record, the requester wants to be informed about the decision in any other way, for example telephonically, this must be indicated [s18(2)(e)].

10. REQUEST ON BEHALF OF ANOTHER PERSON

If the request is made on behalf of another person, a requester must submit proof of the capacity in which he or she is making the request, to the reasonable satisfaction of the Information Officer [s18(2)(f)].

11. REQUEST BY PERSONS WITH DISABILITIES

- If the requester is unable to read or write, or if he or she has a disability that prevents him or her from completing the prescribed form, then he or she can make a verbal request. The Information Officer will then complete the form on behalf of the requester and give a copy of the completed form to the requester [s18(3)].
- The Information Officer will assist a requester to comply with the requirements to request access to information, including referring a requester to another public body, if it is apparent that the request for information should have been made, to such other body [s19].

12. TRANSFER OF REQUEST [s20]

- The Information Officer of the Department may transfer requests for records to another public body when:
 - the record is in the possession of that public body,

- the subject matter of the record is more closely associated with the functions of that public body,
 - the record was created for that public body, or was received first by that public body, or
 - the record contains commercial information in which that public body has greater commercial interest
- In such instances the Information Officer of the Department would have to transfer the request to the other public body as soon as is reasonably possible, but within 14 days after the request is received.
- If the Department is in possession of the record which is being requested and its Information Officer considers it helpful to do so to enable the Information Officer of the other public body to deal with the request, the record or a copy of the record will be sent to that Information Officer.
- If a request for access to a record has been transferred, any period prescribed for the completion of an activity related to the request, has to be computed from the date it was received by the Information Officer to whom it was transferred. All the relevant periods that apply to a request for information have to be adhered to.

13. NOTIFICATION OF TRANSFER

- When a request for access has been transferred, the Information Officer making the transfer will immediately notify the requester of the transfer, the reasons for the transfer and the period within which the request must be dealt with [s20(5)].
- The Information Officer will reasonably ensure that a record to which access has been requested is preserved until decision is taken about access to the information [s21].

14. PAYMENT OF FEES [s22]

- There are two types of fees in terms of PAIA, namely a request fee and an access fee.
- A requester who seeks access to a record containing personal information about him or her is not required to pay request fee.
- Any other requester, who is not a personal requester, must pay request fee in order to gain access of the information.
- After the Information Officer has made a decision on the request, the requester must be notified of such a decision in the manner in which the requester wanted to be notified.
- If the request is granted, then a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours within which to search and prepare the record for disclosure.

15. SCHEDULE OF PRESCRIBED FEES

- Prescribed fees are contained in the Regulations promulgated in terms of PAIA and must be paid by a requester before the Department can make any records requested available to the requester. A copy of the schedule of prescribed fees is attached hereto as Annexure C.
- Fees are payable during office hours at the office of the Chief Financial Officer, Provident House Building, West Wing, University Drive, Mmabatho.

16. ARRANGEMENTS ALLOWING FOR PUBLIC INVOLVEMENT IN FORMULATION OF POLICY, EXERCISE OF POWERS OR PERFORMANCE OF DUTIES [s14(1)(g)]

➤ The Department provides the following opportunities for consultation, representations or otherwise participating in the execution of the mandate of the Department:

- Public workshops
- Stakeholder Forum Workshops
- Public involvement through departmental Imbizos

17. REMEDIES AVAILABLE IN THE EVENT OF NON-COMPLIANCE WITH PAIA [s14(1)(h)]

17.1 INTERNAL APPEAL [s74]

A requester may lodge an internal appeal to the MEC against the decision of the Information Officer in the following instances:

- Where the request for access has been refused.
- Where the extension for the request for access by another 30 days has been refused.
- Where information requested has been provided but not in the form that was requested by the requester.

17.2 PRESCRIBED FORM FOR LODGING APPEAL [s75(1)]

- The appeal must be lodged according to the prescribed form issued in terms of the regulations of PAIA, or a form that substantially corresponds with that form. A copy of the form is attached hereto as Annexure B.
- Copies of the form are also available from the office of the Deputy Information Officer and the Departmental website.
- The appeal must be lodged within 60 days.

- If notice to a third party is required in terms of s49(1)(b), within 30 days after notice is given to the appellant of the decision appealed against, or if notice to the appellant is not required, after the decision was taken.
- The appeal must be forwarded to the address (postal or physical) or fax number or e-mail address of the Information Officer.
- The appellant must provide reasons for the internal appeal and how he or she wishes to be informed of the decision about the appeal and must pay the prescribed appeal fee (if applicable).
- The MEC will allow late lodging of an appeal if the appellant's motivation warrants further extension whereafter the appellant should be informed of the outcome of the application of the appeal.

17.3 PRESCRIBED FEE FOR LODGING OF APPEAL [s75(3)]

An appellant is required to pay the prescribed fee for lodging an appeal (if applicable). A decision on whether an appeal will be allowed may be deferred until the fee for lodging the appeal has been paid.

17.4 SUBMISSION OF AN INTERNAL APPEAL TO THE MEC [s75(4)]

- The Information Officer must submit an internal appeal within 10 working days after receipt thereto to the MEC.
- The MEC must at the same time be provided with the reasons for the Information Officer's decision against which the internal appeal is lodged and with the details of any third party that may be involved.

17.5 THIRD PARTY(S) TO BE INFORMED OF ANY APPEAL INFORMING THEM [s76]

- When the MEC is considering an appeal against the refusal of a request for access to the record of a third party, the disclosure of which:
 - may involve the unreasonable revelation of personal information,
 - may harm the third party's commercial or financial interests, or
 - would constitute a breach of confidence
 - the MEC must inform the third party about the appeal within 30 days after receipt thereto.
- The MEC must furnish the third party with a description of the content of appeal, details of the appellant and must state if the MEC is of the opinion that it would be in public interest that the information should be revealed.
- The third party must within 21 days from the date of receipt of the communiqué from the MEC, make representations to the MEC why the request for information should not be granted or, alternatively given written consent for the disclosure of the record to the requester.
- When the MEC is considering an internal appeal against the granting of a request for access to information, the MEC must notify the requester concerned of the appeal within 30 days after receipt thereof.

17.6 NOTICE OF THE INTERNAL APPEAL DECISION [s77]

- When deciding on an internal appeal, the MEC may confirm the original decision or make a new decision.
- The decision must be taken within 30 days after the receipt of the internal appeal or within 5 days after receipt of the internal appeal.

- The MEC must immediately notify the appellant and all affected third parties of the decision and must provide the reasons for the decision.
- If the MEC fails to comply with the above-mentioned procedures and the frames for consideration of an internal appeal then it may be concluded that the MEC has dismissed the internal appeal.

18. APPLICATION FOR REVIEW BY A COURT OF LAW [s78]

- The requester/ appellant and third party should be informed that they may apply to a competent court for review of the decision of the MEC on an internal appeal.
- Application for review is appropriate after the requester or third party has exhausted the internal appeal procedures and the application must be made within 30 days after the decision has been taken.
- During the review application, the court may confirm, amend or set aside the decision taken on an internal appeal or may grant an interdict.

19. AVAILABILITY OF THE PAIA MANUAL [s14(3)]

- In accordance with section 110 of the Protection of Personal Information Act (PPIA), It is no longer a requirement to submit this manual to the South African Human Rights Commission, hence this manual will be made available on the departmental website www.nwpg.gov.za/dsdwcdp
- Copies of the manual will also be available at the offices of the department
- Prescribed fees apply when copies have to be made for requesters.

ANNEXURE A**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 6]**FOR DEPARTMENTAL USE**

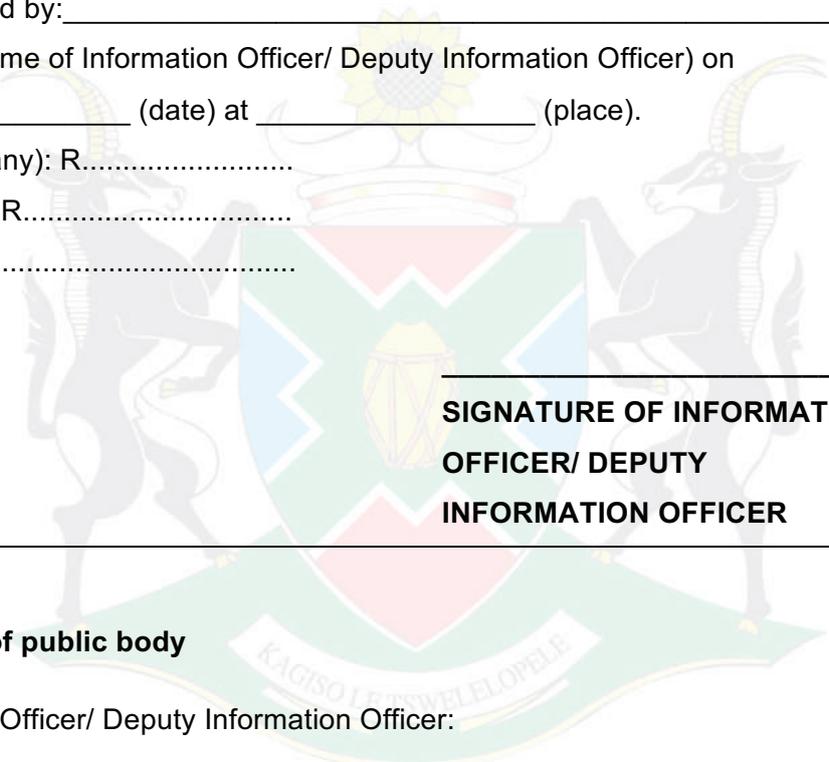
Reference number: _____

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 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 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 below, 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 for access 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 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 for:		
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 transcript of a record (above), do you wish the copy or transcription to be posted to you? Postage 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 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 _____ this _____ day of _____ 20_____

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



ANNEXURE B**FORM B****NOTICE OF INTERNAL APPEAL**

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No.2 of 2000))

[Regulation 8]

**STATE YOUR REFERENCE
NUMBER:** _____

A. Particulars of public body

The information Officer/ Deputy Information Officer:

B. Particulars of requester/ third party who lodges the internal appeal

- (a) *The particulars of the person who lodge the internal appeal must be given below.*
(b) *Proof of the capacity in which appeal is lodged, if applicable, must be attached.*
(c) *If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.*

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

E-mail address: _____

Capacity in which an internal appeal on behalf of another person is lodged:

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____ E-mail address: _____

Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.

Full names and surname: _____

Identity number: _____

D. The decision against which the internal appeal is lodged

	Mark the decision against which the internal appeal is lodged with an X in the appropriate box:
	Refusal of request for access
	Decision regarding fees prescribed in terms of section 22 of the Act
	Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act
	Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester
	Decision to grant request for access

E. Grounds for appeal

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

State the grounds on which the internal appeal is based: _____

State any other information that may be relevant in considering the appeal:

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner: _____

Particulars of manner: _____

Signed at _____ this _____ day of _____ 20 _____

SIGNATURE OF APPLICANT

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received on _____ (date) by _____ (state rank, name and surname of Information Officer/ Deputy Information Officer).

Appeal accompanied by the reasons for the Information Officer's/ Deputy 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/ Deputy Information Officer on _____ (date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER CONFIRMED/
NEW DECISION SUBSTITUTED

NEW DECISION: _____

RELEVANT AUTHORITY

DATE

RECEIVED BY THE INFORMATION OFFICER/ DEPUTY INFORMATION OFFICER FROM
THE RELEVANT AUTHORITY ON (date) _____

ANNEXURE C**SCHEDULE OF PRESCRIBED FEES**

Fees for a copy of the manual as contemplated in Regulation 5(c) of every photocopy of an A4-size page or part thereof	R0-60
Fees for reproduction referred to in Regulation 7(1) are as follows:	
(a) For every photocopy of an A4-size page or part thereof	R0-60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0-40
(c) For copy in a computer-readable on:	
1. Stiffy disk	R5-00
2. Compact disk	R40-00
(d) For a transcription of visual images	
(i) For an A4-size page or part thereof	R22-00
(ii) For a copy of visual images	R60-00
(e) For a transcription of an audio record	
(i) For an A4-size page or part thereof	R12-00
(ii) For a copy of an audio record	R17-00
Request fee payable by a requester, other than a personal requester, referred to in Regulation 7(2)	R35-00
The access fees payable by a requester referred to in regulation 7(3) are as follows	
1. (a) For every photocopy of an A4-size page or part thereof	R0-60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0-40
(c) For copy in a comport-readable on	
(i) Stiffy disk	R5-00
(ii) Compact disk	R40-00
(d) For a transcription of visual images	
(i) For an A4-size page or part thereof	R22-00
(ii) For a copy of visual images	R60-00
(e) For transcription of an audio record	
(i) For an A4-size or part thereof	R12-00

(ii) For copy of an audio record	R17-00
(f) 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	R15-00 for each hour
2. For purposes of Section 22(2) of the PAIA, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable	
(b) One third of the access fees is payable as a deposit by the requester	
3. The actual postage is payable when a copy of a record must be posted to a requester	

