

DEPARTMENT OF SOCIAL DEVELOPMENT

NO. 737

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MANUAL compiled in terms of Section 14(1) of the
Promotion of Access to Information, 2000 (Act 2 of 2000)

01 April 2016 – 31 March 2017

Language: English

1. INTRODUCTION

The Promotion of Access to Information Act, 2000 (Act No.2 of 2000), referred to in this manual as the Information Act, originates from section 32 of the Constitution of the Republic of South Africa Act, 1996 (Act No.108 of 1996), referred to as the Constitution in this manual which states:

1.1 Everyone has the right of access to:

1.1.1 Information held by the state and;

1.1.2 Any information that is held by another person and that is required for the exercise or protection of any rights

1.2 National Legislation must be enacted to give effect to this right and may provide for reasonable measures to alleviate the administrative and financial burden on the state.

On 02 February 2000 the National Legislature enacted the Promotion of Access to Information Act (Act 2 of 2000) to comply with section 32 of the Constitution to ensure that the right to access to information is protected. With the exceptions of sections 10, 14, 16 and 51 the Information Act came into effect on the 09 March 2001. Sections 10, 14, 16 and 51 came into effect on the 15th February 2000.

The goal of the Information act is to promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights fully

The Information Act is available to anyone who wishes to request information from a public and private body. The person making the request for information is known as the requester.

Every Public or Private body is required to compile a manual in at least three official languages, a manual that explain how to use Information Act. This manual has therefore been designed (in terms of Section 14 of the Act) to assist a requester who wishes to obtain information from the KwaZulu-Natal Department of Social Development, which is a public body. This manual is available in English, Afrikaans, IsiZulu, IsiXhosa and Brail.

This manual does not contain information about how to make a request to other government departments and/or private bodies. If a requester wishes to make a request to any other government department or private body other than the KWAZULU-NATAL DEPARTMENT OF SOCIAL DEVELOPMENT, the requester should obtain a copy of the manual from the relevant government or private body.

2. PURPOSE OF THE MANUAL

- 1) To give effect to the provisions of Section 14 of the Act
- 2) To provide simplified and user friendly guidelines for the public to request information held by the Department of Social Development

3. DEFINITIONS

"Act"	Refers to the Promotion of Access to Information Act (Act 2 of 2000)
"Access Fee"	means a fee prescribed for the purposes of section 22(6) or 54(6), as the case may be;
"Information Officer (IO)"	in relation to, a public body— (a) in the case of a national department, provincial administration or organisational component— (i) mentioned in Column 1 of Schedule 1 or 3 to the Public Service Act, 1994 (Proclamation No. 103 of 1994), means the officer who is the incumbent of the post bearing the designation mentioned in Column 2 of the said Schedule 1 or 3 opposite the name of the relevant national department, provincial administration or organisational component or the person who is acting as such; or (ii) not so mentioned, means the Director-General, head, executive director or equivalent officer, respectively, of that national department. Provincial administration or organisational component, respectively;
"Deputy Information Officer (DIO)"	Person or persons duly designated and delegated to perform functions of the Information Officer in terms of section 17
"Requester"	in relation to (i) any person (other than a public body), or an official thereof making a request for access to a record of that public body hold
"Personal Requester"	means a requester seeking access to a record containing personal information about the requester

“Public Body”	<p>“public body” means—</p> <p>(a) any department of state or administration in the national or provincial sphere of government or any municipality in the local sphere of government; or</p> <p>(b) any other functionary or institution when—</p> <p>(i) exercising a power or performing a duty in terms of the Constitution or a provincial constitution; or</p> <p>(ii) exercising a public power or performing a public function in terms of any legislation</p>
“Record”	<p>in relation to, a public or private body, means any recorded information—</p> <p>(a) regardless of form or medium;</p> <p>(b) in the possession or under the control of that public or private body, respectively; and</p> <p>(c) whether or not it was created by that public or private body, respectively;</p>
“Third Party”	<p>“third party”, in relation to a request for access to</p> <p>(a) a record of a public body, means any person (including, but not limited to, the government of a foreign state, an international organisation or an organ of that government or organisation) other than—</p> <p>(i) the requester concerned; and</p> <p>(ii) a public body; or</p> <p>(b) a record of a private body, means any person (including, but not limited to, a public body) other than the requester,</p>
“Transfer of Request”	<p>“transfer”, in relation to a record, means transfer in terms of section 20(1) or (2),</p>
“Working days”	<p>“Working days” means any days other than Saturdays, Sundays or public holidays, as defined in section 1 of the Public Holidays Act, 1994 (Act No. 36 of 1994).</p>

4. DESCRIPTION OF THE DEPARTMENT [Section 14(1)(a)]**2.1 VISION**

Our vision is that of “*A Caring and Self-reliant Society*”.

2.2 MISSION

To transform our society by building conscious and capable citizens through the provision of integrated social development services

2.3 CORE VALUES**2.3.1 Human dignity**

Is a fundamental human right that must be protected in terms of the Constitution of South Africa and facilitates freedom, justice and peace.

2.3.2 Respect

Is showing regard for one another and the people we serve and is a fundamental value for the realization of development goals.

2.3.3 Integrity

Is ensuring that we are consistent with our values, principles, actions, and measures and thus generate trustworthiness amongst ourselves and with our stakeholders.

2.3.4 Fairness

Expresses our commitment to providing services to all South Africans without prejudice based on race, gender, religion or creed.

2.3.5 Equality

We seek to ensure equal access to services, participation of citizens in the decisions that affect their lives and the pursuit of equity imperatives where imbalances exist.

2.4 PRINCIPLES

Our Service Delivery Improvement Plan entails all the principles of Batho Pele:

- **Consultation**

People should be consulted about the level and quality of services they receive, and wherever possible, be given a choice.

- **Service standards**

People should be told what level and quality of services they will receive.

- **Access**

All citizens should have equal access to the services to which they are entitled.

- **Courtesy**

All people should be treated with courtesy and consideration.

- **Information**

People should be given full, accurate information about the services they receive.

- **Openness and transparency**

About how the department is run, how much it costs, and who is in charge.

- **Redress**

If a promised standard of service is not delivered, people should be offered an apology, an explanation and a speedy remedy. When complaints are made, people should receive a sympathetic, positive response.

- **Value for money**

Public services should be provided economically and efficiently

2.5 PROGRAMMES**2.5.1 Programme 1**

- Office of the MEC
- Corporate Management Services
- District Management

2.5.2 Programme 2

- HIV and AIDS
- Social Relief
- Special Needs

2.5.3 Programme 3

- Children
- Families

2.5.4 Programme 4

- Restorative Services
- Victim Empowerment

2.5.5 Programme 5

- *Sustainable Livelihood*
- *NPO Capacity Building*
- *Research and Advocacy*

5. CONTACT DETAILS [Section 14 (1) (b); 17 (1)]

	Information Officer	Deputy Information Officer
Surname & Initials	Ms. N. Khanyile	Mr. T.J. Modupo
Position	Accounting Officer	Deputy Manager
Physical Address	208 Hoosen Haffeggee Pietermaritzburg, 3201	174 Mayorswalk Pietermaritzburg, 3201
Postal Address	Private Bag X9144 Pietermaritzburg, 3201	Private Bag X9144 Pietermaritzburg, 3200
Telephone Number	033 264 5406	033 341 7926
Fax Number	033 264 5435	086 518 1867
E-mail Address	Skhumbuzo.Shabangu@kznsocdev.gov.za	Jack.modupo@kznsocdev.gov.za

6. SUBJECT DESCRIPTION ON WHICH THE DEPARTMENT HOLDS RECORDS [Section 14 (1)(d)]

A general filing system, paper-based and electronic case files with regards to the elderly is held by the Department. There is a register for files opened, namely

1. Legislation	5. Supplies and Services	9. Social Security (Discontinued)
2. Administration	6. Transport	10. Social Services
3. Finance	7. Meetings of Boards, Councils, Committees and other bodies	11. Social Development
4. Accommodation	8. Information, Publicity and Heraldry	

7. LIST OF RECORDS AUTOMATICALLY AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS IN TERMS OF THIS ACT [Section 14 (1) (e); 15(1)(a)]

CATEGORIES	MANNER OF ACCESS TO RECORD
1. FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i) and (b)	
1.1 Budget Speech; 1.2 Departmental Strategic Plan; 1.3 Annual Performance Plan 1.4 Annual Strategic Plan; 1.5 Service Delivery Improvement Plan; 1.6 Citizens' Charter and Service Delivery Charter; 1.7 Employment Equity Report; 1.8 Approved Organisational Structure; 1.9 Anti- Fraud Anti-Corruption Strategy; 1.10 MEC's speeches; 1.11 Circulars of advertised posts; 1.12 Register, database or list of service offices, facilities or State or public entities of the Department; 1.13 Social research findings, reports, reviews and papers; and 1.14 Magazines, newspapers and newsletters.	The records may be inspected at the Office of the Deputy Information Officer as follows – Department of Social Development, Province of KwaZulu-Natal 174 Mayors Walk Office Park 174 Mayors Walk Street PIETERMARITZBURG 3201 Telephone: +27 33 341 7926 Fax: +27 86 518 1867 Email: jack.modupo@kznsocdev.gov.za Website: www.kzndsd.gov.za

2. FOR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii) and (b)	
2.1. Bid Documents	Bid documents may be purchased at the Department of Social Development, Province of KwaZulu-Natal 208 Hossen Haffejee Street PIETERMARITZBURG 3201 At the Supply Chain Management Directorate.

3. FOR COPYING IN TERMS OF SECTION 15(1)(a)(ii) and (b)	
3.1. Budget Speech; 3.2. Departmental Strategic Plan; 3.3. Annual Performance Plan 3.4. Annual Strategic Plan; 3.5. Service Delivery Improvement Plan; 3.6. Citizens' Charter and Service Delivery Charter; 3.7. Employment Equity Report; 3.8. Approved Organisational Structure; 3.9. Anti- Fraud Anti-Corruption Strategy; 3.10. MEC's speeches; 3.11. Circulars of advertised posts; 3.12. Register, database or list of service offices, facilities or State or public entities of the Department; 3.13. Social research findings, reports, reviews and papers; and 3.14. Magazines, newspapers and newsletters.	The records may be accessed for copying at the Office of the Deputy Information Officers as follows – Department of Social Development, Province of KwaZulu-Natal 174 Mayors Walk Office Park 174 Mayors Walk Street PIETERMARITZBURG 3201 Telephone: +27 33 341 7926 Fax: +27 86 518 1867 Email: jack.modupo@kznsocdev.gov.za Website: www.kzndsd.gov.za

4. FREE OF CHARGE IN TERMS OF SECTION 15(a)(iii) and (b)	
4.1. Budget Speech; 4.2. Departmental Strategic Plan; 4.3. Annual Performance Plan 4.4. Annual Strategic Plan; 4.5. Service Delivery Improvement Plan; 4.6. Citizens' Charter and Service Delivery Charter; 4.7. Approved Organisational Structure; 4.8. Anti- Fraud Anti-Corruption Strategy; 4.9. MEC's speeches; 4.10. Circulars of advertised posts; 4.11. Register, database or list of service offices, facilities or State or public entities of the Department; 4.12. Magazines, newspapers and newsletters.	The records may be accessed for copying at the Office of the Deputy Information Officers as follows – Department of Social Development, Province of KwaZulu-Natal 174 Mayors Walk Office Park 174 Mayors Walk Street PIETERMARITZBURG 3201 Telephone: +27 33 341 7926 Fax: +27 86 518 1867 Email: jack.modupo@kznsocdev.gov.za Website: www.kzndsd.gov.za

8. GUIDE TO BE DEVELOPED BY THE HUMAN RIGHTS COMMISSION

The South African Human Rights Commission, established in terms of section 181 (b) of the Constitution, is responsible for developing a guide in each of the country's official languages, with information on how to use the Information Act. This guide must be published within 18 months of the Information Act coming into effect, which is 15 August 2003. If a person wishes to obtain further information, he or she could contact –

The Human Rights Commission

136 Victoria Embankment

Durban, 4001

Telephone: (031) 304 7323/4/5

Fax: (031) 304 7323/4/5

e-mail address: msibi@sahrc.org.za

9. ACCESS TO INFORMATION

8.1 Request for Access to a record [Section 11;18]

If a requester wishes to make a request for access to a record of the KwaZulu-Natal Department of Social Development, he or she must direct a written request to the Information Officer or Deputy Information Officer whose contact information is listed in section 4 of this manual.

The requester who wish is to make a request must complete **Form A**, which is included in this manual as annexure A. The requester must provide enough information in Form A as to enable the Information Officer or Deputy Information Officer to identify –

- the records requested, including a description of the record, a reference number (if any) and any further particulars on the record;
- the requester, including all contact information; and
- the reason for of access required by the requester, that is if the –
- record is in written or printed form, whether the requester wishes to make a copy of the record or inspect the record;
- record is a visual image, which may be photographs, slides, video recordings, computer-generated images or sketches, whether the requester wishes to view the images, copy the image or obtain a transcription of the images;

- record is recorded words or information which can be produced by sound, whether the requester wishes to listen to soundtrack or obtain a written or printed transcription of the sound track; or
- record is held on a computer or in electronic or machine-readable form, whether the requested wishes to obtain a printed copy of the record, printed copy of the information derived from the record or copy in the computer-readable form (stiffy, flash or compact disk).

A requester must also state the language in which he or she wishes to obtain the record. If the record is not available in the language preferred by the requester, access may be granted in the languages in which the record is available.

A requester who is illiterate or otherwise unable to make a request for access to a record because of a disability may make an oral request. The information officer or deputy information officer must assist the requester with putting a request in writing in the required form and giving a copy of the written request to the requester.

The information officer or a deputy information officer must assist a person who requires reasonable assistance with making a request for a record. Assistance must be provided free of charge.

8.2 *Transfer of a request for access to record [Section 20]*

The information officer or deputy information officer may transfer a request where

- a record not under the control of the KwaZulu-Natal Department of Social Development;
- the subject matter of record is more closely connected with the functions of another public body; or
- the record contains commercial information in which another public body has a greater interest.

A transfer of a request must be made within 14 days of the request being received and the information officer or deputy information officer must notify the requester of the transfer, reasons for the transfer and the period within which the request must be addressed.

8.3 *Fees Payable [Section 22]*

The initial fee payable by a requester, other than a personal requester, for a record is R35,00. A personal requester, who is person seeking information about himself or herself, does not have to pay the initial fee. All requesters except those who are exempted in terms of section 22(8)(a) of the Information Act, must pay the required fees to obtain the record. Fees are listed in **Annexure C** of this manual.

8.4 *Procedures where records cannot be found [Section 23]*

- a) In the event a record is in the department or believed to be held by the department and such record cannot be found and the Information Officer/Deputy Information Officer has taken reasonable steps to locate the record. The Information Officer/Deputy Information Officer must through an affirmation/affidavit, notify the requester that it is not possible to give access to that record.
- b) The notification referred to in (a) must include information on:
 - i. Steps taken to locate the record; and
 - ii. Details of communication with all persons who were assisting to find the record

8.5 *Deferral of access to a record [Section 24]*

Access may be deferred where:

- a record is not yet available;
- a records still has to be translated for publication purposes.

8.6 *Time frame and notice to a record [Section 25]*

The information officer or deputy information officer must decide within 30 days whether to grant the request and then send a notice to the requester. Where access is to be granted the notice must state –

- that the access fee, if any, be paid upon being granted access;
- the form in which access will be given; and
- that the requester may lodge an internal appeal with the Department or an application with a court against the access fees to be paid or the form in which access is to be granted.

8.7 *Extension of period to decide on request [Section 26]*

The information officer or the deputy information officer may extend the period of 30 days in which to decide on the request if –

- the request is for a large number of records and compliance would unreasonably interfere with the activities of the KwaZulu-Natal Department of Social Development;
- the request requires a search or collection of records in an office not situated in the same town or city as the information officer or deputy information officer and the information officer or deputy information officer cannot reasonably be expected to complete the request within the initial 30 days;
- consultations among sections of the KwaZulu-Natal Department of Social Development or with another public body are necessary or desirable and the information officer or deputy information officer cannot reasonably be expected to complete the consultations within the initial 30 days; or
- the requester consents in writing to the extension.

8.8 *Deemed to have refused [Section 27]*

- In the event the deputy Information officer fails to respond to the requester within the stipulated 30 days period, the requester must regard his/her request as denied;
- The requester shall in this case follow the prescribed internal appeal procedures and/or approach the relevant courts.

8.9 *Denial of access to a record*

If access to the record is not to be granted, the notice by the information officer or deputy information officer must –

- give adequate reasons for refusal;
- exclude, from the reasons, any reference to the content of the record; and
- state that the requester may lodge an internal appeal with the Department or application with court against the refusal of the request and the procedure to lodge an internal appeal or court application.

8.10 *Mandatory refusal of request for access to record [Section 34(1); 36(1); 37(1)(a); 38(1)(a); 39(1)(a); 40; 43(1)]*

The information officer or deputy information officer must refuse access to a record where a request for access to information would involve disclosure of–

- Personal information about a third party;

- Trade secrets of a third party;
- Financial, commercial, scientific or technical information, other than trade secrets, if disclosure of the information is likely to cause harm to the commercial or financial interests of the third party;
- Information which is computer program owned by a private body;
- Information supplied in confidence by a third party, the disclosure of which could reasonably be expected to put the third party at a disadvantage in contractual or other negotiations or prejudice the third party in commercial competition;
- Information which could be a breach of duty of a confidence owed to the third party;
- Information which could reasonably be expected to endanger the life or physical safety of an individual;
- A record if access to the record is prohibited in terms of the Criminal Procedure Act, 1997 (Act No. 51 of 1997);
- Information which is privileged from production in legal proceedings unless the affected person has waived the privilege, which means the affected person must consent in writing to release the information; or information about research being carried out or likely to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose the third party, person carrying out the research or subject matter of the research to serious disadvantage.

8.11 *Discretionary refusal of request for access to record [Section 34(2); 36(2); 37(1)(b); 37(2); 38(1)(b); 39(1)(b); 41(1); 41(2); 42; 43(2); 44(1); 44(2); 45]*

- The information officer or deputy information officer may refuse access to a record where a request for access to information would involve disclosure of –
 - Information supplied in confidence by a third party, the disclosure of which could reasonably be expected to prejudice the supply of similar information or information from the same source and it is in the public interest that information or information from the same source should continue to be supplied.
- Information, the disclosure of which would be likely to impair –
 - The security of a building, structure or system, which may be a computer system, means of transport or any other property; or

- Methods, systems, plan or procedures for the protection of an individual in a witness protection scheme, the safety of the public or security of property.
- A record containing the methods, techniques or guidelines for the prevention, detection, curtailment or investigation of a contravention or possible contravention of law or prosecution of an alleged offender;
- A record on the prosecution of an alleged offender where disclosure of the record could reasonably be expected to impede the prosecution or result in a miscarriage of justice;
- A record, the disclosure of which could reasonably be expected to –
 - Prejudice the investigation of a contravention of law;
 - Reveal or enable a person to identify a confidential source of information related to the enforcement or administration of the law;
 - Result in the intimidation or coercing of a witness or a person who may be called as a witness in criminal or other proceedings to enforce the law;
 - Be of a contravention of the law; or
 - Prejudice or impair the fairness or the impartiality of adjudication.
- Information, the disclosure of which could cause prejudice to the defence, security or international relations of the Republic of South Africa;
- Information, the disclosure of which is likely to materially jeopardize the economic or financial interest of the Republic of South Africa or the ability of the government to manage the economy of the Republic of South Africa effectively;
- Information, which –
 - Contains trade secrets of the State or public body;
 - Contains financial, commercial scientific or technical information, other than trade secrets, the disclosure of which would be likely to cause harm to the commercial or financial interests of the State or a public body;
 - Could put a public body at a disadvantage in contractual or other relations or prejudice a public body in commercial competition; or
 - Is a computer program, defined in the Copyright Act, 1978 (Act No. 98 of 1978), owned by the State or a public body.
 - Information about a research being carried out or likely to be carried out by or on behalf of a third party, the disclosure of which would be likely to expose a public body, person carrying out the research or subject matter of the research to serious disadvantage;

- Information about a record of a public body which contains an opinion; advice report or recommendation obtained or prepared or an account of a consultant, discussion, deliberation or minutes of a meeting on the formulation of a policy or taking a decision in the exercise of a power or performance of a duty conferred bylaw if disclosure could reasonably be expected to defeat the deliberative process or success of the policy.

8.12 *Other ground for refusal of request for Access to a record [Section 46]*

The information officer or deputy information officer may refuse a request for access to a record if the request is manifestly frivolous or vexatious or the work involved in processing the request would substantially unreasonably divert the resources of the KwaZulu-Natal Department of Social Development.

10. DESCRIPTION OF SERVICES TO THE PUBLIC AND CONTACT POINTS (Section 14 (1) (f))

<p><i>Programme 2</i></p> <ul style="list-style-type: none"> • HIV and AIDS <ul style="list-style-type: none"> ○ Prevention of HIV and AIDS ○ Care and Support to people living with HIV/AIDS • Special Needs <ul style="list-style-type: none"> ○ Older Persons ○ People with Disabilities 	<p><i>Programme 3</i></p> <ul style="list-style-type: none"> • Children <ul style="list-style-type: none"> ○ Child Protection ○ Early Childhood Development ○ Alternate Care • Social Relief
<p><i>Programme 4</i></p> <ul style="list-style-type: none"> • Restorative Services <ul style="list-style-type: none"> ○ Prevention and Rehabilitation of Substance ○ Crime Prevention • Victim Empowerment Services 	<p><i>Programme 5</i></p> <ul style="list-style-type: none"> • Sustainable Livelihood • NPO Registration and Capacity Building • Youth Development • Research and Demographic Trends

ULUNDI CLUSTER The General Manager Telephone : (035) 874 8501 Fax: (035) 874 8601 e-mail: lennox.nkosi@kznsocdev.gov.za	DURBAN CLUSTER The General Manager Telephone: (031) 336 8704 Fax: (031) 332 1529 e-mail: wilton.magwaza@kznsocdev.gov.za
PIETERMARITZBURG CLUSTER The General Manager Telephone: (033) 395 9701 Fax: (033) 343 0385 e-mail: phindile.sithole@kznsocdev.gov.za	MIDLANDS CLUSTER The General Manager Telephone: (036) 634 1055 Fax: (036) 634 1696 e-mail: maphili.mhlongo@kznsocdev.gov.za

11. DESCRIPTION OF ARRANGEMENTS AND PROVISIONS FOR A PERSON TO MAKE REPRESENTATIONS AND PARTICIPATE IN THE FORMULATION OF POLICY AND EXERCISE OF POWERS OR PERFORMANCE OF DUTIES [Section 14 (1)(g)]

The KwaZulu-Natal Department of Social Development has established regional and provincial welfare liaison committees as well as community dialogue formations where the members of the public will participate in the formulation of policy and the exercise of departmental functions and performance of duties

12. REMEDIES [Section 14 (1) (h), 74; 75; 76; 77]

If the information officer or deputy information officer fails to give a decision on a request for access within 30 days, the information officer or deputy information officer is deemed to have refused the request.

A requester may lodge an internal appeal –

- Against a refusal of request or a decision of the information officer or a deputy information officer who has refused a request for access; or
- With respect to the prescribed request fee, extension of period to deal with a request or the form of access.

A third party may also lodge an internal appeal against a decision to grant a request for access.

An internal appeal must be lodged in the prescribed form within 60 days in terms of section 75(1)(a)(i) of the Information Act. See Annexure B.

A requester who has lodged an internal appeal and who is not satisfied with the result, may make an application for approximate relief to a court, in terms of section 78 of the Information Act, within 30 days of the decision on the internal appeal. A requester may not make an application to a court unless the requester has lodged an internal appeal.

13. OTHER INFORMATION

It is important to note that the Information Act deals with information held by public or private bodies. This must be distinguished from the Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) which requires that a government department must, on request, give reasons for its actions.

14. FORMS**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) (Reg. 2)

FOR DEPARTMENTAL USE

Reference No. _____

Request received by _____

(name and surname, rank) on the _____ (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 this record**

- (a) *The particulars of the person who request access to the record must be recorded below*
- (b) *Furnish an address and/or fax number to which 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: _____

Tel. Number

Fax Number

E-mail address

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

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 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

4. Purpose of the request for the record

E. Fees

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

Reason for exemption from payment of fees

F. Forms of access to a 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 here under, 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)	<i>Your indication as to the required form of access depends on the form in which the record is available</i>
(b)	<i>Access in the form requested may be refused in certain circumstances. In such a case you will be informed if the access will be granted in another form</i>
(c)	<i>The fee payable for access to the record, if any, will be determined partly by the form in which access is requested</i>

i. If the record is in written or printed form

Copy of record		Inspection of record	
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ii. If the record consists of visual image (This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

View the images	
Copy the images	
Transcription of the images	

iii. If the record consists of recorded words or information which can be reproduced is sound

Listen to the soundtracks (audio cassette)		Transcription of soundtracks (written or printed document)	
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iv. If record is held on a 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 (stiff or compact disk)	

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? (A postage fee is payable)	Yes	No
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Note:

That if the record is not available in the language you prefer, access will 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 of the decision 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 acting on behalf of the requester

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 <i>particulars of the person who lodge the internal appeal must be given below</i>
(b)	<i>Proof of the capacity in which appeal is lodged, if applicable, must be attached.</i>
(c)	<i>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.</i>

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 <i>access</i>
	<i>Decision regarding fees prescribed in terms of section 22 of the Act</i>

	Decision regarding the extension of the period within which the request must be dealt
	Decision in terms of section 29(3) of the Act to refuse access in the form requested by
	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 APPELLANT

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:

_____ DATE

RELEVANT AUTHORITY

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

15. FEES PAYABLE FOR ACCESS TO INFORMATION

1.	Copy of this manual	Free
2.	Request fee, except for a personal requester requesting information about himself/herself	R35.00
3.	Fee for reproduction	
	• Each photocopy of an A4 or part thereof	R0.60
	• Each printed copy in electronic or A4 page or part thereof held on a computer or machine readable form	R0.40
	• Copy in a computer readable form on a stiffy disk	R5.00
	• Copy in a computer readable form on a compact disk	R40.00
	• Transcription of visual image for an A4 page or part thereof	R22.00
	• Transcription of visual image for a copy of visual image	R60.00
	• Transcription of visual image for an audio record for an	
	• A4 page or part thereof	R12.00
	• Copy of an audio record	R17.00
4.	Access fee	
	• Each photocopy of an A4 or part thereof	R0.60
	• Each printed copy in electronic or A4 page or part thereof held on a computer or machine readable form	R0.40
	• Copy in a computer readable form on a stiffy disk	R5.00
	• Copy in a computer readable form on a compact disk	R40.00
	• Transcription of visual image for an A4 page or part thereof	R22.00
	• Transcription of visual image for a copy of visual image	R60.00
	• Transcription of visual image for an audio record for an	
	• A4 page or part thereof	R12.00
	• Copy of an audio record	R17.00
5.	Fees for research and prepare record for disclosure, after first hour for which there is no charge	R15.00 per hour/part thereof
6.	A deposit is not required until six hours are exceeded in terms of paragraph 5	
7.	One third of the access fee, listed in paragraph 4, is payable by the requester as a deposit	
8.	Postage is payable by the requester when a copy of the record must be posted to the requester	

16. REVIEW

This manual shall be review by the 31st May 2017

17. APPROVAL

This MANUAL is approved with effect from ____ day of _____ in the year ____ by:

Initials and Surname: _____

Designation: _____

Signature: _____