	SANRAL	DOCUMENT NUMBER	18970106
		REVISION NUMBER	1
		ORIGINAL IMPLEMENTATION DATE	New
		REVISION EFFECTIVE DATE	June 8, 2022
		UPDATED BY	Adolph Tomes
		CLASSIFICATION	Public
TITLE: PAIA MANUAL Prepared in terms of section 14 of the Promotion of Access to Information Act 2 of 2000 (as Amended)			

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1. DEFINITIONS AND ABBREVIATIONS

- | | | |
|-----|--------------------------------------|--|
| 1.1 | “CEO” | Chief Executive Officer |
| 1.2 | “DIO” | Deputy Information Officer; |
| 1.3 | “IO“ | Information Officer. |
| 1.4 | “MINISTER” | Minister of Transport |
| 1.5 | “PAIA” | Promotion of Access to Information Act No. 2 of 2000 as Amended; |
| 1.6 | “PFMA” | Public Finance Management Act No.1 of 1999 as Amended |
| 1.7 | “POPIA” | Protection of Personal Information Act No.4 of 2013; |
| 1.8 | “Regulator | Information Regulator. |
| 1.9 | “SANRAL”/
The Body/
The Agency | The South African National Roads Agency Limited |

2. INTRODUCTION: DESCRIPTION OF STRUCTURE AND FUNCTION

The South African National Roads Agency Limited (“SANRAL”), is an independent, statutory company registered in terms of the Companies Act, 1973. The South African Government, represented by the Minister of Transport, is the sole shareholder of SANRAL. Its mandate is to develop, maintain and manage South Africa’s 16 170 kilometers of national road network.

3. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to -

- 3.1 check the nature of the records which may already be available at SANRAL, without the need for submitting a formal PAIA request;
- 3.2 have an understanding of how to make a request for access to a record of the SANRAL;
- 3.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 3.4 know all the remedies available from the SANRAL regarding request for access to the records, before approaching the Regulator or the Courts;
- 3.5 the description of the services available to members of the public from the SANRAL, and how to gain access to those services;

- 3.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.7 if the body will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 know if SANRAL has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.9 know whether the SANRAL has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. ESTABLISHMENT OF SANRAL

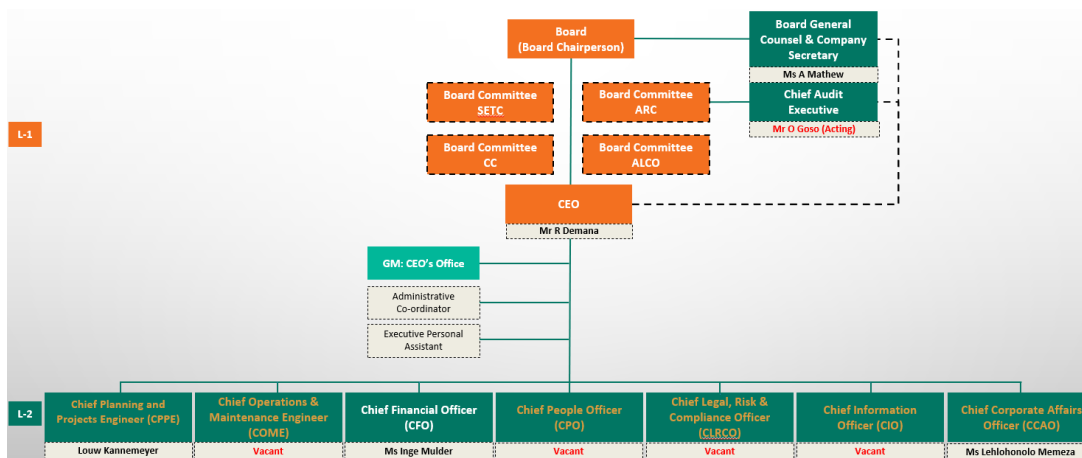
SANRAL was established in April 1998 by an Act of Parliament as an independent statutory company operating along commercial lines and at arm’s length from Government.

Objectives/Mandate

The Agency, within the framework of government policy, is responsible for, and is hereby given power to perform, all strategic planning with regard to the South African national roads system, as well as the planning, design, construction, operation, management, control, maintenance and rehabilitation of national roads for the Republic, and is responsible for the financing of all those functions in accordance with its business and financial plan, so as to ensure that government's goals and policy objectives concerning national roads are achieved, subject to section 32 (3).

5. STRUCTURE OF SANRAL AND FUNCTIONS

5.1 Structure



Board Committees:

- Social, Ethics & Transformation Committee (SETC)
- Assets & Liabilities Committee (ALCO)
- Audit & Risk Committee (ARC)
- Contracts Committee (CC)

5.2 Functions

The primary functions of SANRAL, in terms of its enabling Act (South African National Road Agency Limited) and National Roads Act 7 of 1998, is to maintain and develop South Africa's expanding national road network and to manage its strategic assets and ancillary matters relating thereto.

6. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SANRAL

6.1 Information Officer (CEO):

Name: Reginald Demana
E-mail: demanar@nra.co.za

6.2 Deputy Information Officers:

Name: Randall Cable
E-mail: cabler@nra.co.za

Name: Progress Hlahla
E-mail: hlahlap@nra.co.za

Name: Simon Petersen
E-mail: petersons@nra.co.za

Name: Dumisani Nkabinde
E-mail: nkabinded@nra.co.za

6.3 Access to Information general contacts

E-mail: sanralpaia@sanral.co.za

6.4 National/ Head Office

Postal Address: PO Box 415, Pretoria, 0001

Physical Address: 48 Tambotie Avenue, Val De Grace, Pretoria

Telephone: (012) 844 8000

E-mail: sanralpaia@sanral.co.za

Website: www.nra.co.za

7. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY SANRAL

7.1 If SANRAL fails to comply with the provisions of PAIA, the requestor or any aggrieved person may, in accordance with section 78(3) of PAIA and the Promotion of Administrative Justice Act 3 of 2000 (PAJA), approach the Court with jurisdiction for appropriate relief.

7.2 If the requester or third party is aggrieved by the decision of the Information Officer, he or she may, by way of an application and within 180 days, apply to a court for appropriate relief in terms of section 82 of the Act.

7.3 Internal Remedies:

7.3.1.1 An internal appeal can be lodged, in terms of section 74 of PAIA, with the relevant authority.

7.3.1.2 Accordingly, a requester may lodge an internal appeal against a decision of the Information Officer or Deputy Information Officer on the following grounds

7.3.1.2.1 refusal to grant access to the records;

7.3.1.2.2 the tender or payment of the request fee in terms of section 22(1) of PAIA; or

7.3.1.2.3 the access fee to be paid is too excessive; or

7.3.1.2.4 the tender or payment of a deposit in terms of section 22(2) of PAIA; or

7.3.1.2.5 the decision of the Information Officer to grant a request for access; or

7.3.1.2.6 an extension of period in terms of section 26(1) of PAIA; or

7.3.1.2.7 refusal to grant access to records in a particular form requested, in terms section 29 (3) of PAIA.

7.3.1.2.8 failure to disclose records: or

7.3.1.2.9 refusal to grant request to waive the fees

7.3.2 A third party may lodge an internal appeal against a decision of the Information Officer or Deputy Information Officer to grant a request for access to a record

7.3.3 In order to appeal against any decision(s) made by the Information Officer or Deputy Information Officer, referred to in paragraph 7.3.1.3 and 7.3.2 above, a requester must lodge an internal appeal by completing Form 4. Form 4, attached hereto as Annexure 1, must be submitted to the same Information Officer or Deputy Information Officer that made the original decision, who is then required to forward it to the Compliance Officer or designated individual, or a member designated by the Compliance Officer within ten (10) working days after receipt of an internal appeal.

7.3.4 Period within which to lodge an appeal:

7.3.4.1 An internal appeal form must be delivered or sent to the Information Officer or Deputy Information Officer's address or fax number or electronic mail address, contact details of which can be found in paragraph 6 above –

7.3.4.1.1 within 60 days after the decision was taken;

7.3.4.1.2 within 30 days after notice is given to the third party of the decision appealed against.

7.3.5 The Appeal must be submitted to the Information Officer who must in terms of PAIA, forward it to the applicant, within ten (10) days, together with –

7.3.5.1 his or her reasons for the decision concerned; and

7.3.5.2 The name, postal address, phone and fax number and electronic mail address, whichever is available, of any third party that must be notified of the request, in terms of section 47(1) of PAIA.

7.3.6 The Appeal must be delivered or sent to any of the contact information listed in paragraph 6 above.

7.3.7 SANRAL may, upon good cause shown, allow the late lodging of the internal appeal. If the Information Officer or its designate is not satisfied with the reasons advanced for late lodging of the appeal, the request will be disallowed on written notice to the person that lodged the internal appeal.

7.3.8 A requester lodging an internal appeal against the refusal of his or her request for access may pay the prescribed appeal fee (if any or unless he/she is exempted from paying fees). If the prescribed appeal fee is payable in respect of an internal appeal, the decision on the internal appeal may be deferred until the fee is paid.

7.3.9 The Members, must process and decide on the internal appeal within thirty (30) days from the date in which the internal appeal was received by the Information Officer or Deputy Information Officer;

7.3.10 External Remedies

The decision made by the Members, pertaining to any of the decisions the requester or third party is aggrieved by, is final and the requester or third party may, by way of an application, within 180 days apply to a court for appropriate relief in terms of section 82.

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

8.1 Forms and Fees

8.1.1 A request for information must be made in the prescribed form (Form 2, Annexure 2 to the PAIA manual) and must be addressed to the Information Officer or Deputy Information Officer and must be submitted together with the prescribed fee.

8.2 Request Procedure

8.2.1 The prescribed application form must be completed. If the requester needs information on where to obtain the application form, or any other matter, the requester should contact the Deputy Information Officer (see contact details in section 6).

8.2.2 The requester should provide sufficient detail on the application form to allow the Deputy Information Officer to identify the records requested, as well as the identity of the requester. The requester should indicate which form of access is required, and whether the record concerned is preferred in a particular language. The requester must provide a postal address or fax number. If, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, the requester should state that manner and the necessary particulars.

- 8.2.3 If the request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request, to the satisfaction of the Information Officer.
- 8.2.4 The completed application form must be sent to the Deputy Information Officer (see contact details in section 6).
- 8.2.5 The requester must submit the prescribed fee together with the application, except in cases where the requester requires access to a personal record, containing information about himself or herself.
- 8.2.6 The application will be processed, and the requester will be informed of the fees (if any) that must be paid.
- 8.2.7 The requester should note that the Act prescribes certain circumstances in which the Information Officer is obliged to advise a third party of a request for information that concerns him or her.
- 8.2.8 The Information Officer will decide whether or not to grant the request. This decision will be taken as soon as reasonably possible, and within 30 days after the request has been received (in some cases, the Information Officer may extend this period by a further 30 days, and the requester will be notified of this). Note that access to certain records may be refused on the grounds set out in the Act.
- 8.2.9 After access is granted, actual access to the records requested will be given as soon as reasonably possible.
- 8.2.10 If the request is refused, the Information Officer will advise the requester in writing of the reasons for refusing access to the record.
- 8.2.11 The requester may lodge an internal appeal or appeal with a court of law if access to a record is not granted.

9. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 9.1 The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.
- 9.2 The Guide is available in each of the official languages.
- 9.3 The aforesaid Guide contains the description of-
- 9.3.1 the objects of PAIA and POPIA;
- 9.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-
- the Information Officer of every public body, and
 - every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;
- 9.3.3 the manner and form of a request for-
- 9.3.3.1 access to a record of a public body contemplated in section 11³; and
- 9.3.3.2 access to a record of a private body contemplated in section 50⁴
- 9.3.3.3 access to a record of a private body contemplated in section 50⁵

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

² Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

³ Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁴ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- a) *that record is required for the exercise or protection of any rights;*
- b) *that person complies with the procedural requirements in PAIA relating to a request for access to that record; and*
- c) *access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

⁵ Section 50(1) of PAIA- *A requester must be given access to any record of a private body if-*

- d) *that record is required for the exercise or protection of any rights;*

- 9.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 9.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
- 9.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
- an internal appeal;
 - a complaint to the Regulator; and
 - an application with a court against a decision by the Information Officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 9.3.7 the provisions of sections 14⁶ and 51⁷ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 9.3.8 the provisions of sections 15⁸ and 52⁹ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- 9.3.9 the notices issued in terms of sections 22¹⁰ and 54¹¹ regarding fees to be paid in relation to requests for access; and

e) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
f) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁶ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

⁷ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁸ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁹ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

¹⁰ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

9.3.10 the regulations made in terms of section 92¹².

9.4 Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-

9.4.1 upon request to the Information Officer.

9.4.2 from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

10. DESCRIPTION OF THE SUBJECTS ON WHICH THE BODY HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY SANRAL

Subjects on which the body holds records	Categories of records held on each subject
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> - HR policies and procedures; - Advertised posts; - Employees records; - Learning and development e.g.: skills development and training plans - Employment equity plan and statistics
Financial information:	<ul style="list-style-type: none"> - Statutory books of account; - Fixed assets register.
Company secretarial	<ul style="list-style-type: none"> - Resolution of board meetings - Statutory books - Declaration of interests by Directors

¹² Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

Subjects on which the body holds records	Categories of records held on each subject
Operational information	- Toll plaza electronic data
	- Environmental impact assessments - Agreements with Provincial Governments - Standard tender documents - Endorsements of expropriation - Pavement management system records - Traffic counts - Policy on unsolicited bids - Toll tariffs - Statistics on job creation
SCM & Procurements	- Policies - Strategy - Tenders

11. CATEGORIES OF RECORDS OF SANRAL WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

Category	Document Type	Available on Website	Available upon request
Tender document	- Advertised tender - Name of successful bidder	X	
Legislation /Regulations	- Outdoor Advertising Regulations	X	
Strategic Documents (Plans and Report)	- Organisational profile (Overview, Objectives, Functions, Architecture) - Annual Reports; - Strategic Plan; - Annual Performance Plan;	X	

Category	Document Type	Available on Website	Available upon request
	<ul style="list-style-type: none"> - Strategic and Performance Plans; - Horizon 2030 		

12. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM SANRAL

12.1 SANRAL OPERATES IN TERMS OF ITS ENABLING LEGISLATION

12.1.1 The South African National Roads Agency Limited and National Roads Act (Act No. 7,1998). It is governed by a Board of eight people, six of whom are appointed by the Minister of Transport; the Chief Executive Officer, who is appointed by the Board; and a representative of the Minister of Finance.

12.1.2 The purpose of the company, which is registered in terms of the Companies Act, is to maintain and develop South Africa's expanding national road network and to manage its strategic assets.

12.2 SANRAL HAS A DISTINCT MANDATE

12.2.1 To finance, improve, manage and maintain the national road network (the "economic arteries" of South Africa). SANRAL introduced and consolidated the concept of Public Private Partnerships that culminated in the internationally acclaimed Maputo Development Corridor.

12.2.2 SANRAL is committed to carry out its mandate by protecting and preserving the environment through context-sensitive solutions. SANRAL will continue to support the development of South Africa's human capital through tertiary institutions and cooperative governance.

13. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY

13.1 Workshops/ roadshows with industry players and stakeholders (communities, government, traditional leaders, private sector).

14. PROCESSING OF PERSONAL INFORMATION

14.1 Purpose of Processing

14.1.1 Processing of Personal Information is only within the scope and purpose for which PI is collected - conducting of SANRAL's business.

14.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person

14.3 The recipients or categories of recipients to whom the personal information may be supplied

NB: Dissemination and Processing of Personal Information (including, but not limited, to

those listed in the table below) is only within the scope and purpose for which PI is collected - conducting of SANRAL's business.

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services
Qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus

14.4 Planned transborder flows of personal information

14.4.1 Any transborder flows of personal information shall be planned in accordance with the needs of said information. Processing and dissemination of Personal Information including but not limited to, may be transported by means of hosted technology solutions within the scope and purpose for which PI is collected - conducting of SANRAL's business.

14.5 General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

14.5.1 SANRAL safeguards the confidentiality, integrity, and availability of Personal Information by applying relevant information security standards and practices on a continuous basis.

15. AVAILABILITY OF THE MANUAL

15.1 This Manual is made available in English and/ or other required language.

15.2 A copy of this Manual or the updated version thereof, is also available as follows-

15.2.1 on (specify the website), if any, of the public body;

15.2.2 at the head office of the public body for public inspection during normal business hours;

15.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

15.2.4 to the Information Regulator upon request.

15.3 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

16. UPDATING OF THE MANUAL

The (insert the name of private body) will, if necessary, update and publish this Manual annually.

Issued by

Reginald Demana

(Insert the Name of the information Officer)

(Title of information Officer. Chief Executive Officer

ANNEXURE 1: FORM 1**REQUEST FOR A COPY OF THE GUIDE**

[Regulation 3]

TO: The Information Officer

I,

Full names:			
In my capacity as (mark with "X"):	Information officer on _____ r		Other
Name of *public/private body (if applicable)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):		Cellular:

Hereby request the following copy (ies) of the Guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
<input type="checkbox"/> Sepedi		<input type="checkbox"/> Sesotho	
<input type="checkbox"/> Setswana		<input type="checkbox"/> siSwati	
<input type="checkbox"/> Tshivenda		<input type="checkbox"/> Xitsonga	
<input type="checkbox"/> Afrikaans		<input type="checkbox"/> English	
<input type="checkbox"/> isiNdebele		<input type="checkbox"/> isiXhosa	
<input type="checkbox"/> isiZulu			

Manner of collection (mark with "X"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Signed at _____ this _____ day of _____ 20____ _

Signature of requester

ANNEXURE 2: FORM 2**REQUEST FOR ACCESS TO RECORD**
[Regulation 7]**NOTE:**

1. *Proof of identity must be attached by the requester.*
2. *If requests made on behalf of another person, proof of such authorisation, must be attached to this form.*

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"
 Request is made in my own name Request is made on behalf of another person.

PERSONAL INFORMATION	
Full Names	
Identity Number	
Capacity in which request is made <i>(when made on behalf of another person)</i>	
Postal Address	
Street Address	
E-mail Address	
Contact Numbers	Tel. (B): _____ Facsimile: _____
	Cellular: _____
Full names of person on whose behalf request is made <i>(if applicable):</i>	

Identity Number	
Postal Address	

Street Address	
E-mail Address	
Contact Numbers	Tel. (B) Facsimile
	Cellular

PARTICULARS OF RECORD REQUESTED

Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)

Description of record or relevant part of therecord:	

Reference number, if available	
--------------------------------	--

Any further particulars of record	

TYPE OF RECORD
(Mark the applicable box with an "X")

Record is in written or printed form	
--------------------------------------	--

Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	

FORM OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Printed copy of record <i>(including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)</i>	
Written or printed transcription of virtual images <i>(this includes photographs, slides, videorecordings, computer-generated images, sketches, etc)</i>	
Transcription of soundtrack <i>(written or printed document)</i>	
Copy of record on flash drive <i>(including virtual images and soundtracks)</i>	
Copy of record on compact disc drive <i>(including virtual images and soundtracks)</i>	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED	
<i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	

Explain why the record requested is	
-------------------------------------	--

required for	
The exercise or protection of the aforementioned right:	

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

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name and Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer

ANNEXURE 3: FEES FOR ACCESS REQUEST

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

ANNEXURE 4: OUTCOME OF REQUEST AND FEES PAYABLE

FORM3

OUTCOME OF REQUEST AND OF FEES PAYABLE

(Regulation 8)

Note:

1. *If your request is granted the-*
 - (a) *amount of the deposit, (if any), is payable before your request is processed; and*
 - (b) *requested record/portion of the record will only be released once proof of full payment is received.*
2. *Please use the reference number hereunder in all future correspondence.*

Reference number: _____

TO: _____

Your request dated _____, refers.

1. **Your requested:**

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. **You requested:**

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on com act disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. **To be submitted**

Postal services to postal address	
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Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language: <i>(Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available)</i>	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-read-able form on:			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		

For a transcription of visual images per A4-sizepage			
Copy of visual images	Service to be outsourced. Will depend on the quotation of the service provider		
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(I) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc	R40.00		
• If provided by requestor	R60.00		
• If provided to the requestor			
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank: _____

Name of account holder: _____

Type of account: _____

Account number: _____

Branch Code: _____

Reference Nr: _____

Submit proof of payment
to: _____

Signed at _____ this ___ day of _____ 20__

Information officer

ANNEXURE 5: FORM 4 INTERNAL APPEAL FORM**INTERNAL APPEAL FORM****FORM4**

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY	
Name of Public Body	
Name and Surname of Information Officer:	
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL	
Full Names	
Identity Number	
Postal Address	
Contact Numbers	Tel. (B) Facsimile
	Cellular
E-Mail Address	<input type="checkbox"/> <input type="checkbox"/>
Is the internal appeal lodged on behalf of another person?	Yes No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: (<i>Proof of the capacity in which appeal is lodged, if applicable, must be attached.</i>)	
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>	
Full Names	
Identity Number	
Postal Address	
Contact Numbers	Tel. (B) Facsimile
	Cellular
E-Mail Address	

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED <i>(mark the appropriate box with an "X")</i>	
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 therequester	
Decision to grant request for access	
GROUNDS FOR APPEAL <i>(If the provided space is inadequate, please continue on a separate page and attach it to this form. allthe additional pages must be signed)</i>	
State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20__ _

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL
APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>							
Date received:		<input type="checkbox"/>					
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Yes</td> <td style="width: 50%; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td style="text-align: center;">No</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Yes	<input type="checkbox"/>						
No	<input type="checkbox"/>						
OUTCOME OF APPEAL							
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>				
	No	<input type="checkbox"/>					
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>				
	No	<input type="checkbox"/>					
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>				
	No	<input type="checkbox"/>					
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>				
	No	<input type="checkbox"/>					
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>				
	No	<input type="checkbox"/>					

Signed at _____ this _____ day of _____ 20____ _