



**Western Cape  
Government**

Local Government

**Promotion of Access to Information Manual, 2017  
compiled in terms of section 14 of the Promotion of Access to  
Information Act, 2000 for the Department of Local Government**

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## INTRODUCTION

- 1.1 The Constitution of the Republic of South Africa, 1996 (the Constitution) makes provision for the right of access to any information held by the State, subject to justifiable limitations, which includes the limitation to protect privacy.
- 1.2 The Constitutional Court interpreted the right of access to information as not merely a right to obtain access to information for the exercise or protection of a right, but also to ensure that there is an open and accountable administration at all levels of government.
- 1.3 Section 32(1)(a) and (2) of the Constitution reads as follows:  
*“(1) Everyone has the right of access to –  
(a) any information held by the State; and  
(b) any information that is held by another person and that is required for the exercise or protection of any rights.  
(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.”*
- 1.4 The aforesaid resulted in the enactment of the Promotion of Access to Information Act, 2000 (PAIA). The purpose of PAIA is to foster a culture of transparency and accountability in public and private bodies and to empower and educate the people of South Africa to understand their rights.
- 1.5 This manual is compiled in terms of section 14 of PAIA which requires that the Department of Local Government (DOLG) must have a manual which sets out, amongst others, its structure and functions, include an index of its records and services, provide assistance on the procedure to access its records and services.

1. STRUCTURE OF THE DEPARTMENT OF LOCAL GOVERNMENT as at 1 March 2017 - section 14 (1)(a)

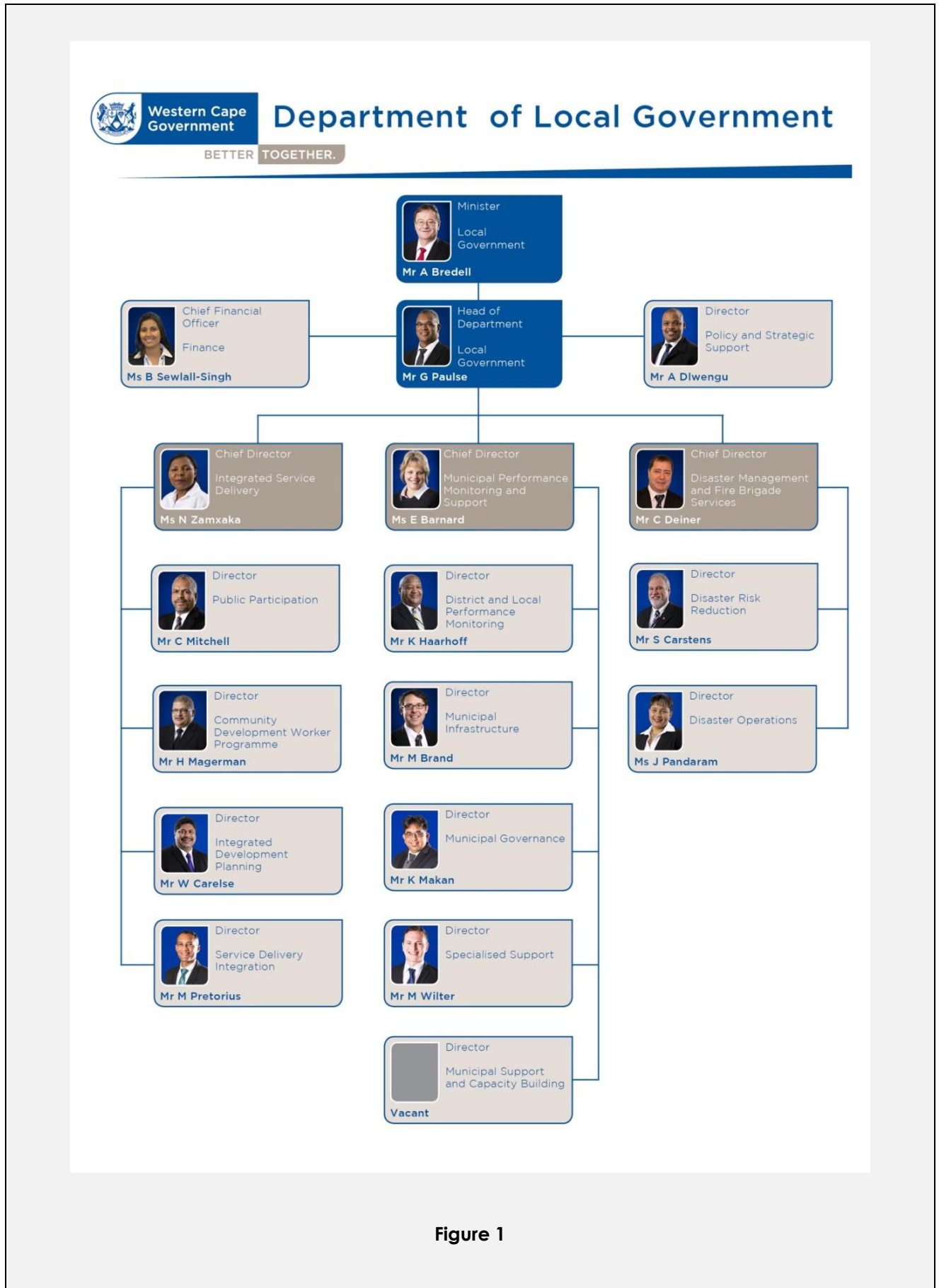


Figure 1

## 2. FUNCTIONS OF THE DEPARTMENT OF THE LOCAL GOVERNMENT – section 14(1)(a)

To monitor, co-ordinate and support municipalities to be effective in fulfilling their developmental mandates, and facilitate service delivery and disaster resilience through engagement with government spheres and social partners

### 3.1 Programme 1: Corporate Services (administration)

To provide overall management in the Department in accordance with all applicable acts and policies.

3.1.1 The following functions are delivered in terms of this programme:

3.1.1.1 Sub programme 1.1: Office of the MEC

To provide for the functioning of the office of the MEC (Provided for in Vote 9: Environmental Affairs and Development planning

- Sub programme 1.2: Corporate Services:

to partner with programmes so they can meet their service delivery requirements.

### 3.2 Programme 2: Local Governance

To promote viable and sustainable developmental local governance, to promote integrated and sustainable planning, and community participation in development processes.

3.2.1 The following functions are delivered in terms of this programme:

3.2.1.1 Sub programme 2.1: Municipal Administration

- To provide management and support services to local government within a regulatory framework by promoting good governance in municipalities;
- Develop legislation and provide assistance on governance issues in response to the needs of municipalities.

3.2.1.2 Sub programme 2.2: Public Participation

- To enhance community participation and delivery at local level and to strengthen relations between local government and the community.
- To strengthen public participation through effective communication between municipalities and communities by supporting municipalities to improve their public participation and communication processes.

3.2.1.3 Sub programme 2.3: Capacity Development

- To capacitate municipalities to deliver effective services
- to provide support and capacity building Programmes to municipalities;

- To improve the capacity of municipalities to deliver on their mandate through providing technical support and advisory services.

#### 3.2.1.4 Sub programme 2.4: Municipal Performance Monitoring, Reporting and Evaluation

- To monitor and evaluate municipal performance in line with the legislative requirements and to support municipalities to meet their reporting requirements.

#### 3.2.1.5 Sub programme 2.5: Service Delivery Integration

- To manage the Thusong programme and support co-operative governance between the three spheres of government and to support co-operative governance between the three spheres of government.
- To co-ordinate improved access to government information, services and socio-economic opportunities;
- To provide communities with access to government information and services.

#### 3.2.1.6 Sub programme 2.6: Community Development Worker Programme

- To provide information to communities to access government services and to facilitate community access to socio-economic opportunities.
- To co-ordinate improved access to government information, services and socio-economic opportunities by providing communities with access to government information and services.

### 3.3 **Programme 3: Development and Planning**

To promote and facilitate effective disaster management practices, ensure well-maintained municipal infrastructure, and promote integrated planning

3.3.1 The following functions are delivered in terms of this program:

#### 3.3.1.1 Sub programme 1: **Municipal Infrastructure**

- To facilitate and monitor infrastructure development within municipalities to ensure sustainable municipal infrastructure.
- To support municipalities to provide and maintain economic and social infrastructure;
- To enhance municipal infrastructure provision in order to promote economic growth and social development.

### 3.3.1.2 Sub programme 2: Disaster Management and Fire Brigade Services

- To manage disaster management at the provincial and local level to ensure the establishment of effective and efficient disaster management mechanisms.
- To co-ordinate effective disaster management preparedness, Intergovernmental and recovery by co-ordinating disaster intergovernmental structures, disaster response, rehabilitation and reconstruction in order to improve disaster preparedness and recovery adequately in the Province

### 3.3.1.3 Sub programme 3: Integrated Development Planning

- To strengthen inter-governmental planning and budgeting through establishment of IDP as the single co-ordinating plan of government.
- To improve the quality of IDPs to give effect to service delivery by providing support to municipalities to improve the quality of their IDPs;
- To strengthen inter-governmental planning and budgeting through the establishment of IDP as the single co-ordinating plan of Government and to establish the IDP as the single co-ordinating plan of government.

## 3. CONTACT DETAILS OF THE INFORMATION AND DEPUTY INFORMATION OFFICER - section 14 (1)

### (b)

#### 4.1 **Information Officer:**

Adv. B Gerber  
Legislature Building  
15 Wale Street/ P O Box X659  
Cape Town, 8000  
Tel: 021 467 6032 Fax: 021 467 3300  
E-mail: Brent.Gerber@westerncape.gov.za

#### 4.2 **Deputy Information Officer:**

Mr G Pause  
Waldorf Building  
80 St Georges Mall/ P O Box X9076  
Cape Town, 8000  
Tel: 021 483 4999  
E-mail: Graham.Pause@westerncape.gov.za

## 5. GUIDE BY THE HUMAN RIGHTS COMMISSION – section 14(1)(c)

5.1.1 The Human Rights Commission updates and makes available a guide compiled by it in terms of section 10 of the PAIA which informs persons of:

- the objects of PAIA and POPI and how to exercise their rights in terms of these two acts;
- the contact details of the information officer and deputy information officer (where applicable) of every public body and the assistance available from them;
- how to access records of public bodies; and.
- the legal remedies that are available when there is a failure to act in accordance with PAIA.

5.1.2 All enquiries to obtain access to this guide should be directed to:

<b>The Office of the Human Rights Commission</b>	
<b>Telephone</b>	+27 11 877 3900
<b>Fax</b>	+27 11 403 0684
<b>E-Mail Address</b>	<a href="mailto:PAIA@sahrc.org.za">PAIA@sahrc.org.za</a>
<b>Postal Address</b>	PAIA Unit: Promotion of Access to Information Private Bag 2700 Houghton 2041
<b>Street Address</b>	South African Human Rights Commission 33 Hoofd Street Braamfontein 2017 JOHANNESBURG
<b>Website</b>	<a href="http://www.sahrc.org.za">www.sahrc.org.za</a>

5.1.3 **Appendix A** to this manual includes information on how to access records of the Department, its internal appeal procedure, or applying to a court against decisions by the Information Officer or Deputy Officer, as the case may be.



**6. INFORMATION ON THE PROMOTION OF ACCESS TO INFORMATION ACT, 2002**

**6.1 SUBJECTS AND CATEGORIES OF DEPARTMENTAL RECORDS – section 14(1)(d)**

The Department holds records on the following subjects and categories:

<b>CATEGORIES AND SUBJECT MATTER</b>	<b>Programme Requires a request</b>
<p>6.1.1 <b>Organisation and Control</b></p> <ul style="list-style-type: none"> <li>– Delegation of Powers</li> <li>– Planning</li> <li>– Office instructions and codes</li> <li>– Reports</li> <li>– Statutory reports submitted to Provincial Treasury</li> <li>– Policy and Strategy</li> <li>– Assessment report on the alignment /non-alignment of the Department's APP to the Provincial Strategic Plan</li> </ul>	<p>Programme 1</p>
<p>6.1.2. <b>Statutory and Regulatory Framework / Legislation</b></p> <ul style="list-style-type: none"> <li>– National Constitutional Framework</li> <li>– National Legislation</li> <li>– Western Cape Provincial Legislation</li> <li>– Local Government Legislation</li> <li>– Legal opinions in respect of local government</li> <li>– Councillor remuneration</li> <li>– Code of Conduct for Councillors</li> <li>– Commissions / Committees of investigation</li> <li>– Litigation</li> <li>– Questions in the Legislature</li> <li>– Valuation Appeal Boards</li> <li>– Interim Valuations</li> <li>– Monitoring and Reporting: Valuation Quality</li> <li>– Levy on Property Tax</li> <li>– Municipal Demarcation</li> <li>– Local Government Elections</li> </ul>	<p>Programmes 1, 2 and 3</p>

<ul style="list-style-type: none"> <li>- Municipal Performance Management</li> <li>- Research</li> <li>- Municipal indigent registers</li> <li>- Thusong services centres</li> <li>- Community Development Workers Programme</li> <li>- Inter-governmental Relations</li> <li>- Ward Committee Support</li> <li>- Municipal Infrastructure Grant</li> <li>- Integrated Development Planning</li> <li>- Fire Prevention and Preparedness</li> <li>- Disaster Management</li> </ul>	
<p><b>6.1.4 Internal Financial Management</b></p> <ul style="list-style-type: none"> <li>- Budget</li> <li>- Accounting responsibility</li> <li>- Expenditure</li> <li>- Banking Arrangements</li> <li>- Funds</li> <li>- Corporate Assurance</li> <li>- Internal Audit</li> <li>- Audit reports</li> </ul>	Programme 1
<p><b>6.1.5 Supply Chain Management</b></p> <ul style="list-style-type: none"> <li>- Procurement</li> <li>- Provisioning</li> <li>- Asset management</li> </ul>	Programme 1
<p><b>6.1.6 Internal Facilities Management</b></p> <ul style="list-style-type: none"> <li>- Buildings</li> <li>- Equipment and Furniture</li> <li>- Telecommunication services</li> <li>- Occupational Health and Safety</li> </ul>	Programme 1
<p><b>6.1.7 Internal Travel and Transport Services</b></p> <ul style="list-style-type: none"> <li>- Transport</li> </ul>	Programme 1
<p><b>6.1.8 Internal Information Services</b></p> <ul style="list-style-type: none"> <li>- Internal records management</li> <li>- Internal security matters</li> </ul>	Programme 1
<p><b>6.1.9 Communications</b></p> <ul style="list-style-type: none"> <li>- Internal communications</li> <li>- Speeches</li> <li>- Awareness Programmes</li> </ul>	Programme 1

<ul style="list-style-type: none"> <li>- Social matters</li> <li>- Participation in events</li> <li>- Publications</li> <li>- Contact details</li> </ul>	
<b>6.1.11 Attending and hosting meetings and other gatherings</b> <ul style="list-style-type: none"> <li>- Auxiliary functions</li> <li>- Line functions</li> <li>- Public participation</li> <li>- Thusong Mobiles</li> <li>- IDP's</li> </ul>	Programmes 1, 2 and 3

## 6.2 DEPARTMENTAL RECORDS THAT ARE AUTOMATICALLY AVAILABLE WITHOUT THE NEED TO REQUEST ACCESS – section 14 (1)(e)

The following records are available for inspection in terms of section 15(1)(a)(i) and copying in terms of section 15(1)(a)(ii).

Documents that are available for download from the WCG portal at <https://www.westerncape.gov.za/dept/local-government> free of charge in terms of section 15(1)(a)(iii) are marked with an asterisk

Description of categories of records automatically available in terms of section 15(1)(a)	Manner of access to records section 15(1)(b)
(a) Western Cape Provincial Legislation (b) Budget (c) Departmental Strategic Plan (d) Annual Performance Plan* (e) Citizens Report* (f) Annual reports of the Department Local Government* (g) Provincial Disaster Management Framework (h) Provincial Disaster Management Strategic Plan	Records referred to in (a) to (f) are available for inspection at the Office of the Head of Department, Waldorf Building, 80 St Georges Mall, 8 <sup>th</sup> Floor, Cape Town - between 08:00 and 15:00  Records referred to in (f) to (k) are available after obtaining the payment of the prescribed fee from the Record Manager, Waldorf building, 7 <sup>th</sup> floor,

<ul style="list-style-type: none"> <li>(i) Provincial Disaster Risk and Vulnerability Assessment</li> <li>(j) Risk and development annual review (RADAR)</li> <li>(k) Guidelines to draft a Disaster Management Chapter in a municipal Integrated Development Plan</li> </ul>	Private Bag X9076, Cape Town - between 08:00 and 15:00
<ul style="list-style-type: none"> <li>(j) Western Cape Government Provincial Gazettes</li> </ul>	<a href="https://www.westerncape.gov.za/general-publication/provincial-gazettes-2016">https://www.westerncape.gov.za/general-publication/provincial-gazettes-2016</a>

**6.3 SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC – section 14(1)(f)**

**6.4 ARRANGEMENTS FOR PUBLIC PARTICIPATION BY CONSULTATION AND/OR REPRESENTATION ON THE FORMULATION OF DEPARTMENTAL POLICY AND/OR PERFORMANCE OF FUNCTIONS – section 14(1)(g)**

Not applicable.

**6.5 REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT BY THE DEPARTMENT - section 14(1)(h)**

Legislation applicable to the Department (as set out in its Departmental Annual Performance Plan<sup>1</sup>) may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order.

Questions, complaints or comments regarding any service delivery by the Department of the Premier may be made as follows:

**Call:** 021-483 4049 - Monday to Friday from 07h30 to 15h30

**E-mail:** [HOD.LG@westerncape.gov.za](mailto:HOD.LG@westerncape.gov.za)

**7 ACCESSIBILITY AND AVAILABILITY OF THIS MANUAL – Section 14(3)**

7.1 The manual is available in English, Afrikaans and Xhosa for viewing between 8.00 and 15.00 Mondays to Fridays (excluding public holidays).

<sup>1</sup> Available at <https://www.westerncape.gov.za/documents/plans/2016>

- the WCG Information Kiosk situated in the concourse between 4 Dorp Street and 2 Wale Street, Cape Town; and
- the office of the Deputy Information Officer Mrs B Sewlall-Singh at: Waldorf Building, 80 St Georges Mall, Cape Town.

7.2 The manual and Afrikaans and Xhosa translations thereof, may be accessed online through the World Wide Web by visiting the following web address:

<https://www.westerncape.gov.za/general-publication/access-information-department-local-government-section-14-manual>

## APPENDIX A:

### GUIDANCE ON ACCESS TO RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE

#### 1 COMPLETION OF APPLICATION FORM, PAYMENT OF FEES and FORM OF ACCESS – sections 18, 19, 22, 29 and 31.

##### 1.1 Application form

- A prescribed form (attached as **FORM A**) must be completed by the requester and submitted to the Information Officer/Deputy Information Officer.
  - If a requester cannot read or write or complete the form due to a disability, the request may be made orally. The Information Officer/ Deputy Information Officer will then complete Form A on behalf of the requester, keep the original and give the requester a copy thereof.
  - A request may be made on behalf of another person but then the capacity in which the request is made must be indicated on Form A.

##### 1.2 Fees

- The fees for requesting and searching for a record, as well as making copies of the record, are prescribed by the regulations made in terms of PAIA. (Attached as **FREE SCHEDULE**) The following fees are payable:
  - Request fee of R35.00 for each request;
  - Access fee for the reasonable time spent to search for and prepare the record, if it takes more than an hour to search and prepare a record. A deposit, of not more than a third of the total access fee, may be required. However, the full access fee is payable before access is granted; and
  - For making copies of the record.

##### 1.3 Applicants who are exempt from paying a request fee:

- A maintenance officer/investigator requesting access to a record for a maintenance investigation or inquiry in terms of the Maintenance Act, 1998 (or regulations made in terms thereof.)
- A person requesting a record that contains his/her personal information.

##### 1.4 Applicants who are exempt from paying an access fee:

- A person requesting a record that contains his/her personal information.
- A single person whose annual income does not exceed R14 712 per annum.
- Married persons, or a person and his or her life partner whose annual income does not exceed R27 192.

## 1.5 Form of access

- A requester must indicate on Form A if a copy or an inspection of the record is required.
  - If a copy is required, the requester must indicate the form thereof (e.g. printed or electronic) and the preferred language (where the record is available in more than one language). The Department does not translate records that are only available in one language.
- The record will be provided in the requested format unless it is unpractical or it will unreasonably interfere with the running of the Department's business

## 2 **DECISION TO GRANT OR REFUSE ACCESS – Sections 25 and 26**

### 2.1 Time period to make a decision

The Information Officer/ Deputy Information Officer must as soon as reasonably possible after receipt of the R35 and the completed Form A, but at least within **30 days** of receipt thereof, decide whether to grant or refuse the request and notify the requester of the decision.

### 2.2 Extension of time period

The Information Officer / Deputy Information Officer may extend the period of 30 days, **once** for a further period of **30 days** in the following circumstances:

- the request is for a large number of records or requires a search through a large number of records and attending to the request unreasonably interferes with the department's activities;
- the request requires a search for records from an office that is not in the same town or city as that of the Information officer/Deputy Information Officer;
- consultation is required with other departments of the WCG or other public bodies to decide upon the request; or
- the requester consented to an extension.

## 3. **RECORDS THAT CONTAIN INFORMATION OF THIRD PARTIES – sections 47, 48**

### 3.1 Notification:

The Information Officer/Deputy Information Officer must take all reasonable steps to inform a third party as soon as possible, but at least within **21 days**, of receipt of any request for a record that contains:

- a third party's personal information;
- a third party's trade secrets;

- a third party's financial, commercial, scientific or technical information and disclosure would likely cause commercial or financial harm to the third party;
- information supplied by a third party in confidence and the disclosure would prejudice or put the third party at a disadvantage in contractual or other negotiations or commercial competition;
- information supplied in confidence by a third party and disclosure would (i) amount to a breach of a duty of confidence owed to the third party in terms of an agreement; or (ii) reasonably prejudice the future supply of similar information which should, in the public interest, be supplied; or
- information about research being carried out by or on behalf of a third party that would seriously disadvantage either the third party, the agent or the research subject matter.

### 3.2 Third Party representations and consent

Within **21 days** of the notification (3.1 above) a third party may either (i) make written or oral representations to the Information Officer/ Deputy Information Officer why the request should be refused; or (ii) give written consent for the disclosure of the record.

### 3.3 Decision on representation for refusal

The Information Officer/ Deputy Information Officer must as soon as reasonable possible, but at least within **30 days** after the notification (3.1 above) decide whether to grant or refuse the request for access and must notify the third party concerned as well as the requester of the decision.

## 4. **INTERNAL APPEAL – sections 74 and 75**

### 4.1 Requester

A requester may lodge an internal appeal, within **60 days** after notice is given of a decision by the Information Officer/Deputy Information Officer to:

- refuse a request for access (see 2 above);
- pay a fee (see 1.2 above);
- extend the period to give access (see 2.2 above).

### 4.2 Third party

A third party may lodge an internal appeal, within **30 days** after notice is given of a decision by the Information Officer/Deputy Information Officer to grant access to a record that contains information about the third party (see 3 above).



4.3 Manner of internal appeal

An internal appeal is lodged by completing the prescribed form (**Form B** attached) and delivering or sending it to the Information Officer/ Deputy Information Officer.

**6. APPLICATION TO COURT**

6.1 A requester or third party may apply to court for appropriate relief if

- an internal appeal was lodged and the applicant remains unsatisfied with the outcome of the internal appeal; or

6.2 The application to court must be made within **180 days** after being informed of the outcome of the internal appeal.

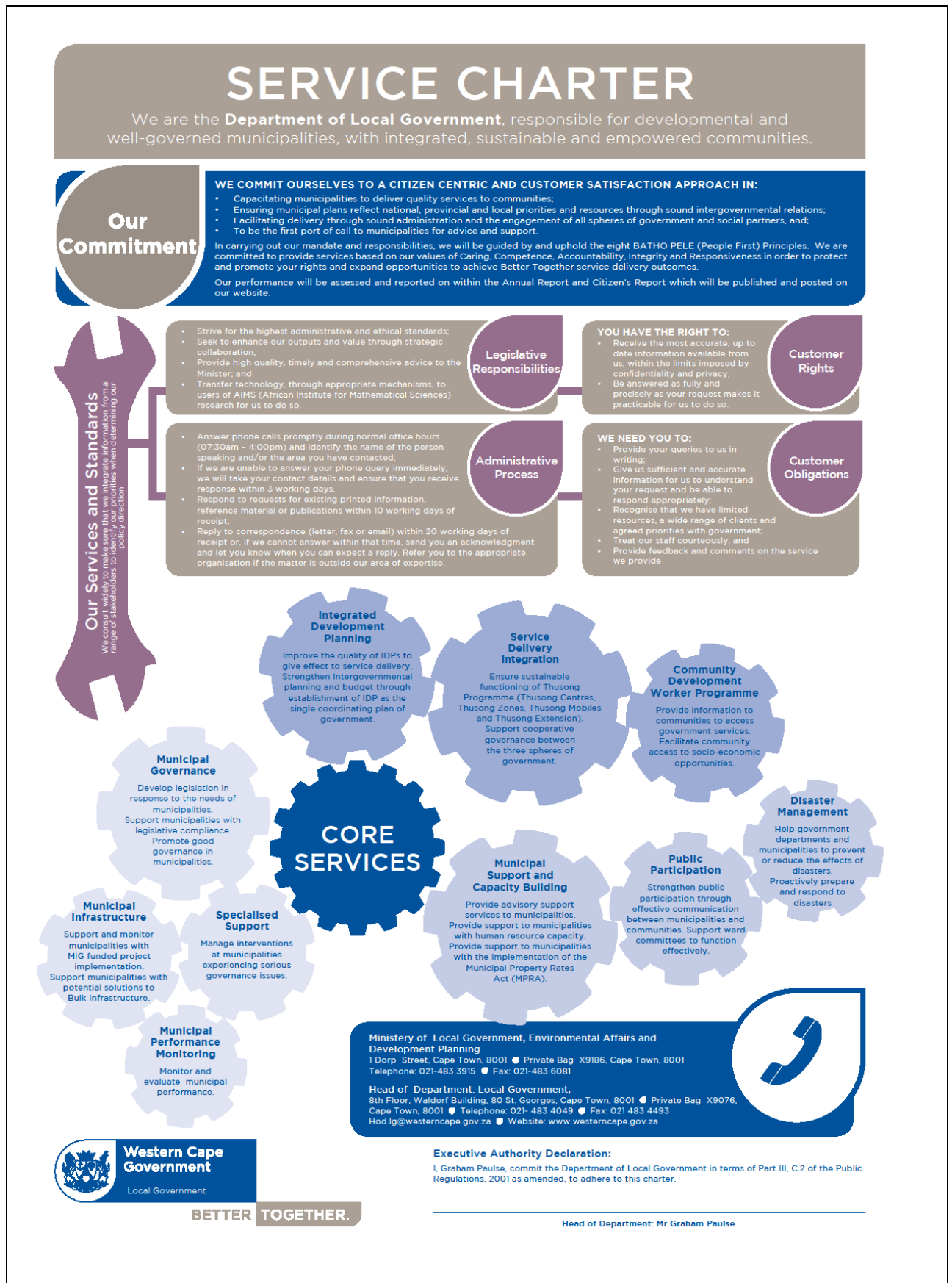


Figure 2

**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 recorded below.*
- (b) *Furnish an address and/or fax number in the Republic 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:

\_\_\_\_\_ 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 therefore.*

Reason for exemption from payment of fees:

**F. Form of access to record**

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

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

Mark the appropriate box with an "X".

NOTES:

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

**1. If the record is in written or printed form -**

<input type="checkbox"/> copy of record*	<input type="checkbox"/> inspection of record
--	---

**2. If record consists of visual images -**

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

<input type="checkbox"/> view the images	<input type="checkbox"/> copy of the images*	<input type="checkbox"/> transcription of the images*
--	--	---

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

<input type="checkbox"/> listen to the soundtrack (audio cassette)	<input type="checkbox"/> transcription of soundtrack* (written or printed document)
--	---

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

<input type="checkbox"/> printed copy of record*	<input type="checkbox"/> printed copy of information derived from the record*	<input type="checkbox"/> copy in computer readable form* (stiffy or compact disc)
--	---	---

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? <b>A postal fee is payable.</b>	YES	NO
--	-----	----

*Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.*

In which language would you prefer the record?

**G. Notice of decision regarding request for access**

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

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

Signed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20

SIGNATURE OF REQUESTER / PERSON ON  
WHOSE BEHALF REQUEST IS MADE

**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 is lodging the internal appeal, must be completed 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 stated 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:

**C. Particulars of requester**

*This section must be completed ONLY if a third party (other than the requester) is lodging 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 determined in terms of section 22 of the Act.
	Decision regarding the extension of the period within which 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 as 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 upon 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 thereof 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/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the records, submitted by information officer/deputy information officer on  
(date) to the relevant authority.

**OUTCOME OF APPEAL:**

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

NEW DECISION:

DATE

RELEVANT AUTHORITY

DATE RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY:

## APPENDIX E: FEE SCHEDULE

### Annexure A GENERAL: VALUE-ADDED TAX

Public and private bodies registered under the Value-Added Tax Act, 1991 (Act No. 89 of 1991), as vendors may add value-added tax to all fees prescribed in this Annexure.

#### PART I FEES IN RESPECT OF GUIDE

1. The fee for a copy of the guide as contemplated in regulations 2 (3) (b) and 3 (4) (c) is R0,60 for every photocopy of an A4-size page or part thereof.

#### PART II FEES IN RESPECT OF PUBLIC BODIES

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

	R
(a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	5,00
(ii)compact disc	40,00
(d) (i)For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii)For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(ii)For a copy of an audio record	17,00

3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7 (2) is R35,00.

4. The access fees payable by a requester referred to in regulation 7 (3) are as follows:

	R
(1) (a)For every photocopy of an A4-size page or part thereof	0,60
(b)For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c)For a copy in a computer-readable form on—	
stiffy disc	(i) 5,00

compact disc	(ii)	40,00
(d)(i)For a transcription of visual images, for an A4-size page or part thereof		22,00
(ii)For a copy of visual images		60,00
(e)(i)For a transcription of an audio record, for an A4-size page or part thereof		12,00
(ii)For a copy of an audio record		17,00
( f )To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.		
(2)For purposes of section 22 (2) of the Act, the following applies:		
(a)Six hours as the hours to be exceeded before a deposit is payable; and		
(b)one third of the access fee is payable as a deposit by the requester.		
(3)The actual postage is payable when a copy of a record must be posted to a requester.		

### PART III FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9 (2) (c) is R1,10 for every photocopy of an A4-size page or part thereof.

2.

2. The fees for reproduction referred to in regulation 11 (1) are as follows:

	R
(a)For every photocopy of an A4-size page or part thereof	1,10
(b)For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)For a copy in a computer-readable form on—	
(i)stiffy disc	7,50
(ii)compact disc	70,00
(d)(i)For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)For a copy of visual images	60,00
(e)(i)For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii)For a copy of an audio record	30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is R50,00.

4. The access fees payable by a requester referred to in regulation 11 (3) are as follows:

	R
(1)(a)For every photocopy of an A4-size page or part thereof	1,10
(b)For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c)For a copy in a computer-readable form on—	
(i)stiffy disc	7,50
(ii)compact disc	70,00
(d)(i)For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii)For a copy of visual images	60,00
(e)(i)For a transcription of an audio record, for an A4-size page or part thereof	20,00

(ii) For a copy of an audio record

30,00

( f ) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.

(2) For purposes of section 54 (2) of the Act, the following applies:

(a) Six hours as the hours to be exceeded before a deposit is payable; and

(b) one third of the access fee is payable as a deposit by the requester.

(3) The actual postage is payable when a copy of a record must be posted to a requester.