



EHLANZENI
DISTRICT MUNICIPALITY

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

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1. INTRODUCTION

Ehlanzeni District Municipality (“**the Municipality**”) recognizes and respects the right of access to information as enshrined in the Constitution of the Republic of South Africa. The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (hereafter referred to as “the Act”) gives effect to the constitutional right of access to any information held by any public or private body that is required for the exercise or protection of any rights. The Act sets out the procedures attached to such request.

Section 9 of the Act, however, recognizes that such right to access to information is subject to certain justifiable limitations, for instance limitations aimed at;

- The reasonable protection of privacy;
- Commercial confidentiality; and
- Effective, efficient and good governance.

Section 14 of the Act obliges bodies to compile a Manual, which could assist a person to obtain access to information held by the public body and stipulates the minimum requirements a Manual has to comply with.

The purpose of this Manual is therefore to inform a person on how to obtain access to records held by Ehlanzeni District Municipality, and thereby giving effect to Section 14 of the Act. The manual further provides information on the details of the information and deputy information officer and stipulates both the request and appeal procedures in terms of PAIA.

Noting the nature of the work of public entities; accountability and transparency are an essential requirement for sustaining democracy. This manual is therefore a critical tool to entrenching a culture of participatory democracy, informed public scrutiny and voluntary dissemination of information by public entities.

1.1 EHLANZENI DISTRICT MUNICIPALITY

Vision

The best performing district municipality of the 21st Century

Mission

Ehlanzeni District Municipality strives to excel in planning, co-ordination and support for our Local Municipalities in consultation with all stakeholders to ensure the best standard of living for all.

Values

Ehlanzeni is guided by the following values in conducting its business:

- i) Transparency
- ii) High quality service delivery
- iii) Accountability
- iv) Service communities with integrity
- v) Efficiency
- vi) Professionalism

Constitutional mandate

The Municipality's mandate is derived from section 155,156 and 162 as well as Part B of Schedule 4 and part B of Schedule 5 of the Constitution of the Republic of South Africa, 1996.

Ehlanzeni District municipality is a Category C municipality with an area of 14 111,61km and its area of jurisdiction is made up of five Category B local municipalities namely:

- Umjindi Local Municipality
- Thaba Chweu Local Municipality
- Mbombela Local Municipality
- Nkomazi Local Municipality
- Bushbuckridge Local Municipality

2. STRUCTURE

2.1 Organizational Structure

In accordance with the Constitution Act, 108 of 1996, Ehlanzeni Municipality's Council is the ultimate political decision making body of the Municipality. The Mayor of Ehlanzeni District Municipality takes overall strategic and political responsibility, whilst the Municipal Manager heads the Municipality's administration and is responsible for the implementation of policies and the Integrated Development Plan (IDP).

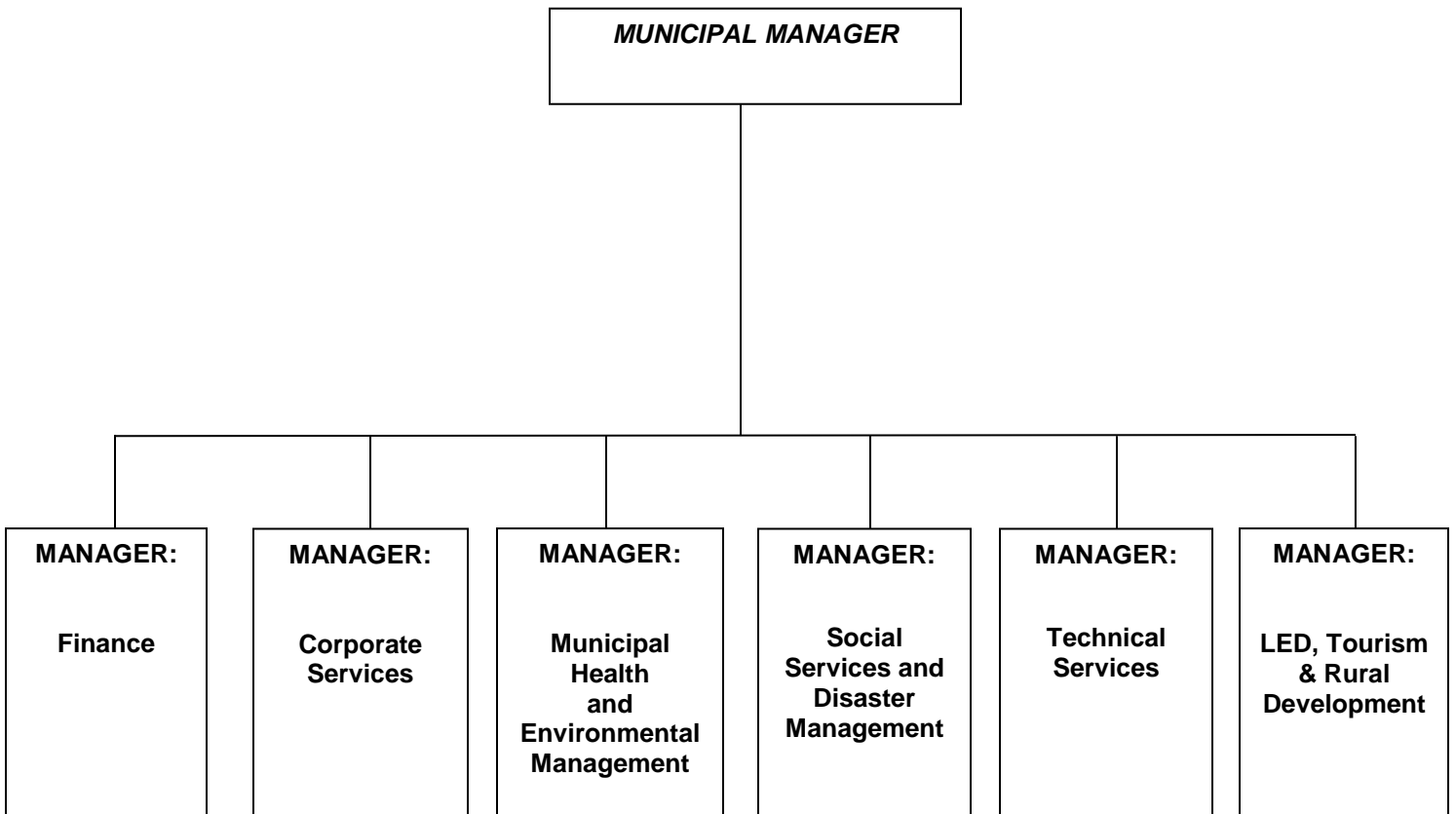
The Executive Mayor of the Municipality is Councillor Letta Shongwe and the Accounting Officer and Municipal Manager is Adv Hugh Mbatha who is heading Administration. The Municipality has six administrative departments, each being headed by a Manager. The Municipality has the following departments:

EHLANZENI DISTRICT MUNICIPALITY: ORGANISATIONAL STRUCTURE



Ehlanzeni District Municipality

MUNICIPAL MANAGEMENT STRUCTURE



2.1.1 Office of the Municipal Manager

The following Units falls under the Office of the Municipal Manager:

- **Risk Management** - ensures the management of enterprise-wide risk, service excellence and performance management.
- **Internal Audit** - responsibilities include the provision of internal audit services to the Municipality as well as the coordination of the implementation of the internal audit service as a shared service within the District. The section also facilitates the external audit services required by the Municipality.
- **Legal Services** - responsibilities include the coordination of legal research towards ensuring legal compliance, contract management and associated advisory services.
- **Strategic Planning** - responsibilities include the facilitation of strategic forums among the family of municipalities within the District
- **Geographical Information Systems** - provides Municipal departments with a framework for information sharing, collaboration and cross departmental analysis to ensure they are informed about the demographics, resources and infrastructure of their geographic area in order for the municipality to strategically manage and direct its resources to communities and be accountable to its citizen. GIS enhances decision making in the municipality.
- **Organizational Performance Management Systems** - responsibilities include the implementation the Municipality's Performance Management system as aligned to the Integrated Development Plan (IDP), and to monitor and report on the progress and implementation thereof.
- **IPMS and Performance Monitoring and Evaluation** - this unit enables the municipality to plan, monitor, measure and improve individual performance through quarterly assessments.
- **Intergovernmental Relations unit** - this unit also acts as the vehicle for the realization of intergovernmental and cooperative governance structures and events

2.1.2 Corporate Services

This department comprises of the following units:

- **Administration and policy formulation** - This unit is responsible for:
 - ✓ Facility Management;
 - ✓ Telephone and Cell phones contract management;
 - ✓ Records Management;
 - ✓ Resource and Knowledge Centre
- **Communications, marketing and events** - This unit is responsible for the municipality's communication functions in the district. The Communication, Marketing & Events section is primary accountable for the communication between the municipality and the people of Ehlanzeni, mainly through the media and other communication avenues used by the municipality.
- **Human resource Management** - This unit is responsible for all facets of Human Capital i.e
 - ✓ Human Resources Management;
 - ✓ Human Resource Administration;
 - ✓ Labour Relations;
 - ✓ Policy Development and Implementation;
 - ✓ Compilation of Job Descriptions;

- ✓ Skills Development;
- ✓ Employment Equity and;
- ✓ Employee Assistance programme.

2.1.3 Finance

This department is responsible for:

- **Supply Chain Management Unit**

Supply Chain Management is responsible for the procurement of all goods and services of the district municipality in a transparent, effective and efficient way.

- **Budget office**

The Budget Office is Responsible for the drafting and tabling of the budget of council in conjunction with all departments, to complete all statutory reports on the budget, to assist all departments on budgetary issues and to ensure that all budgetary legislation and policies are adhered to.

- **Treasury Unit**

Treasury is responsible for ensuring the prudent and sound management of the public money to ensure that adequate financial resources are maintained to meet the municipality's long and short term (payment of creditors, contractors, salaries etc.) financial needs as contained in the adopted and approved IDP of Ehlanzeni District Municipality.

- **Information Technology** – Ensures the efficient implementation of information management systems, implementation and maintenance of application systems, implementation of Enterprise Resource Planning hardware and software maintenance, information systems security and general coordination of management of ICT systems.

2.1.4 Local Economic Development, Tourism and Rural Development

The Department of LED & Tourism is responsible for facilitation and coordination of activities and programmes that would yield shared economic growth and the extensive marketing of the District.

Rural Development: The mandate of this department is to assist communities to change the economic landscape of their localities through optimal use and management of natural resources

2.1.5. Technical Services

The Technical Services Department has 12 competent, professional and knowledgeable team members who are committed to providing the community with a range of basic services namely:

- Planning and Development
- Water and Sanitation
- Roads and Transport
- Building, Health and Safety
- Civil Services

The department also renders technical and financial support services to the municipalities within its jurisdiction. It has developed Project Management Systems that assist municipalities to manage their capital projects. The department coordinates forums such as Water and sanitation sector collaboration, transport and municipal infrastructural grants. These forums foster good relations among stakeholders and provide a platform to address challenges and share learning experiences.

2.1.6. Social Services and Disaster Management.

The Office is responsible for institutionalization and mainstreaming of Youth Development within Ehlanzeni District Municipality.

Special Programmes – The Office heads up advocacy and lobbying for the development and mainstreaming of issues which affect the following vulnerable groups: senior citizens, people with disabilities and women.

HIV/AIDS – The Office conducts aggressive lobbying for the support, assistance and development of people living with and/or affected by HIV and/or AIDS, as well as children who are either directly or indirectly affected by the epidemic as a result of their very vulnerable status or through being orphaned by the disease.

Disaster Management unit is responsible for the coordination of the prevention and mitigation of disaster effects and the management of disasters when they occur.

2.1.7. Municipal Health

Municipal Health is responsible for the following core functions:

- Water quality monitoring
- Food control
- Waste Management
- Health Surveillance Of Premises
- Surveillance and Prevention of Communicable Diseases
- Vector Control
- Environmental Pollution Control
- Events
- Disposal of the Dead and Chemical Safety

2.2 GENERAL CONTACT DETAILS OF THE MUNICIPALITY

Physical address : No 8 Van Niekerk Street
Nelspruit
 1200

Postal Address : PO Box 3333
Nelspruit
 1200

Telephone Number : 013 759 8500
 Fax Number : 013 75598539
 Website : www.ehlanzeni.gov.za

3. INFORMATION OFFICERS

The Municipal Manager is in terms of section 1 of the Act the information officer of the municipality. The contact details of the Information Officer and the Deputy Information Officer designated in terms of Section 17 of the Act are as follows:

Information Officer : Municipal Manager
 P.O. Box 3333
 Nelspruit
 1200

Tel No.: (013) 759 8500
 Facsimile No: (013) 759 8570

Deputy Information Officer : **Mr Hubert Shabangu**
 Manager: Corporate Services
 P.O. Box 3333
 Nelspruit
 1200

Tel No.: (013) 759 8507
 Facsimile No (013) 759 8539

4. THE GUIDE ON HOW TO USE THE ACT

The Guide on how to use the Act is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission

PAIA Unit
 Research and Documentation Department
 Private Bag 2700
 Houghton
 2041

Telephone: (011) 484 8300
 Fax: (011) 484 1360
 Website: www.sahrc.org.za

5. RECORDS HELD BY THE MUNICIPALITY

The Municipality holds the following records which could be requested in terms of the Act are as follows:

- 5.1. Municipal Strategic Plans, Implementation Plan and Performance Report;
- 5.2. Municipal financial records;
- 5.3. Municipal budget;
- 5.4. Municipal personnel records; Records of interviews for vacancies, Records of procedures relating to grievances and discipline
- 5.5. Municipal reports relating to Summits and Workshops;
- 5.6. Policies documents and legislation on Co-operative Governance and Traditional Affairs
- 5.7. Media products;
- 5.8. Provincial Gazettes;
- 5.9. Municipal Communication Strategies and Plans, and
- 5.10. Records relating to contractual documents signed with various service providers.
- 5.11. Minutes of meetings for Council meetings
- 5.12. Procurement records: Bid documents (Specifications, proposals and adjudication)
- 5.13. Correspondence on specific matters pertaining to the Municipality.

6. RECORDS AUTOMATICALLY AVAILABLE

CATEGORY	DESCRIPTION
Agendas and minutes	<ul style="list-style-type: none"> • Minutes of meetings for Council meetings
Municipal Strategic Plans	<ul style="list-style-type: none"> • IDP • SDBIP • Policies
Reports	<ul style="list-style-type: none"> • Annual Report of the Municipality • Mid Term Reports • Quarterly Reports
Registers	<ul style="list-style-type: none"> • Destruction Register • Register of files opened • Register of disposal authorities • Master copy of the file plan • Remittance register • Register of registered or certified post • Delivery register • Supply register • Tender opening register • Staff attendance registers
Publications published by council	<ul style="list-style-type: none"> • Advertising brochures • Newsletters
Cartographical material	<ul style="list-style-type: none"> • Detailed plans of Municipal buildings and plants • Pipe and sewer line maps • GIS maps
Photographs	<ul style="list-style-type: none"> • Events and Functions • Photographs of Council, Administration and Officials • Aerial Photographs

- 6.1 The access to information legislation provides for records which are automatically available in Ehlanzeni District Municipality to be included in this manual and to be made available to requestors. Automatically available records usually do not have information which is sensitive in nature or records that have the ability to place the institution in detriment if released. These records have been specified in the table above.
- 6.2 Categories of Records Not Automatically Available – The records listed as restricted in the table below may be formally requested, but access to parts of these records or the whole record may be refused on legal grounds.

RECORDS NOT AUTOMATICALLY AVAILABLE

CATEGORY	DESCRIPTION
CONTRACTS	<ul style="list-style-type: none"> • Leave forms • Bursary Applications and agreements • Training applications • Allowances • Staff CV's • S & T forms • Stop Order Agreements • Application for Advertised Positions and CV's
AGREEMENTS	<ul style="list-style-type: none"> • Performance Management Agreements • Disciplinary Case Files • Employment
FINANCIAL ITEMS	<ul style="list-style-type: none"> • Loan Register • Stock Register • Main Cash Book • Subsidiary cash register • Main ledger • Subsidiary ledger • Main journal • Budget • Financial statement • Cheque counterfoils • Receipt books • Bank reconciliation statements

FORMS	<ul style="list-style-type: none"> • Supplier database application forms • Central Registry • Supply Chain management printed documents
AGREEMENTS	<ul style="list-style-type: none"> • Contracts • Memorandums of Agreements • Memorandums of Understanding • Service Level Agreements • Maintenance Contracts • Lease Agreements
MISCELLANEOUS	<ul style="list-style-type: none"> • Municipal Title Deeds • Servitudes • Encroachments • Permits • Completed Vehicle Log sheets • Tender Documents • Business Plans • Company Profiles • CV's and short listings
FILE PLAN SUBJECTS	<ul style="list-style-type: none"> • Own council and council matters Human resources • Finance • Domestic supplies, services and office accommodation • Tenders, contracts, quotations • Reports and returns • Composition and meetings of other bodies and other gatherings • Grants • Publicity information and social matters • External funding • Legal matters • Land and buildings • Planning and economic development

	<ul style="list-style-type: none"> • Tourism • Water and sanitation services • Essential services • Community Services
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7. THE REQUEST PROCEDURE

Any person who wishes to obtain access to information held by the Municipality may access such information by completing an application form as prescribed in the Government Notice No. R187 of 15 February 2000.

The requester must complete the prescribed form enclosed herewith and submit it as well as payment of a request fee, to the Information Officer at the postal or physical address, fax number as stated above.

The prescribed form must be filled in with enough detailed information to at least enable the Information Officer to identify the record or records requested the identity of the requester, which form of access is required and the postal address or fax number of the requester.

If the requester is unable to read or write, the request for the record can be made orally by the requester. The Information Officer must then fill in the form on behalf of such a request and give him or her copy.

After lodging the request with the Information Officer, the application will be processed within 30 days.

If a requester requests information in a particular form (e.g. a paper copy, electronic copy etc) then the requester should receive access in that form, unless doing so would interfere unreasonably with the running of a public body concerned or damage to the record or infringe on the copyright not owned by the state.

If a requester requests information on behalf of somebody else, the capacity in which the request is being made must be indicated.

7.1 Fees payable for a request

The Act provides for two types of fees:

- (a) A request fee, which will be a standard fee; and
- (b) An access fee, which must be calculated by taking into account reproduction costs, search and preparation time and cost, as well as postal costs.

A requester who seeks access to a record containing personal information about the requester is not required to pay the request fee. Every other requester must pay the required requested fee.

- The information officer must notify the requester by notice, requiring the requester to pay the prescribed request fee and deposit (if any) before further processing the request.
- The requester may lodge an internal appeal, where appropriate, or an application to the Court against the tender or payment of a fee.
- **After the information officer has made a decision on the request the requester must be notified** of such a decision in a way in which the requester wanted to be notified in.
- If the for disclosure .request is granted then a further access fee must be paid for the reproduction and for the search and preparation for any time required in excess of the stipulated hours to search and prepare the record
- Access to a record will be withheld until all the applicable fees have been paid.

Any member of the public may gain access to the services and records of the Municipality by contacting the Municipality at addresses, telephone numbers and contact personnel are as stated above.

8. ARRANGEMENTS ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY & PERFORMAMCE OF FUNCTIONS

The Municipality maintains a high level of public engagement and interaction with stakeholders through inviting comments on proposed legislation and notices published in the Provincial Gazette, and workshops.

9. REMEDIES WHERE REQUESTS FOR ACCESS TO INFORMATION ARE REFUSED

9.1 Refusal of request

The main grounds for the Municipality to refuse a request for information relates to the:

- (1) Mandatory protection of the privacy of a third party who is a natural person, which involve the unreasonable disclosure of personal information of that natural person;
- (2) Mandatory protection of the commercial information of a third party, if the record contains:
 - Trade secrets of that third party;
 - Financial, commercial, specific or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - Information disclosed in confidence by a third party to the Municipality, if the disclosure could put a third part at the Municipality at a disadvantage in negotiations or commercial competition.
- (3) Mandatory protection of confidential information of third parties if it is protected in terms of any agreement;
- (4) Mandatory protection of the safety of individuals and the protection of property;
- (5) Mandatory protection of records which would be regarded as privileged in legal proceedings;
- (6) Operations of Municipality;
- (7) The commercial activities of the Municipality, which may include:
 - Trade secrets of the Municipality;
 - Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the Municipality;
 - Information which, if disclosed could put the Municipality at a disadvantage in negotiations or commercial competition;
 - A computer programme which is owned by the Municipality, and which is protected by copyright;

- (8) The research information of the Municipality or a third party, if its disclosure would disclose the identity of the Municipality, the researcher or the subject matter of the research and would place the research at a serious disadvantage.

Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.

9.2 Appeal

- (1) A requester may lodge an internal appeal against a decision of the Information Officer of the Municipality –
- (a) to refuse a request for access; or
 - (b) taken in terms of section 22, 26(1) or 29(3), in relation to that requester, with the relevant authority.
- (2) A third party may lodge an internal appeal against a decision of the Information Officer of the Municipality to grant a request for access.

9.3 Manner of appeal and appeal fees

An internal appeal must be lodged in the prescribed form:

- Within 60 days;
- If notice to a third party is required, within 30 days notice is given to the appellant of the decision appealed against;
- It must be delivered or sent to the Information Officer of the Municipality at his or her addresses, or fax number;
- It must identify the subject of the internal appeal and state the reasons for the internal appeal and may include any other relevant information known to the appellant,
- If, in addition to a written reply, the appellant wishes to be informed of the decision on the internal appeal in any other manner, must state that manner and provide the necessary particulars to be so informed;
- If applicable, must be accompanied by the prescribed appeal fee, and must specify a postal address or fax number.

If an appeal is lodged after the expiry of the period referred to, the Executive Mayor must, upon good cause shown, allow the late lodging of the appeal.

If the Executive Mayor disallows the late lodging of the appeal, he or she must give notice of that decision to the person who lodged the appeal.

A requester lodging an appeal against the refusal of his or her request for access must pay the prescribed appeal fee (if any).

If the prescribed appeal fee is payable in respect of an appeal, the decision on the appeal may be deferred until the fee is paid.

As soon as reasonably possible, but in any event within ten (10) working days after receipt of an appeal, the Information Officer of the Municipality must submit to the Executive Mayor:

- the appeal together with his or her reasons for the decision concerned; and
- if the appeal is against the refusal or granting of a request for access, 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.

10. UPDATING AND AVAILABILITY OF THE MANUAL

The Municipality undertakes to update and publish its Manual referred to in Section 14(1), at intervals of not more than a year.

Section 14 (1) of the Act, read with Regulation No. R. 187 of 15 February 2002 prescribes in section 4(1) that the manual of a public body must be made available in the following manner:

- A copy will be made available to the South African Human Rights Commission,

The Manual will be published in the *Provincial Gazette*, which will be finalised by Government Printers,

- In addition to this the Municipality's Manual will be accessible through the Municipality's website on www.ehlanzeni.gov.za.

FORM A

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

(Section 18(1) of the Promotion of Access to Information Act, 2000

(Act No. 2 of 2000)

[Regulation 6]

FOR DEPARTMENTAL USE

***Reference number_____

Request received by _____ (name and surname of information officer/deputy
information officer on (date) _____ at
(place)_____

Request fee (if any): R.....

Deposit (if any): R

Access fee: R.....

.....Signature of information officer/deputy Information Officer

A Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of person requesting access to the record

(a) The particulars of the person who requests access to the record must be given below.
(b) The address and/or fax number in the Republic to which the information is to be sent, must be given.
(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

E-mail address: _____

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

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname: _____

Identity number: _____

D. Particulars of record

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
(b) If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.

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

2. Reference number, if available: _____

3. Any further particulars of record: _____

E. Fees

(a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
(b) You will be notified of the amount required to be paid as the request fee.
(c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
(d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason(s) for exemption from payment of fees: _____

F. Form of access to record

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

<u>Disability:</u>		Form in which record is required:	
Mark the appropriate box with an X.			
NOTES:			
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.			
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.			
(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.			
1. If the record is in written or printed 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"/>		<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"/>		<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?			YES
			NO
Postage is payable.			
Note that <i>if</i> the record is not available in the language you prefer, access may <i>be granted</i> in the language in <i>which</i> the record is available.			

In which language would you prefer the record?

G. Notice of decision regarding request for access

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

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

Signed at thisday of..... 20_____

**SIGNATURE OF REQUESTER OR PERSON ON
WHOSE BEHALF THE REQUEST IS MADE**

FORM B

Annexure B

NOTICE OF INTERNAL APPEAL

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

[Regulation 8]

STATE YOUR REFERENCE NUMBER:

A. Particulars of public body

The Information Officer/Deputy Information Officer:

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

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

Full names and surname: _____

Identity number: _____

Postal address: _____

Fax number: _____

Telephone number: _____

E-mail address: _____

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

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

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

E. Grounds for appeal

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

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

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

F. Notice of decision on appeal

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

State the manner: _____

Particulars of manner: _____

Signed at.....thisday 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):** _____

Annexure C**FEES IN RESPECT OF PUBLIC BODIES**

- | | |
|---|---------|
| 1. The fee for a copy of the manual as contemplated in regulation 5(c) is for every photocopy of an A4-size page or part thereof. | R0, 60 |
| 2. The fees for reproduction referred to in regulation 7(1) are as follows: | R0,60 |
| (a) For every photocopy of an A4-size page or part thereof | |
| (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) memory stick/stiffy disc | R5,00 |
| (ii) compact disc | R40,00 |
| (d) (i) For a transcription of visual images, for an A4-size page or part thereof | R22,00 |
| (ii) For a copy of visual images | R60,00 |
| (e) (i) For a transcription of an audio record, for an A4-size page or part thereof | R12,00 |
| (ii) For a copy of an audio record | R17,00 |
| 3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is | R35,00. |
| 4. The access fees payable by a requester referred to in regulation 7(3) are as follows: | |
| (a) For every photocopy of an A4-size page or part thereof | R0,60 |
| (b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine- readable form | R0,40 |
| (c) For a copy in a computer-readable form on – | |
| (i) memory stick/stiffy disc | R5,00 |
| (ii) compact disc | R40,00 |

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| (d) | (i) For a transcription of visual images, for an A4-size page or part thereof | R22,00 |
| | (ii) For a copy of visual images | R60,00 |
| (e) | (i) For a transcription of an audio record, for an A4-size page or part thereof | R12,00 |
| | (ii) For a copy of an audio record | R17,00 |
| | (f) To search for and prepare the record for disclosure for each hour or part of hour, excluding the first hour, reasonably required for such search and preparation. | R15,00 |
- (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.