

PAIA Manual 2011

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Information Manual

THIS MANUAL HAS BEEN PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000

Guide on how to use the act

[Click here](#) to download the section 10 guide on how to use the Act. [Click here](#) to download the Act. Alternatively, contact the South African Human Rights Commission:

Mr. Sello Hatang, Manager: PAIA Unit
Telephone number: (011) 484 8300 x 1198
Email address: shatang@sahrc.org.za

Related information retention legislation

Administration of Estates Act, No. 66 of 1965
Arbitration Act No. 42 of 1965
Basic Conditions of Employment No. 75 of 1997
Closed Corporations Act No. 69 of 1984
Companies Act No. 61 of 1973
Compensation for Occupational Injuries and Health Diseases Act No. 130 of 1993
Consumer Affairs (Unfair Business Practices) Act No. 71 of 1988
Copyright Act No. 98 of 1978
Credit Agreements Act No. 75 of 1980
Currency and Exchanges Act No. 9 of 1933
Debtor Collectors Act No. 114 of 1998
Employment Equity Act No. 55 of 1998
Finance Act No. 35 of 2000
Financial Services Board Act No. 97 of 1990
Financial Relations Act No. 65 of 1976
Harmful Business Practices Act No. 23 of 1999
Income Tax Act No. 95 of 1967
Insolvency Act No. 24 of 1936
Insurance Act No. 27 of 1943
Intellectual Property Laws Amendments Act No. 38 of 1997
Labour Relations Act No. 66 of 1995
Long Term Insurance Act No. 52 of 1998
Medical Schemes Act No. 131 of 1998
Occupational Health & Safety Act No. 85 of 1993
Pension Funds Act No. 24 of 1956
Post Office Act No. 44 of 1958
Regional Services Councils Act No. 109 of 1985
SA Reserve Bank Act No. 90 of 1989
Short Term Insurance Act No. 53 of 1998
Skills Development Levies Act No. 9 of 1999
Skills Development Act No. 97 of 1998
Stamp Duties Act No. 77 of 1968
Stock Exchange Control Act No. 1 of 1985
Tax on Retirement Funds Act No. 38 of 1996
Trade Marks Act No. 194 of 1993
Unemployment Contributions Act No. 4 of 2002
Unemployment Insurance Act No. 63 of 2001
Usury Act No. 73 of 1968
Value Added Tax Act No. 89 of 1991

Information freely available

Pamphlets, product sheets, domain name registration and website. Please contact us for full details.

Information available on request

Operations: Customer records, customer correspondence, system and communication logs and supplier information.
Administration: Minutes of management meetings.

Please contact us for full details.

Information which is not available

Human resources: Remuneration records and policies
Finances: Financial and investment policies, annual financial statements, stock record and asset inventory.
Operations: Operational documents, internal processes and trade secrets

Information request procedure and forms

FORM FOR APPLICATION OF INFORMATION REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

A. Particulars of private body

The Head:

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.**

Description of record or relevant part of the record:

Reference number, if available:

Any further particulars of record:

E. Fees

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

Reason for exemption from payment of fees:

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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:

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Form in which record is required:

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Mark the appropriate box with an **X**.

NOTES:

- (a) Compliance with your request 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:

copy of record*

inspection of record

2. If record consists of visual images

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

view the images

copy of the images*

transcription of the images*

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

- listen to the soundtrack (audio cassette) transcription of soundtrack* (written or printed document)

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

- printed copy of record* printed copy of information derived from the record* copy in computer readable form* (stiffy or compact disc)

If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?

- Yes No

Postage is payable.

G. Particulars of right to be exercised or protected

*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.***

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:

H. Notice of decision regarding request for access

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

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

Signed at _____ this _____ day of _____ 20____

[Click here](#) to download the information request forms in electronic format

Information costs

Fees in respect of requests for information 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. The fees for reproduction referred to in regulation 11(1) are as follows:

a) For every photocopy of an A4-size page or part thereof	R 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	R 0.75
c) For a copy in a computer-readable form on: <ol style="list-style-type: none"> I. Stiffy disc II. Compact disc 	R 7.50 R 70.00
d) (i) For a transcription of visual images, for an A4-size page or part thereof	R 40.00
e) (ii) For a copy of visual images	R 60.00
f) (i) For a transcription of an audio record for an A4-size page or part thereof	R 20.00
g) (ii) For a copy of an audio record	R 30.00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11(2) is R 50.00.
4. The access fees payable by a requester referred to in regulation 11(3) are as follows:

a) For every photocopy of an A4-size page or part thereof	R 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	R 0.75
c) For a copy in a computer-readable form on - <ol style="list-style-type: none"> I. Stiffy disc II. compact disc 	R 7.50 R 70.00
d) (i) For a transcription of visual images, for an A4-size page or part thereof	R 40.00
(ii) For a copy of visual images	R 60.00
e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R 20.00
(ii) For a copy of an audio record	R 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	
For purposes of section 54(2) of the Act, the following applies:	
g) Six hours as the hours to be exceeded before a deposit is payable; and	
h) One third of the access fee is payable as a deposit by the requester.	
5. The actual postage is payable when a copy of a record must be posted to a requester.	

[Click here](#) to download the application costs in electronic format.