

International Facilities Services

PROMOTION OF ACCESS TO INFORMATION ACT MANUAL

International Facilities Services South Africa (Pty) Ltd.
(Registration Number: 2005/031201/07)

And

IFS SA Operations (Pty) Ltd.
(Registration Number: 2015/042976/07)
(collectively referred to as "IFS")

This manual was prepared in accordance with Section 14 of the Promotion of Access to Information Act, 2000 ("PAIA") to address the requirements of the Protection of Personal Information Act, 2013 ("POPIA").

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IFS PAIA MANUAL

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1. INTRODUCTION

International Facilities Services South Africa (Pty) Ltd. and IFS SA Operations (Pty) Ltd. (collectively referred to as IFS) conduct business as facilities services providers to the mining and oil and gas industries at their remote sites throughout Africa. These services are primarily catering, cleaning, maintenance, laundry and allied services.

The Promotion of Access to Information Act 2 of 2000, as amended, (“the Act”) was enacted with the purpose of addressing section 32(2) of the Constitution of the Republic of South Africa 108 of 1996, as amended (“Constitution”). This section provides that any person has a right to gain access to any information held by public and private body. If the record is requested from a private body, the requester is required to show that the record is required for the exercise or protection of a right.

One of the main requirements specified in the Act is the compilation of a manual that provides information on both types and categories of records held by the public or private body. In terms of the Act, a private body includes any former or existing juristic person.

This document serves as the manual in terms of the Act which provides a reference in relation to the records held by the private body and the process which must be followed in order to request access to such records.

2. COMPANY CONTACT DETAILS (SECTION 51 (1) (A))

PERSONS DESIGNATED/ DULY AUTHORIZED PERSONS:

Directors	IFS SA Pty Ltd	IFS SA Operations Pty Ltd
	Henlo Webber	Henlo Webber
	Jeremy Harcourt-Baldwin	Jason Skewis
	Jason Skewis	Moses Tembe
		Ipeleng Selele
CEO	Mr. H Webber	
	Postal Address: PO Box 1310, Umhlanga Rocks, 4320	
	Street Address: Suite 3202, Umhlanga Arch, 1 Ncondo Place, Umhlanga Ridge, 4320	
	Tel: +27 (0) 31 561 6111	
	Fax: +27 (0) 31 561 6222	
	Email: henlow@ifsafrika.com	
Information Officer	Andrew Britz	
	Email: informationofficer@ifsafrika.com	

3. THE ACT (SECTION 51(1) (B))

- 3.1 The Act grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the private body must be acting in the public interest.
- 3.2 Requests in terms of the Act shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.

4. GUIDE OF THE INFORMATION REGULATOR

In terms of section 10 of the Act, the Information Regulator (“IR”) is required to compile within three years, in each official language, update and make available a guide to the Act to assist people in exercising their rights. This guide is available from the IR upon request and any enquiry regarding this guide should be directed to the IR at:

The Information Regulator: The PAIA Unit (The Research and Documentation Department)
 Postal address: P.O Box 31533, Braamfontein, 2017
 Telephone: +27 (0) 10 023 5200
 Fax: +27 (0) 10 023 5200
 Website: www.justice.gov.za/inforeg

5. OBJECTIVES OF THIS MANUAL

The objectives of this Manual are:

- to provide a list of all records held by IFS.
- to set out the requirements with regard to who may request information in terms of PAIA as well as the grounds on which a request may be denied.
- to define the manner and form in which a request for information must be submitted.
- to comply with the additional requirements imposed by POPIA.

This PAIA Manual is useful for the public to:

- check the categories of records held by a body which are available without a person having to submit a formal PAIA request;
- have a sufficient understanding of how to make a request for access to a record of the body, by providing a description of the subjects on which the body holds records and the categories of records held on each subject;
- know the description of the records of the body which are available in accordance with any other legislation;
- access all the relevant contact details of the Information Officer and Deputy Information Officer who will assist the public with the records they intend to access;
- know the description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- know 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;
- know the description of the categories of data subjects and of the information or categories of information relating thereto;
- know the recipients or categories of recipients to whom the personal information may be supplied;
- know if the body 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
- know whether the body has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

6. AUTOMATICALLY AVAILABLE INFORMATION

Information that is obtainable via the IFS website about IFS is automatically available for inspection, purchase or photocopying and need not be formally requested in terms of this Manual.

The website address is www.ifsafrika.com and is available to anybody who accesses the Internet.

7. CATEGORIES OF INFORMATION AVAILABLE WITHOUT REQUEST

To date, no notice in terms of Section 52(2) of the Act regarding categories of records of IFS which are available without request, has been published. Information regarding IFS is accessible at Suite 3202, Umhlanga Arch, 1 Ncondo Place, Umhlanga Ridge, 4319 without request.

8. CATEGORIES OF INFORMATION AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Insofar as may be applicable IFS keeps records of information to the extent required in terms of, inter alia, the following legislation:

NO	REF	ACT
1	No 61 of 1973	Companies Act
2	No 98 of 1978	Copyright Act
3	No 55 of 1998	Employment Equity Act
4	No 95 of 1967	Income Tax Act
5	No 66 of 1995	Labour Relations Act
6	No 89 of 1991	Value Added Tax Act
7	No 75 of 1997	Basic Conditions of Employment Act
8	No 2 of 2000	Promotion of Access of Information Act
9	No 30 of 1996	Unemployment Insurance Act

9. DESCRIPTION OF RECORDS HELD BY IFS

RECORDS	SUBJECT	AVAILABILITY
Public Affairs	<ul style="list-style-type: none"> • Public service information • Public corporate records • Media releases 	Freely available on the website www.ifsafrika.com
Financial and Supply Chain	<ul style="list-style-type: none"> • Financial statements • Financial and tax records • Asset registers • Management accounts • Audit reports and statements • Share registers and certificates • Statutory returns to relevant authorities • Invoices, debit and credit notes and statements • Client account application forms • Supplier information and account application forms • Court case judgements • Insurance records 	At the corporate offices Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA
Marketing	<ul style="list-style-type: none"> • Market information • Public client information <ul style="list-style-type: none"> - Company profiles - Services brochures - Client reviews/testimonials • Tender documents • Marketing strategies • Client and potential client databases • Pricing information 	Limited Information available on website Limited Information available on website Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA

Operations and services	<ul style="list-style-type: none"> • Corporate strategies • Performance and audit results • Client employee personal and medical information • Client and employee biometrics • Access control records • Agreements and client contracts • Correspondence • Production records • Inventory records • Goods received notes • Vehicle registration documentation 	<p>Request in terms of PAIA Request in terms of PAIA</p> <p>Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA</p>
Information Technology and Security	<ul style="list-style-type: none"> • Supplier and service provider agreements • Equipment registers • Licensing and software documents • Employee access request forms • CCTV footage • Biometric information records • IT system databases • Incident reports • Helpdesk records 	<p>Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA</p>
Safety, Health, Environment and Quality	<ul style="list-style-type: none"> • Health survey records • Audit and quality control records • OHS and food safety records • Clinic agreements 	<p>Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA</p>
Human Resources	<ul style="list-style-type: none"> • Accounting and payroll records • Statutory reports, returns and statistics • Employee records and contractual information • Performance information • Personnel information • Terms of employment, letters and employment contracts • Leave records • Time and attendance records • Indemnity records • Bank details • Disciplinary records and grievances • OHSA and medical records • Criminal and reference check records • Competency test results, performance appraisals and training results • Settlement agreements • Psychometric test results • Curriculum vitae and qualification certificates 	<p>Request in terms of PAIA Request in terms of PAIA</p> <p>Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA</p> <p>Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA</p> <p>Request in terms of PAIA Request in terms of PAIA Request in terms of PAIA</p> <p>Request in terms of PAIA</p>

10. REQUEST PROCEDURE

- 10.1 Records held by IFS may be accessed upon request once the requirements for access have been complied with.
- 10.2 A requester is any person making a request for access to a record of IFS.
- 10.3 There are two types of requesters, namely, a personal requester and an "other requester". A personal requester is a requester who seeks access to a record containing their personal information. An "other requester" is a requester who seeks access to information about third parties.
- 10.4 IFS is not obliged to automatically grant access to any information, and the requester (whether a personal or an "other requester") must comply with the requirements for requesting access in terms of the Act excluding the payment of a fee.
- 10.5 As described in the set regulations, a fee is only paid by the requested when the Information Officer has determined that the search for such a record will require more than six (6) hours to search. Form 3 is completed and the requester is required to pay as a deposit a portion of the access fee as set out in Annexure B of the PAIA Regulations.
- 10.6 The requester must comply with all the procedural requirements contained in the Act relating to the request for access to information.
- 10.7 The requester must complete the prescribed form attached as Form 2 and submit it to the Information Officer. The prescribed form must be completed with enough detail to enable the Information Officer to identify:
- the record or records requested
 - the identity of the requester
 - what form of access is required, if the request is granted
 - the postal address and/or email address and/or fax number of the requester.
- 10.8 The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state the nature of the right in question. In addition, the requester must clearly specify why the record is necessary to exercise or protect such right.
- 10.9 The requester will be informed in writing as to whether his/her request is granted or refused. If, in addition to a written reply, the requester wishes to be informed of the decision in any other manner, he must state the manner and necessary particulars to be so informed.
- 10.10 If a 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 reasonable satisfaction of the Information Officer.
- 10.11 If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally. The Information Officer must complete Form 2 on behalf of the requester and provide a copy to the requester.
- 10.12 This manual, or part thereof, can be obtained from:
- IFS corporate office, at the prescribed fee as set out in Annexure B.
 - the IR, the details of which are set out in clause 4 above.
 - the Government Gazette.
 - the IFS website at www.ifsafrika.com.
- 10.13 General description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

NB: Specify the nature of the security safeguards to be implemented or under implementation to ensure the confidentiality and integrity of the personal information under the care of the body. This may, for example, include Data Encryption; Anti-virus and Anti-malware Solutions.

11. PRESCRIBED FEES (SECTION 51 (1) (F))

- 11.1 The Act provides for the payment of two types of fees, namely:
- a request fee, which will be a standard fee
 - an access fee, which must be calculated by taking into account production costs, search and preparation time and cost, as well as postal costs.
- 11.2 When a request is received by the Information Officer, such person shall by notice, require the requester, other than a personal requester, to pay the prescribed request fee (if any), before further processing such request.
- 11.3 If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay as a deposit the prescribed portion (being not more than one third) of the access fee which would be payable if the request is granted.
- 11.4 The Information Officer is entitled to withhold access to a record until the requester has paid the applicable fees set out in Form 3.
- 11.5 A requester whose request for access to a record has been granted must pay an access fee for reproduction and for search and preparation time, and for any time reasonably required in excess of the prescribed hours, including making arrangements to make it available in the requested format.
- 11.6 If a deposit has been paid in respect of a request for access, which is refused, the Information Officer must repay the deposit to the requester.

12. DECISION

- 12.1 IFS will, within thirty (30) days of receipt of the request, endeavour to determine whether or not to accept the request and notify the requester of such determination in writing.
- 12.2 The thirty (30) days period may be extended for a further period of not more than thirty (30) days if the request is for a large amount of information, or the request requires a search for information held at another office of IFS and the information cannot reasonably be obtained within the initial thirty (30) days period. IFS will notify the requester in writing should an extension be sought.

13. RECORDS THAT CANNOT BE FOUND OR DO NOT EXIST

If IFS has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

14. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS

The grounds on which IFS may or must refuse a request for access to information are set out in sections 63 to 69 of the Act.

15. REMEDIES AVAILABLE WHEN A REQUEST IS REFUSED

15.1 Internal Remedies

A decision made by the Information Officer is final, and requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requester is not satisfied with the answer supplied by the Information Officer.

15.2 External Remedies

15.2.1 A requester that is dissatisfied with the Information Officer's refusal to disclose information may, within thirty (30) days of notification of the decision, apply to court for relief.

15.2.2 A third party dissatisfied with the Information Officer's decision to grant a request for information may, within a prescribed period, apply to a court for relief.

16. CATEGORIES OF DATA SUBJECTS AND THEIR PERSONAL INFORMATION

IFS may possess records relating to clients, potential clients, suppliers, employees, board members, contractors, service providers and members of the public who have lodged complaints or applied for vacancies:

DATA SUBJECT CATEGORY	PERSONAL INFORMATION PROCESSED
Natural Persons	Names; contact details; physical and postal addresses; dates of birth; ID numbers; passport numbers; visa and work permit numbers; medical records; tax-related information; nationalities; genders; confidential correspondence; payroll information; contracts; CVs, references and criminal records; performance records; training records, education information and qualification certificates; banking details.
Juristic Persons/ Entities	Names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration numbers; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Contracted Service Providers	names of contact persons; name of legal entity; physical and postal address and contact details; financial information; registration numbers; founding documents; tax related information; authorised signatories, beneficiaries, ultimate beneficial owners.
Board	gender; marital status; ethnicity; age; home language, education information; financial information; employment history; ID numbers; physical and postal address; contact details; qualifications.

ANNEXURE A: PRESCRIBED FORMS

FORM 1: REQUEST FOR A COPY OF THE GUIDE

REGULATIONS 2 AND 3

To: The Information Regulator
P.O Box 31533, Braamfontein 2017
Telephone: +27 (0) 10 023 5200
Email: inforeg@justice.gov.za

Or: The Information Officer
P.O Box 1310, Umhlanga Rocks 4320
Telephone: +27 (0) 31 561 6111
Email: andrewb@ifsafrika.com

I (full names):	
In my capacity as (mark with an X): Information Officer <input type="checkbox"/> Other <input type="checkbox"/>	
Name of public/ private body (If applicable):	
Postal Address:	
Street Address:	
Telephone:	Mobile:
Fax:	Email:

herby request the following copy(ies) of the Guide (mark with an X):

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

Manner of collection (mark with an X):					
Personal collection <input type="checkbox"/>	Street address (postal services) <input type="checkbox"/>	Email <input type="checkbox"/>			
Postal address <input type="checkbox"/>	Street address (courier) <input type="checkbox"/>	Fax <input type="checkbox"/>			

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester

FORM 2: REQUEST FOR ACCESS TO RECORD

REGULATION 7

To: The Information Officer

P.O Box 1310, Umhlanga Rocks 4320

Telephone: +27 (0) 31 561 6111

Email: andrewb@ifsafrika.com

If requests made on behalf of another person, proof of the capacity in which the request is made, must be attached to this form (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 (when made on behalf of another person):

Postal Address:

Street Address:

Telephone:

Mobile:

Fax:

Email:

Particulars of person on whose behalf request is made (if applicable):

Full names:

Identity number:

Capacity in which request is made (when made on behalf of another person):

Postal Address:

Street Address:

Telephone:

Mobile:

Fax:

Email:

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 the record:

Reference number, if available:	
Any further particulars of record:	

Type of record (mark with an X):	
Record is in written or printed form	<input type="checkbox"/>
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	<input type="checkbox"/>
Record consists of recorded words or information which can be reproduced in sound	<input type="checkbox"/>
Record is held on a computer or in an electronic, or machine-readable form	<input type="checkbox"/>

Form of access (mark with an X):	
Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	<input type="checkbox"/>
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	<input type="checkbox"/>
Transcription of soundtrack (written or printed document)	<input type="checkbox"/>
Copy of record on flash drive (including virtual images and soundtracks)	<input type="checkbox"/>
Copy of record on compact disc drive (including virtual images and soundtracks)	<input type="checkbox"/>

Manner of access (mark with an X):	
Personal inspection of record at registered address of public/private body (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)	<input type="checkbox"/>
Postal services to postal address	<input type="checkbox"/>
Postal services to street address	<input type="checkbox"/>
Courier service to street address	<input type="checkbox"/>
Facsimile of information in written or printed format (including transcriptions)	<input type="checkbox"/>
Email of information (including soundtracks if possible)	<input type="checkbox"/>
Preferred language (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)	<input type="checkbox"/>

Particulars of right to be exercised or protected

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.

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) 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:	
----------------	--

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / Person on whose behalf request is made

For official use	
Reference number:	
Request received by: (state rank, name and surname of information officer)	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer

FORM 3: OUTCOME OF REQUEST AND OF FEES PAYABLE

REGULATION 8

To:	Reference No:
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Note:**1. If your request is granted the:**

- amount of the deposit, (if any) is payable before your request is processed; and
- requested Guide/portion of the Guide/record, will only be released once proof of full payment is received.

2. Please use the reference number hereunder in all future correspondence.

Your request dated _____ refers, which 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.

You requested:	
Personal inspection of information at registered address of public/private body (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) .	<input type="checkbox"/>

Or

You requested:	
Printed copies of the information (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	<input type="checkbox"/>
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	<input type="checkbox"/>
Transcription of soundtrack (written or printed document)	<input type="checkbox"/>
Copy of information on flash drive (including virtual images and soundtracks)	<input type="checkbox"/>
Copy of information on compact disc drive(including virtual images and soundtracks)	<input type="checkbox"/>

To be submitted:	
Postal services to postal address	<input type="checkbox"/>
Postal services to street address	<input type="checkbox"/>
Courier service to street address	<input type="checkbox"/>
Facsimile of information in written or printed format (including transcriptions)	<input type="checkbox"/>
Email of information (including soundtracks if possible)	<input type="checkbox"/>
Preferred language (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)	<input type="checkbox"/>

Kindly note that your request has been:	
<input type="checkbox"/> Approved	<input type="checkbox"/> Denied, for the following reasons:

Fees payable with regards to your request:			
Item	Cost per A4 page or part thereof/item	Number of pages/items	Total
Copy of Guide	R3.90		
Photocopy	R3.90		
Printed copy	R4.80		
Copy in a computer-readable form on: a) Flash drive b) Compact disc	a) R0.00 b) 56.00		
Transcription of visual images	Service to be outsourced. Will depend on quotation from service provider.		
Copy of visual images			
Transcription of an audio record			
Copy of an audio record	R56.00		
Postage	Actual cost		
Total			

Deposit payable (if search exceeds six hours):	
<input type="checkbox"/> Yes	<input type="checkbox"/> No
Hours of search:	
Amount of deposit (calculated on one third of total amount per request):	

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 _____

Signature of Information Regulator/ Information Officer

FORM 4: LODGING OF AN INTERNAL APPEAL

REGULATION 9

Reference No:

Particulars of public body
Name of public body:
Name and surname of information officer:

Particulars of appellant who lodges the internal appeal	
Full names:	
Identity number:	
Postal Address:	
Telephone:	Mobile:
Fax:	Email:
Is the internal appeal lodged on behalf of another person?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: (Proof of the capacity in which appeal is lodged, if applicable, must be attached.)	

Particulars of person on whose behalf the internal appeal is lodged (If lodged by a third party)	
Full names:	
Identity number:	
Postal Address:	
Telephone:	Mobile:
Fax:	Email:

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED (mark the appropriate box with an "X")	
Refusal of request for access	<input type="checkbox"/>
Decision regarding fees prescribed in terms of section 22 of the Act	<input type="checkbox"/>
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	<input type="checkbox"/>
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	<input type="checkbox"/>
Decision to grant request for access	<input type="checkbox"/>

Grounds for appeal
 (If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed.)

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 <input type="checkbox"/>	Post to street address <input type="checkbox"/>	Fax <input type="checkbox"/>	Email <input type="checkbox"/>
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Signed at _____ this _____ day of _____ 20 _____

 Signature of Appellant/ Third party

Official record of internal appeal (For official use)

Appeal received by: (state rank, name and surname of information officer)	
Date received:	
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:	Yes <input type="checkbox"/> No <input type="checkbox"/>

Outcome of appeal				
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>	New decision: (If not confirmed)
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>	New decision: (If not confirmed)
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>	New decision: (If not confirmed)
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>	New decision: (If not confirmed)
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>	New decision: (If not confirmed)

Signature of Relevant Authority

FORM 5: LODGING OF COMPLAINT

REGULATION 10

To: The Information Regulator
P.O Box 31533, Braamfontein 2017
Telephone: +27 (0) 10 023 5200
Email: inforeg@justice.gov.za

Note:

1. This form is designed to assist the Requester (hereinafter referred to as “the Complainant”) in requesting a review of a public or private body’s response or non-response to a request for access to records under the Promotion of Access to Information Act 2 of 2000 (“PAIA”). Please fill out this form and send it to the Information Regulator (“Regulator”) or complete the online complaint form available at <https://www.justice.gov.za/inforeg/>.
2. PAIA gives the public a right to file a complaint with the Regulator about any of the nature of complaints detailed in part E of this complaint form-
3. It is the policy of the Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as “the Body”) an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Regulator, you are required to complete the prescribed PAIA form and submit it to the Body.
4. A copy of this form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein
5. The Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. Please attach copies of the following documents, if you have them:
 - Copy of the form to the organisation requesting access to records;
 - The organisation’s response to your complaint or access request;
 - Any other correspondence between you and the organisation regarding your request;
 - Copy of the appeal form, if your complaint relate to a public body;
 - The organisation’s response to your appeal;
 - Any other correspondence between you and the organisation regarding your appeal;
 - Documentation authorizing you to act on behalf of another person (if applicable);
 - Court order or court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

Prerequisites

Did you submit request (PAIA form) for access to record of a public/private body?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you applied to Court for appropriate relief regarding this matter?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

For Regulator’s use only

Received by (Full names):

Position:

Complaint accepted: Yes No

Reference Number:

Signature:

Date stamp:

Part A: Personal information of complainant	
Full names:	
Identity number:	
Postal Address:	
Street Address:	
Telephone:	Mobile:
Fax:	Email:

I consent to being contacted at the above e-mail address or through that of my representative on my behalf.
I acknowledge that sending an e-mail over the Internet is not secure, in that it can be intercepted and/or manipulated and retransmitted.

Part B: Representative information (Complete only if you will be represented. A Power of Attorney must be attached if complainant is a representative, failing which the complaint will be rejected)	
Full names of representative:	
Nature of representation:	
Identity number:	
Postal Address:	
Street Address:	
Telephone:	Mobile:
Fax:	Email:

Part C: Organisation against which the complaint is lodged	
Type of body: Private <input type="checkbox"/> Public <input type="checkbox"/>	
Name of *public/ private body:	
Registration number (if any):	
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request to access of information:	
Postal Address:	
Street Address:	
Telephone:	Mobile:
Fax:	Email:
Reference number given (if any):	

Part D: Complaint	
Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public body for response and possible resolution; there are limited exceptions)	
Date on which request for access to records submitted:	
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body:	
Have you attempted to resolve the matter with the organisation?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, when did you receive it? (Please attach the letter to this application.)	
Did you appeal against a decision of the information officer of the public body?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, when did you lodge an appeal?	
Have you applied to Court for appropriate relief regarding this matter? Yes	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.	

Part E: Detailed type of access to records	
(Please select one or more of the following to describe your complaint to the Regulator)	
Unsuccessful appeal: (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful. <input type="checkbox"/>
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed. <input type="checkbox"/>
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A (d)(i) or 77A(3)(b) or of PAIA)	I requested access to information held by a body and that request was refused or partially refused. <input type="checkbox"/>
The body requires me to pay a fee and I feel it is excessive: (Sections 22 or 54 of PAIA)	Tender or payment of the prescribed request fee. <input type="checkbox"/>
	The tender or payment of a deposit. <input type="checkbox"/>
	The tender or payment of a deposit. <input type="checkbox"/>
Repayment of the deposit: (Section 22(4) of PAIA)	The information officer refused to repay a deposit paid in respect of a request for access which is refused. <input type="checkbox"/>

Disagree with time extension: (Sections 26 or 57 of PAIA)	The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request is inappropriate.	<input type="checkbox"/>
Form of access denied: (Sections 29(3) or sections 60(a) of PAIA)	I requested access in a particular and reasonable form and such form of access was refused.	<input type="checkbox"/>
Deemed refusal: (Sections 27 or 58 of PAIA)	It is more than 30 days since I made my request and I have not received a decision. No response received and no extension has been taken.	<input type="checkbox"/>
	Extension period has expired and no response received.	<input type="checkbox"/>
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	Records that are subject to the grounds for refusal of access to records have been inappropriately or unreasonably disclosed.	<input type="checkbox"/>
No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	My request for access is refused, and a body did not provide valid or adequate reasons for the refusal, including the provisions of this Act relied on.	<input type="checkbox"/>
Partial access to record: (Section 28(2) of 59(2) of PAIA)	The body has granted access to part of the requested records and I believe that more of them should be disclosed.	<input type="checkbox"/>
Fee waiver: (Sections 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and the body has refused to grant my request to waive the fees.	<input type="checkbox"/>
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	The body indicated that some or all of the requested records do not exist and I believe that more records do exist.	<input type="checkbox"/>
Failure to disclose records:	The body decided to grant me access to requested records, but I have not received them.	<input type="checkbox"/>
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	The body indicated that the requested records are excluded from PAIA and I disagree.	<input type="checkbox"/>
Frivolous or vexatious request: (Section 45 of PAIA)	The body indicated that my request is manifestly frivolous or vexatious and I disagree.	<input type="checkbox"/>
Access to personal information: (Section 23 of POPIA)	My request to a responsible party to confirm whether or not the responsible party holds personal my information has been refused.	<input type="checkbox"/>
	My request for access to record or a description of my personal information held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to my personal information has been refused.	<input type="checkbox"/>
Other (Please explain):		<input type="checkbox"/>

Part F: Expected outcome

How do you think the Regulator can assist you? Describe the result or outcome that you seek.

Part G: Agreements

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

- I agree that the Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by Protection of Personal Information Act, 2013. I understand that if I do not agree, the Regulator will still process my complaint.
- The information in this Complaint Form is true to the best of my knowledge and belief.
- I authorize the Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and/or the protection of the right to privacy.
- I authorize anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Regulator. The Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.
- If any of my contact information changes during the complaint process, it is my responsibility to inform the Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Signature of Complainant

FORM 6: ACKNOWLEDGEMENT OF RECEIPT OF COMPLAINT

REGULATION 11(1)

Note: Please use the undermentioned reference number in all future correspondence.

To:	Reference No:
------------	----------------------

Complaint lodged Receipt of your complaint, regarding:	
Unsuccessful appeal: (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful. <input type="checkbox"/>
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed. <input type="checkbox"/>
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A (d)(i) or 77A(3)(b) or of PAIA)	I requested access to information held by a body and that request was refused or partially refused. <input type="checkbox"/>
The body requires me to pay a fee and I feel it is excessive: (Sections 22 or 54 of PAIA)	Tender or payment of the prescribed request fee. <input type="checkbox"/>
	The tender or payment of a deposit. <input type="checkbox"/>
	The tender or payment of a deposit. <input type="checkbox"/>
Repayment of the deposit: (Section 22(4) of PAIA)	The information officer refused to repay a deposit paid in respect of a request for access which is refused. <input type="checkbox"/>
Disagree with time extension: (Sections 26 or 57 of PAIA)	The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request is inappropriate. <input type="checkbox"/>
Form of access denied: (Sections 29(3) or sections 60(a) of PAIA)	I requested access in a particular and reasonable form and such form of access was refused. <input type="checkbox"/>
Deemed refusal: (Sections 27 or 58 of PAIA)	It is more than 30 days since I made my request and I have not received a decision. No response received and no extension has been taken. <input type="checkbox"/>
	Extension period has expired and no response received. <input type="checkbox"/>
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	Records that are subject to the grounds for refusal of access to records have been inappropriately or unreasonably disclosed. <input type="checkbox"/>
No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	My request for access is refused, and a body did not provide valid or adequate reasons for the refusal, including the provisions of this Act relied on. <input type="checkbox"/>

Partial access to record: (Section 28(2) of 59(2) of PAIA)	The body has granted access to part of the requested records and I believe that more of them should be disclosed.	<input type="checkbox"/>
Fee waiver: (Sections 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and the body has refused to grant my request to waive the fees.	<input type="checkbox"/>
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	The body indicated that some or all of the requested records do not exist and I believe that more records do exist.	<input type="checkbox"/>
Failure to disclose records:	The body decided to grant me access to requested records, but I have not received them.	<input type="checkbox"/>
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	The body indicated that the requested records are excluded from PAIA and I disagree.	<input type="checkbox"/>
Frivolous or vexatious request: (Section 45 of PAIA)	The body indicated that my request is manifestly frivolous or vexatious and I disagree.	<input type="checkbox"/>
Access to personal information: (Section 23 of POPIA)	My request to a responsible party to confirm whether or not the responsible party holds personal my information has been refused.	<input type="checkbox"/>
	My request for access to record or a description of my personal information held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to my personal information has been refused.	<input type="checkbox"/>
Other (Please explain):		<input type="checkbox"/>

Kindly note that the complaint will be dealt with as follows:	
The Information Regulator will investigate the complaint further.	<input type="checkbox"/>
The complaint will be referred to the Enforcement Committee.	<input type="checkbox"/>

Signed at _____ this _____ day of _____ 20 _____

Signature of Information Regulator

FORM 7: NOTIFICATION TO INFORMATION OFFICER

REGULATION 11(2)

Note: Please use the undermentioned reference number in all future correspondence.

To:	Reference No:

Re: complaint received and intention to investigate

The following complaint was received from _____

Identity number _____ on _____

Complaint lodged	
Unsuccessful appeal: (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	I have appealed against the decision of the public body and the appeal is unsuccessful. <input type="checkbox"/>
Unsuccessful application for condonation: (Sections 77A(2)(b) and 75(2) of PAIA)	I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed. <input type="checkbox"/>
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A (d)(i) or 77A(3)(b) or of PAIA)	I requested access to information held by a body and that request was refused or partially refused. <input type="checkbox"/>
The body requires me to pay a fee and I feel it is excessive: (Sections 22 or 54 of PAIA)	Tender or payment of the prescribed request fee. <input type="checkbox"/>
	The tender or payment of a deposit. <input type="checkbox"/>
	The tender or payment of a deposit. <input type="checkbox"/>
Repayment of the deposit: (Section 22(4) of PAIA)	The information officer refused to repay a deposit paid in respect of a request for access which is refused. <input type="checkbox"/>
Disagree with time extension: (Sections 26 or 57 of PAIA)	The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request is inappropriate. <input type="checkbox"/>
Form of access denied: (Sections 29(3) or sections 60(a) of PAIA)	I requested access in a particular and reasonable form and such form of access was refused. <input type="checkbox"/>
Deemed refusal: (Sections 27 or 58 of PAIA)	It is more than 30 days since I made my request and I have not received a decision. No response received and no extension has been taken. <input type="checkbox"/>
	Extension period has expired and no response received. <input type="checkbox"/>

Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	Records that are subject to the grounds for refusal of access to records have been inappropriately or unreasonably disclosed. <input type="checkbox"/>
No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	My request for access is refused, and a body did not provide valid or adequate reasons for the refusal, including the provisions of this Act relied on. <input type="checkbox"/>
Partial access to record: (Section 28(2) of 59(2) of PAIA)	The body has granted access to part of the requested records and I believe that more of them should be disclosed. <input type="checkbox"/>
Fee waiver: (Sections 22(8) or 54(8) of PAIA)	I am exempt from paying any fee and the body has refused to grant my request to waive the fees. <input type="checkbox"/>
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	The body indicated that some or all of the requested records do not exist and I believe that more records do exist. <input type="checkbox"/>
Failure to disclose records:	The body decided to grant me access to requested records, but I have not received them. <input type="checkbox"/>
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	The body indicated that the requested records are excluded from PAIA and I disagree. <input type="checkbox"/>
Frivolous or vexatious request: (Section 45 of PAIA)	The body indicated that my request is manifestly frivolous or vexatious and I disagree. <input type="checkbox"/>
Access to personal information: (Section 23 of POPIA)	My request to a responsible party to confirm whether or not the responsible party holds personal my information has been refused. <input type="checkbox"/>
	My request for access to record or a description of my personal information held by the responsible party, including information about the identity of all third parties, or categories of third parties, who have, or have had, access to my personal information has been refused. <input type="checkbox"/>
Other (Please explain):	<input type="checkbox"/>

You are hereby notified that the Information Regulator intends to investigate the matter. You are hereby requested to respond to the complaint and produce to the Information Regulator any information, item or document, on which your decision is based, within 10 working days after receipt of this notification.

Signed at _____ this _____ day of _____ 20 _____

Signature of Information Regulator

FORM 8: DEVELOPMENT AND OUTCOME OF INVESTIGATION **REGULATION 11(5)**

To:	Reference No:
------------	----------------------

Re: Complaint lodged with regards to: _____

Kindly note that:	
The investigation is ongoing.	<input type="checkbox"/>
The following decision is taken:	<input type="checkbox"/>

Signed at _____ **this** _____ **day of** _____ **20** _____

Signature of Information Regulator

FORM 9: SETTLEMENT MEETING

REGULATION 12(2)

To:	Reference No:
------------	----------------------

Re: Complaint lodged with regards to: _____

Kindly note that:

- a) It appears from the nature of the complaint and the response made in relation to the complaint, that it may be possible to secure a settlement between the parties concerned.
- b) The Information Regulator has decided to act as facilitator in the matter.

You are hereby invited

To attend a conciliation meeting at (place) _____

on the _____ day of _____ 20 _____ at (time) _____ and on any subsequent date that

may be required, regarding the above-mentioned matter.

Signed at _____ **this** _____ **day of** _____ **20** _____

Signature of Information Regulator

FORM 10: SETTLEMENT CERTIFICATE

REGULATION 12(4)

Reference No:

In the matter between:

Full names:

Identity number:

Full names:

Identity number:

Full names:

Identity number:

And:

Name of public/ private body

Name of information officer

I, _____ in my capacity as facilitator in the matter
between the above-mentioned parties,

Hereby certify that:

 The matter has been resolved, and the following settlement reached:

 The matter has not been resolved, and will be referred back to the information Regulator to be dealt with in terms of section 77C of the Act.

Signed at _____ this _____ day of _____ 20 _____

Signature of Facilitator

FORM 11: CONCILIATION OF MATTER

REGULATION 13(2)

To:	Reference No:
------------	----------------------

Re: Complaint lodged with regards to: _____

Kindly note that:

- a) It appears from the nature of the complaint and the response made in relation to the complaint, that it may be possible to secure a settlement between the parties concerned.
- b) The Information Regulator has decided to act as a conciliator in the matter.

You are hereby invited

To attend a conciliation meeting at (place) _____

on the _____ day of _____ 20 _____ at (time) _____ and on any subsequent date that may be required, regarding the above-mentioned matter.

Signed at _____ **this** _____ **day of** _____ **20** _____

Signature of Information Regulator

FORM 12: CONCILIATION CERTIFICATE

REGULATION 13(5)

Reference No:

In the matter between:

Full names:

Identity number:

Full names:

Identity number:

Full names:

Identity number:

And:

Name of public/ private body

Name of information officer

I, _____ in my capacity as facilitator in the matter
between the above-mentioned parties,

Hereby certify that:

 The matter has been resolved, and the following settlement reached:

 The matter has not been resolved, and will be referred back to the Information Regulator to be dealt with in terms of section 77C of the Act.

Signed at _____ this _____ day of _____ 20 _____

Signature of Conciliator

FORM 13: REQUEST FOR ASSESSMENT

REGULATIONS 14(1)

To: The Information Regulator
 P.O Box 31533, Braamfontein 2017
 Telephone: +27 (0) 10 023 5200
 Email: inforeg@justice.gov.za

I (full names):	
Postal Address:	
Street Address:	
Telephone:	Mobile:
Fax:	Email:

hereby in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), request that the Information Regulator assess whether the undermentioned public or private body generally complies with the provisions of the Act insofar as its policies and implementation procedures are concerned.

Name of private/public body:	
Postal Address:	
Street Address:	
Telephone:	Mobile:
Fax:	Email:

Particulars of information to be assessed

Persons affected by the relevant information practice/s

The reason why an assessment is requested

Specific aspects of the information that the assessment should address

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester

**FORM 14: NOTICE OF *REQUEST/INFORMATION REGULATOR'S OWN
DECISION TO DO AN ASSESSMENT**

REGULATION 14(2)

To:	Reference No:
------------	----------------------

You are hereby notified that the Information Regulator:

- was requested to conduct an assessment
- has on its own initiative decided to conduct an assessment,

in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

Particulars of information to be assessed

--

Persons affected by the relevant information practice/s

--

The reason why an assessment is requested

--

FORM 15: DECISION WITH REGARDS TO CONDUCTING AN ASSESSMENT

REGULATIONS 14(3)

To:	Reference No:
-----	---------------

The Information Regulator *was requested to conduct an assessment/ has on its own initiative decided to conduct an assessment, in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), and has, after taking all the relevant information into consideration, to:

was requested to conduct an assessment

has on its own initiative decided to conduct an assessment,

Signed at _____ this _____ day of _____ 20 _____

Signature of Information Regulator

FORM 16: DECISION WITH REGARDS TO ASSESSMENT

REGULATIONS 14(5)

To:	Reference No:
-----	---------------

The Information Regulator *was requested to conduct an assessment/ has on its own initiative decided to conduct an assessment, in terms of section 77H of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), and has, after taking all the relevant information into consideration, formed the undermentioned views:

Views of Information Regulator

<input type="checkbox"/> Information Regulator hereby wishes to confirm that it wishes to take no further action in this regard.
<input type="checkbox"/> The Information Regulator hereby wishes to confirm that it wishes to take the following action in this regard:

Signed at _____ this _____ day of _____ 20 _____

Signature of Information Regulator

ANNEXURE B: FEES PAYABLE

Fees payable:		
Item	Description	Amount
1.	Copy of Guide per A4-size page	R3.90 per page
2.	Photocopy of A4-size page	R3.90 per page or part thereof
3.	Printed copy of A4-size page	R4.80 per page or part thereof

Item	Description	Amount
4.	Copy in a computer- readable form on: a) Flash drive b) Compact disc	a) R0 b) R56.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	
8.	Copy of an audio record	R56.00
9.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8
10.	Postage	Actual expense