

DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT

NO. R. 757

27 August 2021

**PROMOTION OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000):
REGULATIONS RELATING TO THE PROMOTION OF ACCESS TO INFORMATION, 2021**

I, Ronald Ozzy Lamola, the Minister of Justice and Correctional Services, hereby, under section 92 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), make the regulations in the Schedule.


R O LAMOLA, MP
MINISTER OF JUSTICE AND CORRECTIONAL SERVICES

DATE: 29/07/2021

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ANNEXURE B**Fees****CHAPTER 1
GENERAL****Definitions**

1. In these Regulations any word or expression to which a meaning has been assigned in the Act has the meaning so assigned and, unless the context otherwise indicates—
"complainant" for purposes of the Regulations, means a requester or a third party, as defined in section 1 of the Act;

"guide" means the guide contemplated in section 10 of the Act;

"information officer" for purposes of the Regulations, includes the head of a private body, as defined in section 1 of the Act, and may include a deputy information officer, if so delegated in terms of section 17 of the Act;

"in writing" includes in the form of a data message and accessible in a manner usable for subsequent reference, as contemplated in section 12 of the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002);

"signature" includes a signature contemplated in section 13 of the Electronic Communications and Transactions Act, 2002; and

"the Act" means the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000).

**CHAPTER 2
AVAILABILITY OF GUIDE****Obligations of Information Regulator**

2. (1) The Information Regulator must make the guide available in each of the official languages—

- (a) by publication in the *Government Gazette*;
- (b) at the Office of the Information Regulator, for inspection, during normal office hours;
- (c) on the website of the Information Regulator; and
- (d) to the Director-General of the Department of Government Communication and Information Systems.

(2) The Information Regulator must make available, upon the written request of any person, including an information officer, on a form which corresponds substantially with Form 1 of Annexure A to the Regulations, the number of copies of the guide in the official languages, as requested.

(3) The Information Regulator may not charge any fee for—

- (a) a copy of the guide made available in terms of subregulation (2); or
- (b) inspection of a copy of the guide at the office of the Information Regulator.

Obligations of information officer

3. (1) An information officer must have a copy of the guide, in at least two of the official languages, at his or her registered head office, for public inspection during normal office hours.

(2) An information officer must make available, upon the written request of any person, on a form which corresponds substantially with Form 1 of Annexure A to the Regulations, the number of copies of the guide in the official languages, as requested.

(3) An information officer may not charge a fee for—

- (a) a copy of the guide made available in terms of subregulation (2); or
- (b) inspection of a copy of the guide at the office of the information officer.

CHAPTER 3 ACCESS TO INFORMATION

Automatic availability of certain records of public bodies

4. (1) The information officer of a public body, must compile and keep a description of the categories of records contemplated in section 15(1)(a) of the Act, that are automatically available without a requester having to request access thereto.

(2) The description contemplated in subregulation (1) must be updated as soon as practically possible after an amendment to the description occurs.

(3) The description must be made available—

- (a) to the Information Regulator;
- (b) on the website of the public body; and
- (c) for inspection, at the head office of a public body concerned during normal office hours.

(4) A requester may request a copy of a record referred to in subregulation (1) and must be provided with such copy, upon payment of the fee for reproduction, as provided for in items 2 to 8 of Annexure B to the Regulations.

Voluntary disclosure and automatic availability of certain records of private bodies

5. (1) The Head of a private body, may compile and keep a description of the categories of records contemplated in section 52(1)(a) of the Act that are—

- (a) voluntarily disclosed; or
- (b) automatically available without a requester having to request access thereto.

(2) If a description contemplated in subregulation (1) is compiled and kept, it must be—

- (a) updated as soon as practically possible after any amendment to the description occurs; and
- (b) made available—
 - (i) to the Information Regulator;
 - (ii) on the website of the private body; and
 - (iii) for inspection, at the registered head office of a private body concerned during normal office hours.

(3) A requester may request a copy of a record referred to in subregulation (1) and must be provided with such copy, upon payment of the fee for reproduction, as provided for in items 2 to 8 of Annexure B to the Regulations.

Availability of records of political parties

6. The records contemplated in section 52A(1)(b) of the Act must be available for inspection—

- (a) from Monday to Friday, excluding public holidays, from 8h00 to 16h00 at the physical business address of a political party; and
- (b) electronically on the website of the political party, if that political party has a website.

Request for access to information

7. (1) A request for access to a record contemplated in section 18(1) or 53(1) of the Act, must be made on a form that corresponds substantially with Form 2 of Annexure A to the Regulations, to the information officer.

(2) The information officer must—

- (a) assist a requester with any request with regards to a request for access to information; and
- (b) if a request for access to a record is made orally as a result of illiteracy or a disability of a requester, complete Form 2 of Annexure A to the Regulations on behalf of the requester and provide a copy thereof to the requester, as contemplated in section 18(3) of the Act.

(3) The request fee payable by every requester referred to in section 22(1) or 54(1) of the Act is prescribed in item 1 of Annexure B to the Regulations.

Outcome of request and fees payable

8. (1) The information officer must, if a request for access to a record referred to in regulation 7 of the Regulations is granted or refused, inform the requester of—

- (a) his or her decision; and
- (b) the fees payable as provided for in Annexure B to the Regulations, on a form that corresponds substantially with Form 3 of Annexure A to the Regulations: Provided that a request for a copy of the guide may not be refused.

(2) A person who requests—

(a) a copy of a record contemplated in regulation 4 or 5 of the Regulations; or
(b) access to a record as contemplated in regulation 7 of the Regulations,
may be charged the fee for reproduction and postage as prescribed in Annexure B to the Regulations, if the request is granted.

(3) If—

(a) the search for a record in respect of which a request for access has been made; and
(b) the preparation of the record for disclosure, including any arrangements contemplated in section 29(2)(a) and (b)(i) and (ii)(aa) of the Act,

would, in the opinion of the information officer, require more than six hours for these purposes, the information officer must, on a form which corresponds substantially with Form 3 of Annexure A to the Regulations, inform the requester to pay as a deposit, a portion of the access fee: Provided that the amount payable as a deposit, must not exceed one third of the amount payable, if the request is granted.

(4) The fee for the search for and preparation of the record contemplated in section 29(2)(a) and (b)(i) or 54(2)(a) and (b)(i) of the Act is as provided for in item 9 of Annexure B to the Regulations.

Internal appeal against decision of information officer of a public body

9. A complainant may lodge an internal appeal against a decision of the information officer of a public body as contemplated in section 75(1) of the Act, on a form which corresponds substantially with Form 4 of Annexure A to the Regulations.

CHAPTER 4 COMPLAINTS TO INFORMATION REGULATOR

Lodging of complaints

10. A complaint contemplated in section 77A of the Act, must be lodged in writing on a form that corresponds substantially with Form 5 of Annexure A to the Regulations, to the Information Regulator.

Procedure regarding investigation of complaints

11. (1) (a) Upon receipt of a complaint contemplated in section 77A of the Act, the Information Regulator must, on a form which corresponds substantially with Form 6 of Annexure A to the Regulations, acknowledge receipt of the complaint.

(b) The Information Regulator must inform the complainant, as contemplated in section 77E of the Act, whether—

(i) the Information Regulator will investigate the complaint further; or
(ii) the complaint will be referred to the Enforcement Committee, established in terms of section 50 of the Protection of Personal Information Act, 2013 (Act No. 4 of 2013).

(2) If the Information Regulator decides to investigate the complaint as contemplated in section 77C(1)(a) of the Act, it must, within 20 working days after receipt of the complaint on a form that corresponds substantially with Form 7 of Annexure A to the Regulations—

(a) bring the complaint to the attention of the information officer concerned;
(b) inform the information officer concerned of its intention to investigate the complaint; and

(c) request the information officer concerned to respond to the complaint and produce any item or document, on which he or she based his or her decision.

(3) The information officer concerned must, within 20 working days after receipt of the complaint from the Information Regulator, respond in writing to the complaint and submit any item or document to the Information Regulator, in the manner the Information Regulator requests.

(4) For purposes of the investigation, the Information Regulator has all the powers and functions as determined in section 77G of the Act.

(5) The Information Regulator must, within a reasonable time from the date of a decision being made or action being taken—

(a) keep the complainant and the information officer concerned and any other party to the matter, informed of the developments of the investigation; and

(b) inform the complainant, the information officer concerned and any other party to the matter of the results of the investigation,

on a form that corresponds substantially with Form 8 of Annexure A to the Regulations.

(6) The Information Regulator may, during its investigation as contemplated in subregulation (1)(b) if it appears that the Enforcement Committee is better suited to investigate the complaint, refer the complaint to the Enforcement Committee, and must in writing inform the complainant accordingly.

Settlement of matter

12. (1) If it appears from a complaint or any written reply to the complaint—

(a) under section 77E(b)(ii) of the Act; or

(b) during a conciliation meeting,

that it may be possible to secure a settlement between the parties, the Information Regulator may confer with the parties—

(i) in person; or

(ii) by means of electronic communication,

as is deemed appropriate to endeavour to obtain a settlement.

(2) If during the process referred to in subregulation (1) the Information Regulator decides to convene a settlement meeting, the Information Regulator must, as soon as it is practically possible, inform the parties on a form that corresponds substantially with Form 9 of Annexure A to the Regulations of the date, time and place of the settlement meeting.

(3) For the purpose of settlement proceedings, the Information Regulator has the same powers as a conciliator contemplated in regulation 13(3) and (4) of the Regulations.

(4) The Information Regulator must issue a settlement certificate on a form that corresponds substantially with Form 10 of Annexure A to the Regulations, within a reasonable time after the date of the conclusion of the settlement meeting.

(5) If no settlement is secured or if either or both of the parties did not wish to attend a settlement meeting, the Information Regulator must proceed with the matter as provided for in terms of section 77C of the Act.

Conciliation of matter

13. (1) If—

(a) on receipt of a complaint;

(b) during its investigation; or

(c) on receipt of any written response from the information officer of a public body or the head of a private body, in terms section 77E(b)(ii) of the Act, it becomes clear to the Information Regulator that the complaint, or certain aspects of the complaint, could successfully be settled, the Information Regulator, may conduct conciliation proceedings and act as conciliator in the matter.

(2) The Information Regulator must convene a conciliation meeting as soon as it is practically possible and inform the complainant, the information officer concerned or any other party to the matter, on a form that corresponds substantially with Form 11 of Annexure A to the Regulations—

- (a) of the Information Regulator's decision to act as a conciliator in the matter;
- (b) of the name of the conciliator;
- (c) of the date, which must be at least 10 working days after this notification, of the time and place of the conciliation meeting; and
- (d) that in the event of non-attendance by either party or both, the Information Regulator may summon the appearance of persons before the Information Regulator.

(3) The Information Regulator—

- (a) may consolidate separate complaints, which are alleged to relate to the same matter by the same information officer, in order to deal with the complaints in the same conciliation proceedings;
- (b) must ensure that all persons entitled to attend the conciliation meeting are notified within a reasonable time, of the date, time and place of the meeting;
- (c) may request all the relevant documentation relating to the complaint from the complainant, information officer or other party to the matter;
- (d) may confer with the parties in person, by means of electronic communication, or by any other means as is deemed appropriate; and
- (e) may—
 - (i) encourage parties to communicate with each other with a view to settle the matter;
 - (ii) assist the parties to narrow down the issues in dispute;
 - (iii) take an active role in the proceedings, including summarising the various options available to the parties and the strengths and weaknesses of the matter;
 - (iv) offer an opinion as to the issues of factual or legal disputes between the parties;
 - (v) give advice about cost implications and other legal consequences; and
 - (vi) make any proposal to the parties with a view to settle the matter.

(4) Where a conciliation meeting fails to take place, the Information Regulator must arrange for an alternative date and notify the persons entitled to attend the conciliation meeting accordingly.

(5) The Information Regulator must issue a conciliation certificate which corresponds substantially with Form 12 of Annexure A to the Regulations within a reasonable time after the date of the conclusion of the conciliation meeting.

(6) If the complaint is not resolved, or either or both of the parties did not attend a conciliation meeting, the Information Regulator must proceed with the complaint as provided for in terms of section 77C(1) of the Act.

Assessment

14. (1) A request by an information officer for an assessment in terms of section 77H(1) of the Act must be submitted to the Information Regulator in writing on a form that

corresponds substantially with Form 13 of Annexure A to the Regulations, together with substantiated reasons for the request.

(2) If the Information Regulator receives a request for an assessment in terms of subregulation (1) or on its own initiative decides, to make an assessment as contemplated in section 77H(1) of the Act, it must—

- (a) inform the public or private body in writing on a form that corresponds substantially with Form 14 of Annexure A to the Regulations of the request for an assessment received, or of its decision to make an assessment on its own initiative; and
- (b) request the public or private body to answer in writing, with substantiated reasons why an assessment is unnecessary, within the time specified by the Information Regulator.

(3) On receipt of an answer and substantiated reasons why an assessment is unnecessary, or after the date specified in the notice has expired, whether or not an answer and substantiated reasons were received, the Information Regulator must—

- (a) decide whether an assessment will be conducted or not; and
- (b) inform—
 - (i) the public or private body; and
 - (ii) if a request for assessment was received, the person who requested an assessment,

in writing on a form that corresponds substantially with Form 15 of Annexure A to the Regulations, whether or not, it has decided to conduct an assessment, within a reasonable time from the date that the decision was made.

(4) The—

- (a) period of assessment; and
- (b) manner of assessment,

will be determined by the Information Regulator on a case by case basis.

(5) When making an assessment, the Information Regulator must take the following into account:

- (a) The nature of the body in question;
- (b) the services it provides to the public or a group of persons;
- (c) the purpose of the information under assessment;
- (d) the likely effect of non-compliance, or of future or continued non-compliance with the Act by the body concerned;
- (e) whether such non-compliance has been committed before;
- (f) whether the body was previously made aware of its earlier or current non-compliance;
- (g) the steps taken by the body to comply with the Act; and
- (h) the most effective solution in the public interest to remedy the non-compliance.

(6) On conclusion of the assessment, the Information Regulator must compile an assessment report, containing its detailed findings and recommendations, if any.

(7) If the Information Regulator has made a finding that the public or private body is not complying with the provisions of the Act, the Information Regulator must deal with the matter as if a complaint is lodged with it in terms of section 77A of the Act.

(8) The Information Regulator must notify—

- (a) the public or private body; and
 - (b) the person who requested an assessment, if a request was received,
- of any decision made, or action taken, or view formed on a form that corresponds substantially with Form 16 of Annexure A to the Regulations, within a reasonable time from the date that the decision was made or action taken or view formed.

CHAPTER 5 MISCELLANEOUS

Electronic communication

15. The provisions of the Electronic Communications and Transactions Act, 2002, are applicable to all forms, records, documents or any information, which are electronically communicated.

Offences and penalties

16. An information officer who willfully or in a grossly negligent manner charges a fee other than the fee prescribed in terms of the Regulations, is guilty of an offence and liable on conviction to a fine or to imprisonment for a period not exceeding two years.

Repeal and transitional provisions

17. (1) The regulations published under Government Notice No. R. 187 of 15 February 2002, as amended by Government Notices Nos R. 1244 of 22 September 2003, R. 990 of 13 October 2006, R. 466 of 1 June 2007 and R. 307 of 1 April 2021, are hereby repealed.

(2) Anything done under a provision of a regulation repealed by subregulation (1) and which could have been done under a provision of these Regulations, is regarded as having been done under the latter provision.

Short title

18. These Regulations are called the Regulations relating to the Promotion of Access to Information, 2021.

ANNEXURE A FORM 1 REQUEST FOR A COPY OF THE GUIDE [Regulations 2 and 3]

TO: *The Information Regulator
P.O Box 31533
Braamfontein,
2017
E-mail address: infoereg@justice.gov.za
Tel number: +27 (0) 10 023 5200

OR

*The information officer

I,

Full names:			
In my capacity as (mark with "x"):	Information officer		Other
Name of *public/private			

body (if applicable)			
Postal Address:			
Street Address:			
E-mail Address:			
Facsimile:			
Contact numbers:	Tel.(B):		Cellular:

hereby request the following copy(ies) of the guide:

Language (mark with "X")	No of copies	Language (mark with "X")	No of copies
Sepedi		Sesotho	
Setswana		siSwati	
Tshivenda		Xitsonga	
Afrikaans		English	
isiNdebele		isiXhosa	
isiZulu			

Manner of collection (mark with "x"):

Personal collection	Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of requester

* Delete whichever is not applicable

FORM 2
REQUEST FOR ACCESS TO RECORD
[Regulation 7]

Note:

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

TO: The information officer

(Address)

E-mail address: _____
Fax number: _____

Mark with an "X"

☐ Request is made in my own name ☐ Request is made on behalf of another person.

PERSONAL INFORMATION

Full names:			
Identity number:			
Capacity in which request is made (when made on behalf of another person):			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity number:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
PARTICULARS OF RECORD REQUESTED			
Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)			
Description of record or relevant part of the record:			
Reference number, if available:			
Any further particulars of record:			
TYPE OF RECORD			
(Mark the applicable box with an "X")			
Record is in written or printed form			
Record comprises virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			
FORM OF ACCESS			
(Mark the applicable box 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)			

Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (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)	

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

FEES	
a)	A request fee must be paid before the request will be considered.
b)	You will be notified of the amount of the access fee to be paid.
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:	

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

Postal address	Facsimile	Electronic communication (Please specify)

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]

Note:

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

Reference number: _____

TO: _____

Your request dated _____, refers.

1. 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) 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.

OR**2. 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)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of information on flash drive (including virtual images and soundtracks)	
Copy of information on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

3. To be submitted:

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

Kindly note that your request has been:

☐ Approved

☐ Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive			
• To be provided by requestor	R40.00		
(ii) Compact disc			
• If provided by requestor	R40.00		
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

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

☐ Yes

☐ No

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

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

Information officer _____

FORM 4
LODGING OF AN INTERNAL APPEAL
 [Regulation 9]

Reference number: _____

PARTICULARS OF PUBLIC BODY			
Name of public body:			
Name and surname of information officer:			
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL			
Full names:			
Identity number:			
Postal address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
E-mail Address:			
Is the internal appeal lodged on behalf of another person?		Yes	No
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>			
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED (if lodged by a third party)			
Full names:			
Identity number:			
Postal address:			
Contact numbers:	Tel. (B):		Facsimile:
	Cellular:		
E-mail address:			
DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED (mark the appropriate box with an "X")			
Refusal of request for access:			
Decision regarding fees prescribed in terms of section 22 of the Act:			
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act:			
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester:			
Decision to grant request for access:			
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	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

Signature of appellant/Third party

**FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL**

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:			<table border="1"> <tr> <td>Yes</td> <td></td> </tr> <tr> <td>No</td> <td></td> </tr> </table>	Yes		No	
Yes							
No							
OUTCOME OF APPEAL							
Refusal of request for access. Confirmed?	Yes		New decision (if not confirmed)				
	No						
Fees (Sec 22). Confirmed?	Yes		New decision (if not confirmed)				
	No						
Extension (Sec 26(1)). Confirmed?	Yes		New decision (if not confirmed)				
	No						

Access (Sec 29(3)). Confirmed?	Yes		New decision (if not confirmed)	
	No			
Request for access granted. Confirmed?	Yes		New decision (if not confirmed)	
	No			

Signed at _____ this _____ day of _____ 20 _____

Relevant authority

FORM 5
LODGING OF COMPLAINT
[Regulation 10]

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, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the Information Regulator or complete the online complaint form available at <https://www.justice.gov.za/infoereg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part E of this complaint form.
3. It is the policy of the Information 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 Information 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 Information 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 Body requesting access to records;
 - The Body's response to your complaint or access request;
 - Any other correspondence between you and the Body regarding your request;
 - Copy of the appeal form, if your complaint relate to a public body;
 - The Body's response to your appeal;
 - Any other correspondence between you and the Body 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.

TO: The Information Regulator
P.O Box 31533
Braamfontein,
2017
E-mail address: infoereg@justice.gov.za
Tel number: +27 (0) 10 023 5200

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

☐

Complainant personally

☐

Representative of complainant

☐

Third party

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 INFORMATION REGULATOR'S USE ONLY

Received by: (Full names)			
Position:			
Signature:			
Complaint accepted:	Yes	<input type="checkbox"/>	No
Reference Number:			
<i>Date stamp</i>			

Postal address	Facsimile	Other electronic communication (Please specify)
<input type="text"/>	<input type="text"/>	<input type="text"/>

PART A
PERSONAL INFORMATION OF COMPLAINANT

Full names:	<input type="text"/>		
Identity number:	<input type="text"/>		
Postal Address:	<input type="text"/>		
Street Address:	<input type="text"/>		
E-mail Address:	<input type="text"/>		
Contact numbers:	Tel. (B): Cellular	<input type="text"/>	Facsimile <input type="text"/>

PART B
REPRESENTATIVE INFORMATION

(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)

Full names of representative:	<input type="text"/>
Nature of representation:	<input type="text"/>
Identity number/Registration number:	<input type="text"/>
Postal Address:	<input type="text"/>

Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular:		
PART C			
THIRD PARTY INFORMATION			
<i>(Please attach letter of authorisation)</i>			
Type of body:	Private		Public
Name of *public/private body:			
Registration number (if any):			
Name, surname and title of person authorised to lodge complaint:			
Postal Address:			
Street Address:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		
PART D			
BODY AGAINST WHICH THE COMPLAINT IS LODGED			
Type of body:	Private		Public
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:			
E-mail Address:			
Contact numbers:	Tel. (B):		Facsimile
	Cellular		
Reference number given (if any):			
PART E			
COMPLAINT			
<i>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)</i>			

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	No
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	No
If yes, when did you lodge an appeal?			
Have you applied to Court for appropriate relief regarding this matter?		Yes	No
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.			
PART F			
DETAILED TYPE OF ACCESS TO RECORDS			
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>			
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.		
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.		
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	I requested access to information held by a body and that request was refused or partially refused.		
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 fee.		
	The tender or payment of a deposit.		
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.		
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.		
Form of access denied: (Section 29(3) or 60(a) of PAIA)	I requested access in a particular and reasonable form and such form of access was refused.		
Deemed refusal: (Section 27 or 58 of PAIA)	It is more than 30 days since I made my request and I have not received a decision.		
	Extension period has expired and no response was received.		
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.		

No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record: (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver: (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records:	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other: (Please explain):		
PART G EXPECTED OUTCOME		
How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.		
PART H 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 Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

- ☐ I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information 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 Information 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 authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information 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 Information Regulator; otherwise my complaint could experience a delay or even be closed.

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party

FORM 6
ACKNOWLEDGEMENT OF RECEIPT OF COMPLAINT
 [Regulation 11(1)]

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

Reference number: _____

TO: _____

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.	
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.	
Refusal of a request for access: (Section 77A(2)(c)(i) or 77A (d)(i) or 77A(3)(b) of PAIA)	I requested access to information held by a body and that request was refused or partially refused.	
The body requires me to pay a fee and I feel it is excessive: (Section 22 or 54 of PAIA)	Tender or payment of the prescribed request fee.	
	The tender or payment of a deposit.	
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.	
Disagree with time extension:	The body decided to extend the time limit for responding to my request, and I disagree with the	

(Section 26 or 57 of PAIA)	<i>requested time limit extension or a time extension taken to respond to my access request.</i>	
Form of access denied: (Section 29(3) or 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	
Deemed refusal: (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	
	<i>Extension period has expired and no response was received.</i>	
Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonably been disclosed.</i>	
No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record: (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver: (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records:	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other: (Please explain):		

is hereby acknowledged. Kindly note that the complaint will be dealt with as follows:

- ☐ The Information Regulator will investigate the complaint further.
- ☐ The complaint will be referred to the Enforcement Committee.

Signed at _____ this _____ day of _____ 20 _____

Information Regulator

FORM 7
NOTIFICATION TO INFORMATION OFFICER
 [Regulation 11(2)]

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

Reference number: _____

TO: _____

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

Inappropriate disclosure of a record: (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>	
No adequate reasons for the refusal of access: (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	
Partial access to record: (Section 28(2) of 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	
Fee waiver: (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	
Records that cannot be found or do not exist: (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	
Failure to disclose records:	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	
No jurisdiction (exercise or protection of any rights): (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	
Frivolous or vexatious request: (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	
Other: (Please explain):		

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 20 working days after receipt of this notification.

Signed at _____ this _____ day of _____ 20 _____

Information Regulator

FORM 8
DEVELOPMENT AND OUTCOME OF INVESTIGATION
[Regulation 11(5)]

Reference number: _____

TO: _____

RE: COMPLAINT LODGED WITH REGARDS TO _____

Kindly note that:

☐

The investigation is ongoing.

☐

The following decision is taken:

Signed at _____ this _____ day of _____ 20 _____

Information Regulator

FORM 9
SETTLEMENT MEETING
[Regulation 12(2)]

Reference number: _____

TO:

RE: COMPLAINT LODGED WITH REGARDS TO: _____

KINDLY TAKE 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.

Kindly confirm your attendance with the Information Regulator on/before _____.

Signed at _____ this _____ day of _____ 20 _____

Information Regulator

FORM 10
SETTLEMENT CERTIFICATE
[Regulation 12(4)]

Reference Number: _____

IN THE MATTER BETWEEN

Full names	
Identity number	
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 _____

Facilitator

FORM 11
CONCILIATION OF MATTER
[Regulation 13(2)]

Reference number: _____

TO: _____

RE: COMPLAINT LODGED WITH REGARDS TO: _____

KINDLY TAKE 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.

Kindly confirm your attendance with the Information Regulator on/before _____.

Signed at _____ this _____ day of _____ 20 _____

Information Regulator

FORM 12
CONCILIATION CERTIFICATE
[Regulation 13(5)]

Reference Number: _____

IN THE MATTER BETWEEN

Full names	
Identity number	
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 conciliator 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.

Conciliator

TO: The Information Regulator
P.O Box 31533
Braamfontein,
2017
E-mail address: inforeg@justice.gov.za
Tel number: +27 (0) 10 023 5200

SPECIFIC ASPECTS OF THE INFORMATION THAT THE ASSESSMENT SHOULD ADDRESS

Signed at _____ this _____ day of _____ 20 _____

Requester _____

FORM 14
NOTICE OF *REQUEST/INFORMATION REGULATOR'S OWN DECISION TO DO AN ASSESSMENT
 [Regulation 14(2)]

Reference number: _____

TO: _____

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

You are hereby invited to submit a written response, together with substantiated proof with regards to the
*request/the Information Regulator's own initiative to conduct an assessment
on/before_____.

Information Regulator

Reference number: _____

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—

proceed with an assessment; or

not to proceed with an assessment.

Information Regulator

Reference number: _____

TO: _____

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:

IEWS OF INFORMATION REGULATOR

☐ The Information Regulator hereby wishes to confirm that it wishes to take no further action in this regard.

☐ The Information Regulator hereby wishes to confirm that it wishes to take the following action in this regard:

Signed at _____ this _____ day of _____ 20 _____

 Information Regulator

ANNEXURE B FEES

Fees in Respect of Public Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R100.00
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof.
4.	For a copy in a computer-readable form on: (i) Flash drive (to be provided by requestor) (ii) Compact disc • If provided by requestor • If provided to the requestor	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on quotation from Service provider.
6.	Copy of visual images	
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on:	

Item	Description	Amount
	(i) Flash drive (to be provided by requestor)	R40.00
	(ii) Compact disc	
	• If provided by requestor	R40.00
	• If provided to the requestor	R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To not exceed a total cost of	R100.00 R300.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of items 2 to 8.
11.	Postage, e-mail or any other electronic transfer	Actual expense, if any.

Fees in Respect of Private Bodies

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